



COLUMBIA

COLUMBIA UNIVERSITY
IRVING MEDICAL CENTER
HUMAN RESOURCES

Requesting Live Captioning for CUIMC Events

Send email to: disability@columbia.edu

Subject: Closed Captioning Request (Event Date)

Body of Email should include the following:

I'd like to request live closed captioning for the following event:

- Name of Event:
- Date:
- Event Start Time:
- Event End Time:
- Captioner Report Time: *(We recommend that the captioner arrive 15 minutes prior to the event start time to allow for the troubleshooting of any technical issues.)*
- Primary Contact Name:
- Primary Contact Email:
- Primary Contact Phone:
- In-person or virtual event:

For Virtual Events:

- Platform (Zoom or other): *(Please note that platforms other than Zoom may require an additional tech rehearsal to ensure compatibility with captioning software.)* **Zoom**
- Zoom Meeting Information (link, meeting ID, password):
 - **Meeting Link:**
 - **Meeting ID:**
 - **Meeting Password:**
- Name of person (and contact information) managing technical support for this meeting in event of issues setting up captioning and/or other accommodations:
 - **Name:**
 - **Phone:**
 - **Email:**
 - Name of Zoom Host for event:

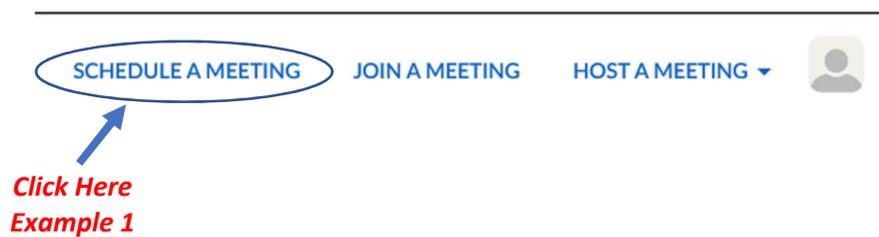
Someone will get back to within 24-48 hours regarding next steps.

This is a free service offered through Columbia. They usually can honor all request as long as they submitted at least 7 business days before the event. If a request is submitted with less notice there may be a fee.

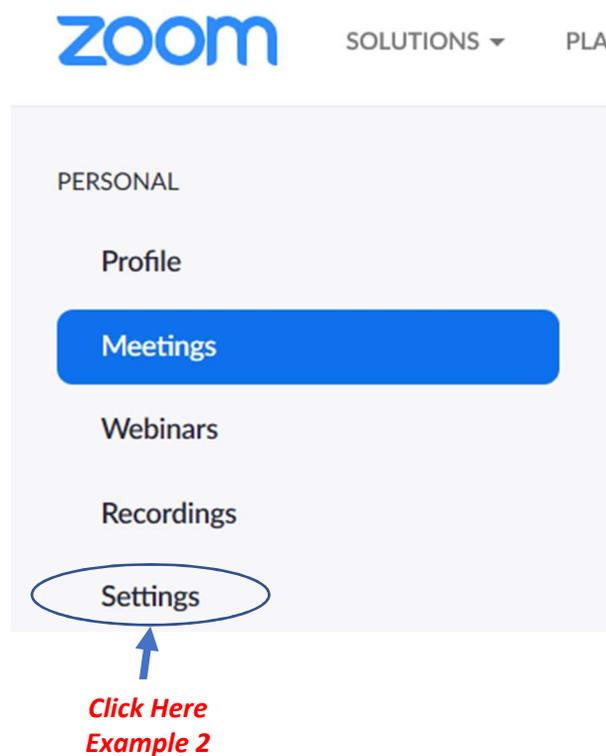
Please make sure you enable your zoom settings accommodate the request. See instructions below.

This manual is designed as a step-by-step process to help walk you through the process of setting up a Zoom meeting with closed captioning, and getting the information needed to embed the closed captioning into Zoom using Recapd. First, we will look at how to set up your Zoom meeting to allow Closed Captioning.

