How to Keep Our Zoom OA Meetings Safer from Zoom Disrupters

Quick Reference Guide:

Participants	1. Stay in the meeting and let the Host or Co-hosts deal with this issue. Do not leave the meeting since you may not be able to rejoin the meeting easily.
	2. Make sure you are using the most up-to-date Zoom App. It contains security features you may need to join our OA meetings.
	3. Use an actual picture of yourself as your profile picture in your Zoom Account to help the Host recognize you.

Co-hosts	1. Let the Host manage the problem.
	2. If the Host has stepped away from their computer and doesn't **Suspend** the meeting within a minute, use the following procedure to stop the meeting quickly.

Hosts	Use steps 1 to 3 to quickly **suspend and lock** the meeting. Then carefully use steps 4 through 7 to report and remove the zoom disrupters. Step 8 explains how to resume the meeting. Please read the full tutorial in this document to see sample screens and more details.
	1. Click on the red **Suspend Participant Activities** at the bottom of the **Security Menu.** A dialog box appears.
	2. Leave the **Report to Zoom** option clicked.
	3. Click on the **Suspend** box in the dialog box. The **Report** dialog box appears. At this point, the meeting is safe and secure.
	4. In the field, **Who do you want to report?** click the **v** to view a list of the participants.
	5. Chose all the names of definite zoom disrupters. (Don't click a name if you are unsure; if it is a regular or new OA member, they will not be able to join the meeting again if you remove them.)
	6. In the **What happened?** field, select **Offensive, illegal, or abusive** option (unless a different choice more closely matches your situation).
	7. Enter your email address. When the **Don't Report** button changes to a red **Report** button, click it.
	8. Return to the **Security** and select only: **Enable Waiting Room, Chat**, and **Start Video**. (Only these items should be checked. If other items are checked, click on them to deselect. See the tutorial for explanations.)

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Full Details, Screenshots, and Explanations:

Unfortunately, several of our OASV Zoom OA meetings were disrupted this week—typically, a half dozen or more disrupters come in and disrupt the meeting. We learned that hundreds of OA Zoom meetings around the country had been disrupted during the past week or so. We should assume that future OASV OA meetings will be zoom disrupted.

So here are some suggestions for Hosts, Co-hosts, and participants to deal with this problem when a disruption occurs:

Participants: Stay in the meeting and let the Host or Co-hosts deal with this issue. They will suspend all activities, so you will not be able to do anything, hear anything, or say anything. So patiently wait until the Host and co-hosts re-enable the meeting. Do not leave the meeting since you may not be able to rejoin the meeting easily.

Please make sure you are using the most up-to-date Zoom App since there are some security features in the newest versions which you may need, in the future, to enter our OA meetings.

Also, using an actual picture of yourself as your profile picture in your Zoom Account can help the Host tell you from a zoom disrupter.

Co-hosts: Please let the Host manage the problem. However, if the Host has stepped away from their computer and doesn't "**Suspend**" the meeting within a minute or so, please take the initiative to do the procedure recommended for the Host.

The Host: Almost all the buttons and controls described in this section are not visible to a participant. These functions and controls are only available to hosts and co-hosts.
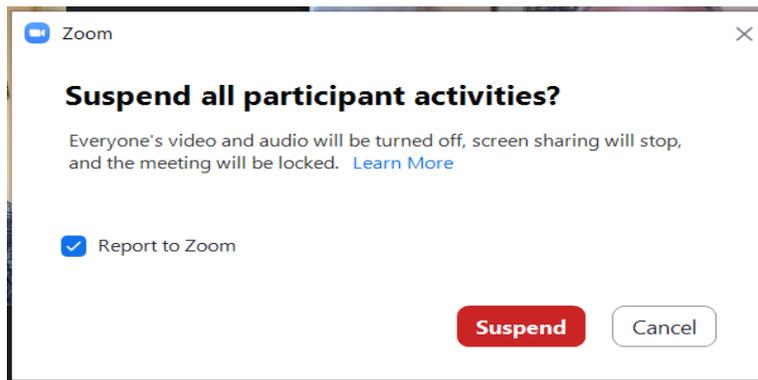
As soon as any disruption occurs, as quickly as possible, "**Suspend Participant Activities**."

