PFLAG Virtual Support Group Meetings:
Adding Closed Captioning on Zoom

PFLAG National **strongly recommends** that chapters enable the closed captioning feature, now available on Zoom. Zoom no longer requires live transcription or a third-party client. Instead, Zoom now offers an AI-assisted closed captioning option for all users.

Why should you turn closed captioning on?

Enabling this feature will help to improve accessibility for individuals who are deaf or hard of hearing that would like to attend your support group meetings. These instructions will help you to enable the closed captioning option for your account and turn on/off the closed captioning feature during your virtual support group meetings.

Enabling Captions on Your PFLAG Chapter's Zoom Pro Account:

Sign in to the Zoom web portal.

Go to "My Account".

In the navigation panel, click "Settings"

Scroll all the way down to the "In Meeting (Advanced) section to find "Closed Captioning." It is below "Remote Support" and above "Save Captions."

Toggle the blue button on the right to turn on Closed Captioning. If a verification dialog displays, click "Enable" to verify the change.

Check the box for "Enable live transcription service to show transcript on the side panel in-meeting."

Toggle the blue button on the right to turn on the "Save Captions" option.

When you log-in to your PFLAG Connects meeting:

Launch your meeting as you normally would for your PFLAG Connects meeting.

In the navigation at the bottom of your screen, select "Live Transcript".

Select "Enable Auto-Transcription".

If a meeting attendee would like to see closed captioning but is not: They will need to locate the "Live Transcript" button (they may need to select the "More" icon) and select the option to turn on the subtitles. They can also select the size of the font at that time.

If a meeting attendee is seeing closed captioning but does not want to: They will need to locate the "Live Transcript" button (they may need to select the "More" icon) and select the option to turn off the subtitles.

A few additional notes:

The closed captioning functionality is only available on Zoom for desktops (Windows, macOS, Linux) or the Zoom mobile application (Android and iOS). This means that if your attendees are joining via the call-in option, please be aware that they will not be able to access closed captions.

If you need additional information there are resources and tutorials available at support.zoom.us.

Please ensure that you regularly update Zoom when prompted. If you are not sure if you have the latest version go to support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version for additional information.

The accuracy of Zoom's live transcription feature depends on a number of variables including background noise. It is important to remind your support group attendees to mute their microphones when they are not speaking.