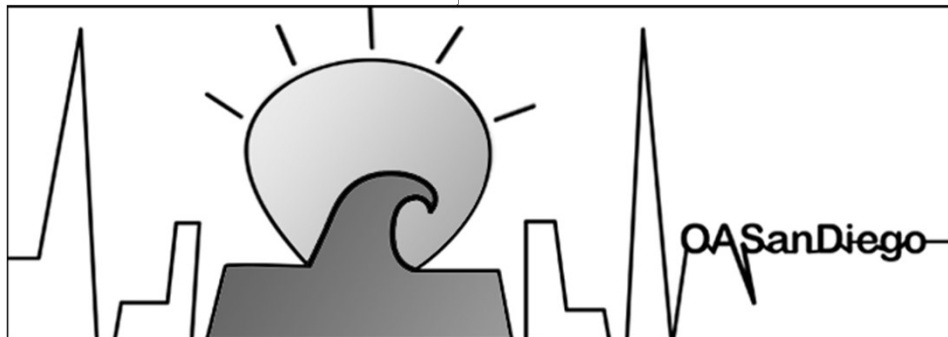


**Overeaters Anonymous**  
 San Diego County Intergroup, Inc.  
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# ZOOM SECURITY



December 2023

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**This class covers the tools to keep your meetings safe.**

**The opinions represented are my own and do not represent the OA San Diego Intergroup or OA as a whole.**

**Take what you want and leave the rest.**

**A basic knowledge of Zoom hosting is assumed.**

**Sign up for our Zoom mailing list to find out about our other classes.**

## ABOUT THIS CLASS

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<p>For effective hosting, I suggest you use a computer – laptop or desktop, not a mobile device.</p> <p>You might also find that a mouse (with 2 buttons) is easier than a trackpad.</p> <p>Download these slides and other How-To Guides from our website. <a href="https://oasandiego.org/zoom">oasandiego.org/zoom</a></p> <p>Please hold your questions until the end. I will not be watching the chat for questions.</p>	<h1>ABOUT THIS CLASS</h1> <p>2 OF 2</p> <p>December 2023</p>
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<p>Zoom is a complicated platform, aimed primarily at businesses. They are constantly adding new features and changing the interface.</p> <p>To further complicate matters, tools and functionality vary depending on device, client and version.</p> <p>But we're stuck with it, and we're saving lives with Zoom.</p> <p>The good news is that with enough trained hosts and proper setup, we can stay safe and carry the message.</p>	<h1>ABOUT ZOOM</h1> <p>1 OF 2</p> <p>December 2023</p>
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<p><b>Keep your Zoom app updated to the latest version. Zoom adds new features that help with security and fixes bugs and vulnerabilities.</b></p> <p><b>Download the latest version here:</b> <b><a href="https://zoom.us/download">zoom.com/download</a></b></p> <p><b>I aim to KEEP THINGS SIMPLE with this class and focus on what you need to keep your 12-step meetings safe.</b></p> <p><b>Contact me for questions about more advanced features, take our other classes, or RTFM.*</b></p> <p><small>*Read the f***ing manual.</small></p>	<h1 style="margin: 0;">ABOUT ZOOM</h1> <p>2 OF 2</p> <p style="font-size: small; margin-top: 100px;">December 2023</p>
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<p><b>Tradition 1: Our common welfare should come first.</b></p> <p style="padding-left: 40px;"><b>Maintaining safety is our goal. What we do effects OA as a whole. Remove and report intruders.</b></p> <p><b>Tradition 2: Our leaders do not govern.</b></p> <p style="padding-left: 40px;"><b>Use the tools wisely. Explain purpose and procedures.</b></p> <p><b>Tradition 3: The only requirement is a desire to stop...</b></p> <p style="padding-left: 40px;"><b>Consider any other requirements carefully.</b></p>	<h1 style="margin: 0;">OUR TRADITIONS GUIDE US</h1> <p>1 OF 2</p> <p style="font-size: small; margin-top: 100px;">December 2023</p>
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<p><b>Tradition 4: Each group should be autonomous.</b></p> <p><b>Be guided by your group conscience.</b></p> <p><b>Tradition 5: Our primary purpose is to carry the message.</b></p> <p><b>Be open to newcomers and visitors. Avoid impediments to finding and joining our meetings.</b></p> <p><b>Tradition 12: Anonymity is the spiritual foundation.</b></p> <p><b>Protect personal information.</b></p>	<h1>OUR TRADITIONS GUIDE US</h1> <p>1 OF 2</p> <p>December 2023</p>
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<p><b>Getting Hosting Tools</b></p> <p><b>No one who works for Zoom is coming to help us in our meetings.</b></p> <p><b>Impersonating – including deep faking – known trusted servants.</b></p> <p><b>Identifying At-Risk Meetings</b></p> <p><b>Scouts come in and check to see if we are using a waiting room, “open mic” or renaming allowed. Then they use social media to tell others.</b></p> <p><b>Taking advantage of vulnerabilities</b></p> <ul style="list-style-type: none"> <li>▪ <b>Vulgar, racist, insulting speech</b></li> <li>▪ <b>Inappropriate video / chat</b></li> <li>▪ <b>Bouncing boxes</b></li> </ul>	<h1>DISRUPTION TACTICS</h1> <p>December 2023</p>
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I call them disrupters or intruders. Calling them “bombers” makes them think they are terrorists.