This action is on the Security Menu, which looks like this:
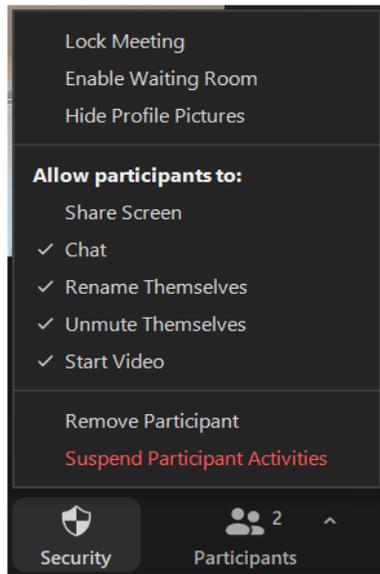
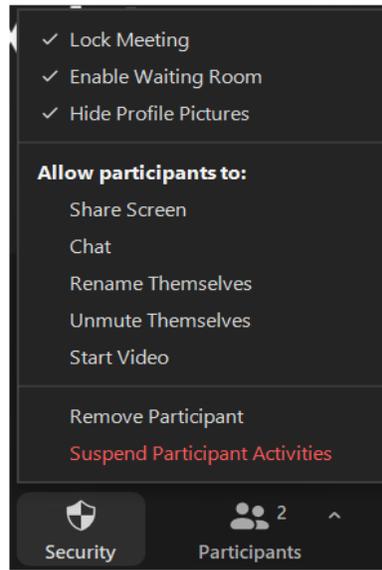So, **quickly** click on the red **Suspend Participant Activities** button.

At that point, a dialog box will come up like this:

Note the checkmark on "**Report to Zoom**"—leave that checked, and quickly hit the red "**Suspend**" button.

At this point, the meeting and everyone in the meeting is safe.

If you could look at the Security menu right now, it would look like this:

Thus, participants cannot do anything; they will only see tiles on the screen with the participant's name, there is no audio, and the meeting is locked so that no one can join. However, Hosts or Co-hosts can unmute and talk to the meeting, so you might unmute and tell them you are taking care of the disruption and that the meeting will continue in a few minutes.

So, after you have clicked the red "**Suspend**" button on the previous dialog box, you can take your time performing the following steps in the next dialog box shown here:


In the field "**Who do you want to report?**" search or click the "v" to view a list of the participants. These will be the current screen names of everyone in the meeting. Chose **all** the names that you are **sure** are the zoom disrupters. It is better not to click a name if you are unsure since, if it is actually a regular or new OA member, they will not be able to join this meeting again if you remove them.

In the field "**What happened?**" there are several choices; I would recommend the "**Offensive, illegal or abusive**" option (unless one of the other choices more closely matches your situation).

Then enter "**Your email address**." At that point, the "**Don't Report**" button changes to a red "**Report**" button, so click it.

Keep in mind that there may still be some zoom disrupters in the meeting. To handle this possibility, I would recommend you now change the security options for the rest of the meeting as follows:
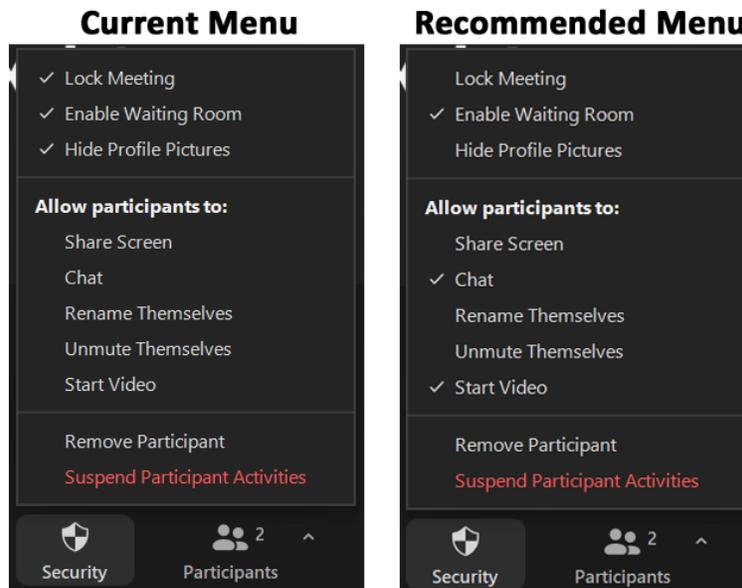
The Current Security Menu is what you have after Suspending the meeting. Here is what should be set and why you should set it for the Recommended Security Menu:

