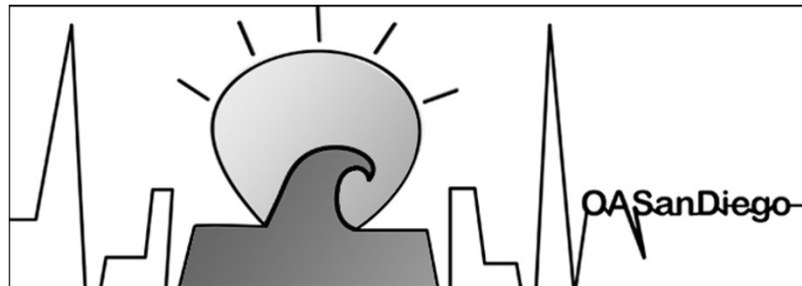


ZOOM HOSTING AND SECURITY

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1

- Please note that these are my opinions only and do not represent Overeaters Anonymous.
- These screen shots are done on a PC. While it's possible to host on a mobile device, it's easiest if you use a computer of some kind.
- A mouse is also much better than a trackpad.

INTRO

2

Types of Meetings:

- **Instant Meeting**
- **Scheduled Meeting**
- **Recurring Meetings**
- **Always Open**
- **Personal Meeting ID**
- **Auto-generated ID**

TYPES OF MEETINGS



3

- **Basic (Free)**
- **Pro = 1 licensed room**
- **Business = 10+ licenses**
- **Add-ons**

TYPES OF ACCOUNTS



- **Features in your rooms depend on account type and settings.**

4

Zoom.com
Settings - RTFM

Clients

- Desktop
- Mobile
- Web

Sign into your account.
Keep your Zoom updated.

WEB PORTAL ZOOM CLIENT

5

Use your own account or obtain the username and password and change your name after you enter the room as host.

zoom us02web.zoom.us

Email

Enter your password [Forgot?](#)

