

White Coat Captioning Quick Start Guide



Note: Students can access live captions via the Stream Text link provided. Students can borrow an iPad from ^{HF}CDHP for this purpose. The iPad is for school use only and only authorized apps are permitted. Students are responsible for keeping the iPad charged.

Important Things to Know

- Transcripts generated are verbatim word-for-word records of the session.
- Captions are delivered via a unique streaming text link created by White Coat Captioning and provided to ^{HF}CDHP for each student.
- If there are multiple students attending the same session, a generic link will be used.

Accessing Captions for a Session

1. Log into the device you will be using. Students using ^{HF}CDHP's iPad will be provided with login credentials.
2. ^{HF}CDHP emails the link to your WesternU email prior to the first session. This will be used for all subsequent sessions unless otherwise noted.
3. Use the streaming text link ^{HF}CDHP emailed you.
4. Make sure your device is connected to the campus Wi-Fi network. Click on the link provided.
5. A window should open and the captions will begin to display in real time.



WesternU students working on an in class activity. One is using captioning services.

Live Training

To schedule a live training, contact ^{HF}CDHP at disabilityaccommodations@westernu.edu or at (909) 469-5441.

Ensuring Optimal Audio Quality

1. Utilize an external microphone, preferably one with built-in noise cancellation features. ^{HF}CDHP can loan you a microphone if needed.
2. Students using a ^{HF}CDHP iPad can mount the iPad with the microphone on a loaned mobile cart.
3. Position the microphone strategically to capture all speakers within the group setting.
4. When using a Zoom link to transmit audio, disable the camera to conserve bandwidth and improve connection stability.

Student Responsibilities

- Captioning services are scheduled to align with the student's class schedule available on the college LMS.
- Students are responsible for informing ^{HF}CDHP of any schedule changes, including additions or cancellations of classes/activities at least **3 business days** before the scheduled session or as soon as it is known.
- Students are responsible for making requests outside of scheduled classes/activities at least **7 business days** prior to the event.
- All inquiries regarding captioner scheduling should be directed to ^{HF}CDHP. **Students should not contact White Coat Captioning directly.**

Requesting Captioning Services for Additional Events (Study Groups, etc.)

1. Submit requests via email to ^{HF}CDHP at disabilityaccommodations@westernu.edu. Include the event name, date, time, and, if applicable, the Zoom meeting link.
2. ^{HF}CDHP will forward the request to White Coat Captioning.
3. White Coat Captioning will provide a streaming text link for the event, which ^{HF}CDHP will email you.
4. ^{HF}CDHP will distribute a Zoom link to you and the captioner to allow the captioner to listen in on the event remotely.
5. On the day of the event, open the Zoom meeting to allow the captioner to join and access audio.
6. Click on the provided streaming text link to view captions.
7. Position your device to ensure clear audio pickup for accurate transcription.

Important Contact Information

To schedule/cancel sessions or for issues with the service itself, contact ^{HF}CDHP at: disabilityaccommodations@westernu.edu

For significant technical issues:

IT Tech Support

Phone: 909.469.5432

Email/Chat: techsupport@westernu.edu

Ticket: [IT Support Portal](#)