Comprehensive Accessibility Guide for Using Zoom at UMD

Basic Zoom Information

Zoom is a web conferencing system that offers a variety of interactive features to help you collaborate and connect online. Zoom can be used to host an unlimited number of classes, office hours and meetings online that can last up to 24 hours. It is available at https://umd.zoom.us and as an integration in ELMS-Canvas.

The [Zoom Accessibility page](#) provides detailed information on all of the accessibility features of the platform.

How to log in (UMD account)

To access any of the Zoom features below, go to umd.zoom.us. Click "Sign in" and log in with your university Directory ID and password. From this platform, you can create a meeting in your Personal Meeting Room.

Waiting Rooms and External Attendees

External attendees, and those who have not logged in already via zoom.umd.edu, will be placed into the meeting "Waiting Room," and the host or co host will need to select the "Admit" button to allow them into the meeting. Instructors have the option for disabling the "Waiting Room".

Creating a Meeting in ELMS-Canvas (Instructors)

Instructors can enable the Zoom integration in their ELMS-Canvas course space to schedule meetings for their students. Instructor's Guide to Zoom describes the steps required to enable Zoom and set up a meeting.

Basic navigation

Meeting vs Webinar

The differences between Zoom meetings and webinars are detailed in the article Zoom Webinar. Zoom meetings are designed to be more interactive, whereas Zoom webinars are best for presentations. Zoom meetings generally have a cap of 300 attendees, and webinars can have up to 1,000 attendees and do not require the Waiting Room but can require registration.

Breakout rooms

Zoom meetings can include "breakout rooms" where attendees are sent to small group discussions. Note that interpreters and transcribers must also be sent to the Breakout Room of anyone requiring this accommodation.

Virtual backgrounds

The Virtual Background feature allows you to display an image or video as your background during a Zoom Meeting. The article Zoom Virtual Backgrounds describes the steps for using this feature. Note: Virtual backgrounds can be distracting and should not be used if meeting attendees include anyone who is deaf or hard of hearing and reads lips. ASL interpreters should use a plain wall as a background when they are on camera.

Chat

Chat messages can be sent to all members or privately to individual members via the Chat feature. Because the Chat feature disrupts screen readers, it is recommended that the Chat feature be set to "participants can chat with hosts only" if there is any possibility that a screen reader user will be in attendance. If the Chat feature is needed, ensure that attendees know they can turn off chat notifications by going to either video or audio settings> accessibility, where

they will find "Screen Reader Alerts." Here the attendee can uncheck the box for "IM Chat Received" as well as other screen reader alerts.

Accessibility Best Practices for All Events

At the beginning of any Zoom meeting:

- Let attendees know they can adjust their own accessibility settings by selecting the Profile image, then Settings, then Accessibility. This enables them to adjust the size of closed captioning, as well as disable screen reader alerts for things such as chats, and participants joining or leaving the meeting.
- Ask attendees to introduce/ identify themselves each time before speaking.
- Set the Chat feature to "participants can chat with hosts only," because the chat feature disrupts screen readers. If necessary to enable chat for everyone, ensure the attendees understand that they can turn off screen reader notifications in Profile> Settings> Accessibility.
- Avoid using virtual backgrounds as they can be distracting, especially if there is movement in the background. The effect of virtual backgrounds can also make it difficult for individuals who read lips, so best practice is to have a simple background of a solid color.
- <u>For events with panelists or a presentation:</u> Ask attendees to turn video and audio off to reduce background noise and distraction.
- <u>For events with ASL interpreters:</u> If you are uncertain who may need the interpreter in your meeting or webinar, "Spotlight" the interpreter's video so that it remains visible to all attendees. Hover over the interpreter's video tile and select "Spotlight Video." Let attendees know they can also "Pin" the interpreter's video, which will make it always visible to them, even if Active Speaker view is enabled by the Host.
- If there is a *known* attendee(s) needing ASL, interpreters will often interpret via another platform such as Whereby. In this case there is no need to pin or spotlight them (the interpreters will be in Zoom with cameras off so they can access the audio/visual information).

For additional information about Zoom and accessibility:
- [Zoom Accessibility Features](#)
- [Zoom Accessibility Tips for deaf and hard of hearing participants](#)

Using CART Services with Zoom

Before the event

1. Send Powerpoint slides, agendas, information about panelists/speakers, and anything else that you may be using during the event to your CART (Communication Access Realtime Translation) service provider.
2. Please cc dhhs@umd.edu on emails with service providers.
3. Coordinate with your service provider to decide on a time to sign on to Zoom before the event starts for set up.

a. Sign on 5-10 minutes before the event starts. Note that If you need the service provider to sign on more than 5-10 minutes beforehand additional charges will apply.
b. Sign in to the Zoom web portal zoom.umd.edu.
c. Make sure your Zoom account has enabled closed captioning:
    i. In the navigation panel, select "Settings."
    ii. Select the Meeting tab.
    iii. Scroll down the page and verify that "Closed Captioning" is enabled.
d. If the setting is disabled, click the toggle to enable it. If a verification dialog displays, click "Turn On" to verify the change.

