

Step-by-Step Guide for Arranging CART Services

Make arrangements with the CART provider

1. Plan for the expense.

Professional Reporting Services, Inc. quoted the following rate as of 1/1/2022:

“Our rate is \$115.00 per hour with a one-hour minimum. We require at least a 24-hour notice of cancellation. If your event should continue past scheduled end time, it would be billed in 15-minute increments thereafter if your captioner has the flexibility in their schedule to stay connected to your event.”

2. Once you have the date and time set for the event, at least 2 weeks in advance, contact the CART provider to reserve the time slot for your event..

Professional Reporting Services, Inc.

Email: sally@professionalreportingservices.com

Sally Maiorano, President

(315) 436-7775

ProfessionalReportingServices.com

Provide the following information:

1. Title/subject of the event
2. Whether the event will be in-person, through Zoom or both.

If in-person, the CART provider will provide you with a website address so that participants can display the captions on their own device and/or the captions can be displayed on a large screen in the front of the room. If participants will be attending through Zoom, the CART provider will join the Zoom meeting and display captions in the Zoom window. See setting up Zoom for CART below.

3. Who the invoice will be sent to.

See the example email below:

Sally,

I would like to arrange for remote CART services for a hybrid (in-person & Zoom) event on January 17th from 1:30 to 2:30 p.m. at Colgate University. The title of the event is Colgate Hello: Planning Accessible Events.

We would like the captions to be displayed on both a website for our in-person participants as well as on Zoom.

The invoice can be sent via email to email_address@colgate.edu.

If a paper invoice, please mail to:
Colgate University
Attn: [person handling the invoice]
13 Oak Dr, Hamilton, NY 13346

Thank you.

3. Prior to the event:

1. If providing CART through Zoom, send the Zoom link to the CART provider.
2. Send a phone number where you can be reached in case problems arise.
3. Include names of anyone involved in presenting at the event so the captioner has the correct spelling.
4. Attach presentation slides or other information that will be referenced during the presentation so the captioner has correct spellings for technical terms..

See the example email below:

Sally,

The Zoom link for our upcoming Colgate Hello meeting on Monday, Feb. 7th at 1:00 is:

<https://colgate.zoom.us/j/95144881797>

(provide the passcode if needed)

The presenters will be:

[Name1]

[Name2]

[Name3]

I'm also attaching the [slides or other event-related documents] for the captioner's reference.

If you have any questions, let me know. If you encounter any problems on the day of the event, please call my cell: xxx-xxx-xxxx.

Thank you.

4. At the start of the event:

If providing the captions for an in-person event on a large screen, open a browser to the URL provided by the CART service. For specific individuals to get the transcript on their personal device, provide the URL to them, preferably ahead of time in an email.

If providing CART in a Zoom session, the host will assign the captionist by:

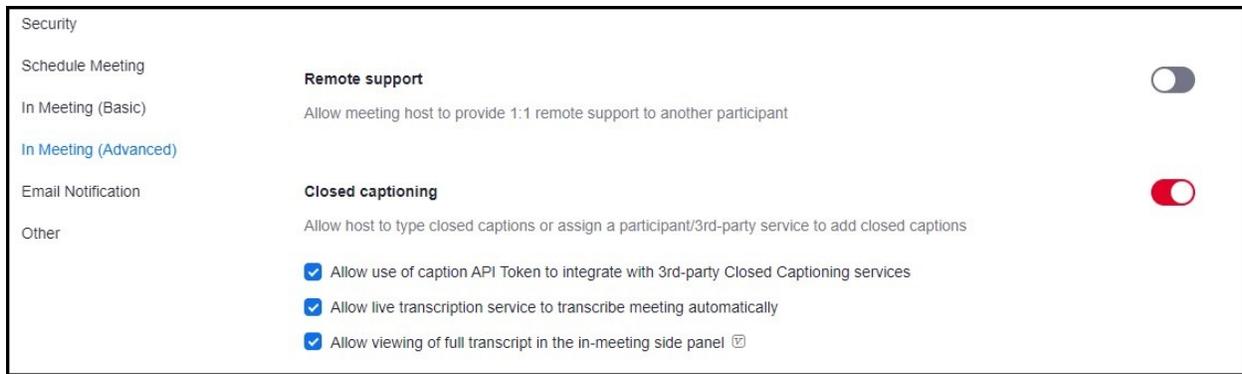
- Select the Live Transcript or Closed Caption button
- Select “Assign a Participant to Type”
- Hover over the name of the captionist and select the “More” button on the captioner’s participant line
- Select “Assign to Type Closed Caption”

Inform participants that Closed captions are available.

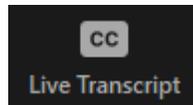
Zoom Settings for CART

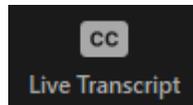
The Zoom host will need to make sure the following settings are made in Zoom for the event:

1. Sign-in to [Zoom](#)
2. Select “Settings” from the navigation on the left.
3. Select “In meeting (Advanced)” from the secondary navigation menu.
4. To the right of the “Closed captioning” heading, make sure the toggle is in the on position (red).
5. Select each of the 3 checkboxes under the Closed captioning heading.



Once the Zoom session has started, the host will assign the captionist. You will receive the name of the captionist in an email from the CART provider.



1. Select the CC/Live Transcript button  at the bottom of the Zoom window.
2. Click in the textbox below “Assign someone to type”. Hover over the captionist’s name in the participant list and click the “More” button next to the captionist’s name.
3. Click “Assign to Type Closed Caption.”