

Northern Colorado AA Intergroup

## Zoom Security and Protection Guide

**It is unfortunate that we even have to discuss this topic and protect our meetings from intruders, but life on life's terms is something we're familiar with and our meetings are worth protecting.**

### Security Features

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**Note:** When you open the Zoom app, it may prompt you to update the App. Be sure to [download the latest version of the Zoom client](#) for the latest security features. There is currently a new version as of May 2020. After May 30, 2020, all Zoom clients on older versions will receive a forced upgrade when trying to join meetings as GCM Encryption will be fully enabled across the Zoom platform.

***What to do if your meeting is disrupted by non-Traditions folks, or to prevent disruption (zoom bombing):***

- Lock the Meeting (maybe even 15 minutes into the meeting)
- Use Features of the **Security Icon (lock)**
- Mute All Participants and Disable Self-Unmuting
- Turn off a Participant's Video and Remove Participant
- Prevent "Zoom Group Chat" Abuse

### DETERMINE HOST & CO-HOST

All groups are encouraged to have both a Zoom "Host" and at least one "Co-Host" in every meeting as service positions. One **host** acts as the traditional chair while the other manages muting and hand raising, and can handle meeting intrusions.

**Do we have "claim host" capabilities?** Yes, we do. This is done when the meeting you have scheduled--in other words, in your Zoom account. The host has to either set this by enabling video for host and participants, or you have to arrive early to "claim" it.

Hosts may remove a Participant by clicking "Remove Participant" and then "Remove" in the Participants box. If you accidentally click "Remove Participant," you may cancel.

The **co-host** feature allows the host to share hosting privileges with another user, allowing the co-host to manage the administrative side of the meeting, such as managing participants. The **host** must assign a co-host. There is no limitation on the number of co-hosts you can have in a meeting or webinar.

### ***To enable the Co-host feature:***

1. Sign into the Zoom web portal as an administrator with the privilege to edit Account settings, and click Account Settings.
2. Navigate to the Co-host option on the Meeting tab and verify that the setting is enabled.
3. If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose Turn On to verify the change.

(Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click Lock to confirm the setting.

### ***Details on assigning a Co-Host when your meeting has begun:***

1. Hover over a specific user's video feed.
2. Click the More icon.
3. Click Make Co-Host.

#### *Using the Participants window:*

- a. Click on Manage Participants in the meeting controls at the bottom of the Zoom window.
- b. Hover over the name of the participant who is going to be a co-host, and choose More.
- c. Click Make Co-Host.

Once a participant has been made a co-host, they'll have access to the co-host controls.

#### **[You can read more about host and co-hosts on the Zoom website:](https://support.zoom.us/hc/en-us/articles/201362603-Host-and-co-host-controls-in-a-meeting)**

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#### **[You can also read more about co-hosts on the Zoom website:](https://support.zoom.us/hc/en-us/articles/206330935-Enabling-and-adding-a-co-host)**

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## **WAITING ROOM**

Zoom's new "Security" icon allows the Host to more quickly:

- **Enable a waiting room** - this allows the host or co-host to filter out disruptions to the meeting
- **Disable Chat**

- **Disable Name Changing** - Unchecking the ability for Participants to "Rename" themselves will stop disruptors from evading you by repeatedly changing their display name.

## SCREEN SHARING

After launching the Zoom meeting link the center icon allows the host to "Share Screen" (icon circled below with red arrow) which will allow the host to display their computer screen on the Participants' devices. Many groups use this to display the Preamble or other Conference-approved AA literature and call on volunteers to read just as we did in person for continuity and group unity. This is very achievable through screen sharing and quite simple.

To discontinue the screen share, click the red "Stop Sharing" button at the top of the screen. Please be certain you click this to end the sharing or Participants will continue to view your computer screen.

**Suggestion:** Disable Participants from sharing screens.

## LOCKING AND MUTING

The host or co-host can click the "Security" (lock) icon, then "**Lock** Meeting". You may also click the three dots in the Participants box and then "Lock Meeting"

Hosts or Co-hosts are able to Manage Participants. Click "Manage Participants" and you will be able to "**Mute** All" and "Unmute" Participants. You can also allow participants to unmute themselves when they want to speak.

Note: You may unmute individual Participants by hovering your mouse over the name in the Participants' list and clicking "Unmute".

Participants may click the "**Raise Hand**" icon at the bottom of the Participants' box to indicate that they would like to share. You will see a raised hand icon next to their names in the Participants' box. You will need to unmute the Participant and you may also lower the Participant's raised hand. Participants joining from mobile devices will be able to raise their hands from the meeting menu (three dots at bottom right).

When you perform the unmute, Participants receive a polite notification that you are allowing them to unmute and that they are invited to speak. You may have to remind the Participants to unmute their microphones to speak.

For phone: If your meeting has Participants who have dialed into the meeting using a Zoom provided phone number and the meeting code, they may raise their hands by pressing \*9 and lower their hands by pressing \*9 again.

Participants' raised hands appear in the Participants' window in the order in which they clicked "Raise Hand," starting from the top of the window.

## **DISRUPTIVE PARTICIPANTS**

### ***To Turn Off a Participant's Video and Remove Participant:***

1. Identify the disruptive participant(s) and hover your mouse over the right corner of that person's video.
2. Click the blue square with three white dots and a list of options appears.
3. You may stop the video of the participant and/or remove the person from the meeting.
4. You will also find the "Stop Video" option and "Remove" option by hovering your mouse over the names in the Participants list on the right side of your screen and clicking "More."

**Note:** We suggest, especially for meetings with more than 10 participants, that hosts mute all Participants to cut down on background noise, and allowing participants the option to unmute themselves when they would like to speak. Some meetings wishing to keep things more orderly and structured elect not to allow participants to unmute themselves – the host must unmute all speakers. This cuts down on pranksters as well, but we believe is a matter for group Conscience.

## **CHAT**

### ***Preventing "Zoom Group Chat" Abuse:***

1. Many groups have elected to change the settings on the Chatbox to enable Participants to send messages only to the Host.
2. To restrict Chat, click the three dots at the bottom of the chatbox and select "Host Only."

# Anonymity Features

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Before joining, using the Zoom app (not from clicking a link), you can change your name. Or, hover your mouse over the video image of yourself to change your name, unless the host has disabled this feature.

## How To Prevent Zoom Bombings: A Video

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<https://www.youtube.com/watch?v=IPJQfdR5Pak>

(On AA Grapevine's channel)

**Remember:** These tools are all designed to help your group protect yourselves from intrusions, but there is no one-size-fits-all solution. Please arm your Chairs and Hosts with this information, and discuss in your groups what will work best for your needs. We will continue to update guidance for the community as new information becomes available. If you have any other suggestions or feedback please email Beth at [officemanager@northcoloradoaa.org](mailto:officemanager@northcoloradoaa.org).

***When anyone, anywhere, reaches out for help, I want the hand of A.A. always to be there. And for that: I am responsible.***

Many thanks to GSO and NY Intergroup for culling this information in collaboration with Zoom.