

Relay Conference Captioning (RCC)

Allows Wyoming residents who are deaf or hard of hearing to actively participate in multi-party teleconference calls, or webinars.



Michelle: Is there any way - I don't know - That might get confusing if the call is already in progress. Then saying the operator is relaying something, and after that, they have to stop and do that. Is there any way that - I don't know - they could find out? Or when they call or before they join the call? I don't know if that makes any sense.

Yeah.

Carol: Can't really happen before you

How to Schedule the RCC Service

- Make an appointment **at least 48 hours** (two working days) in advance to guarantee the service
- Go to **wyomingrelay.com/rcc**
- Click the **Book an event** link
- Fill out required information on the **online form**, including:
 - Name and contact information
 - Check both to verify your agreement and hearing loss
 - Wyoming phone number (i.e. mobile, home, work)
 - Fill out your event information such as: Select Conference Call or Video Meeting/Webinar**
 - Name of event
- Date and time of event
- Retain a copy of the transcript on a server, or destroy it after an event to protect your confidentiality
- Choose to allow participants to view a transcript only, both view and save, or not to view or save it.

A confirmation email with the RCC link to join the meeting on the scheduled date will be sent within one business day.



Contact Information

First Name * Last Name *

Email Address * Phone Number *

Enter only one email address.

Alternative contact information

Add email or phone number

Acknowledgement

I understand and certify Relay Conference Captioning (RCC) is intended for people who are Deaf or Hard of Hearing and need captioning in conference calls, webinars or video meetings. *

I understand cancellations are required at least 24 hours in advance. Reply to the RCC confirm.

Event Details

Type of Event *

Conference Call

Video Meeting/Webinar

Dial-in Phone Number * Access Code

Event Title *

Notes for Captioner

Date and Time of Event

Date of Event * Begin Time * Hour Minute am pm End Time (Estimated) * Hour Minute am pm

E.g. 2022-09-12

Time Zone

Eastern

Transcript Option *

Retain copy of the transcript on server

Destroy transcript after event to protect my confidentiality

Participant Options *

Allow participants to view transcript

Allow participants to view & save transcript

Participants cannot view or save transcript when event has ended

**Note: Transcripts embedded within videoconferencing platforms may be retained on platform server.

*TDD, Emergency included on all scheduled events.

Hawaii Relay Conference Captioning (RCC) is intended for the residents of Hawaii.

RCC is not available for individuals with speech disabilities.

Use of RCC service for government employees to conduct business on behalf of their agency is not permitted. For captioning services for government employees, please contact your HR coordinator to request Reasonable Accommodations in the Workplace. Additional information is available at: [Reasonable Accommodations in the Workplace / ADA National Network \(ada.gov\)](#). T Mobile Accessibility is available to offer captioning services. For more information contact CaptioningRequest@embla.com.

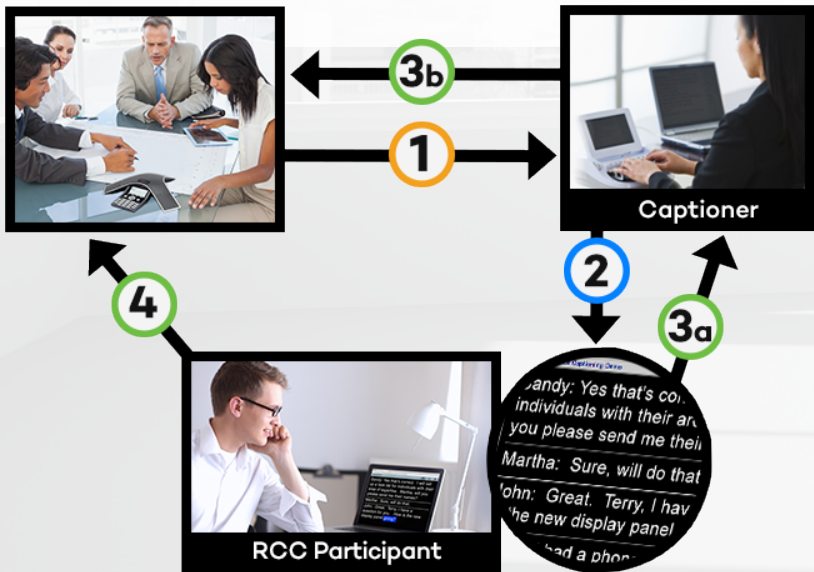
A confirmation email for your request will be sent to the email address entered above. To submit prep materials, please send using the confirmation email.

