# ZOOM DISRUPTION SUGGESTIONS FOR MEETINGS*

If you will be Hosting or Co-hosting a Zoom meeting ALWAYS:

Use the Zoom application (computer or phone app) to log in to meetings. Regularly (at least every other month) check for Zoom updates. Zoom constantly updates security features. Whenever possible, it's recommended to use a Host and one or two Co-hosts. It's also recommended to use Host Key rather than giving out the main Zoom account log-in information.

Do not connect using a web browser.

In your meeting settings, it is suggested that "allow removed participants to rejoin" remains unchecked. That way people that are removed from the meeting will not be able to rejoin it for 24 hours. This setting takes place in the Zoom account owner's settings.
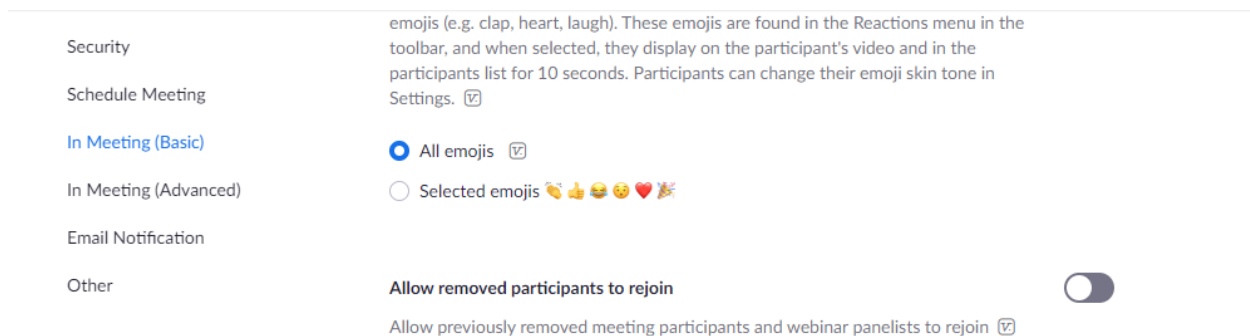

When a disturbance occurs:

● **Click the Security shield on the toolbar & a small window will open.**
● **Click- Suspend Participant Activities in red letters**
This will mute, stop all incoming video, hide profile pictures, close chat, lock the meeting,
disable renaming, and enable the waiting room.
(Note - these features DO NOT have to be enabled for these security functions to work when clicking Suspend Participant Activities. It is not recommended to enable these settings for all meetings all the time in the account settings.)

In Security menu:
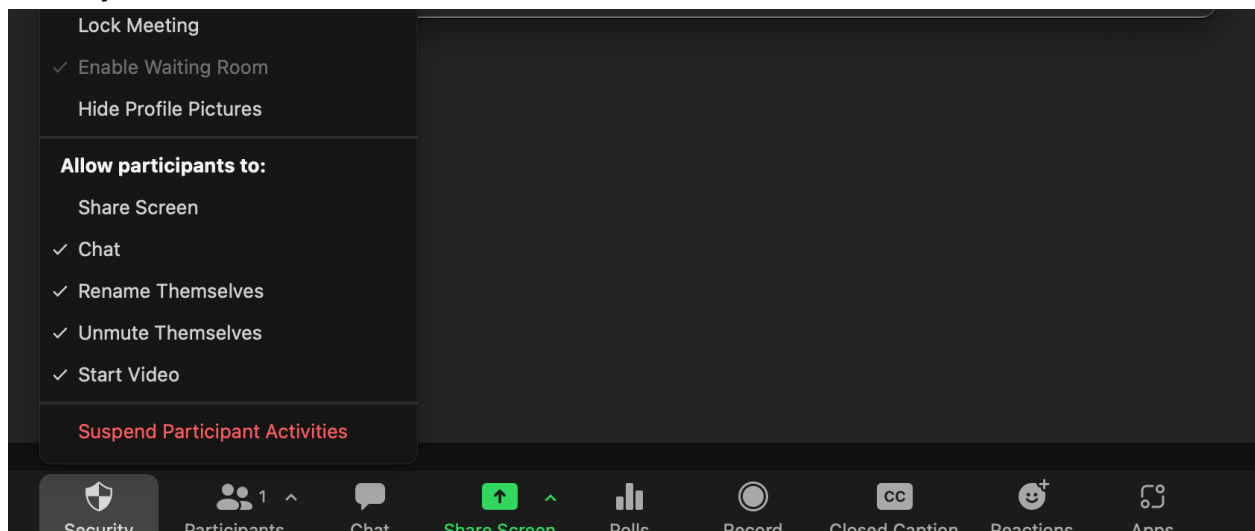
Tell everyone that you will pause the meeting to handle a disturbance.
(This reduces panic among participants so that the host(s) can handle the situation.)

Only the Host and Co-hosts will be able to unmute or turn on their video. It is suggested that upon locking down the meeting the Host unmutes and lets the participants know what's going on.
"I have suspended all activity, so we can find and eject the offenders. Please stand by, and we'll get back to our meeting. If you leave, we may lock the meeting and you won't be able to get back in."

A Waiting Room is automatically created, and the meeting is automatically locked.

Locate Offender(s) by opening the Participants window. Click on the name you want to remove and a window will come up that gives the choice of removing them from the meeting or putting them in the waiting room.

Just be aware that if a non-Offender is accidentally removed they will not be able to return to the meeting for 24 hours. If unsure you can always place a potential offender in the Waiting Room. Be sure you have the right person. The Waiting Room is an advantage for re-admitting people who were not the Offender(s).

Tell any Offenders who are in the Waiting Room (type a message to them) that no more Offenders (Disruptors) are getting in and they should go elsewhere.

Keep full "Participants" window open on your screen. Here you can see who's mic is unmuted. All unmuted participants show at the top of the list (below Host & Cohosts and the raised hands). You can also see who's actively speaking and when more than one person is speaking. The microphone icon will indicate when a participant's mic is being used - even if you're not hearing anything.

Narrate what you are doing while removing the Offender. This will let your participants know that you have the situation under control.

After the disturbance has been handled, Once offenders are eliminated or quarantined, ***all the settings will need to be reallowed***. Click the Security shield and reallow Unmuting, Start video, Unlock the meeting, etc. Depending on the main settings, removed participants may be able to come back in, so it's suggested to keep the Waiting room in place if you decide to unlock the meeting. This way you can see the names of people trying to get in, and hopefully can discern the disruptors. If you're well into the meeting it may be better to keep it locked.

Suggest leaving the room locked for ten (10) additional minutes after the disturbance has been handled.

All settings will go back to "normal" when the current session is ended.

----

* These suggestions are for handling a disruptive occasion in Zoom. They are not inclusive of pre-meeting settings and post-meeting communications with Zoom. Information on the latter is available in other tools. Every meeting group is autonomous, therefore, these are only suggestions. To establish or change a group's Zoom meeting preferences, it is recommended to hold a group conscience, including hearing minority opinion. This document is an available tool on the webpage of the Meeting and Service Safety ad hoc Committee. It is being made available in additional locations for convenience. Editing feedback can be received at
meeting-safety@acawso.org