

ZOOM GUIDE SUGGESTIONS* FOR MEETINGS

by Meeting and Service Safety Committee of ACA WSO


3/3/2021 revision

With Instructions on option to activate Closed Captions

Zoom.com is a popular site for hosting virtual meetings. A personal or group account can be set up to host the meetings. Every zoom account offers set-up options.

Inside Zoom, “Host a Meeting” brings the host to this screen for advance scheduling of a zoom meeting:

Set the date/time/duration/time zone for your meeting:

When 

Duration hr min

Time Zone

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

* Every meeting group is autonomous, therefore, this document contains suggestions.

Whenever possible, a Group Conscience, including hearing Minority opinion, is recommended for establishing and/or changing a group’s Zoom preferences and disruption protocols.

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

● 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” for security reasons.
- If a trusted Co-host is set up for the meeting, Host sets up a verbal agreement that Co-host will end the call at the end of the meeting at agreed upon time if Host leaves the meeting prior to the Co-Host.
- Please use considerable caution when screen sharing from “Desktop” or Slack as personal information may be shared unintentionally.
- Recommended video setting enables attendees to choose whether or not they connect their video

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Appendix A: Suggested* Zoom Security Setting Protocols

- Use passwords - can be numbers, letters or combination



- Do not select “Join before Host”



- Consider setting up meeting to screen share for “host only” (if another participant needs to screen share, they can be elevated to co-host by the host during meeting)



- **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>

Appendix C: Suggested Tech Protocols for potential Zoom Disruption (aka 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 a disruption, you will unmute and start disturbance protocols.
3. When planning the meeting, let the potential participants know that if the meeting room is locked, there has been a disruption and the room will likely be reopened once the threat has been dealt with.
4. The technical team should be familiar with these protocols and use 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, it is important they notify the other team members.
6. If there are multiple technical team members, plan ahead of time who will deal with the disruption and who will reestablish video, audio and chat aspects of the incident.
7. Have the technical team in place, before participants enter the meeting.

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Protocols when a Disturbance occurs

- 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.
- Click on “Security” icon in the dock at the bottom of the screen. Click on the “**Suspend Participants**” (the last item in the list of choices) in order to stop all activity. This will lock the meeting, stop all video, stop all audio and stop all chat **except** the host and co-host(s).

NEXT: (An understanding of CHOICES prior to a Meeting is recommended.)

CHOICE 1:

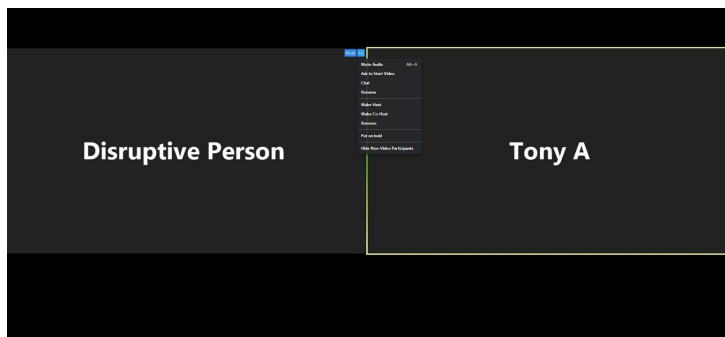
Locate Disruptor in the Participants or in their image thumbnail and move them to the Waiting Room.

(To use this choice it would have be helpful to enable Waiting Room in the Zoom settings in advance of the meeting.)

CHOICE 2:

Click the Disruptor’s name or image, and use the three to select “Remove” (may also be done from “Participants”).