☒ Keep me signed in

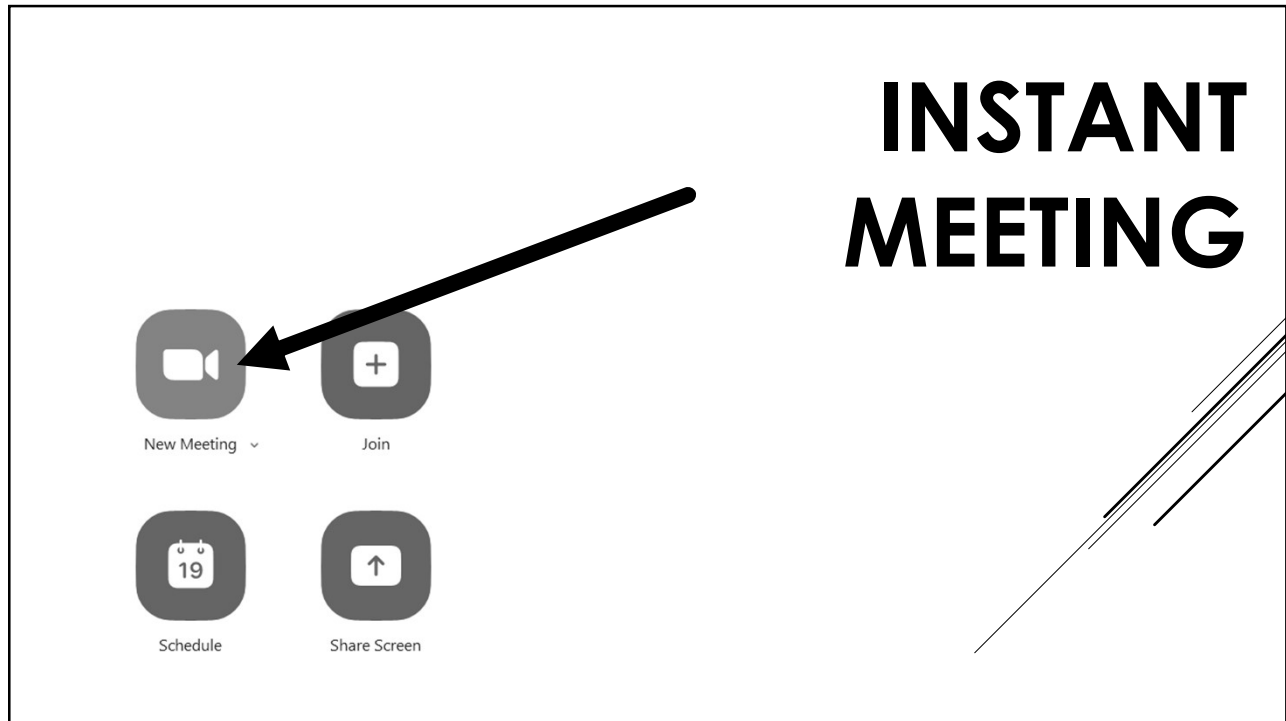
or sign in with

SSO Apple Google Facebook

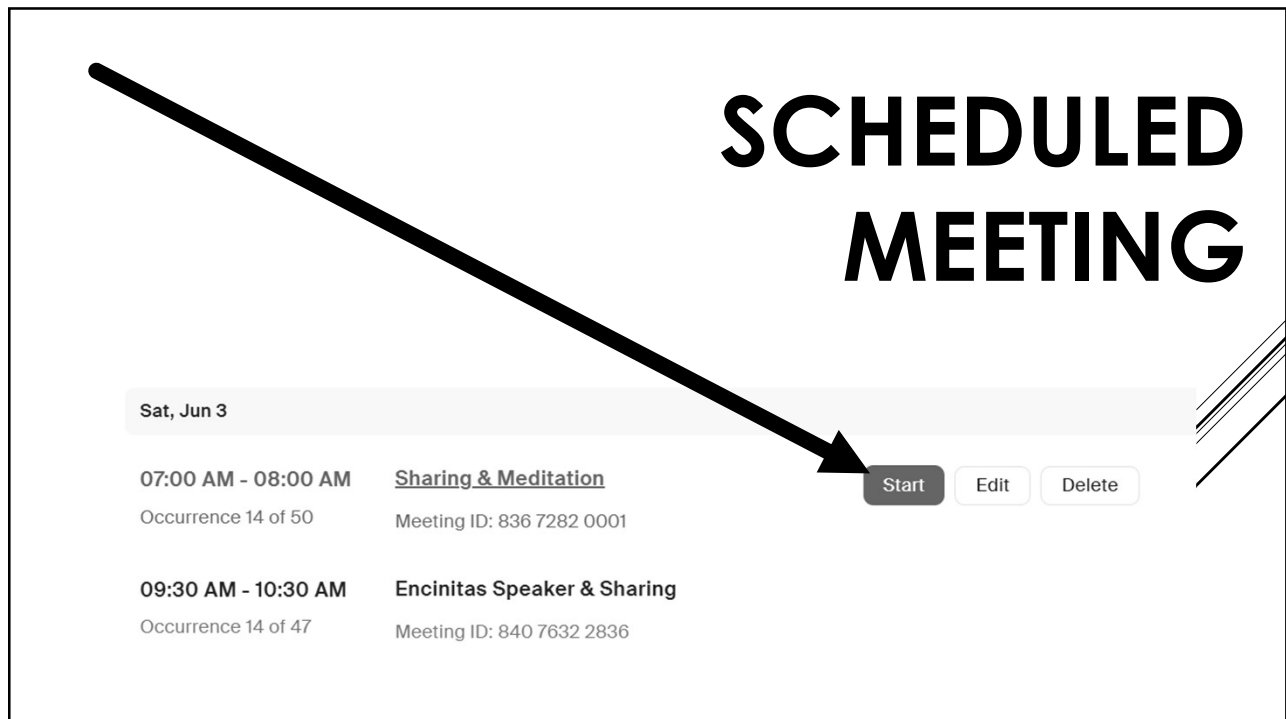
TO BE A HOST

METHOD 1 SIGN IN

6

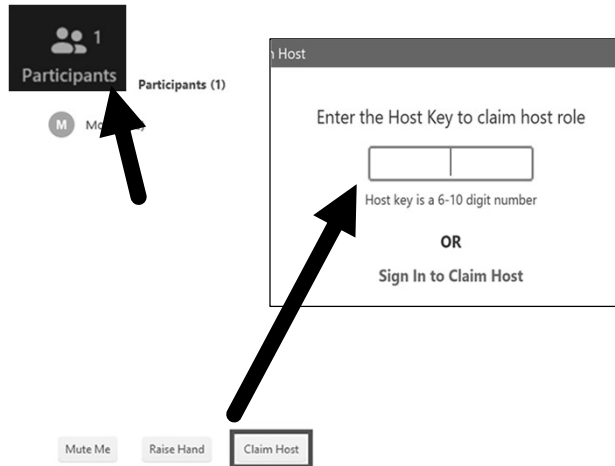


7



8

Meeting must be set up properly. Obtain Host Key from Account Owner. Enter the room on your own account.



TO BE A HOST

METHOD 2 CLAIM HOST

9

QUESTIONS?

10

HOSTS

Every meeting needs a host.

Only Hosts can:

Start meeting (or claim host)

End meeting

Make co-hosts & withdraw

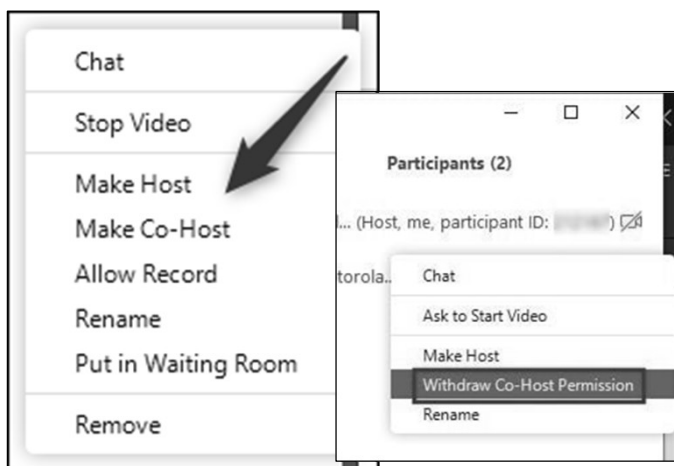
Make (transfer) host

A few advanced features

11

MAKE CO-HOSTS

Make co-hosts after verifying identity and coordinate roles.



12

- There is no limit on the number of co-hosts.
- Co-hosts have same tools as hosts.
- If a meeting doesn't have a co-host and the host leaves, the meeting might be in trouble.
- Coordinate tasks with your hosting team.

