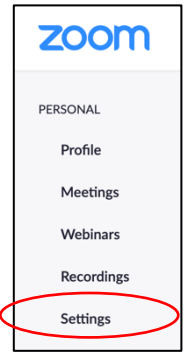


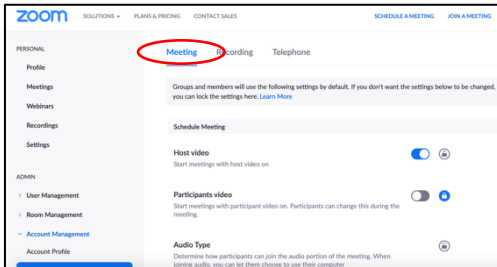
# Zoom Security – Avoid the Trolls!

## PRIOR TO THE MEETING

Log into your Zoom account ONLINE- the app on your computer or phone will not access these administrative features.

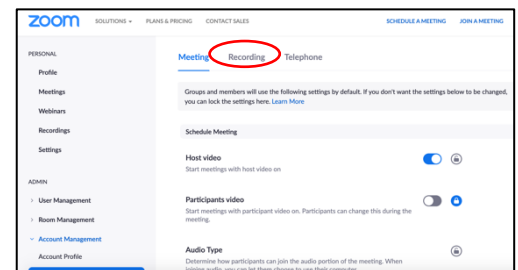


1. Go to the Settings tab on the left-hand side
2. Go to the top of the page and select **“Meetings”**, here you will find a list of setting options for your meeting. We suggest you use the following settings:



- Check **“Mute Participants Upon Entry”**
- Chat – You have the choice to turn off the chat entirely, including private chat. We recommend that if you use the Chat feature, you select the box **“Prevent participants from saving chat”** – this protects privacy & anonymity.
- Screen Sharing- select box **“Only Host Can Share Screen”** – this prevents participants from sharing inappropriate content in your meeting.
- Make sure **“Allow removed participants to rejoin”** is turned OFF.
- Make sure **“File Transfer”** is OFF.

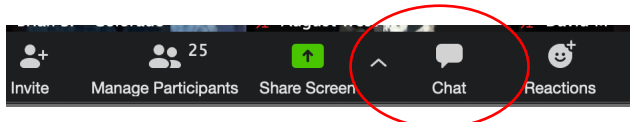
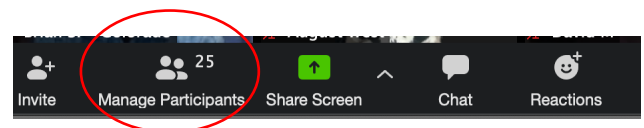
3. Return to the top of the page and select **“Recording”** (to the right of **“Meeting”**)
  - Turn off **“Local Recording”** and **“Cloud Recording”** – this protects anonymity by preventing participants from recording or having the ability to record meetings



\*You have the choice to password protect your meeting. We want to make our meetings as accessible as possible, however, if you wish to use a password you can choose do so when you Schedule a Meeting.

## AT THE BEGINNING OF THE MEETING

- We suggest hosts mute ALL participants
  - Go to: **“Manage Participants”** at the bottom of your Zoom window.
  - Select **“Mute All”** in the bottom right.
  - A pop-up will appear: unclick the checked box that says **“allow participants to unmute themselves”**. Now, only the host/co-hosts can unmute participants when they share and prevents participants from creating disruptive noises
- We suggest participants use the **Raise Hand** function in the **Participants** tab when they want to share. As participants use this function, it will add them to a queue and the host can call on them.
- If your group chooses to utilize Chat, we suggest you turn off the chat except for private chats directed to the host/co-host



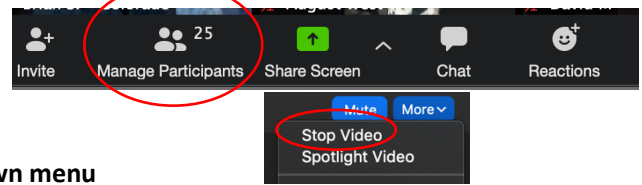
- Select **“Chat”** at the bottom of your Zoom window.
- Select the button with three dots.
- Select **“No One”** or **“Host Only”**

## DURING THE MEETING

If a disruptive participant bypasses any of these recommended features and becomes a disruption to your meeting, you have the following options:

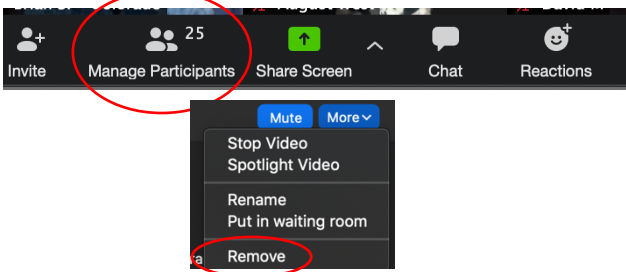
### 1. Mute Participant/Turn-Off Video

- Select **"Manage Participants"**
- Select **"More"** next to their name
- Click **"Mute"** or **"Stop Video"** in the dropdown menu



### 2. Remove a Participant

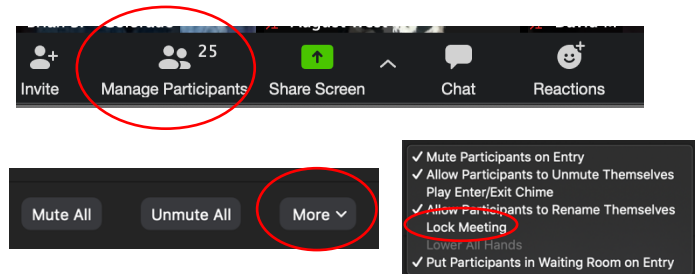
- Select **"Manage Participants"**
- Select **"More"** next to their name
- Select **"Remove"**



### 3. Lock Meeting

- Select **"Manage Participants"**
- Select **"More"** on the bottom right
- Select **"Lock Meeting"**

\*You can choose to keep the meeting locked, or you can lock it for a short period of time. When we want to unlock the meeting, follow the previous steps and select **"Unlock Meeting"**.



## ZOOM "WAITING ROOM"

Zoom allows hosts the ability to choose which meeting participants can join. The **"Waiting Room"** feature can be used to place participants in a waiting room where they wait to be admitted into the meeting. This feature is another way you and your group might use to screen meeting participants and remove those you suspect will cause disruptions.

To use the waiting room, you must turn this feature on by logging into your Zoom account ONLINE - the app on your computer or phone will not access these administrative features.

1. Go to the top of the page and select **"Meetings"**
2. Scroll down to the **"In Meeting (Advanced)"** section
3. Turn ON the **"Waiting Room"** feature and select the circle **"Guest Participants Only"**

*"These suggestions are meant to help groups establish and maintain an atmosphere of recovery. This information is not meant to give groups authorization to attempt to control other NA members. Keeping our unity and primary purpose as our focus will better allow us to resolve any potential problems or challenges."* – Disruptive & Violent Behavior Service Pamphlet © 2007 by NA World Services, Inc. All rights reserved.