Removed participants may not rejoin the meeting--so be sure you have the right person before selecting remove



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CHOICE 3:

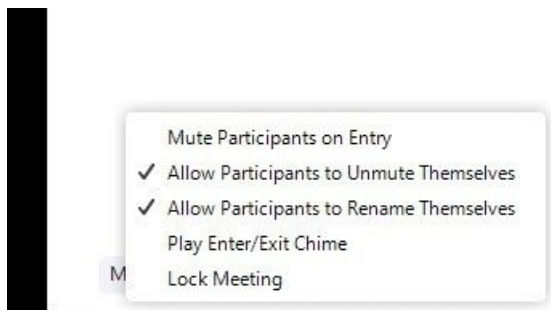
Use the three dots to unselect only the Disruptor'(s) video

Suggestions

1. If you are having trouble identifying who is making the audio disturbance (say in a large meeting) look for the **yellow box** which identifies who is speaking. It may be helpful to change to speaker view if you are in gallery view.
2. Narrate what you are doing while removing a zoom bomber, this will let the participants know that you have the situation under control

After removing the disruptor(s) aka Offending Participant(s)

Re-set the Zoom settings that were changed to handle the disruption:



1. Click the Participants button and from the three dots menu recheck allow to unmute, show video 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 participants make sure the waiting room is enabled (participants button, three dots menu) and unlock the room and admit the attendees
6. If you need to let in more participants make sure the waiting room is enabled (participants button, three dots menu) and unlock the room and admit the attendee

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How do zoom Disruptors (aka 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

PREVENTIVE MEASURES TO TAKE:

- a. Do not post Zoom login info in public areas (e.g online calendars) unless absolutely necessary. It is Preferable to 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.
- c. Always remind invitees to not share the information on social media or with untrusted sources.

Report to Zoom Option

Using the Security icon in the meeting controls toolbar, hosts can report meeting participants for inappropriate behavior and share a photo that was taken at the moment the red button was engaged. This refers the issue to **Zoom's Trust and Safety** team for review.

(One of the sources of information used for preparation of this guide is: zoom guide for wso committees, last update 12/7/20, with copy permission granted)

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Zoom - Live Transcription (Automatic Closed Captioning)

Tags

[zoom-meeting](#) [zoom-webinar](#) [zoom-inmeeting](#) [zoom-howto](#) [zoom-host](#) [zoom-settings](#)
[zoom-students](#) [zoom-accessibility](#)

Issue/Question

- How do I enable live closed captioning?
- Can I turn on automatic closed captioning for my meeting?
- Does Zoom have live transcription to display during a meeting?

Environment

- Oregon State University
- Faculty/Staff
- Student
- Zoom User
- Zoom

Cause/Explanation

Zoom now has automatic Live Transcription (closed captioning) available in English. Once enabled, this automatically adds text to the bottom of the video with what the host and others are saying. You are required to enable the Closed Captions - Live Transcription on the meeting level in order for the closed captions to be available to your participants. This article will review how to enable the automatic live transcription (closed captioning) settings and how to leverage them within a meeting.

There are two parts to using Live Transcription/Closed Captioning:

1. **Host** - Enable "**Auto-Transcription**" after you've started your meeting (must complete for each meeting you want to have live auto-transcription available).

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2. **Participant** - Click the "**Live Transcript**" button from the in-meeting Zoom toolbar and **select one** of the options from the pop-up menu (must complete for each meeting that has auto-transcription enabled).

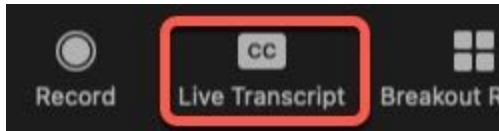
Resolution

Enable and Disable Auto-Transcription (In a Meeting)

Live-transcription (closed captioning) is not automatically enabled for all of your meetings by default, you must enable them in order for your participants to have the ability to enable/view them.

1. To **enable** live-transcription, first start your meeting
2. Click on the "**CC Live Transcript**" icon in your Zoom meeting controls.