HOSTING TEAM

13

Security Button

Gallery View > 3 dots

Mute / Ask to unmute

Participants Panel

Chat Panel

Three dots ... = More

Hidden icons

Commands available depend on settings

HOSTING TOOLS



14

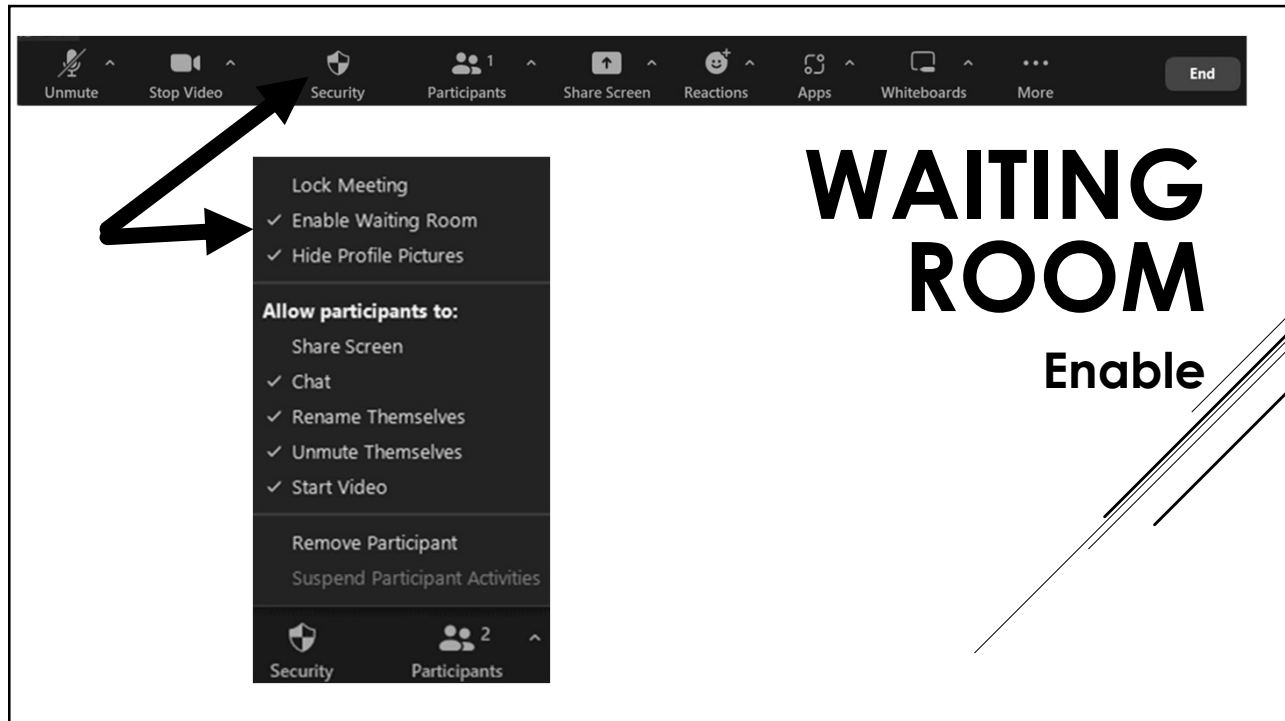
QUESTIONS?

15

WAITING ROOM

- For publicly available meetings, the waiting room is the most effective security measure.
- The waiting room is turned off by default for rooms using “Claim Host” method.
- **TURN IT ON!** Use it early and use it often.

16



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- **View participants in the waiting room at the top of the participants list.**
- **Admit participants.**
- **Remove participants. They will not be able to come back in for that meeting.**
- **Participants can also be moved back to the waiting room – not very useful.**

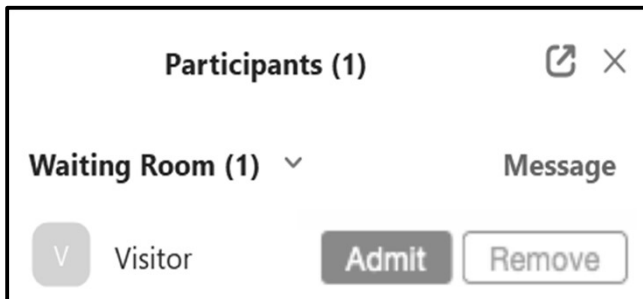
WAITING ROOM
Features



18


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.



Participants (1)  

Waiting Room (1)  Message

 Visitor Admit Remove

WAITING ROOM

Admitting

19

If the meeting starts automatically and you are claiming host, be the first in when the room opens (i.e., 15 minutes before start time).

After claiming host, immediately turn on the Waiting Room.

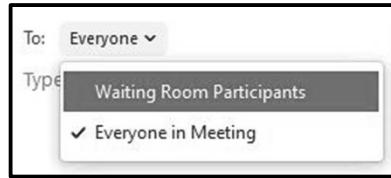
Using the waiting room as a holding area will just annoy members and not deter disruptors.

WAITING ROOM

Best Practices

20

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

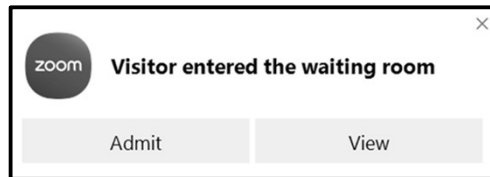


WAITING ROOM

Tips

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

Close the Participants Panel to be notified when folks enter.

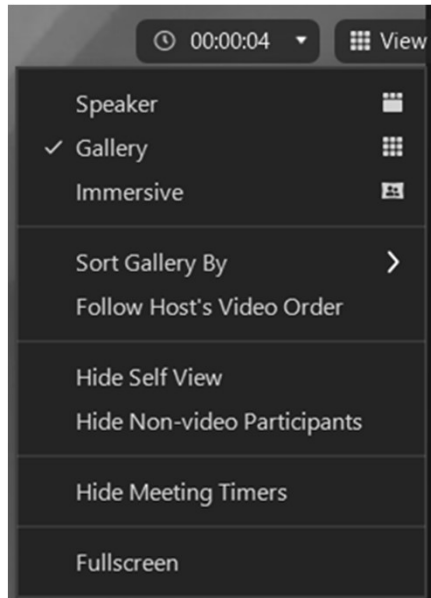


21

QUESTIONS?

22

- Stay in Gallery View to be an effective host.
- Also display the Participants Panel.
- Stay out of Fullscreen.
- Minimize, resize, maximize



VIEWS

23

View up to 49 participants per page – depending on your device.

Understand Zoom's ordering algorithm.

Override Zoom's ordering algorithm. View > Sort Gallery View, if enabled.

Create custom order > play checkers.

Release video order.

TIPS:

Don't lower hands until done speaking.

Close your Participants Window and get better waiting room notifications.

GALLERY VIEW

24

**View participant's connection.
Advise folks to turn off video.**

Fullscreen – exit fullscreen

**Spotlight for everyone.
Add/replace.**

Participants can change back

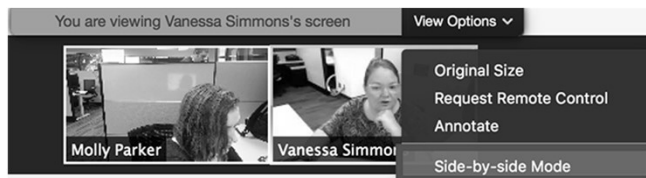
Pin & Multi-pin

Two screens.

SPEAKER VIEW

25

1. View options: Side-by-side mode



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.