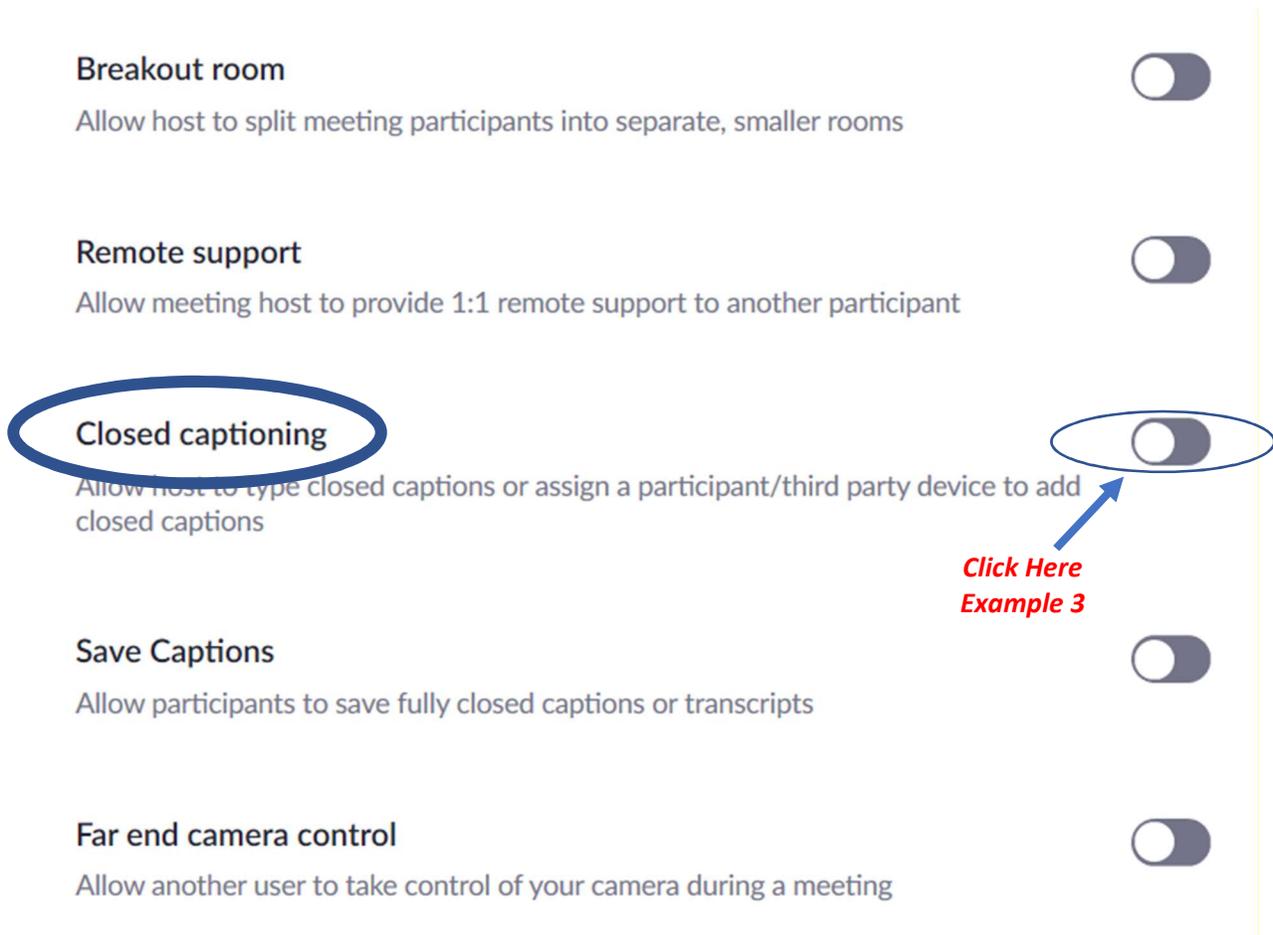
Step 1. Sign into Zoom and go to the **SCHEDULE A MEETING** button and click on it (Example 1), as shown below.



Step 2. After clicking the **SCHEDULE A MEETING**, the following screen (partial) will appear. Click on the **Settings** Option (Example 2) as shown below.



Step 3. After the [Settings](#) page has appeared, scroll down until you find the Closed Captioning option. Click on the Toggle as in (Example 3) below.



The image shows a screenshot of the Zoom settings page. The settings are listed vertically, each with a title, a description, and a toggle switch on the right. The 'Closed captioning' setting is highlighted with a blue oval, and its toggle switch is also circled in blue. A blue arrow points from the text 'Click Here Example 3' to the toggle switch. The other settings shown are 'Breakout room', 'Remote support', 'Save Captions', and 'Far end camera control', all with their respective descriptions and toggle switches.

Setting	Description	Toggle State
Breakout room	Allow host to split meeting participants into separate, smaller rooms	Off
Remote support	Allow meeting host to provide 1:1 remote support to another participant	Off
Closed captioning	Allow host to type closed captions or assign a participant/third party device to add closed captions	Off
Save Captions	Allow participants to save fully closed captions or transcripts	Off
Far end camera control	Allow another user to take control of your camera during a meeting	Off

Step 4. Once you have switched on the **Closed captioning** Toggle, the following window will pop up, as shown below. Click on the **Turn On** Button (Example 4) to turn Closed Captioning on for your event.

