



## **Working and participating remotely when you are deaf or hard of hearing**

This brochure is designed to explain how to participate in virtual meetings where access to captioning is required.

### **What is remote captioning?**

Remote captioning involves qualified captioner ( speech to text reporter) listening in from a **remote** location (usually through the internet or telephone and then the **captions** are sent back in real time and word for word (through the Internet) to the individual via a web-enabled device (such as mobile or laptop) often or a conferencing platform.

### **What is live captioning?**

This term is often used to describe automatically generated captions as part of video conferencing platforms. It is also used to describe real time captioning provided by professional captioners or speech to text reporters. We know, this can be confusing!

### **What is automated captioning?**

A system often based on Artificial Intelligence that can recognize continuous speech using speech to text software to deliver live captioning. Artificial intelligence, as part of the speech recognition process, will try to match what it recognizes as speech against a vocabulary list of terms. Automated speech recognition (ASR) and their accuracy and usefulness also depends on Wi-Fi, quality of audio in the call, speaker voice, accent and acoustics. Requires needs strict control of one person speaking at one time.

### **What is speech to text reporting?**

Speech to text is the process of converting spoken words into written texts. Professional speech to text reporter ( captioner) listen to what is being said and simultaneously convert this to text on a screen. This is a verbatim, i.e. word-for-word, account and enables a deaf or hard of hearing person to follow exactly what is being said and to participate on equal basis.

### **FAQ:**

**Q: Which platforms offering automated captioning are free and easy to use?**

**A:** Skype personal is free to use for anyone, Google Meet is a premium service which free to anyone who has Gmail account until September 2020, 24/7

**Q: Can I have independent access to remote captioning while participating?**

**A:** Yes, participants can also access remote captioning on second device such as laptop, pad, tablet or smartphone using URL link provided to them by organisers if they are using professional services. Most popular service for web based captioning is StreamText.

**Q: How do I know which type of support is provided by organisers of webinar or a virtual meeting?**

**A:** If not advertised, you will need to check with organisers directly.

**Q:** Can I or my employer get support with using professional captioning services?

**A:** If you are at work, self- employed or about to start your job, then you can contact [Access to Work](#) which is a publicly funded employment support programme that aims to help more disabled people start or stay in work. Speak to you manager and start your application process.

**Q:** My employer is worried about privacy and security when using a remote captioner.

**A:** Many people are not familiar with the service which is provided by communication professionals who are used to provide services during meetings or conferences on site. To support your employer, you can share a new standard from International Telecommunication Union (ITU) called “ [An overview of remote captioning services](#)”. This standard explains in details the minimum requirements for service quality, secure connections and more.

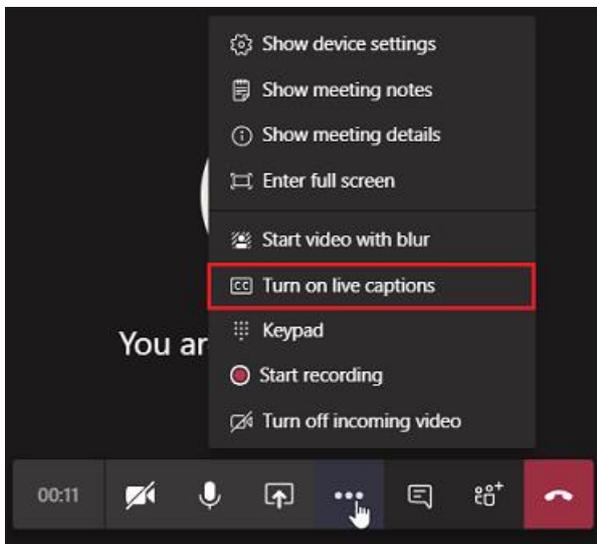
**Q:** How do I find captioning in Zoom?

**A:** Locate CC icon in Zoom, click *show subtitles*



**Q:** How do I find captioning in Teams?

**A:** Locate 3 dots ( more actions) and click turn on live captions



**Q:** I followed above instructions but I see no captioning, what do I do?

**A:** The host did not enable captioning prior to the event, please contact event organiser and ask them to enable captioning function in their account settings.