

## Enabling closed captioning and live transcription in Zoom:

### To enable Closed captioning for your own use:

1. Sign into the Zoom web portal.
2. In the navigation panel, click Settings.
3. Click the Meeting tab.
4. Under *in Meeting* (Advanced), verify that Closed captioning is enabled.
5. If the setting is disabled, click the toggle to enable it. If a verification dialog box appears, click Enable to verify the change.

**Note:** If the option is grayed out, it has been locked at either the group or account level. You need to contact your Zoom admin.

### 6. (Optional) Select the check boxes to enable additional features:

- Allow use of caption API Token to integrate with 3rd-party Closed Captioning services
- Enable live transcription service to transcribe meeting automatically
- Allow viewing of full transcript in the in-meeting side panel: If disabled, participants can't view the full transcript in the side panel. They can only view captions in the video window of the meeting or webinar. Participants also will not be able to save captions.

### To start Closed Caption or Live Transcript in a Zoom meeting or webinar:

1. In a Zoom meeting or webinar that you are hosting, click [Closed Caption](#) or [Live Transcript](#), if that feature is enabled.
2. Select one of the following options:
  - Assign a participant to type: Assigns a participant to type closed captions during the meeting.
  - I will type: Opens the closed captioning window for you to manually type closed captions.
  - Copy the API token: Copy the URL that you can provide to a third-party closed captioning service to integrate the service with your meeting.
  - Enable Auto-Transcription: Allows the system to start providing live transcription. Participants will be notified that this service is available. This option is only available if enabled in web settings.

### Using closed captioning in breakout rooms:

After you start breakout room sessions, participants can click [Closed Caption](#) in the meeting controls to view closed captions. If you are the meeting host, we recommend using a third-party closed captioning service if you want closed captions in breakout rooms.

If you want a participant to type closed captions, make sure you assign them permission to type closed caption before starting the breakout room sessions.

## Notes:

- Only one participant can be assigned to type closed captions in a meeting; thus, it is only possible to have one breakout session with closed captioning.
- Live transcription is currently not supported in breakout rooms.

### **Participant requests to enable live transcription:**

Participants of your meetings and webinars can also request to have live transcription enabled during the session. This option is available in the meeting controls, and avoids the need to request this verbally or through chat to avoid interruptions.

1. Start a meeting or webinar as the host.

2. When a participant or attendee requests live transcription be enabled, you will be prompted with the request. This request can be made anonymously, so you may not see the name of the participant requesting this feature.

3. Choose one of the following options:

- **Enable:** Enables live transcription for use of anyone in the meeting or webinar.
- **Decline:** Decline this request to have live transcription enabled. Other participants will be able to make their own requests.