Turn ON for "Closed captioning"

The following settings depend on this setting, the change might affect them.

- Save Captions



Click Here
Example 4

As soon as you click the **Turn On** Button, you'll see the **Closed captioning** toggle change as shown (Example 5) below.

Closed captioning

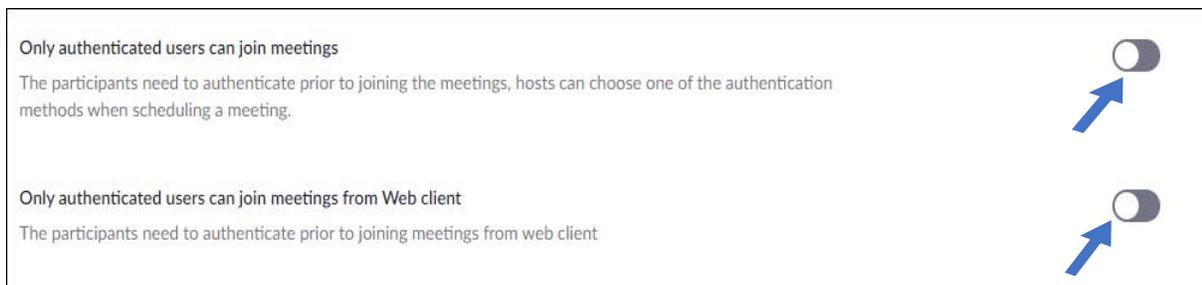
Allow host to type closed captions or assign a participant/third party device to add closed captions



Modified [Reset](#)

Step 5. Turn off the following:

Only authenticated users can join meetings and **only only authenticated users can join meetings from Web client** (Example 6), as shown below.

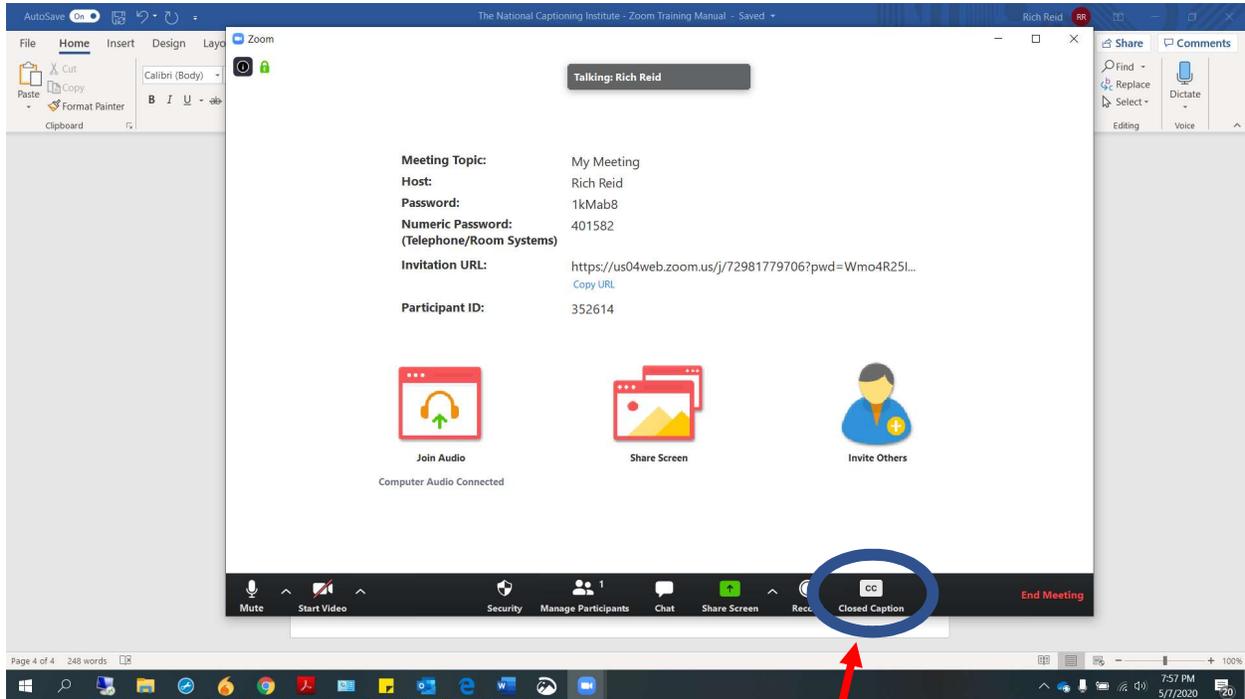


Click Here

Example 6

Step 6. Schedule your Zoom meeting and click **Save**.