- Unlock the Meeting in case new OA members want to join or in case some of your original OA members quit during the disruption and want to rejoin.
- Leave the waiting room enabled so you can try to screen for future disrupters.
- Don't hide participant profile pictures to more easily identify your members versus any zoom disrupters that may be present. Of course, the zoom disrupters may have offensive profile pictures, and that can be your clue to use the "**Remove Participant**" item on this menu to remove them!
- Don't allow anyone to Share Screen (except the Host and Co-hosts).
- Enable Chat. If anyone posts offensive chat messages, use the "**Remove Participant**" item on this menu to remove them!
  - o   If there is already offensive text in the chat window, you cannot remove those messages, but you can at least scroll them off the current screen by entering lots of blank lines in the chat window. To do this, type the period character in the chat window and hit enter—repeat this multiple times until the offensive chat content is not visible.

- Do not allow the members to rename themselves. Otherwise, disrupters can rename themselves with the names of our regular members, and it will be harder to report or remove them.
  - Tell people to send you a private message, and you can rename them instead.
- Do not allow the members to "**Unmute Themselves**." This way, any remaining disrupters will not be able to unmute and disrupt the meeting. Tell everyone that they should "**Raise Hand**" if they want to talk, and you, the Host or Co-hosts, will allow them to unmute and speak.
  - The way you let someone talk is to move your mouse over their video tile or over their name in the Participant menu and then click on the "**Ask to Unmute**" option that will appear when your mouse is over the tile or name.
  - At the end of the meeting, to allow everyone to say the closing prayer or freely talk after the meeting, use the Ask All to Unmute button in the "…" menu at the bottom of the Participants window.
- Allow everyone to "**Start Video**," and ask everyone to start their video if they can. The disrupters typically don't want to show their faces, which can help you differentiate members from disrupters.

So hopefully, you can complete your meeting in relative peace with these procedures.

<u>Ways to Protect Future Meetings:</u> To help prevent zoom disrupters in future meetings, I would recommend that the meeting discusses and potentially agree to these additional security procedures:

- The Host for the meeting should join the meeting early (10 minutes?) and Claim Host Privileges. Then on the Security menu, click "**Enable Waiting Room**." Let people join unless their name looks suspicious, and you suspect they might be a zoom disrupter. When the meeting starts, you could let the suspected disrupters join, one at a time, while you closely monitor their behavior.

- Turn off allowing participants to "**Rename Themselves**" (in the Security menu). If you do that, you could instruct people who want to be renamed to send a private message to the Host or Co-hosts with the new name they want, then the Host or Co-host can rename the user to that new name. This option would prevent disrupters from renaming themselves to other OA members' names.

- Once the meeting starts, you could also disable the "**Unmute Themselves**" option on the Security Menu. In this case, anyone who wants to talk will have to "**Raise Hand**," and you will have to "**Ask to Unmute**" for that user, who can then click their microphone button to speak. Once they mute themselves again (or if you mute them), they will only be able to unmute when you again ask them to unmute.

- If disrupters start talking, you can quickly use the **Mute All** command at the bottom of the Participants window instead of trying to click on the **Mute** button on the disrupter's tile.

There are some other security options, but they are more complicated or require all potential users to use the most up-to-date Zoom App version. Hopefully, this procedure will be enough to manage the current situation.

Please contact Frank H at oasv.virtual.meetings@gmail.com if you experience any disruption in your meeting or have any questions.