Requesting Live Captioning for Blackboard Collaborate Sessions:

1. Faculty using Blackboard Collaborate who receive an Accommodation Plan for a student who requires ‘Captioned Media’ must email Anne Villahermosa (avillahe@georgebrown.ca) **48-hours before** the scheduled session and provide the following information:
   - Faculty name, phone number and email address (this is for the Live Captioner should they need to contact you during the session)
   - Course name and CRN
   - Date and Time of the session
   - Duration of the session
   - Collaborate participant link

2. Once the live captioning session has been scheduled, faculty will receive a confirmation email from Anne Villahermosa that will include the contact information for the Live Captioner assigned to the session. If there are any captioning issues during the session, faculty are to contact the Live Captioner directly.

3. Faculty **MUST** record the Collaborate session so that the captioned video file is available to students:
   **Step 1.** In Collaborate, open the main menu, upper left-hand corner.
   **Step 2.** From the main menu, click on **Start Recording**, first option from the top.
   **Step 3.** Once the session is finished, click on **Stop Recording** from the main menu. The recording will **automatically be uploaded** to the Blackboard course.

4. Once scheduled and everyone has the Collaborate link, they simply join the session and they do not have to do anything to view the captions. The Live Captioner does not need to be given access privileges by the instructor and the student does not need to do anything to have the captions appear. It should be automatic and seamless.

5. Once the session has ended, faculty will receive a transcript from Anne Villahermosa within 24 hours. Faculty are to upload this document to Blackboard for students to access.

6. **Cancelling** a confirmed live captioning session: Faculty must email Anne Villahermosa **36 hours prior** to the start of the session, if possible under the current circumstances.

**Questions?**
Contact Anne Villahermosa
avillahe@georgebrown.ca