

Guide to AVM events on Zoom for those who are blind or partially sighted

If you're new or unfamiliar with Zoom, this guide explains Zoom's accessibility features.

For the latest accessibility information from Zoom, [go to their Accessibility page](#) or [Zoom's Accessibility FAQs](#).

Please let us know how we can support you to access an AVM event or conference. You can email us at hello@volunteermanagers.org.uk

Downloading the Zoom app

You should not need to create a free account to participate in a Zoom meeting.

You will have a better experience if you can install the Zoom app. If your organisation restricts your ability to download Zoom on your device you can use Zoom in your web browser. You may have a more limited experience of the event if joining from the browser.

The following links should help you download Zoom for your device:

- Desktop version – [download the Desktop version of Zoom](#)
- App Store (for iOS devices) – [download Zoom from the App store](#)
- Google Play store (for Android devices) – [download Zoom from the Google Play store](#)

Joining a Zoom meeting from a Zoom app

We will send a link to the Zoom registration page for the event. Once you have registered you will receive an email with a unique link to the event. You can register in advance of the event, or you can register and join the event on the day.

We recommend you register in advance in case you encounter any issues on the day.

If you prefer, we can send you a meeting ID and password to join the meeting.

You will be prompted to join the meeting by computer audio or by a phone call. Computer audio is the best experience.

Joining from your browser instead of a Zoom app

If you do not have a Zoom app installed you can join from your browser. To do this you need to:

1. Click the link to join the meeting.
2. If you are prompted to open the Zoom desktop client, click Cancel in the pop-up.
3. Click the Join from your Browser link.
4. If prompted, sign in to your Zoom account. If you do not have a Zoom account, create a new account. You will be prompted to enter your name and the meeting password if it was not included in the join link.
5. Click Join.

You may have a more limited experience of the event using Zoom in your browser.

Joining from by phone (audio only)

You can join a Zoom event using a traditional phone as audio only. This may be useful if:

- you do not have a microphone or speaker on your computer,
- you cannot connect to Zoom any other way.

If you join an event audio only you will have a limited experience.

If you wish to use the phone for audio only, phone numbers will be available for the event once you have registered.

How is Zoom accessible for those who are blind or partially sighted?

Zoom supports common screen readers including NVDA, JAWS, VoiceOver, and Android Talkback. Visual interfaces are designed with adequate colour contrast, size, and usage of colour to ensure clarity for users with various vision needs.

Make sure your screen reader is turned on before you use Zoom.

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Presentations and slides

Slides shared through Zoom's screen sharing feature is an HD video stream and cannot be read by a screen reader.

We ask speakers to describe their slides, and can send the PowerPoint in advance of the event.

Henshaws have a blog about Zoom virtual meetings if you are visually impaired. [Read the Henshaws blog.](#)

Using the Zoom chat

There are usually messages in the chat box when someone is presenting. Screen readers pick up messages while the speaker is talking. You can disable alerts for certain public messages. This is explained in the next section.

If you have a JAWS screen reader you can silence just Zoom announcements while speakers are presenting by selecting Alt+S.

You may not get alerts for direct messages if the chat box is closed.

Customise the font size of chat and closed captions

You can increase the font size of chat and closed captioning in Zoom. You can change this in your Zoom Application settings:

- Click your profile picture
- Go to Settings
- Go to Accessibility
- Select the size for Closed Caption using the sliding scale at the top of the page
- Select the Chat Display Size

Enabling or disabling screen reader alerts

To enable or disable specific screen reader alerts:

- Sign in to Zoom.
- Click your profile picture then click Settings.
- Click the Accessibility tab.
- You can enable or disable the alerts that play when certain actions are performed (list of alerts in next section).

Main alerts

Read the points below to learn more about the main alerts:

- [Screen Sharing](#) Started/Stopped by a Participant: The alert will state the name of the participant starting the screen share

- Public [In-Meeting Chat](#) Received to everyone- you may wish to turn this off.
- Private [In-Meeting Chat](#) Received directly to you - you may not hear these if your chat window is closed.
- [IM Chat](#) Received: The alert will state the sender's profile name and the number of unread messages from the sender.
- Audio Muted by Host: The alert will not state the name of the host.
- Video Stopped by Host: The alert will not state the name of the host.
- [In-meeting File Upload](#) Completed
- [Closed Captioning](#) Is Available

When one of the above actions is performed your screen reader will play the alert preceded by the word "alert".

[Zoom's help page on using screen reader alerts.](#)

Zoom polls

Currently screen readers cannot read polls, so we ask speakers to limit polls. Where they are used we ask speakers to read out the poll questions and answers.

Zoom keyboard shortcuts

Keyboard shortcuts allow you to navigate the Zoom settings without using your mouse. These may work differently if you are accessing Zoom from your browser.

Commonly used keyboard shortcuts for Zoom

- Alt+F4: Close the current window
- Alt+V: Start/stop video

- Alt+A: Mute/unmute audio
- Alt+F: Enter or exit full screen
- Alt+H: Display/hide in-meeting chat panel
- Alt+U: Display/hide participants panel
- Alt+Y: Raise/lower hand
- Ctrl+2: Read active speaker name
- Ctrl+Alt+Shift+H: Show/hide floating meeting controls
- PageUp: View previous 25 video stream in gallery view
- PageDown: View next 25 video stream in gallery view
- Alt+F1: Switch to active speaker view in video meeting
- Alt+F2: Switch to gallery video view in video meeting

Commonly used shortcuts for Zoom Chat

- Alt+Shift+T: Screenshot
- Alt+L: Switch to Portrait/Landscape View
- Ctrl+W: Close current chat session
- Ctrl+Up: Go to previous chat
- Ctrl+Down: Go to next chat
- Ctrl+T: Jump to chat with someone
- Ctrl+F: Search
- Ctrl+Tab: Move to the next tab (right)
- Ctrl+Shift+Tab: Move to the previous tab (left)

[Zoom's help page with all shortcuts for all devices.](#)

If you are using a Zoom desktop client, you can view and edit keyboard shortcuts under Keyboard Shortcuts. To do this:

- Sign in to the Zoom desktop client.
- Click your profile picture then click Settings.
- Click Keyboard Shortcuts to access your current keyboard shortcuts.

Setting the skin tone for non-verbal reactions

Non-verbal reactions are enabled for all events and conferences. By default, Zoom meeting reactions have a yellow skin tone. You can change this in your Zoom Application settings:

- Click your profile picture
- Go to Settings
- Go to the General tab
- Select your reaction skin tone.

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