

Zoom Guide for WSO Committees

Last Update 07 Dec 2020

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WSO Zoom Account Basics

- Host Account Assignments for committees (or committee cluster):
 - Zoom 1 - ABC/AWC, DTSC, BPC, OPDM, Public Services, H&I
 - Zoom 2 - Member Services, Meeting Safety
 - Zoom 3 - Literature Committee
 - Zoom 4 - IT, Finance, DCOC
 - Zoom 5 - Service Network, Diversity, Archives
 - Zoom 6 - European Committee
 - Zoom 7 - Global Members SC and Special Workers

Note: Please schedule committees/working groups on their designated Zoom accounts. If you're not sure of your Zoom account, contact

webservant@adultchildren.org.

- Logging into Zoom
 - Each Zoom account has a separate “sign in” email address and password.
 - Login to Zoom at <https://zoom.us/signin>

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- Email address example: Zoom1@acawso.org
- Password request - send an email to webservant@adultchildren.org

Scheduling Meetings

- Each Zoom account can host ONLY one meeting at a time
 - Look through the scheduled meeting list to check if another meeting is scheduled for the day/time of your meeting (you may need to pick a different day/time)
 - Try to schedule meetings no earlier than 2 hours from the start time of another meeting.
 - Meetings are limited to 100 participants
 - For special purpose town halls, workshops or other large meetings, email webservant@adultchildren.org to schedule
- If the desired time is free, click “Schedule a New Meeting”
 - Put the meeting day/time in the title
 - Put the meeting contact email address in the description field

Schedule a Meeting

Topic

IT Cmte - meets 2nd Tues @ 3pm Eastern

Description (Optional)

contact webservant@adultchildren.org

- 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)

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- 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

Repeat every month

Occurs on Day of the month

of the month

End date By After occurrences

- 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”; it may interrupt/drop a meeting already in progress
- Please do not screen share from “Desktop” or Slack (personal information may be shared unintentionally)
- Recommended video setting enables attendees to choose whether or not they connect their video

Meeting ID Generate Automatically Personal Meeting ID 864 162 7293

Security Passcode 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

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- Recordings

- There is limited storage space that all Zoom accounts share
- Please delete or transfer recordings as soon as possible.
- Each committee is responsible for deleting/transferring their own recordings
 - Log into Zoom, go to recordings
 - Find the title of the recording
 - Click on the “More” menu on the right
 - Choose to delete the recording or download it to your computer

| <input type="checkbox"/> | Topic | ID | Start Time | File Size | Auto Delete In | Share... | More |
|--------------------------|-----------------------------------|---------------|-----------------------|-------------------|----------------|----------|------|
| <input type="checkbox"/> | International Literature | 846 6448 8259 | Jul 24, 2020 09:31 AM | 2 Files (426 MB) | 24 days | Share... | More |
| <input type="checkbox"/> | Boundaries Subcommittee | 845 7528 5554 | Jul 19, 2020 02:55 PM | 2 Files (1.05 GB) | 20 days | Share... | More |
| <input type="checkbox"/> | Zoom3 WSO's Personal Meeting Room | 490 617 6719 | Jul 17, 2020 01:28 PM | 1 File (17 MB) | 18 days | Share... | More |

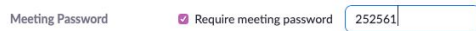
- Each WSO email address has a Google Drive where recordings can be stored temporarily
- OPPM Committee is developing further guidelines for recordings
- IT Committee will delete recordings over 2 weeks old

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Appendix A: WSO Zoom Security Setting Protocols

- Use passwords - can be numbers, letters or combination



- Do not select “join before host”



- Please refrain from changing settings in the settings area. For example, screen share should remain at “host only” (if another participant needs to screen share, they can be elevated to co-host by the host)



- **Do not embed password** in the meeting link

Example:

<https://us02web.zoom.us/j/87396276033?pwd=aWpuekV2SUIwQURwcHdJSGU5NGo2Zz09>

- 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>

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Appendix C: WSO Tech Protocols for Potential Zoom Bombing

Preferred Technical Setup

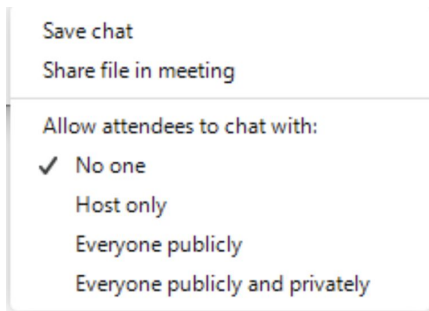
1. If the meeting has over 50 attendees, it is helpful to have more than 1 person doing technical support for the meeting. (as host and/or co-host)
2. Let the meeting presenters know, before the meeting begins, that in the case of an incident, you will unmute and start the protocols.
3. When planning 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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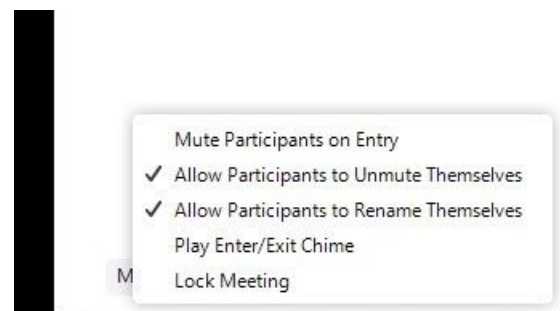
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Protocols when a disturbance occurs

1. 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.
2. Ask participants to take screenshots of offending behavior and send to the tech host who will be reporting.
3. Disable chat - Chat -> "More" dropdown options



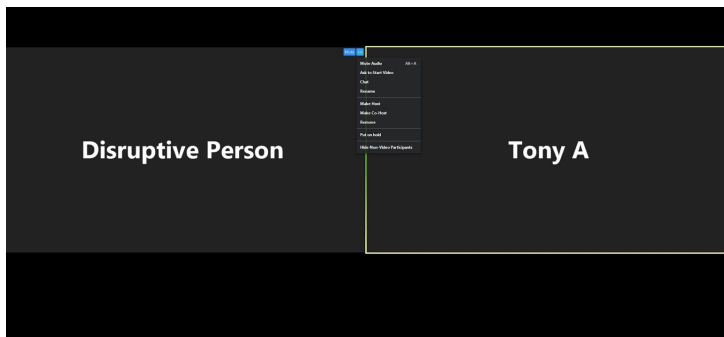
4. Click the Participants Button, click the three dots (there may be more button that needs clicked first), and then select the following:
 - a. Uncheck allow participants to unmute themselves
 - b. Uncheck allow participants to rename themselves (if zoom bomber keeps rotating names it will be more difficult to remove that person)
 - c. Check Lock Meeting
 - i. Let's other bombers that may be in the waiting room know that no more bombers are getting in and they should go elsewhere
 - ii. If the waiting room has been disabled, this is crucial to keep multiple bombers from overrunning the room



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5. Find the offending participants' image
 - a. Mute them
 - b. (Optionally) Use the three dots to stop their video
6. Click the Security Icon and Choose "Report"
 - a. Select the name of the the participant being reported
 - b. Check the reason for the report and any comments to provide more information
 - c. Upload file to add screenshots or include a desktop screenshot
 - d. Click send
7. Remove the offending participant - either by:
 - a. Click the Security Icon and choose "Remove participant"
or
 - b. Use the three dots to select remove (may also be done from the participants menu)
 - i. Removed participants may not rejoin the meeting--so be sure you have the right person before selecting remove



After removing the disruptor(s)

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 attendees 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
 - a. Do not post Zoom login info in public areas (e.g online calendars) unless absolutely necessary. Preferably 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.