

Safe Virtual Meeting Rooms

General Information & Step by Step Guide to Securing a Meeting

❖ General Information

- Tradition 4 states, “Each group should be autonomous except in matters affecting other groups or OA as a whole.” As such, these are suggestions... but they’re strong suggestions. We encourage each group to have a Group Conscience Meeting to establish hosting procedures.
- Some of our suggestions might not appear exactly where we say you should be able to find them, especially if you’re not using the latest version of Zoom or you’re on a phone.

❖ What is Zoombombing?

- “Zoombombing” is when an uninvited person joins a Zoom meeting. This is usually done in an attempt to gain a few cheap laughs at the expense of the participants. Zoom Bombers often hurl racial slurs or profanity, or share pornography and other offensive imagery.

❖ How do we prevent it?

- Two ways to prevent Zoombombing
 - Keep the password secure amongst only those who should be in the meeting
 - Utilize the Zoom “Waiting Room” tool, allowing only those who have registered for the meeting or are on the guest list to attend.
- Why it’s very difficult for 12-Step groups to prevent it
 - We have to choose between accessibility and security.
 - We’ve decided that for meetings held on the Greater Cincinnati Intergroup (GCI) Zoom account, we want newcomers to be able to easily join our meetings, so we want the password to be readily available to them. Therefore, we’ve decided not to change the meeting password and to leave it on our meeting list. Otherwise, they would have to reach out to someone like an Intergroup member or the meeting contact person to obtain the password. We want to make it as easy as possible on the newcomer.
 - The meeting passwords are not on the GCI meeting page but are on the meeting list PDF. They are also on the OA.org meeting list.
 - The **GCI Host Key** is not on the website at all. If you are willing to provide this service for your meeting, please obtain the Key from others in your meeting who currently fulfill this role, your GCI meeting representative, or a GCI member.

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- Meetings that are hosted on individual members' Zoom accounts can decide whether or not they want to have their password on the list or if they want people to obtain it another way.
 - Each Zoom account has its own Host Key(s); hosts for meetings on an individual member's Zoom account will need to use that account's unique Key(s).
- We never know who is coming to a meeting. If we utilize the Waiting Room feature and there is someone we don't recognize on the list, we'd let them in anyway, because they could just be someone visiting from another area or a newcomer. Even if we try to verify their legitimacy by chatting with them while they're still in the waiting room, they could just lie and misrepresent their identity.

❖ Focusing on what we CAN do: The Next Right Thing

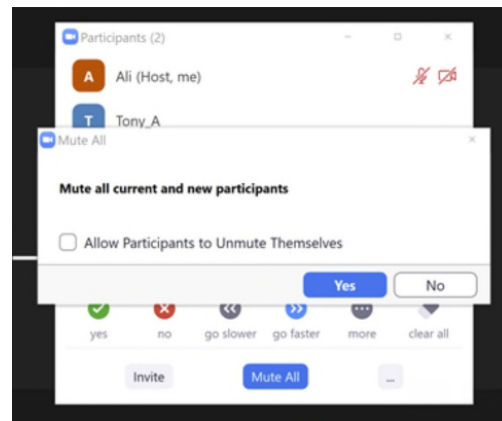
- Always have a host
 - If you're going to host, make sure you have the latest version of the Zoom application downloaded
 - Use a computer rather than your phone
 - We're not sure whether all phone platforms have the same Zoom features
 - Use the Zoom app rather than opening it inside your browser
 - We've tested this and couldn't find all of the security features while in the browser
- If you don't feel safe in a meeting, attend a different meeting and inform Greater Cincinnati Intergroup. The Our Common Welfare committee was created for just that purpose.
- Encourage all attendees to turn on their video and name themselves.
 - Helps us know that the attendees really are who they say they are. Zoom Bombers usually don't want you to see their face, so they aren't going to have their video on.
 - You can rename yourself by clicking the ellipses in your window or within the "Participants" window.

❖ Normal Disruptions / Normal Hosting Responsibilities

- Keep the Participant window open at all times so that you can quickly respond to disruptions.
- Keep the Chat window open at all times so that you can quickly address concerns from meeting attendees.
- Mute the person or persons being disruptive. In the Participant window you will be able to see who is talking. Whenever you open the Participant window, you should see a microphone icon next to the name of the persons who are unmuted. Those who are muted have a red crossed out microphone icon next to their name. You can also see who is transmitting audio while in the Zoom room by seeing whose box is highlighted or has a yellow line at the bottom.

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- If several people have background noise you can mute all participants from within the Participant window and then unmute the person who is supposed to be speaking at that time. Usually, participants realize that someone else muted them and take the hint.



- If someone who belongs in the meeting is repeatedly disruptive, you can send them a polite message in the chat asking them to remember to keep themselves muted when they aren't sharing or kindly requesting they not cross talk. Many hosts and chairpersons often shy away from corrective measures, but this isn't being rude. This is being a good host by keeping the meeting safe for everyone.

❖ What to do when a Zoom Bomber joins

- If you're not the host
 - If several Bombers have attempted to take over the meeting, sit quietly and wait for the host to handle the situation. You might want to turn the sound off of your computer or phone and/or bring up a different screen if inappropriate content is being displayed.
 - All participants can report disruptive members to Zoom. If a Zoom Bomber sends you an inappropriate message in chat that the host wouldn't be aware of, you can report them to Zoom by clicking the small shield icon (might be green, yellow, or red) in the upper left-hand corner of your Zoom window and then clicking "Report."

