Zoom supports both CART captioning (in which a trained professional attends the meeting and types captions in real time) and ASR (computer-generated) captioning.

**Turn on CART captioning**

**Before you start**, you will need to:

- Have booked a CART captioning service for a meeting or webinar in advance of the event
- Have a host or alternative host role of the Zoom meeting or webinar you are captioning

Shortly before the event start time, the meeting or webinar host should:

1. Log into the meeting.
2. Wait for the captioner to join.
3. Click on Live Transcript in the meeting controls bar.

Not seeing Live Transcript? It may be hidden: expand the Zoom window until you see it or click... More and choose Live Transcript from the pop-up menu.

4. According to the instructions the captioning service provided in advance, EITHER:
- Click **Assign a participant to type** and choose the captioner from the Participant list (which enables them to type directly into Zoom) OR
- Click **Copy the API token** and share it with the captioning service using your pre-arranged method. Click the **Subtitles available** notice that indicates the caption feed has started and choose **Show subtitles** to display captions to participants.

**Warning:** Do not end the meeting after copying and sharing the API token! A new, unique token is created each time you start a meeting, **even if you use the same meeting link.**

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**Turn on Live Transcript (ASR Captioning)**

ASR captions are called “Live Transcript” in Zoom. Any participant can turn on Live Transcript or (if the host requires) request that a host or co-host turn it on.

Before you can turn Live Transcript on a meetings or webinars you host, it needs to be enabled in your account settings:

1. Go to [brynmawr-edu.zoom.us](https://brynmawr-edu.zoom.us) and Log in with SSO.
2. Click **Settings** in the left sidebar.
3. Click the **Meeting** tab (at the top of the screen), then **In Meeting (Advanced)** to jump to those settings.
4. Toggle **Closed Captioning** on.
5. Check **Enable live transcription service to show transcript on the side panel in-meeting** when it appears.

Once Live Transcript is enabled in your settings, you can turn it on during any meeting or webinar you host:

1. Click on the Live Transcript in the meeting controls bar.
2. Click **Enable Auto-Transcription.**
Questions?

If you have any additional questions or problems, don't hesitate to reach out to the Help Desk!

Phone: 610-526-7440 | Library and Help Desk hours
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