

Zoom Closed Captioning

This tip sheet reviews the steps to add closed captioning to a virtual visit.

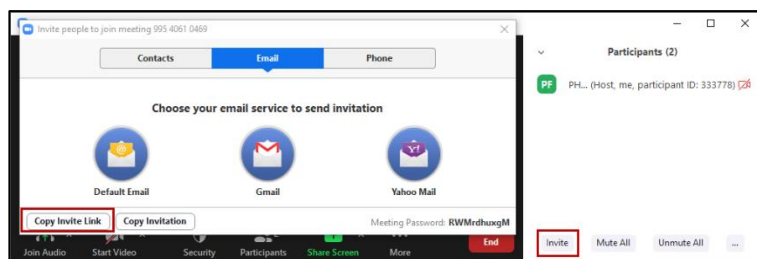
Overview

Any Zoom meeting participant (including yourself) can transcribe a conversation to add closed captioning to an Epic Integrated Virtual Visit or Standalone Virtual Visit. The participant who will be adding closed captioning needs to connect to the virtual visit using a computer (they can't use a mobile device/tablet).

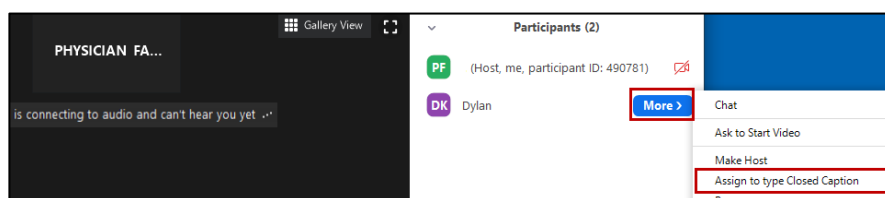
Assigning a Zoom participant to type closed captions

If a meeting participant other than yourself (e.g., transcriptionist) is going to type the closed captions, it is recommended that you invite them to the virtual visit before admitting the patient from the virtual visit waiting room.

1. Launch the Virtual Visit.
2. Click **Participants** on the Zoom toolbar.
3. Click **Invite**.
4. Click **Copy Invite Link** and then send the invite via email to the participant who will be typing closed captions.

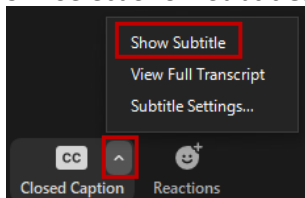


5. Admit the participant into the Zoom meeting.
6. Hover on the participant's name and click **More**.
7. Select **Assign to type Closed Caption**.

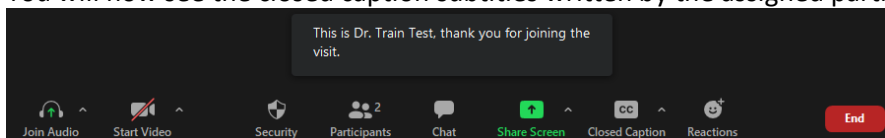


Note: A CC icon appears next to their name.

8. Closed caption subtitles automatically appear if using a mobile device/tablet. To view them on a computer, click the up arrow next to **Closed Caption**.
9. Select **Show Subtitles**.

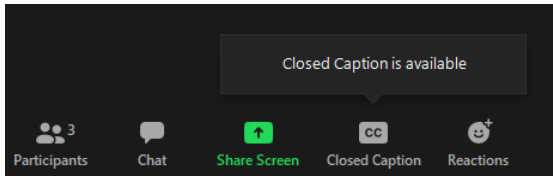


You will now see the closed caption subtitles written by the assigned participant.



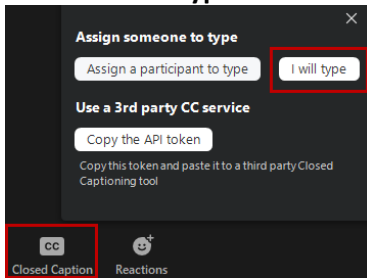
10. Admit the patient from the virtual waiting room.

If the patient is using a mobile device/tablet, the subtitles will automatically appear. If using a computer, a notification appears on the patient's screen, indicating that closed caption is available (see below). To see the subtitles, the patient needs to click the up arrow next to the **Closed Caption** button and select **Show Subtitles**.



Assigning yourself to type closed captions

1. Click the **Closed Caption** button on the Zoom toolbar.
2. Click **I will type**.



3. Type the closed caption text in the window that appears, and then press **ENTER** to broadcast it.

