# Best Practices for Zoom with Real-Time Captioners

Captioners nationally certified are between 97.6 – 99.9% accurate. Artificial Intelligence (AI) captioning has no measure except to say, 86 – 94% accurate. For some perspective, here is what that looks like: 99% accuracy is one wrong word per paragraph. 90% accuracy is one wrong word per SENTENCE. Almost indiscernible.

A third party captioner is hired to type captions, so the captions are more accurate as compared to a transcript. You can assign someone to type captions during a meeting, but they are not professionals, so you may not get accurate captions. There will be errors in Zoom live running transcriptions because transcriptions will not catch voice with an accent, specialized terminology, etc. The tip is to assign someone to edit/"fix" the transcription afterward.

## Start manual captioning in a Zoom meeting or webinar.

1. Start the Zoom [meeting](https://support.zoom.us/hc/en-us/articles/201362423) or [webinar](https://support.zoom.us/hc/en-us/articles/200917029#h_816c5048-c9d3-4930-894d-af63cd41de3d) that you are hosting.
2. In the meeting controls toolbar, next to the Show Captions icon , click the up arrow icon .
3. Under Host controls, click Set up manual captioner.
4. Under Enable manual captioner, choose On.
5. Select one of the following options:
   * [**Assign a participant to type**:](https://support.zoom.us/hc/en-us/articles/207279736-Managing-manual-captions#h_d6539cb1-0205-43ec-8cca-4ea1b3a4799f) Assigns a participant to type closed captions during the meeting. (Most common, see below steps to assign a participant to type closed captions)
   * **I will type:** Opens the closed captioning window for you to manually type closed captions.
   * **Copy the API token**: Copy the URL that you can provide to a third-party closed captioning service to [integrate the service with your meeting](https://support.zoom.us/hc/en-us/articles/115002212983).

**Note**: These options are greyed out if **Enable manual captioner** is disabled above.

### Assign a participant to type closed captions.

1. Start a Zoom [meeting](https://support.zoom.us/hc/en-us/articles/201362423) or [webinar](https://support.zoom.us/hc/en-us/articles/200917029#h_816c5048-c9d3-4930-894d-af63cd41de3d).
2. [Start manual captioning](https://support.zoom.us/hc/en-us/articles/207279736-Managing-manual-captions#h_01F65KWFB6QWPTM2JK0JMG7YZQ).
3. Click **Assign a participant to type**.  
   The **Participants** panel will appear.
4. Find the participant (assigned captioner) who you want to type closed captions and hover your mouse over their name.
5. Click **More** (3 dots) ****.
6. Select **Assign to type Closed Caption**.

**Note**: This option will not appear unless **Enable manual captioner** is enabled.