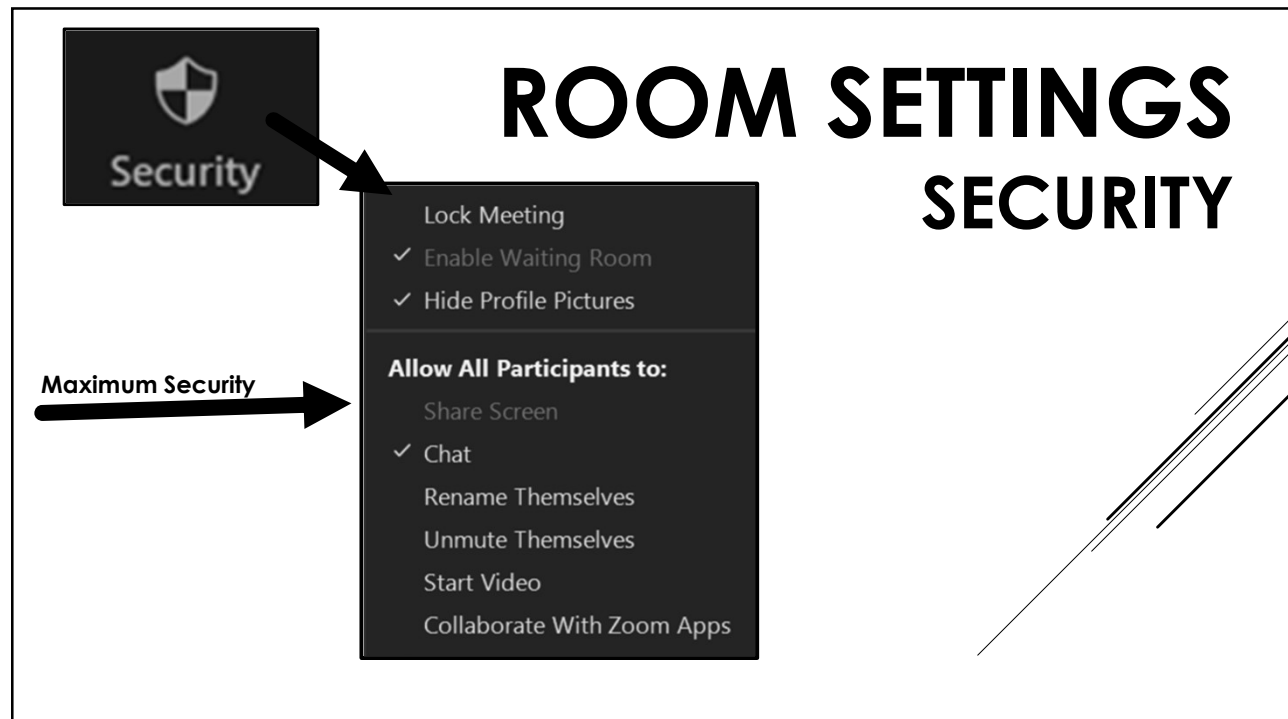
EXTRA: View Options – change size

SEE MORE DURING SHARING

26

QUESTIONS?

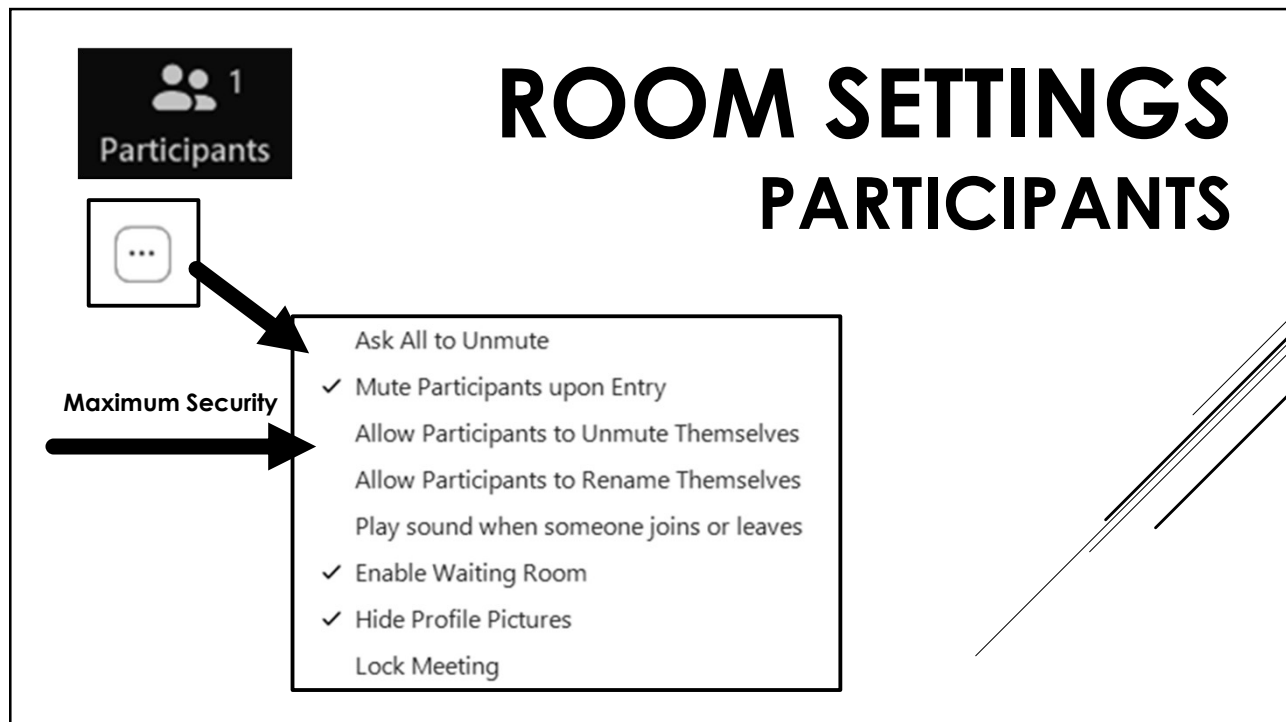
27



The diagram illustrates the 'Room Settings Security' menu in Zoom. On the left, a 'Security' icon (a shield with a checkmark) is shown with an arrow pointing to the 'Room Settings Security' menu. Below this, a 'Maximum Security' label with an arrow points to the 'Allow All Participants to:' section of the menu. The menu itself is a dark grey box with a white border. It contains the following items:

- Lock Meeting
- ✓ Enable Waiting Room
- ✓ Hide Profile Pictures
- Allow All Participants to:**
 - Share Screen
 - ✓ Chat
 - Rename Themselves
 - Unmute Themselves
 - Start Video
 - Collaborate With Zoom Apps

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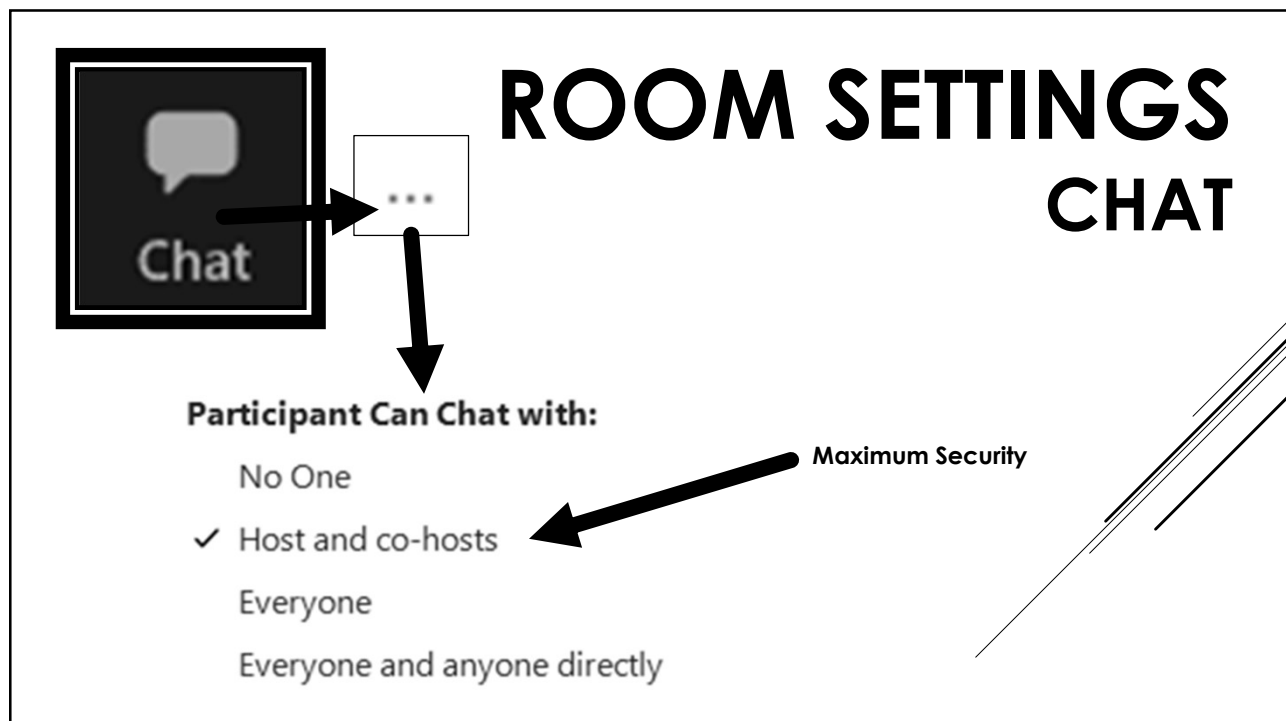
ROOM SETTINGS PARTICIPANTS

Participants 1

Maximum Security

- 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

29



ROOM SETTINGS CHAT

Chat

Participant Can Chat with:

- No One
- ✓ Host and co-hosts
- Everyone
- Everyone and anyone directly

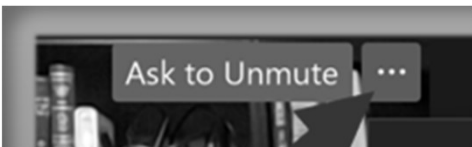
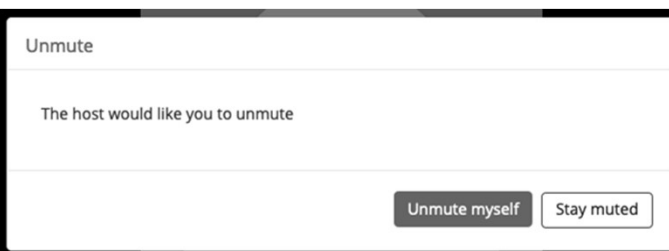
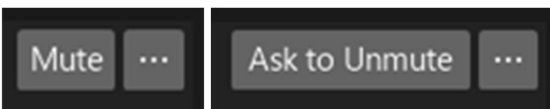
Maximum Security

30

QUESTIONS?

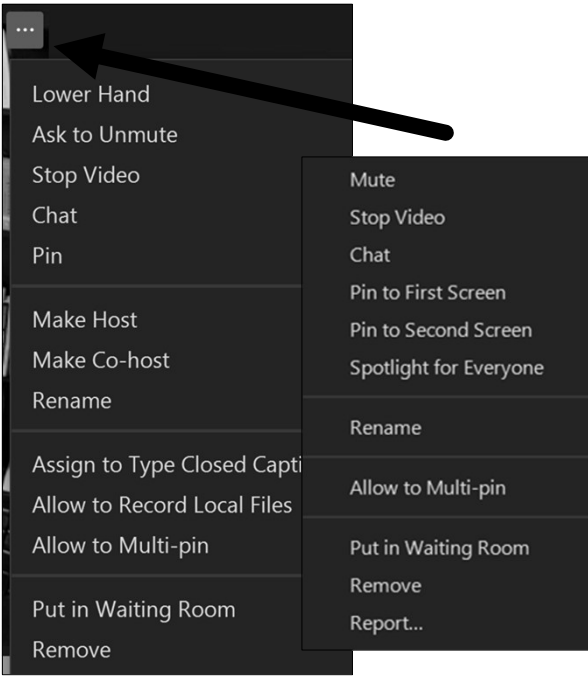
31

MUTING UNMUTING



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MANAGE INDIVIDUALS



- Lower Hand
- Ask to Unmute
- Stop Video
- Chat
- Pin
- Make Host
- Make Co-host
- Rename
- Assign to Type Closed Captions
- Allow to Record Local Files
- Allow to Multi-pin
- Put in Waiting Room
- Remove

- Mute
- Stop Video
- Chat
- Pin to First Screen
- Pin to Second Screen
- Spotlight for Everyone
- Rename
- Allow to Multi-pin
- Put in Waiting Room
- Remove
- Report...