Don’t take disruptions personally. They are not targeting us specifically. They are looking for meetings with vulnerabilities. Like all online platforms, people cause trouble when they think they can get away with it.

They are mostly kids playing games, looking for attention, and competing for bragging rights. Don’t talk about them – it validates them, making them think they’re getting to us. Protect your meetings and remove them quietly.

# WHO THEY ARE

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Disruptions might be from members who do not understand the protocol or traditions. Use the tools carefully and with an explanation.

You can’t tell by names. Not everyone knows how to rename themselves. Disrupters rename themselves to imitate members.

Verify your co-hosts. Nobody from Zoom is coming to help you.

Not everyone has a camera or mic. “Vetting” may intimidate members. Disrupters will pass the test.

# HOW TO IDENTIFY THEM


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<p><b>Restrict</b></p> <p>Turn on the waiting room and restrict permissions before letting people in.</p> <p><b>Remove</b></p> <p>Remove and REPORT intruders. Putting them in the Waiting Room is not effective.</p> <p><b>Resume</b></p> <p>Continue your meeting and RELAX, knowing that you have the tools and the knowledge you need to keep the meeting safe.</p>	<h1>THE 3 R's</h1>
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<p>Sign in to your app to use all features.</p> <p>General &gt; Use dual monitors (if you have a 2nd screen)</p> <p>General &gt; Always show meeting controls</p> <p>Video &gt; Hide non-video participants: OFF</p> <p>Video &gt; Maximum participants displayed per screen in gallery view: 49 participants (if supported)</p> <p>Share Screen: Side-by-side mode</p>	<h1>YOUR APP SETTINGS</h1> 
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Details are in our How-To Guide “Settings for Admins/Account Owners” on our website.

Set up meetings to start with the “Claim Host” method so hosts do not need to go into the account.

Waiting room needs to be turned off by default when the meeting starts.

Meeting will start automatically up to 15 minutes in advance. Be the first one there.

Carefully guard your Account Password and Host Key.

# ACCOUNT SETTINGS

ONLY FOR ACCOUNT OWNERS  
(Zoom Administrators)

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Everyone will go in waiting room (when waiting room is turned on).

Allow participants in the waiting room to reply to host and cohosts.  
\*Client upgrade may be required.\*

HOWEVER – Vetting in the waiting room is of questionable usefulness:

Not everyone will see your message or know how to reply.

Intruders will “pass the test.”

Newcomers may be scared away.

# ACCOUNT SETTINGS

ONLY FOR ACCOUNT OWNERS  
(Zoom Administrators)

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Mute all participants when they join a meeting. Also available in Participants.

New meeting chat experience:

Allow participants to delete messages in meeting chat.

Clients older than 5.13.0 may still see deleted messages. Set minimum version in Account Management.

Enable the Screenshot feature in meeting chat OFF

Send files via meeting chat OFF

# ACCOUNT SETTINGS

ONLY FOR ACCOUNT OWNERS  
(Zoom Administrators)

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Co-host: ON. Co-hosts have same in-meeting controls as host. Train and coordinate your hosting team.

Screen Sharing: HOST ONLY.

