Accessibility at Zoom webinars

Updated August 2025

Introduction

We want our webinars to be accessible, welcoming and engaging for everyone. **When registering, please notify us of any access requirements you have.** This will allow us to ensure we have provided what you need. We also value any feedback after the event.
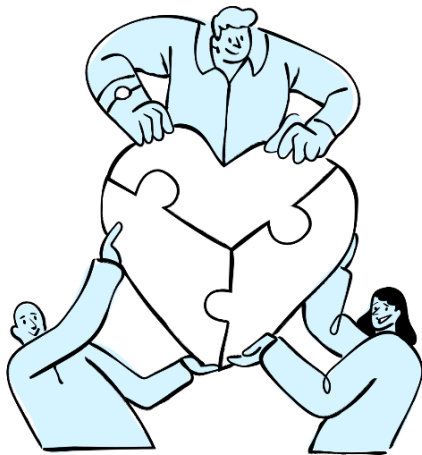
Contact

Email: tcpa@tcpa.org.uk
or call: +44 (0)20 7930 8903

For more information about the TCPA's vision and values, click here: [Our vision and values](#)

Contents

1   Registering and joining

To register for our Zoom webinars, follow the steps below:

1. Go to the event page on our website: https://www.tcpa.org.uk/events/
2. Scroll to the bottom of the page, where you can select how many tickets you would like and continue through the purchasing process.
3. You will receive an automatic confirmation email. Please follow the link in that email and fill in your details to receive the Zoom link. You will receive event reminders closer to the webinar.
4. Click your personal Zoom link on the day and this will take you to the webinar 'waiting room' until it starts.
   Watching on a computer: If you have the Zoom app downloaded, this should automatically open. If you do not have Zoom downloaded and are on a computer, the link will open in your web browser to watch the webinar online. You do not need to create or sign in to a Zoom account to watch the webinar.
   Watching on a tablet or phone: To view on a tablet or phone, you will need to download the Zoom app.

2   Once in the call

2.1   What it will look like

The webinar will automatically show the correct speakers or presentations. It is best viewed full screen.

At the bottom of the window, you can access the following functions:
- 'Participants' - to view how many people are watching,
- 'Chat' - see below,
- 'Polls' - if being used,
- 'Raise Hand' - we do not use this,
- 'Q&A' - see below,
- 'Live Transcript' - see below,
- 'More' - this contains more settings,
- 'Leave webinar' - you can rejoin later by the same link if needed.

These functions usually open as separate smaller window on a computer.

2.2 'Chat' and 'Q&A'

Please use the 'Chat' function to message the host of the webinar if you are having technical issues. Please use the 'Q&A' to send in questions for speakers. As you cannot be heard, we do not use the 'Raise hand' function.

'Chat': To send a message to everyone: click on the blue drop-down menu and choose "Everyone." (This is the default setting.) To send a private message: Click the blue drop-down menu again and click on the name of the person you are sending the message to.
'**Q&A**': This will be visible to everyone attending the webinar. Presenters may respond to your question either directly in the Q&A function, or verbally in the webinar. We usually can't get through all the questions but will do our best to cover the most topics raised.

2.3 Visibility

You are not visible and cannot be heard by other webinar attendees or presenters. If you would like to contact anyone during the webinar, this can be done by typing in the Zoom 'Chat' function or 'Q&A'.

2.4 Polls/Questionnaires

Polls and questionnaires might be used during the webinar. If this is the case, it will be mentioned by the host before it appears on your screen, and you will have a couple minutes to answer. They will directly relate to the topic discussed and your understanding of it. No one else will be able to see your answer but the average of all the participants responses will be presented on the screen.

2.5 End of webinar surveys

At the end of the webinar, there may be a short survey asking for feedback on the event. The surveys are typically three questions long. The questions are likely to ask about how useful you found the webinar. There will also be a space for any additional feedback or comments.

3   Visual and Audio Accessibility

3.1   Transcriptions/Subtitles

We run a live transcript for all our webinars. This can be accessed by clicking 'Live Transcript' at the bottom of the webinar window. It will open in a smaller, separate window. You can also save the transcription to read later.

3.2   Visuals

We often use slides during presentations to help illustrate points. We try to make sure text is large, concise and easy to read with good colour contrasts. However, we host many visiting speakers and cannot always guarantee this. We tend to share webinar slides after the webinar with all attendees and upload a recording online for our free webinars. If you have difficulty reading the slides and would like another format, please do get in contact and we'll see how we can help.

3.3   Recordings

We usually upload a recording of our webinars online after the event if they are free. We also tend to share webinar slides with attendees as a pdf.
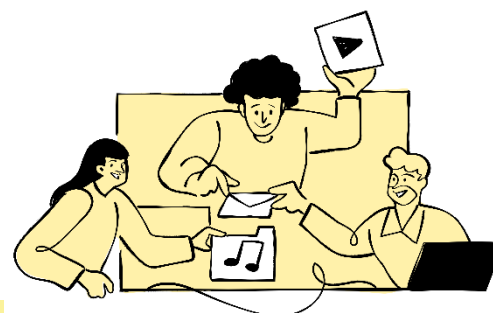
4   Additional provisions you can request

The following are examples of what can be requested prior to an event, and we will do our best to accommodate:

- **Reading**: A digital copy of the agenda or related materials in a specified typeface, size or colour to make it easier to read.
- **Communication**: A phone call to explain further details about the event.
- **Costs in attending**: There may be funding for tickets or other costs at our discretion if these pose a barrier to your attendance.

5 Frequent issues

What if my computer audio isn't working?

- If you are using headphones, earbuds, or external speakers, try unplugging and plugging them back in. It's the gadget equivalent of the computer reboot!
- You may need to click 'Join Audio' at the base of the window. This does not mean you will be heard by attendees or speakers.

Thank you for reading! Any questions?

Email: tcpa@tcpa.org.uk
or call: +44 (0)20 7930 8903