33

MANAGE SCREENS

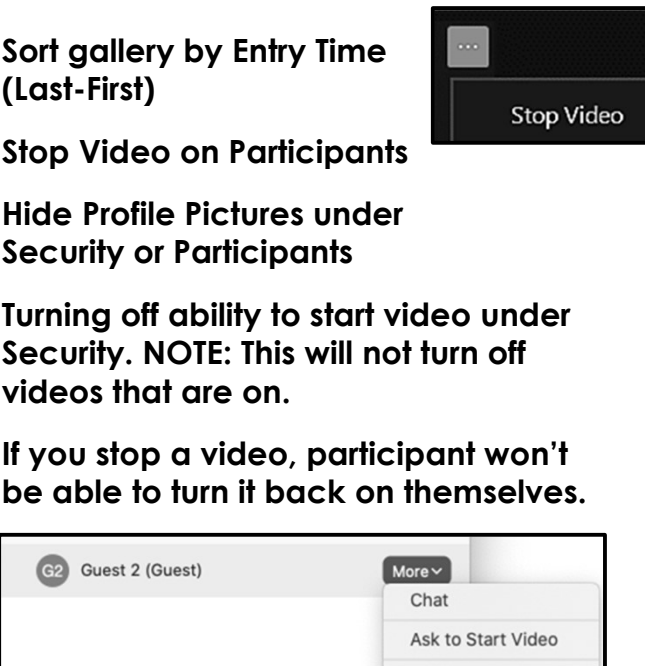
Sort gallery by Entry Time (Last-First)

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.



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Mute all or Ask All to Unmute in Participants.

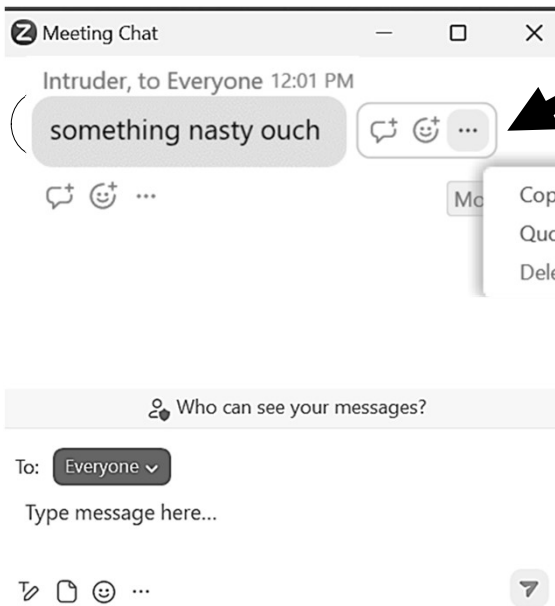
MANAGE ALL

Mute All

Ask All to Unmute

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

35



MANAGE CHAT

36

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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



37

QUESTIONS?



38

Tradition 5:
**Our primary purpose is
 to carry the message.**

TRADITIONS

Tradition 4:
**Every group is
 autonomous. Take
 what you like and
 leave the rest.**

39

39

**Concept 9: Able, trusted
 servants, together with sound
 and appropriate methods of
 choosing them, are
 indispensable for effective
 functioning at all service levels.**

BEST PRACTICES

**Train multiple trusted servants,
 including hosts, co-hosts,
 dashboard, and social media
 monitors. Spread out the
 monitoring tasks.**

40

40

A scout comes and sends a meeting link to their friends, using social media to communicate that there is an “Open Mic.”

Limit permissions and they won't be able to disturb your meeting.

Users enter and say they work for Zoom, often as a “Zoom Administrator.”

Users ask you to make them host/co-host, so they can help you.

Users duplicate profile pictures or use artificial intelligence, known as DEEP FAKES, to imitate known members and request to be made host/co-host.

DO NOT make a host/co-host unless you verify who they are. Do not rely on profile pictures or chat messages.

TRICKS

41

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Enable Waiting Room

Do not allow participants to unmute themselves.

Limit screen sharing.

Limit collaboration tool usage, including whiteboard, annotation, etc.

Include warnings in scripts about recordings, screen captures, etc.

BEST PRACTICES

42

42

Before making a host/co-host

- Identify trusted servants in advance.
- Communicate in private groups among trusted servants before giving people tools.
- Make sure you see and hear the actual person, since deep faking can be quite sophisticated!
- Engage the member in a conversation!

BEST PRACTICES



43

43

The Waiting Room, and preventing participants from unmuting, are the most effective ways for keeping disrupters out.

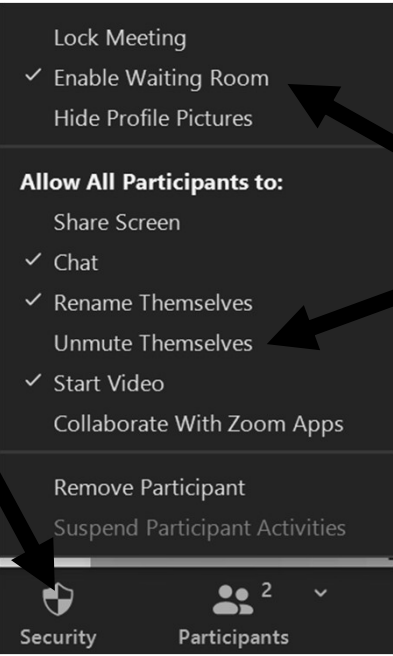
Set these up in advance under the “Security” button.