OPTION 1: Relay Conference Captioning

Relay Conference Captioning (RCC) is a free service available for Wyoming residents with hearing loss so that they actively participate in multi-party teleconference calls or web conferences by reading live captions via web browser on a computer or mobile device.

How does RCC work?

- 1** Captioner listens and transcribes conference call.
- 2** RCC participant using a computer monitor, tablet or mobile device reads the captioned conferenc call.
- 3** RCC participant who prefers to **TYPE**:
The RCC participant types (3a) comments or questions and sends via "Message Captioner". Captioner (3b) reads aloud the RCC participant's comments or questions to conference call participants.
- 4** RCC participant who prefers to **SPEAK**:
The RCC participant speaks directly to conference call participants via the same conference bridge used by the captioner.



OPTION 2: Embedded RCC

Embedded Relay Conference Captioning is a feature that provides live streaming captions for spoken dialogue in web conferencing meetings and webinars.

This service allows RCC participant to watch webinars with captions on the same screen in select* popular web conferencing and webinar platforms.

* Embedded captions are not available on all web conferencing and webinar platforms.

Live Streaming
Captions via Webinar

Powerpoint
Slide



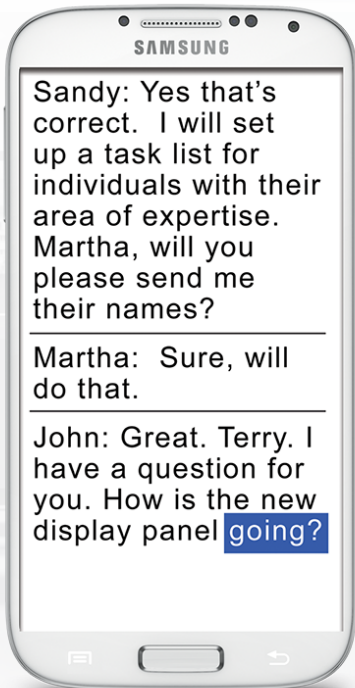
OPTION 3: Mobile RCC

Relay Conference Captioning is available for a mobile device when RCC participants are on the go!

How to access the RCC site using mobile phone?

- Tap the RCC confirmation link in your email
- Enter your name
- Tap Continue to read captions

Data charges may apply.



Sandy: Yes that's correct. I will set up a task list for individuals with their area of expertise. Martha, will you please send me their names?

Martha: Sure, will do that.

John: Great. Terry. I have a question for you. How is the new display panel **going?**



To learn more, visit wyoingrelay.com/rcc

RCC Tips

- Provide presentation materials in advance by responding to the confirmation email for scheduled event
- Set ground rules to have speaker identify his or her name before speaking, which will help you and the captioner know who is speaking
- Ability to change font size, font style, font color and background to meet your visual needs
- Transcripts must be requested when scheduling RCC services

Hours of Operating

- Scheduling or Technical Department is available 24 hours a day/7 days a week.
 - 833-250-2784
 - captioning@t-mobile.com (email)
- Relay Conference Captioning service hours:
 - 8:00 AM to 8:00 PM Monday through Friday
 - 8:00 AM to 2:00 PM Saturday

Contact Information:

Presentation and Training Available

Free demonstrations, trainings, presentations or support on how to use RCC in your home or office is available.

Contact us today if interested.

- Lori Cielinski, Program Manager
Email: dws-wyrelay@wyo.gov
- Customer Support (24 hours)
888-694-4450 (Voice/TTY)
- Website: wyomingrelay.com/rcc