Step 7. Start your Zoom meeting. Once you get to the Host Screen (as shown below), you will see the **Closed Caption** option on the bottom right of your Zoom Window (Example 7)



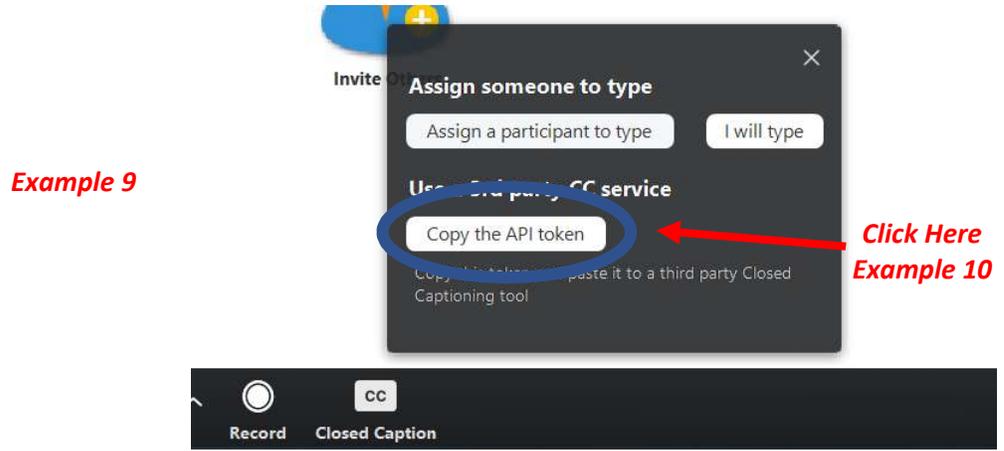
Example 7

Step 8. Click on the **Closed Caption** (Example 8)

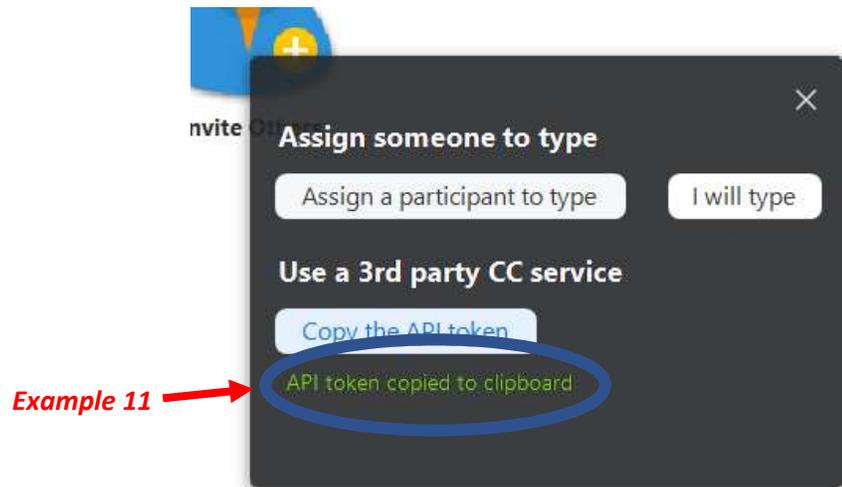


*Click Here
Example 8*

Once you have clicked on the **Closed Caption** button, another window will pop up as shown below (Example 9)



Step 9. Click on the **Copy the API token** Button (Example 10) as shown above. A message will appear (Example 11) stating "**API token copied to clipboard**", as shown below.



Step 10. At this time, **Paste** the **API token** into an email, sticky note, word document, etc. (whatever is convenient at the time) and save it.

Email API token link to our vendor RecapdZoomToken@ncicap.onmicrosoft.com

Please be sure to include your course name, course code and section number in the email. Please send the API token link in advance of your meeting however, it should not be sent more than 24 hours in advance, as the link may expire.

For any last-minute (same day) changes to class time and/or zoom link, please call the scheduling hotline at 703-917-7640 and follow up with an email to: NCI-REALTIMESCHEDULING@NCICAP.org

Please also cc:

Lydy (ldadley@ncicap.org) and Keeley (krose@ncicap.org)

Reminder:

You must copy the API token within 24 hours of the end of the scheduled event. For example: If your event is Tuesday from 12:00 PM – 1:00 PM you can copy the API token any time after 1:00 PM on Monday, until 5 minutes prior to the start of the event. (Sooner is always better to ensure it gets entered promptly before the start of your event).