

# Accessibility in Zoom



## Accessibility Basics Tutorial Series

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### Settings for the host account

- Enable Captions/Live Transcription.
- Enable Save Captions for participants.
- Enable Save Chat for participants.
- Enable Always Show Meeting Controls.

### Before the webinar

- Share slides in an accessible format (PowerPoint or Google Slides).  
This can be done after the webinar instead if absolutely necessary.

- Share an agenda. This can be done at the beginning of the webinar instead if necessary. Make sure the agenda includes a five minute break every 30–60 minutes.
- Share Zoom [keyboard shortcuts](#). The buttons on Zoom are not easy to read or well designed for navigation via screen reader.

## During the webinar

- Assume that some participants will only have access to the audio. Provide visual descriptions of the speakers and slides. See the entry on visual descriptions for more information.
- Some participants cannot follow along with the chat during a live session. Read any chat comments you want to highlight for everybody out loud.

## Audience participation

- Invite the audience to type in the chat or unmute and speak.
- Ask people to say their name before they start talking, including in breakout rooms.
- The polling and annotation features do not work with some assistive technologies.

## Captions

- Automatic captions aren't available in breakout rooms. If someone needs captions, keep a handful of people in the main room during breakouts.
- When you record a webinar with live transcription activated, Zoom automatically saves a .txt captions file along with the recording. These captions are often better than YouTube's automatically generated captions (though both will require uploading), so you may wish to upload them to YouTube instead.
- Automatic captions are still significantly less reliable than CART, i.e. professional human-generated captions. If someone requests captions as an ADA accommodation, hire a CART captioner if possible.

## ASL interpreters

- Enable the multi-pin feature for each participant needing interpretation. Go to Participants > More > Allow to multi-pin.
- Make the interpreter co-host so they can help the participant with re-pinning their video feed if they have any issues.

- Make sure to assign the interpreter(s) to the same breakout room as the participant(s).
- Do not continue talking while the interpreter is having a connection issue. Only resume once the issue is resolved and the interpretation is back online.

## Recording with ASL interpreters

- Record the Zoom meeting to your computer, not on the cloud.
- Click the little arrow by the video button in the bottom left, go to “video settings,” and check “hide non-video participants.”
- Spotlight the presenter and the ASL interpreter.
- If the event has more than one interpreter, each interpreter should turn their spotlight off during their break and turn it back on when they begin signing again. The same goes if there is more than one presenter.
- If a presenter is screen sharing, spotlight at most two people at once. If no one is screen sharing, spotlighting up to three or four people at once is okay.
- Turn off video for all other participants. (Except for when a Deaf participant needs to communicate with their interpreter.)