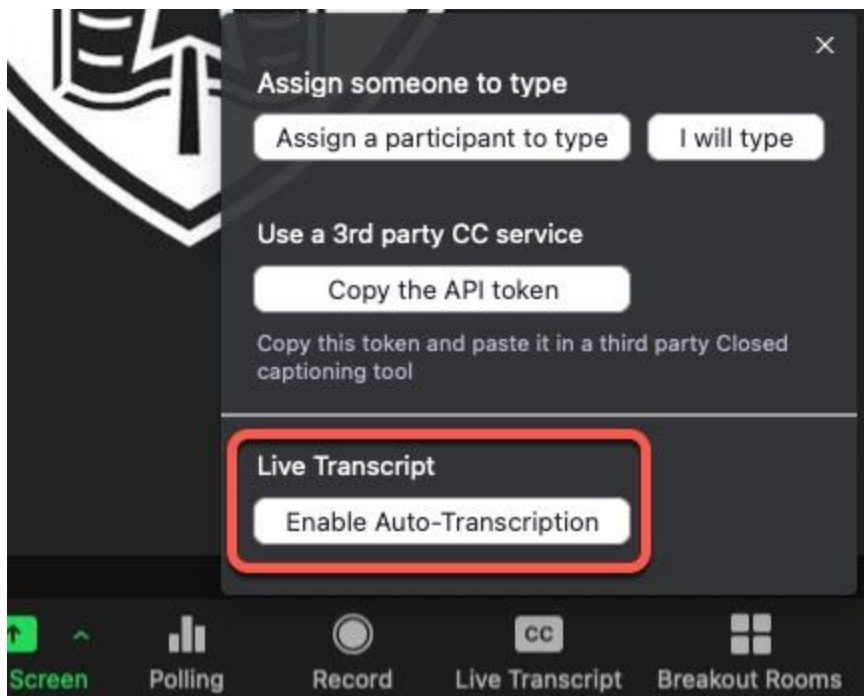
*Note: If you cannot see this button, click on the "**More**" icon.*



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3. From the pop-up panel, click the “**Enable Auto-Transcription**” button



Note: Once enabled, you will see the live-transcript below your video, but they **DO NOT automatically appear for your participants**. Participants must click the CC button to view the live-transcription (closed captioning).

If you are hosting a meeting with live-transcription, we recommend making a comment at the beginning of your meeting informing participants that live-transcription is available and a note about how to enable them.

Enable/View Live Transcription (Closed Captions) as a Participant

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Participants may see a "Live Transcript is available" message above the "CC Live Transcript" button when a Zoom host has enabled live transcriptions.

Once the host enables live transcription, participants have the option to choose how they want to view the transcription by clicking the "CC Live Transcript" button. As a participant, click on the "CC" (Closed captioning) button to view your options.

1. Click the "**CC Live Transcript**" button



2. Click one of the following:

- **Show Subtitles** - Displays captioning on the bottom of the video. You can also select **Hide Subtitle** once subtitles are selected to hide them.
- **View Full Transcript** - Opens a panel/pop-up and displays captions in real-time with both the speaker's name and time stamp. In that pop-up, participants will also see a button to save the transcript (this button might not be available if the host has disabled this functionality). If enabled, click **Save Transcript**. A copy of the transcript as a .txt file will be downloaded to your machine.

Note: Transcripts save up to the moment when you click *Save Transcript*. If you click *Save Transcript* multiple times throughout the event, it will overwrite/update the existing file. We recommend clicking **Save Transcript** just before the meeting ends to ensure you have the transcript from the entire meeting. There is no option to auto-save these transcripts.

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▼

Transcript

🔍

Search



Fordham, Ryan

15:03:25

Testing 123.

