

Enabling Closed Captioning in Zoom and Panopto

Purpose

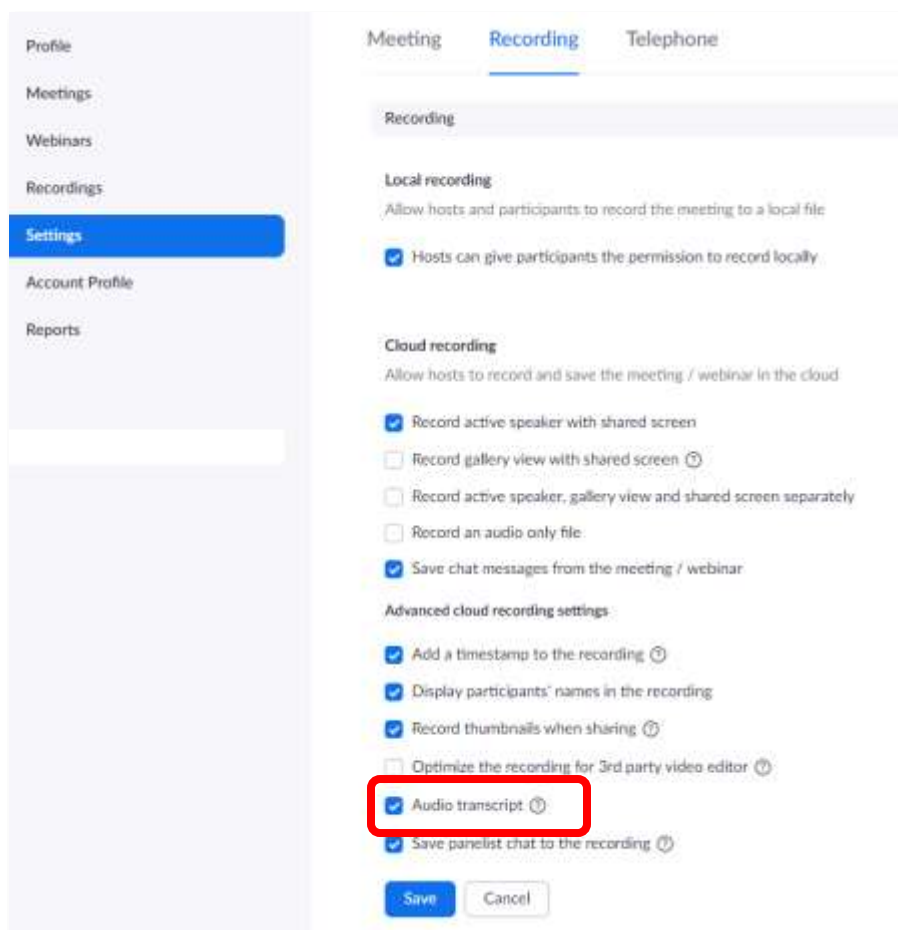
The purpose of this document is to instruct you how to get closed captions on your recordings on both the Zoom portal and the Panopto viewer.

1. Sign in to the Zoom web portal at sandiego.zoom.us

In the navigation panel, click **Settings**.

Click the **Recording** tab.

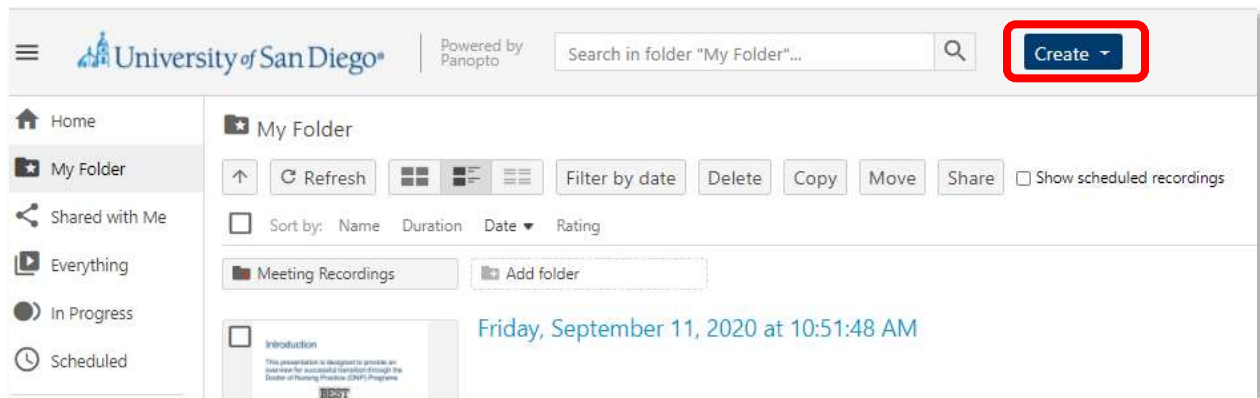
Verify that **Audio transcript** is enabled.