BEST PRACTICES



44

44



The screenshot shows the Zoom Security menu. At the bottom, there are two icons: a shield icon labeled 'Security' and a group of people icon labeled 'Participants'. The 'Security' menu is open, showing options: Lock Meeting, ✓ Enable Waiting Room, Hide Profile Pictures, Allow All Participants to: (Share Screen, ✓ Chat, ✓ Rename Themselves, Unmute Themselves, ✓ Start Video, Collaborate With Zoom Apps), Remove Participant, and Suspend Participant Activities. Three arrows point from the text 'Enable from the Security Button' to the 'Enable Waiting Room', 'Unmute Themselves', and the 'Security' icon.

Enable from the Security Button

45

45



The screenshot shows the Zoom Participants list. At the top, it says 'Participants (3)'. Below that, it says '2 people are waiting' and 'Message Admit all'. There are two participants listed: 'CC' and 'AA'. The 'Admit' button for the 'CC' participant is highlighted with a black box and an arrow. At the bottom, it says '21 participants in the meeting'.

WAITING ROOM

46

46

Spread out the tasks. Zoom has no limit on co-hosts.

MONITOR

VIDEO: Scan for disruptive videos and use “stop video.”

PROFILE PICTURES: Inappropriate and hate messages.

CHAT: Obscenity, traditions violations. Limit chat or delete messages.

NAMES: Watch for imitators, profane names.

HOWEVER, you can't tell much by names, as some people don't know how to rename themselves.

47

47

Hosting is easy. Just train 2 co-hosts and change some settings:

TIPS

Waiting Room Monitor should admit people one at a time (all except for obscene names).


Co-host to mute / unmute. Disable participants from unmuting, and assign a co-host to unmute members when called on.

Disable screen sharing and chat to all but hosts and co-hosts.

Ask members to help monitor the screen and notify you if something inappropriate appears.

48

48



Security

Lock Meeting

- ✓ Enable Waiting Room
- ✓ Hide Profile Pictures

Allow participants to:

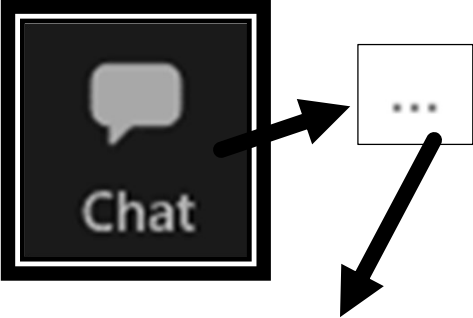
- Share Screen
- ✓ Chat
- Rename Themselves
- Unmute Themselves
- Start Video
- Share Whiteboards
- Collaborate With Zoom Apps

Suspend Participant Activities

MAXIMUM SECURITY

49

49



MAXIMUM SECURITY

Participant Can Chat with:

- No One
- ✓ Host and co-hosts
- Everyone
- Everyone and anyone directly

50

50

Disruptors impact our ability to carry the message! They are harmful to our members and fellowship as a whole. They are not in the meeting to recover.

It is not a violation of our traditions to remove disruptors who display pornography, intentionally expose themselves, post hate speech or symbols, or threaten members. Disruptors use social media to target meetings that are vulnerable. NOT removing disruptors puts other OA meetings and all our members at risk!

REMOVE



51

51

Members may accidentally be inappropriate on camera, or not understand group conscience, such as eating on camera, having an unsuitable name, unknowingly unmuting, speaking out of order, etc. They may be newcomers and not understand how things work.

Mute them, turn off their video, and send a private chat message with an explanation.

IF YOU'RE NOT SURE



52

52

Lower Hand

Ask to Unmute

Stop Video

Chat

Pin

Make Host

Make Co-host

Rename

Assign to Type Closed Caption

Allow to Record Local Files

Allow to Multi-pin

Put in Waiting Room

Remove

Participants (4)

P1 Participant 1 (Host, me)

P3 Participant 3 Mute More

P4 Participant 4 (Guest)

P2 Participant 2 (Guest)

Chat

Stop Video

Spotlight Video

Make Host

Make Co-Host

Assign to type Closed Caption

Allow Record

Rename

Put in Waiting Room

Remove

Report

REPORT

53

53

QUESTIONS?