4. If the service provider requests the API Token, the Host can obtain this by
   a. opening the Zoom meeting
   b. clicking **Closed Caption**
   c. Clicking on the **Copy the API token** button
   d. Pasting the token into an email or otherwise sending to the CART service provider

Day of the event

1. Host and service providers sign on to Zoom before the event starts at the agreed upon time. If using a waiting room, the host should admit the CART provider prior to attendees to provide time to assign the provider as the captioner and ensure announcements or the program does not begin before the captioner is set up and ready to provide captioning.
2. Host assigns service provider as "captioner" within Zoom as follows:
   a. Open the Participant list. Hover over the service provider's name and click the "More" drop-down menu.
   b. Select "Assign to type Closed Caption."
   c. That Participant's name will now have CC next to it, and they will receive a notification that the Host has assigned them to type closed captions.
   d. That Participant will now have a window on their screen with the direction: "Type here, press enter to broadcast."

Additional UMD resource for: Information on assigning a captioner in Zoom.

3. External Link: The CART service provider may also provide you with an external link so that attendees have the option to view captions in another browser window, outside of Zoom. This is typically arranged ahead of time if captions will be just in Zoom, via a reader link, or both.

At the start of the event

1. Announce verbally and through the Chat feature:
   a. Closed captioning is available, and can be turned on by selecting the "CC" button at the bottom of the Zoom window. Closed captions are also available to view in

an external window using this link: [**use external link provided to you by the CART service provider**]

2. When you send the link in the Chat feature, please make sure that there is no punctuation before or after the link.

3. If participants need additional help, below are more detailed instructions:
    a. <u>For desktop client users:</u>
        i. Select the "Closed Caption" button on the bottom menu bar of the Zoom window
        ii. To adjust caption size if needed:
            1. Click the upward arrow next to Start Video / Stop Video.
            2. Click Video Settings then Accessibility.
            3. Move the slider to adjust the caption size.
    b. <u>For mobile app users</u>:
        i. Sign in to the Zoom mobile app.
        ii. Tap the Settings icon.

        iii. Tap Meeting.
        iv. Toggle Closed Captioning to on.
            When you are in a meeting where closed captioning is available, they will automatically appear on the bottom of the screen.

Using Breakout Rooms

Interpreters and transcribers must also be sent to the same Breakout Room as anyone requiring this accommodation.

1. Click "Breakout Rooms" from the menu bar at the bottom of the screen.
2. Enter the number of rooms you want to create. Click "Create".
3. Click "Assign" and select the captioner to move to that breakout room.
4. Click "Assign" and select the attendee requiring captioning to move to that breakout room.
5. Click Open All Rooms when ready to move to breakout rooms.
6. Once in the breakout room, the captioner clicks the CC button and then clicks on the bottom portion of the screen and begins to caption.
7. To view captions, users must click the up arrow to the right of the CC button and then click View Subtitles and/or View Full Transcript.
8. When returning to the main room, captioner and users must repeat step 6 to view full captions.

Auto Transcription (Live)

Automatic transcription should not be used when someone with a disability makes a request for live captioning, as automatic transcription/captioning does not meet ADA requirements.

Enable the Live Automatic Transcription Service (Host)

Hosts must adjust this setting one time to enable the automatic transcription service for all of their Zoom meetings. Log into the [UMD Zoom website](), then:

1. Click Settings.
2. Click the Meeting tab.
3. Click In Meeting (Advanced) or scroll down to that section of the settings.
4. Under Closed Captioning, click the slider to turn on, if necessary, then click "Turn on" in the pop-up window to confirm. (The slider will become blue when active.)
5. Check the box next to "Enable live transcription service to show transcript on the side panel in-meeting."
6. Click Save.

Enable Auto Transcription For A Meeting (Host)

1. Start Meeting.
2. Click the "Live Transcript" button in the host control bar (bottom of screen).
3. Under Live Transcript, click "Enable Auto-Transcription."
4. Once Live Transcription has been started, the meeting host will see the transcript begin immediately at the bottom of the Zoom meeting video. Attendees will be alerted that Live Transcript is available. They can choose to display the live transcript by following the steps below.

Display Live Transcription for a Meeting (Attendees)

1. If the host has enabled Live Transcription, attendees can click the "Live Transcript"button to display with these options:
   - Show Subtitle
     The transcript will appear as video subtitles at the bottom of the video frame.
   - View Full Transcript
     The transcript will appear in a side-panel Transcript window, and the full transcript to that point may be saved by clicking Save Transcript. Host and attendees can also search the transcript by entering text into the Search transcript field at the top of the window.