Annotation: Only the user who is sharing can annotate.

Allow removed participants to rejoin:  
OFF

Allow participants to rename themselves: OFF. Can also be managed in room under Security or Participants.

Sort Gallery View: ON

# ACCOUNT SETTINGS

ONLY FOR ACCOUNT OWNERS  
(Zoom Administrators)

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Lock Meeting


- ✓ Enable Waiting Room
- Hide Profile Pictures

**Allow All Participants to:**


- Share Screen
- ✓ Chat
- Rename Themselves
- Unmute Themselves
- ✓ Start Video

# ROOM SETTINGS


## Security



Security



Participants



Chat

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Ask All to Unmute


- ✓ Mute Participants upon Entry
- Allow Participants to Unmute Themselves
- Allow Participants to Rename Themselves
- Play sound when someone joins or leaves
- ✓ Enable Waiting Room
- Hide Profile Pictures
- Lock Meeting

# ROOM SETTINGS


## Participants



Security



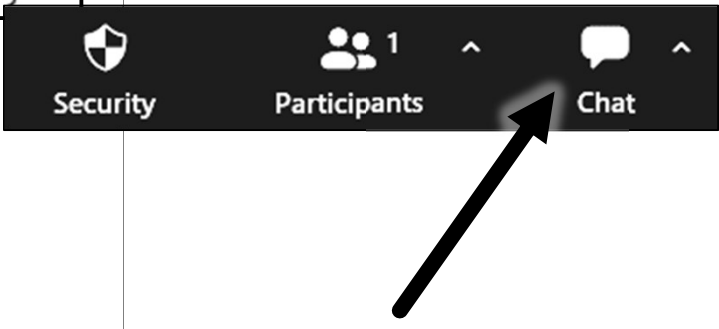
Participants



Chat

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<p><b>Participant Can Chat with:</b></p> <ul style="list-style-type: none"> <li>No One</li> <li>✓ Host and co-hosts</li> <li>Everyone</li> <li>Everyone and anyone directly</li> </ul>	<h1>ROOM SETTINGS</h1> <h2>Chat</h2> 
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<p><b>Get to your meeting early and enable the Waiting Room.</b></p> <p><b>Make co-hosts after <u>verifying identity</u> and coordinate roles.</b></p> <p><b>Confirm room settings:</b></p> <ul style="list-style-type: none"> <li>✓ Security</li> <li>✓ Participants</li> <li>✓ Chat</li> </ul> <p><b>End the meeting.</b></p>	<h1>HOST DUTIES</h1>
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- ✓ Keep the room safe.
- ✓ Uphold the group conscience.
- ✓ Maintain the traditions.
- ✓ Remove and report intruders.
- ✓ Mute and ask to unmute.
- ✓ Rename.
- ✓ Stop video.
- ✓ Request to start video.
- ✓ Share screen or whiteboard.
- ✓ Manage recording.
- ✓ Conduct polls.
- ✓ Manage Breakout Rooms.
- ✓ Answer questions.
- ✓ Make announcements.

# HOST / CO-HOST DUTIES

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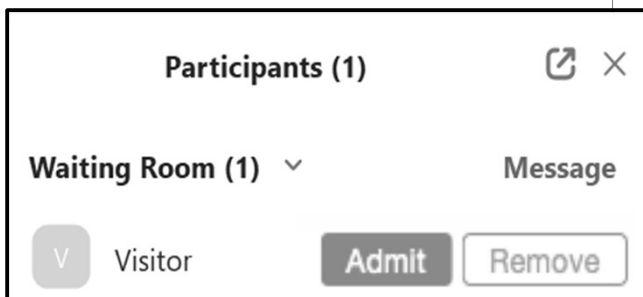
Sort gallery view by last entered.

Admit everyone ONE-AT-A-TIME  
unless they have an offensive name,  
in which case remove and report.

Watch unknown participants. Hover  
and be ready to remove. RELAX.

# WAITING ROOM MONITOR

1 of 2

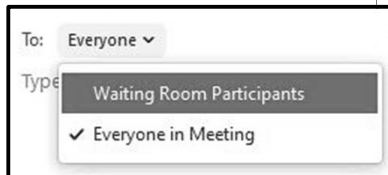


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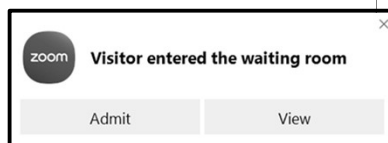
Using the waiting room as a holding area will just annoy members and not deter disruptors.