15:03:30

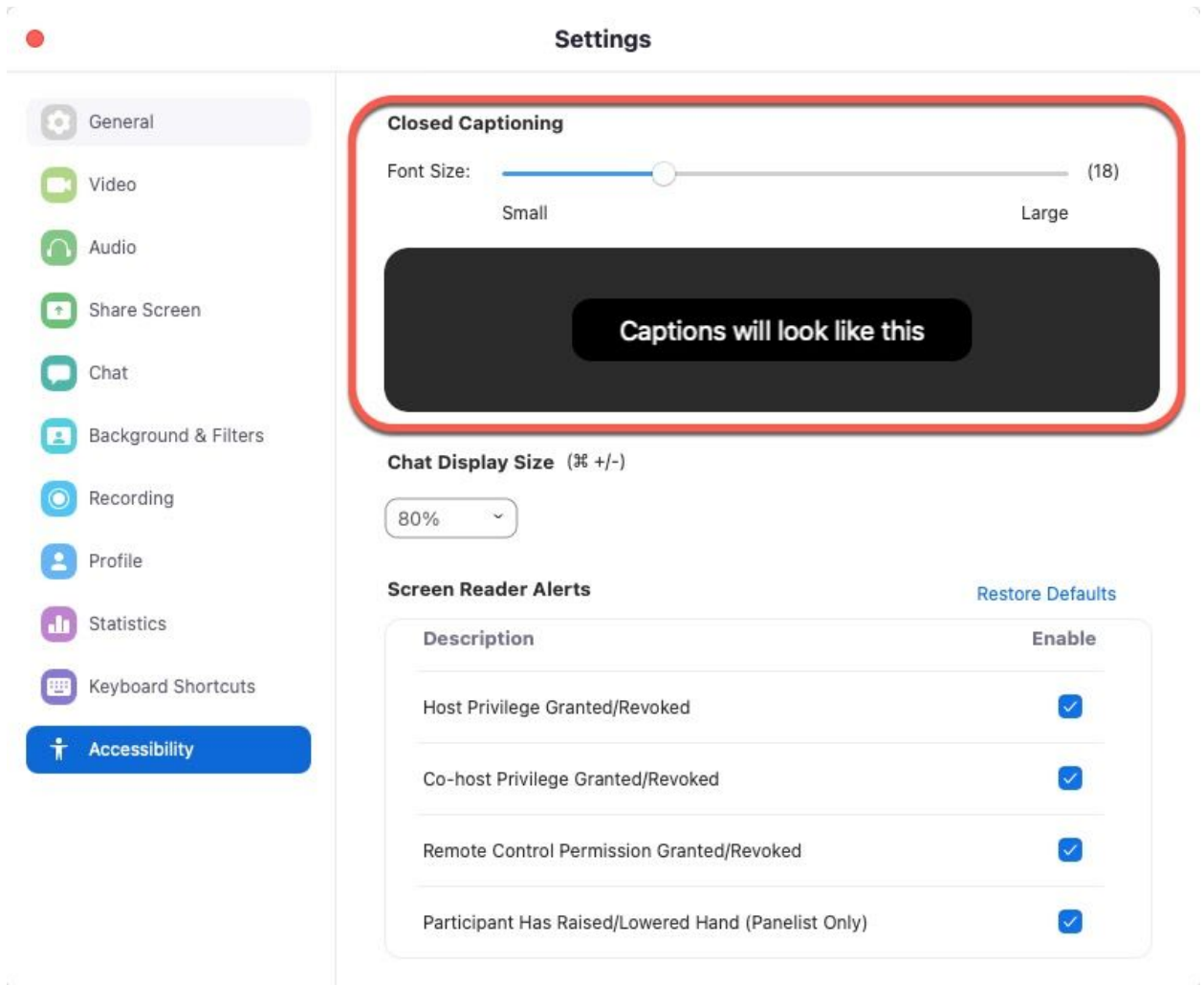
This is a test.

Save Transcript

Powered by Otter.ai

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- **Subtitle Settings** - Opens a window where you can adjust the font size of both the subtitles (captions).



Important Additional Information

- Hosts are required to enable the "Closed Captioning" and "Enable live transcription service to show transcript on the side panel in-meeting" settings within "Settings" on the Zoom website in order to have the ability to enable/disable live transcription during your meetings.
- If a host enables live transcription (closed captioning) during a meeting, they **do not** automatically appear for the participants. Participants must click the "CC Live Transcript" button and select one of the options to enable/view them.
- Live transcription does not work in breakout rooms, only within the main session.

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- If recording your meeting, the CC live transcript (closed captions) will not be shown in your recordings. You can request captions in your My Media (via media.oregonstate.edu or Canvas) once the recording has processed.

Best Practices for Using Auto Live Transcription

- Consider using a headset that has a microphone built-in, it will clear up the quality of your audio for the live transcription.
- Listen to the room you are in and consider during down/off anything that makes a considerable amount of background noise.
- Speak slowly, it will help the system capture the words you are saying
- If there are any loud disruptions (i.e. fire truck/train driving by) pause and hold your thoughts until the noise passes.

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