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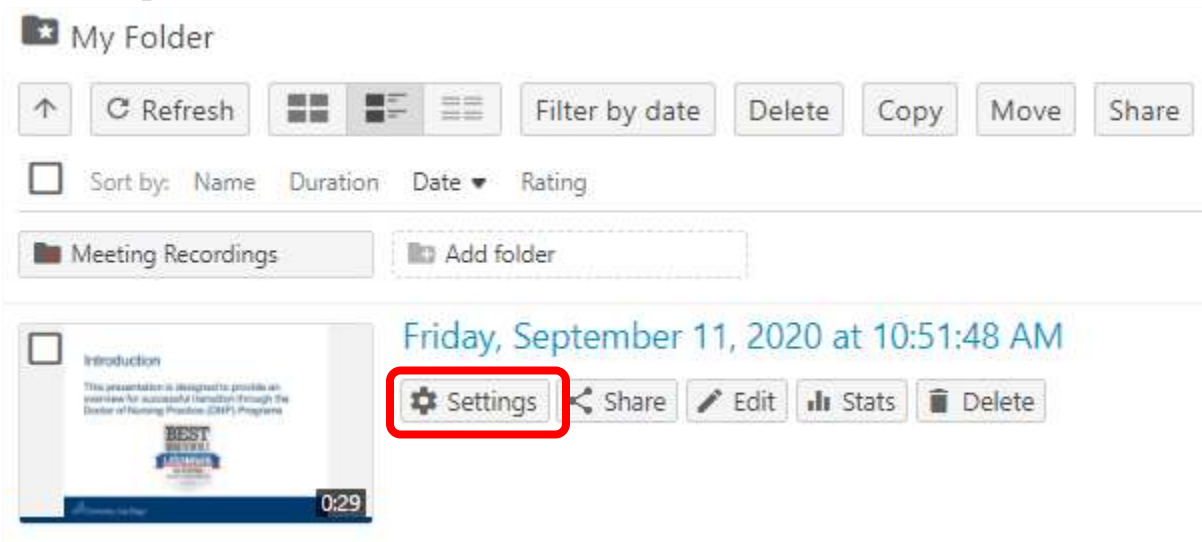
*Anything recorded to the Zoom cloud and hosted in Panopto will retain the closed captioning from Zoom. However, if you record your Zoom recording to your *local computer*, you will need to turn on closed captioning in Panopto as you upload your recording to Panopto.

To upload your video to Panopto with Closed Captioning, log in to your Panopto account and click the **Create** button.

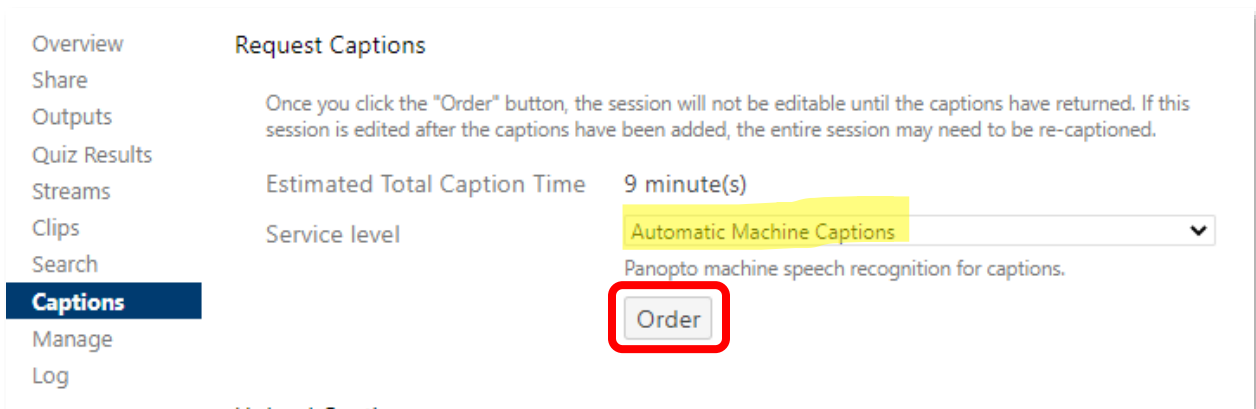


Select the video on your local machine that you want to upload and upload it. After the video uploads, find the video and click on the **Settings** button under the video's name.