“Vetting” folks in the waiting room is not effective.



You can make announcements to all in the Waiting Room to make waiting easier.

TIP: Close the Participants Panel to be notified when folks enter.



# WAITING ROOM MONITOR

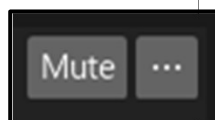
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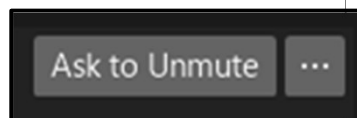
23

Confirm settings.

Mute individuals in gallery or Participants.



Ask to unmute when it's their turn. Hover over unknown participants.



Watch for outline or microphone vibrating to see who has microphone on.

Mute all or Ask All to Unmute in Participants.



# AUDIO MONITOR

- Ask All to Unmute
- ✓ Mute Participants upon Entry
- Allow Participants to Unmute Themselves

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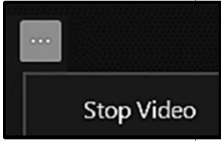
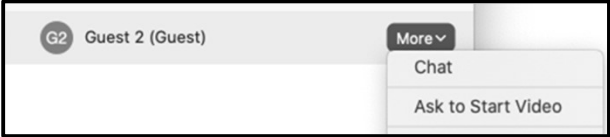
**Sort gallery by Entry Time (Last-First).**

**Stop Video on Participants.**

**Hide Profile Pictures under Security or Participants.**

**Turning off ability to start video under Security. NOTE: This will not turn off videos that are on.**

**If you stop a video, participant won't be able to turn it back on themselves.**

# VIDEO MONITOR

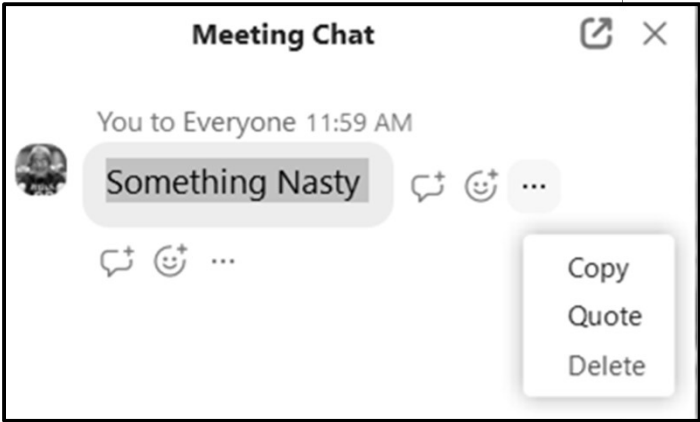
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**Change chat permissions as needed or by group conscience.**

**Delete inappropriate chat messages.**

# CHAT MONITOR



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By design, Zoom orders participants in the gallery view based on various features such as cameras on or off, participants muted or unmuted, and hands raised (in order of first to last).

Boxes in the gallery view jump around and these things happen.

Learn the various ways to customize your gallery view, overriding the video on-off issue.

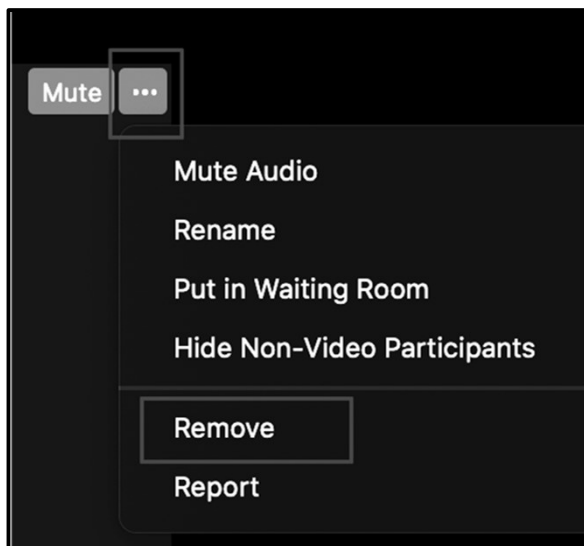
However, we cannot yet control the raise hand feature.