54

EMERGENCY PROCEDURES

**What to do if you weren't prepared
and a coordinated disruption occurs....**

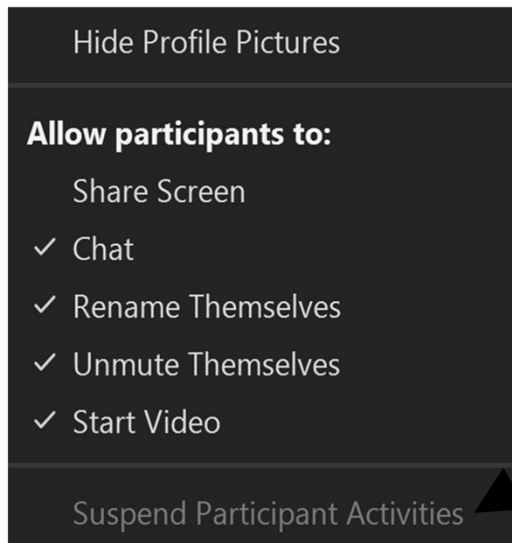
55

Click the Security Button



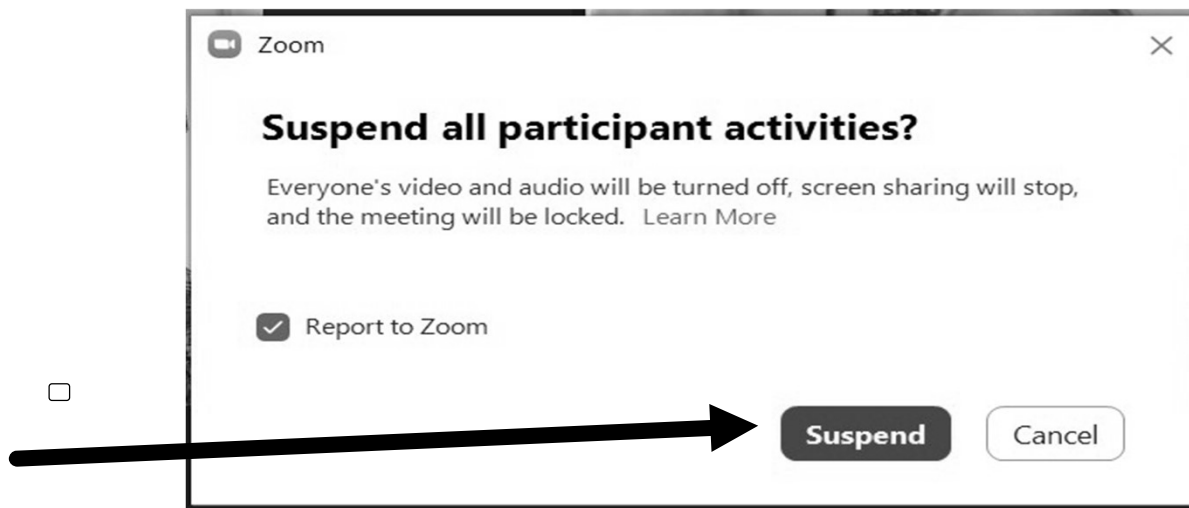
56

Click Suspend Participant Activities

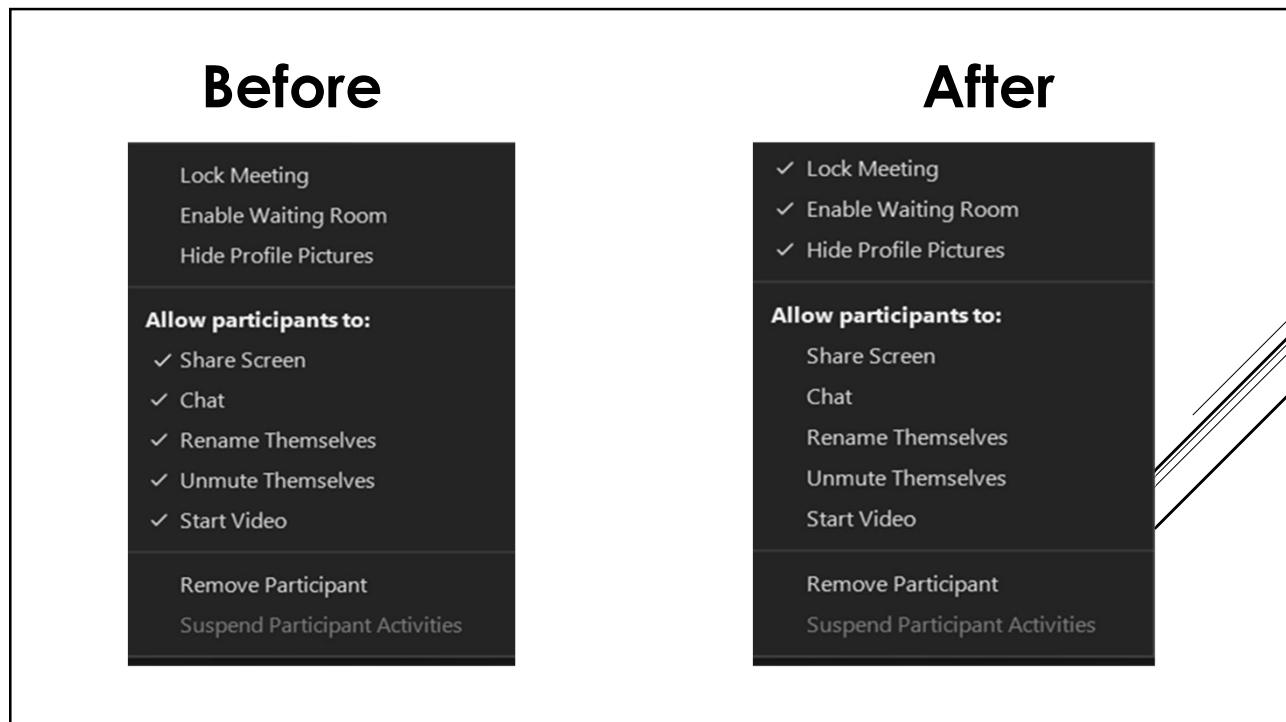


57

Click Suspend



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59

Hosts and co-hosts unmute.

Lead the Serenity Prayer.

Resume the meeting.

Watch the disrupters leave.

Remove and report any who remain.

Unlock the room so members who left can come back.

Leave the Waiting Room on.

Cautiously restore privileges and continue to monitor.

Breathe

60

60

Watch the disrupters leave.

Remove and report any who remain.

Unlock the room so members who left can come back.

Leave the Waiting Room on.

Cautiously restore privileges and continue to monitor.

61

61

QUESTIONS?

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Have plenty of trained hosts to divide up the work.

**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!

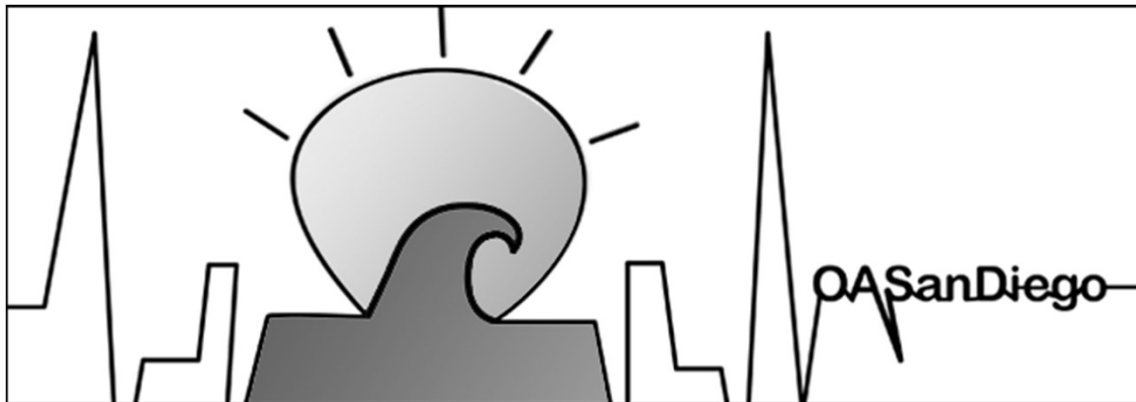
FINAL THOUGHTS

December 2023

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MORE INFO

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zoom@oasandiego.org**



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