# ZOOM GUIDE SUGGESTIONS* FOR MEETINGS
12/7/2020

In **zoom.com** a personal or group zoom account can be set up for hosting a group meeting. Becoming familiar with various account options will assist to set up meetings.

This screen will appear for advance scheduling of a zoom meeting:

Set the date/time/duration/time zone for your meeting

| When | 07/23/2020 | 🗓 | 9:00 ⌄ | PM ⌄ |
|------|------------|----|--------|------|

| Duration | 1 ⌄ hr | 0 ⌄ min |
|----------|--------|---------|

| Time Zone | (GMT-4:00) Eastern Time (US and Canada) ⌄ |
|-----------|---------------------------------------------|

If the meeting will repeat on a regular basis, select "Recurring Meeting"

☑ Recurring meeting  **Every month on the First Tue, until Jan 23, 2021, 6 occurrence(s)**

| Recurrence | Monthly ⌄ |
|------------|-----------|

| Repeat every | 1 ⌄ month |
|--------------|-----------|

| Occurs on | ◯ Day 23 ⌄ of the month |
|-----------|--------------------------|
|           | ⦿ First ⌄  Tuesday ⌄ of the month |

| End date | ⦿ By 01/23/2021 🗓  ◯ After 7 ⌄ occurrences |
|----------|---------------------------------------------|

**\*** Every meeting group is autonomous, therefore, this document contains suggestions only. Whenever possible, a Group Conscience, including hearing Minority opinion, is recommended for establishing and/or changing a group's Zoom preferences.

| | | |
|---|---|---|
| Meeting ID | ● Generate Automatically ○ Personal Meeting ID 864 162 7293 | |
| Security | ☑ Passcode  359526    ☐ Waiting Room | |
| Video | Host           ○ on  ● off | |
| | Participant    ○ on  ● off | |
| Audio | ○ Telephone  ○ Computer Audio  ● Both | |
| | Dial from United States of America  Edit | |
| Meeting Options | ☐ Enable join before host | |
| | ☑ Mute participants upon entry 🔲 | |
| | ☐ Only authenticated users can join | |
| | ☐ Record the meeting automatically | |
| | ☐ Enable additional data center regions for this meeting | |

● Meeting safety/best practices
  ○ Use the WSO Zoom Security Settings Protocols (see Appendix A)
  ○ Keep the Zoom application on your device updated with the latest Zoom
  ○ Do not enable "Join before host" for security reasons.
  ○ If a trusted Co-host is set up for the meeting, Host sets up a verbal agreement that Co-host will end the call at the end of the meeting at agreed upon time if Host leaves the meeting prior to the Co-Host.
  ○ Please use considerable caution when screen sharing from "Desktop" or Slack (personal information may be shared unintentionally)
  ○ Recommended video setting enables attendees to choose whether or not they connect their video

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# Appendix A:  Suggested\* Zoom Security Setting Protocols

- Use passwords - can be numbers, letters or combination

    Meeting Password    ☑ Require meeting password    252561

- Do not select "Join before Host"

    Meeting Options    ☐ Enable join before host

- Consider setting up meeting to screen share for "host only" (if another participant needs to screen share, they can be elevated to co-host by the host during meeting)

    **Advanced Sharing Options**

    **Who can share?**
    ○ Only Host    ━━━ ⊖ All Participants ━━━

    **Who can start sharing when someone else is sharing?**
    ⦿ Only Host    ○ All Participants

- **Do not embed password** in the meeting link
  Example:
  https://us02web.zoom.us/j/87396276033?pwd=aWpuekV2SUlwQURwcHdJSGU5NGo2Zz09

- Choices for posting events online links - recommend changing current Events and Committees Calendar entries
  - \*\*Preferred method\*\* No clickable link (example)
        Meeting ID:  873 9627 6033
        Password:  12345

  - If clickable link - link cannot include password (example)
        https://us02web.zoom.us/j/87396276033
        Password:  12345

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- Recommendation for WSO hosted events (Suggested settings above)
  - Event announcement to include a statement to let participants know that meeting may be locked for a few minutes while the tech hosts addresses any disturbance/non-ACA intruder
  - Tech team use Zoom bombing protocols (see Appendix C)

# Appendix B:  More Zoom Help

Zoom Video Tutorials https://support.zoom.us/hc/en-us/articles/206618765-Zoom-video-tutorials

Scheduling a Zoom Meeting  https://support.zoom.us/hc/en-us/articles/201362413

Host and Co-Host Meeting Controls
https://support.zoom.us/hc/en-us/articles/201362603-Host-and-co-host-controls-in-a-meeting


# Appendix C: Suggested Tech Protocols for Potential Zoom Bombing
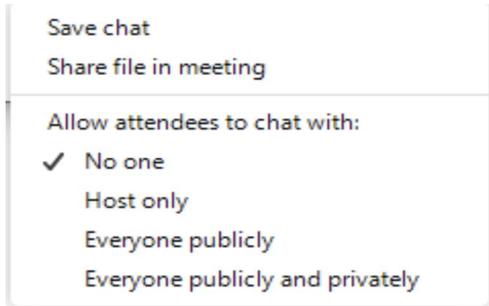
## Preferred Technical Setup

1. If the meeting has over 50 attendees, it is helpful to have more than 1 person doing technical support for the meeting. (as host and/or co-host)
2. Let the meeting presenters know, before the meeting begins, that in the case of an incident, you will unmute and start the protocols.
3. When planning the meeting, let the potential attendees know that if the meeting room is locked, there has been an incident and the room will be reopened once the threat has been dealt with.
4. The technical team should be familiar with these protocols and using a computer or laptop (versus phone or tablet) in order to address the situation more effectively and efficiently.
5. If a member of the technical team needs to step away, notify the other team members.
6. If there are multiple technical team members, plan ahead of time who will deal with the video, audio and chat aspects of the incident.
7. If there are multiple technical team members, plan ahead of time who will unmute, narrate and verbally coordinate the protocols.
8. Have the technical team in place, before participants enter the meeting.
9. Ask that technical team and other members assist in taking screenshots of the offending behavior that can be used to report individuals to Zoom.