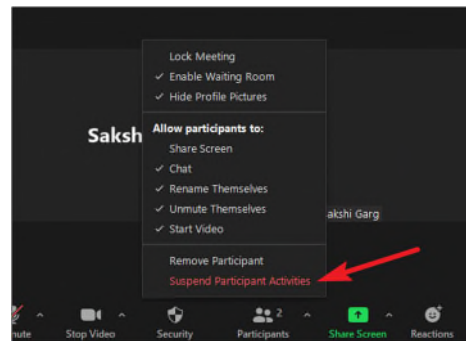


- If you're triggered by the content, please exit the meeting and call your sponsor or another supportive person immediately. Safeguard your spiritual wellness.

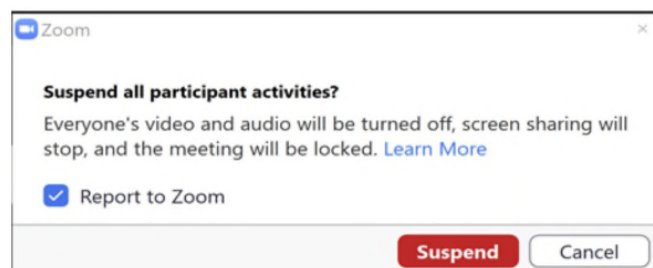
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➤ What the host can do

- If you are utilizing the Cincinnati OA Zoom account, only the host is allowed to screen share. However, if you are in a meeting that is using someone else's Zoom account and they have not disabled screen sharing by nonhost participants, the Zoom Bomber may be able to share video. **The easiest way to shut everything down quickly is to note in the participant window who is transmitting audio or who is screen sharing (in the bottom left of the screen share window) and then go to "Security" > "Suspend Participant Activities."** (For some, "Security" will be under "More" in the upper right corner.)



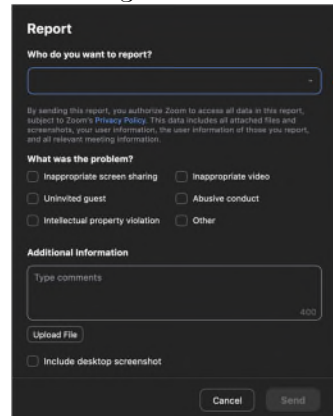
- Will turn off all video, audio, in-meeting chat, annotation, screen sharing, and recording. Also, all Breakout Rooms will end, and everyone will be brought back together into the main room.
- Will lock the meeting to prevent new participants from joining, enable the waiting room, and hide profile pictures.
- A popup window will immediately appear with a checkbox asking if you want to report to zoom. Leave the box checked and click "Suspend."



- The report window will appear. Select the disruptive individuals that you noted before you suspended all activities. Mark the appropriate box(es) to indicate the problem and provide any

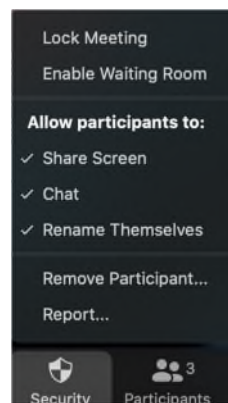
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additional details you wish, the click “Send.” This will automatically remove the disruptive individuals from the meeting.



The image shows a dark-themed 'Report' form in Zoom. At the top, it asks 'Who do you want to report?' with a dropdown menu. Below this is a privacy notice: 'By sending this report, you authorize Zoom to access all data in this report, subject to Zoom's Privacy Policy. This data includes all attached files and screenshots, your user information, the user information of those you report, and all relevant meeting information.' The 'What was the problem?' section has several checkboxes: 'Inappropriate screen sharing', 'Inappropriate video', 'Uninvited guest', 'Abusive conduct', 'Intellectual property violation', and 'Other'. The 'Additional information' section has a text area for 'Type comments' (with a 400 character limit), an 'Upload file' button, and an 'Include desktop screenshot' checkbox. At the bottom are 'Cancel' and 'Send' buttons.

- Now that the disruptive individuals have been removed, you can resume the meeting.
 - Click “Security” again
 - Uncheck “Lock Meeting”. Check “Chat,” “Rename Themselves,” “Unmute Themselves,” and “Start video”



- Inform the meeting attendees that the disruptive individuals have been removed and they are safe to resume the meeting.
- You'll note that we are not suggesting that you uncheck the **Waiting Room**. We suggest that you leave the **Waiting Room** enabled for the remainder of the meeting so that you can chat with new people who try to join the meeting before you allow them entry. Often, when one **Zoom Bomber** is removed from a meeting another one appears, so we suggest that you ask new people who arrive in the **Waiting Room** to identify themselves and ask them something that might help you verify that they are truly **OA** members. Obviously, this isn't foolproof, but it can help. A suggestion might be to ask, “What is Step 1?” or perhaps something like, “Where did we meet before we switched to Zoom?” If it's a newcomer, obviously they might

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not know the answer, and sure, Zoom Bombers might be able to look up the answers to some screening questions, but it will help in some situations. For example, if they don't answer you at all, they are probably a Bomber.

- We suggest that you have a group conscience to establish some screening questions so that you don't have to try to think some up on the spot when tension might be high. You might also apologize as you are asking these questions, stating that you understand that it's an inconvenience but that the meeting that you are doing it for the safety of the meeting.

❖ Group Conscience

- Please schedule a group conscience meeting to discuss who is willing to commit to being host and whether you need to establish a schedule to make sure it's always covered, etc. If your meeting has any questions or concerns, please feel free to reach out to Intergroup!