Zoom Accessibility Features

from the World Institute on Disability

Enable Closed Captions

Zoom integrates seamlessly with 3rd party closed captioning providers using the **Closed Captioning REST API**.

Provide the 3rd-party closed captioning service with the caption URL, which will allow them to stream directly to the Zoom meeting.

Chat

Share chat content through additional channels. Participants who are calling in to a meeting will not be able to see or contribute to chat. Assistive technology users can access, read, and contribute to chat, but may be unable to activate links in the chat window. Plus, all users may lose important links or content from the chat if this information is not saved in some way.

Read the comments from the chat aloud.

Send links from the chat to all participants by email before or after the meeting.

Save the entire chat to your computer or the cloud for reference.

Recordings

If recording an event on Zoom, the view that is active at the time the recording is started determines what the recorded view will look like for the remainder of the meeting, even if the view is later changed. **Do not select auto-recording in the meeting options** – it could result in recording only the host and no one else.

Automatic Transcripts

Transcripts are automatically generated and synchronized to make it easy to search and review meeting recordings.

Spotlights + Pins

2 ways to highlight speakers + interpreters:

Spotlights: Hosts can spotlight up to 9 participants as the primary active speakers, and participants will only see these speakers. If you use spotlights, spotlight sign language interpreters, and **spotlight no more than 4 users** - any more than that will make the interpreter videos too small.

Pins: Users can pin up to 9 participants' videos, effective on their device only. Other participants will still have Active Speaker. Pinning will only affect your local view and local recordings, not the view of others, and will not affect cloud recordings.

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Breakout Rooms

Plan ahead for technical difficulties. Some devices and set-ups do not allow participants to join breakout rooms.
Participants who cannot join breakout rooms can use the main room as an alternative space for discussion.

Pay attention to accommodations. If live captioners or ASL interpreters are present, make sure to assign them to the same breakout room as the participants who need the live captioning or ASL interpreting.

Give participants the ability to record. If the Zoom session is being recorded, the host will need to give participants the ability to record - otherwise, only the room that the host is in will be recorded.

Screen Reader Support

Zoom follows the latest accessibility guidelines and is designed for compatibility with screen readers including JAWS, NVDA, and iOS VoiceOver.

Keyboard accessibility: Zoom supports Keyboard Shortcuts for easy and accessible navigation.

Screen Sharing

Audio Describe. Describe out loud what is on the screen. Participants may not be able to see the screen for a variety of reasons - they may be blind or low vision, they may be calling in by phone, or their internet connection could be too unreliable to stream video.

Share materials ahead of time. This allows everyone to follow along even if they cannot see the screen share.

Enable side-by-side view. Otherwise, participants will only see the screen share and the person speaking, and not the sign language interpreter.

Polls

Ensure everyone can participate. The polling feature is accessible to people who use assistive technology. It is not usable, however, by people who are joining a meeting by phone. If you have participants joining by phone, offer an alternative way for them to send in feedback.

Notify participants verbally when you are launching a poll. This is especially helpful for assistive technology users as well as anyone who is not looking at their screen.
Give plenty of time for participants to find and participate in the poll.

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