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## Protocols when a disturbance occurs

- Tell everyone that you will handle the disturbance. This reduces panic amongst attendees and assists in the coordination of technical tasks to address the situation.
- Disable chat - Chat -> "More" dropdown options

Save chat
Share file in meeting

Allow attendees to chat with:
✓ No one
Host only
Everyone publicly
Everyone publicly and privately

MAKE A CHOICE HERE (good idea to think about the Choices ahead)

**CHOICE 1:**
Locate disruptive person in the Participants or in their image thumbnail and move them to the Waiting Room.
(Tto use this choice it would have be helpful to enable Waiting Room in the Zoom settings **in advance** of the meeting.)

**CHOICE 2:**
Click the Offending Participant's (Offender's) name or image, click the three dots (there may be more buttons that needs clicked first), and then select the following:

a. Uncheck "allow participants to unmute themselves"
b. Uncheck "allow participants to rename themselves" (if zoom bomber keeps rotating names it will be more difficult to remove that person)
c. Check "Lock Meeting"
   i. Lets any bombers who might be in the waiting room know that no more bombers are getting in--- and they should go elsewhere
   ii. If the waiting room had choice had not been set or had been disabled, this is crucial to keep multiple bombers from overrunning the room

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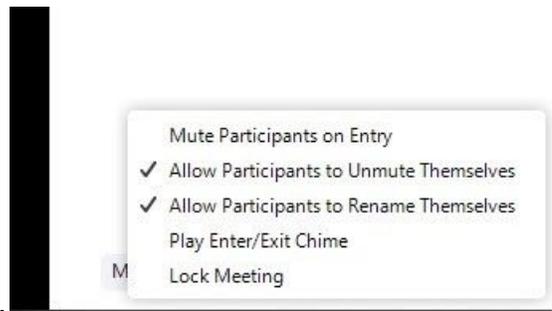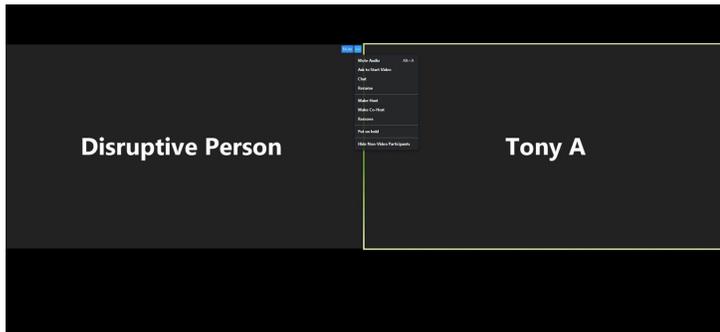
**CHOICE 3:**
Use the three dots to stop their video

**CHOICE 4:**
Use the three dots to select "Remove"
(may also be done from "Participants")

> iii. <u>**Removed participants may not rejoin the meeting--so be sure you have the right person before selecting remove**</u>



**<u>Suggestions</u>**

1. If you are having trouble identifying who is making the audio disturbance (say in a large meeting) look for the yellow box which identifies who is speaking. It may be helpful to change to speaker view if you are in gallery view.

2. Narrate what you are doing while removing a zoom bomber, this will let your attendees know that you have the situation under control

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## After removing the disruptor(s) aka Offending Participant(s)

Re-set the Zoom settings that were changed to handle the disruption:

1. Click the Participants button and from the three dots menu recheck allow to unmute and change name.
2. Return Chat to previous settings
3. Tell everyone what happened and what you did
4. You may want to continue the meeting with the room locked for a while
5. If you need to let in more participants make sure the waiting room is enabled (participants button, three dots menu) and unlock the room and admit the attendees
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## How do zoom bombers gain entrance to your meeting?

1. Method 1: Random trying of Zoom meeting ID's / automated number generator -
   a. This can be blocked by having a passcode for all meetings

2. Method 2: Finding a meeting's Zoom info on websites

   REMEDIES / MEASURES TO TAKE:
   a. Do not post Zoom login info in public areas (e.g online calendars) unless absolutely necessary. It is Preferable to email login info to attendees.

   b. If it is necessary to post login info, do not post a link with an embedded password as some zoom bombers use scanners that zero in on these types of links. It is suggested to simply post the meeting number and password without a link.

   c. Always remind invitees to not share the information on social media or with untrusted sources.

## Report to Zoom Option

Hosts can report meeting participants for inappropriate behavior to **Zoom's Trust and Safety** team for review. This setting can be found on the Security icon on the meeting controls toolbar.

(Reference document: zoom guide for wso committees, last update 9/7/20, copy permission granted)

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