

The 2021 Disability Summit Hosted by the Massachusetts Office on Disability

Attendee ZOOM Support

The Disability Summit will be held on March 4, 2021 from 9:00am to 1:00pm on the Zoom webinar platform. This information sheet will help you with logging in, asking a question, troubleshooting issues, and reaching out to our MOD support staff by email, phone, and within the Zoom webinar.

Browser Requirements to Access the Webinar:

For optimal performance with its platform, Zoom recommends using the following browsers:

- o Internet Explorer 10 or higher
- o Chromium Edge 80 or higher
- o Google Chrome 53.0.2785 or higher
- o Safari 10.0.602.1.50 or higher
- o Firefox 76 or higher

Support Tutorials to Assist You:

Please refer to the following support articles and video links to assist you for our event and to strengthen your understanding of the Zoom webinar platform:

- Joining and Participating in a Webinar as an attendee can be found here: [Joining and participating in a webinar as an attendee](#)
- How to Join a Meeting can be found here: [How to Join a Webinar](#)
- Zoom Video Tutorial Page: [Zoom Tutorial Page](#)
- Joining the Zoom Webinar by Email Invitation: [Join Zoom by email invitation](#)
- Joining the Zoom Webinar by Phone: [Join Zoom by phone](#)
- Closed Captioning and Live Transcription: [Closed captioning and live transcription](#)
- Testing Computer or Device Audio: [Testing Device Audio](#)
- Instructions for the attendee to pin a video can be found here: [How to pin a video](#)
- A list of keyboard shortcuts can be found here: [Zoom keyboard shortcuts](#)

Question & Answer and Chat Settings:

Q&A

During our event, we will not be taking live questions for the presenters. We will be allowing a private Question and Answer option to submit your questions for the presenters.

Before sending your question, you must include the following information:

- Your name
- Your email address
- Your phone number
- Which presenter the question is for
- Your question

To ask a question, please follow these steps:

- Click on the Q&A box at the bottom of your video screen
- Type your question into the Q&A box
- Uncheck Send Anonymously
- Click Send

Note: If the host replies via the Q&A, you will see a reply in the Q&A window.

Chat

The chat and raise hand options will be disabled for attendees; you must ask your question through the Q&A option listed above. The host will post into the chat for all panelists and attendees to view. Information posted in the chat will include event updates, a link to the transcription and captioning, and vital event information.

Note: While in the webinar, click Chat in the meeting controls at the bottom of your screen to open and view the chat.

Enabling Closed Captions and Live Transcription:

During our event, we will have closed caption and a live transcript available. A full transcript of the event will be emailed to you as well to your registration email used on Eventbrite. To utilize closed captions and the live transcription, please ensure you have the following software:

System Requirements:

Closed captioning

- Zoom desktop client (enter or view captions)
- Windows: version 3.5.37712.0111 or higher
- macOS: version 3.5.37712.0111 or higher
- Linux: version 3.5.37712.0111 or higher
- Zoom mobile app (view captions only)
- Android: version 4.0.21521.0116 or higher
- iOS: version 4.0.21521.0116 or higher

Live transcription

- Zoom desktop client for Windows, macOS: version 5.0.2 or higher
- Zoom mobile app for Android and iOS: version 5.0.2 or higher

Enabling Closed Caption

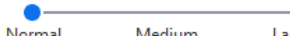
- Sign into the Zoom desktop client or click the link that was emailed to you
- Join the webinar
- You will see a notification above Closed Caption/Live Transcript in the meeting controls, informing you that one of these services is available
- When available, click Closed Caption to start viewing closed captioning

Notes:

The provided subtitles can be clicked and dragged to move their position in the meeting window. To adjust the caption size:

- Click the up ^ next to Start Video / Stop Video.
- Click Video Settings then Accessibility.
- Move the slider to adjust the caption size.

Closed Caption

Closed Caption Font Size: 

These are default (small) sized subtitles.

Enabling the Live Transcription

During the webinar, a Communication Access Realtime Transcription (CART) Interpreter will be typing the captions. To view the live transcription, please follow these steps:

1. Sign in to the Zoom desktop client or click link that was emailed to you
2. Join the webinar
3. A link to view the live transcription will be pasted into the chat by the host
4. Click the link in the chat for the live transcription
5. The link will open a tab in your browser and the live transcription will start to appear

Note: To show both the video and live transcription simultaneously, minimize your screen and adjust it accordingly to fit alongside the webinar. The closed captions will be the same as the live transcription if captions are preferred. Please refer to the above section for caption settings.

Frequently Asked Questions and Troubleshooting:

Frequently Asked Questions

Learn about Zoom frequently asked questions including information on your Zoom account, joining a meeting, and troubleshooting issues here: [Zoom frequently asked questions and support](#)

Troubleshooting

Audio isn't working on my mobile device

Read tips on troubleshooting audio that isn't working on your iOS or Android device here: [Zoom support for audio not working](#)

There is echo in my meeting

Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. Learn about common causes of audio echo here: [Zoom support for audio echoing](#)

MOD Webinar Support Staff:

During the event, we will have a staff member from MOD available by phone for technical support. Please review this document to help you with your set-up, technical issues, and to help answer your questions.

After reviewing this document, if you still have any issues such as logging in, hearing the speakers, seeing the slides, accessing the captions, transcript, or sign language interpreters, or issues submitting a question, please call 617-979-7318. This number is for event technical support only. All general MOD inquiries can be directed to our main line at 617-727-7440.