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In the Settings screen, go to **Captions** and in the dropdown box next to **Service Level**, select **Automatic Machine Captions** and click the **Order** button.



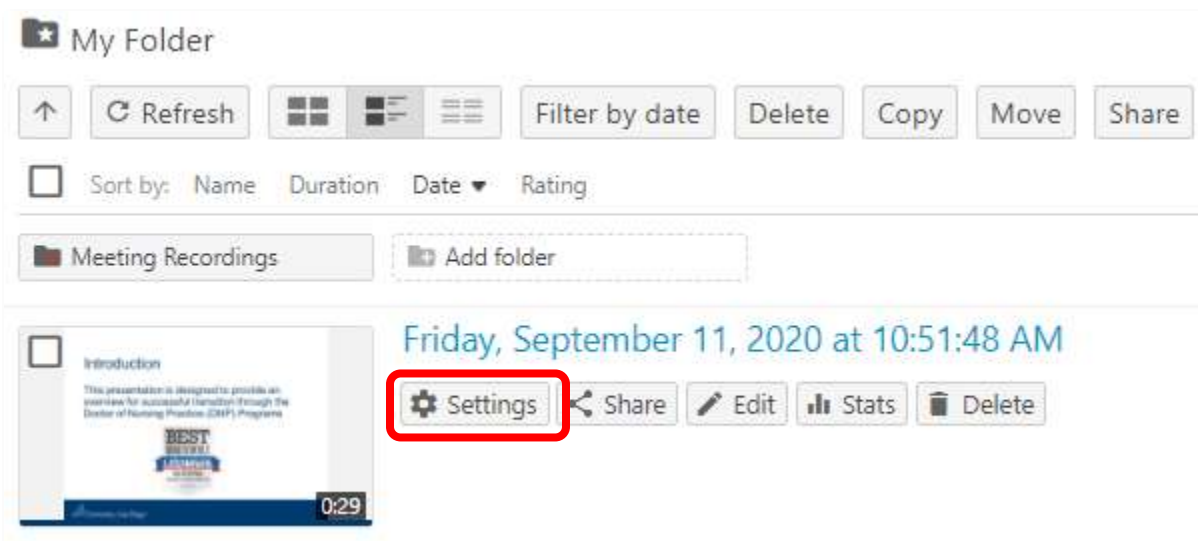
Closed captioning will be generated. **Please note, it takes about 4 days for your captions to appear on your video!**

To view these captions on your Panopto video, view your video and click on Captions. A panel will open with all of your captions.

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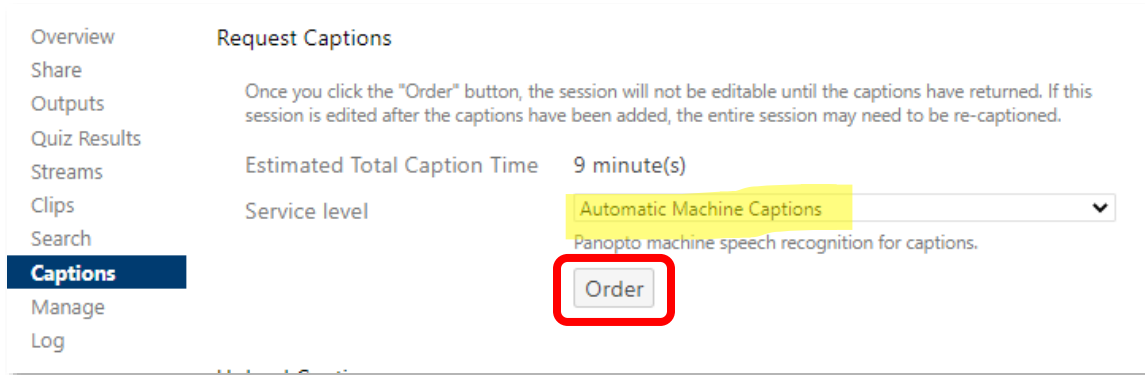
2. Sign in to the Panopto web portal at sandiego.hosted.panopto.com

If you are recording directly in Panopto, your video will *not* have closed captioning until you “order” it. To do so, find the video and click on the **Settings** button under the video’s name.



In the Settings screen, go to **Captions** and in the dropdown box next to **Service Level**, select **Automatic Machine Captions** and click the **Order** button.

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Closed captioning will be generated. **Please note, it takes about 4 days for your captions to appear on your video!**