**SOLUTION: Pin or search in Participants to find the offender and remove (and report).**

# JUMPING VIDEO PROBLEM

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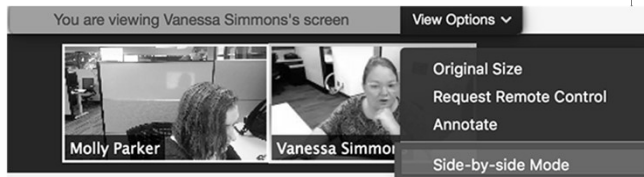
Reporting alerts Zoom where their vulnerability are.

# REMOVE AND REPORT

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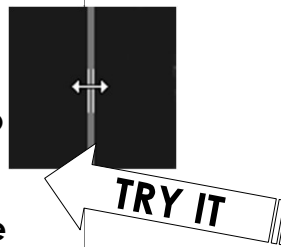
### 1. View options: Side-by-side mode



# VIEW DURING SCREEN SHARING

2. Hover pointer over boundary between shared screen and videos until it changes to a double arrow and you see a grey line separating both views.

3. Click and drag the separator to adjust the size of each view.



**EXTRA: View Options – change size**

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# EMERGENCY

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Hide Profile Pictures

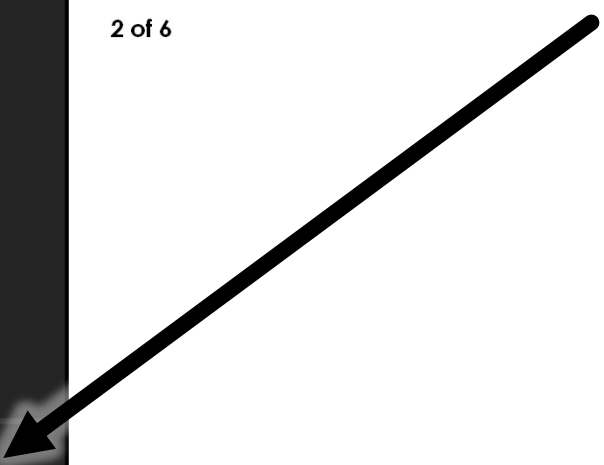
**Allow participants to:**

- ✓ Share Screen
- ✓ Chat
- ✓ Rename Themselves
- ✓ Unmute Themselves
- ✓ Start Video

Suspend Participant Activities

# EMERGENCY

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# EMERGENCY


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Zoom

**Suspend all participant activities?**

Everyone's video and audio will be turned off, screen sharing will stop, and the meeting will be locked. [Learn More](#)

☒ Report to Zoom



Suspend

Cancel

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Everyone will be muted. Videos and profile pictures turned off. Screen Sharing will be stopped and breakout rooms will close.

BEFORE

Lock Meeting  
Enable Waiting Room  
Hide Profile Pictures

**Allow participants to:**  
✓ Share Screen  
✓ Chat  
✓ Rename Themselves  
✓ Unmute Themselves  
✓ Start Video

Remove Participant  
Suspend Participant Activities

AFTER

✓ Lock Meeting  
✓ Enable Waiting Room  
✓ Hide Profile Pictures

**Allow participants to:**  
Share Screen  
Chat  
Rename Themselves  
Unmute Themselves  
Start Video

Remove Participant  
Suspend Participant Activities

# EMERGENCY

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# EMERGENCY

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Breathe

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**Unmute yourself and resume meeting.**

**Keep cool and calm. Serenity prayer might help.**

**Remove intruders who remain.**

**Unlock room.**

**Re-enable chat to host and co-host only.**

**Cautiously change other settings.**

**Make sure you report later.**

# EMERGENCY

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**Have plenty of trained hosts to divide up the work. There is no limit to the number of co-hosts.**

**If you “remove” a member, they will not be able to come back into that meeting. Be careful who you “remove.”**

**Hosting can be stressful! Take a break from hosting and be a regular participant.**

**Talk to your Zoom admin about account settings, like ability to sort gallery and delete in chat.**

**THANK YOU FOR YOUR SERVICE!**

# FINAL THOUGHTS

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