

## **Zoom Room Management and Security**

### Introduction

Zoom has become an important addition to face-to-face meetings, but Zoom meetings have their own risks. A Host is needed to facilitate the meeting technically, and also has an important role in security.

### General Thoughts on Security, Accessibility, and Safety

There is always a tension between accessibility and safety. To make our rooms more secure is also to make them less available to newcomers. Each group will have to decide how open or closed they want to be.

Alateen meetings are the most secure: they use waiting rooms to verify participants, and they don't publish passcodes so that someone must know about and/or be invited to the meeting to attend.

However, most groups publish Zoom ID and passcode on the website and meeting list so that newcomers can find them. This makes them less secure. Anyone with this information can join the meeting.

Zoom bombers are generally persons with a juvenile mentality who try to disrupt meetings, often with pornography and racial epithets. Some of them are quite sophisticated, coming into the meeting with multiple personae, moving around quickly, using flashing lights, etc.

Thus, it is important to know how to deal with disruptions in our meetings.

### Anonymity

People show up labeled however their Zoom profile is set. In many cases, this includes their full name. If you have given participants the right to rename themselves, they can fix this to be last initial only, but many people are not savvy enough to do this and you might need to change it for them. Many meetings ask that participants appear on screen at least once, and/or when they share. This is a group conscience matter.

Backgrounds can be problematic. Since we want to keep politics, religion, other 12-Step groups and outside issues outside of our meetings, it might be necessary to ask someone to change or blur their background, or even to remove them from the meeting.

## Risks and How to Deal with Them

Each meeting needs a Host or Co-Host dedicated to Security, and it can be very useful to have several who can work together to isolate and remove disruptive people.

Zoom has several Host Tools which can be quite helpful in controlling bombers. In general, you don't want participants to be able to Share Screen, Share Zoom Docs, Whiteboards or Apps. You may want to limit Meeting Timers, Chat, Renaming themselves, and Unmuting themselves. You may want to ask participants to show themselves on Video, at least briefly, to show that they are regular people there for a meeting. If you want to slow access down, you can Enable Waiting Room and let people in one at a time.

In case of attack, start by Muting All Participants and turn off the ability of participants to Unmute themselves. Find the disruptor(s) and Remove them from the Meeting. If this was a malignant attack, Report them to Zoom. It might become necessary to Lock the Meeting, which does the same as locking the door to your meeting room: no one can come in, even if they are a newcomer or returning participant. In very severe cases, it might be necessary to Suspend All Participant Activities, which essentially freezes the meeting. To get out of it, Host and Co-Host must personally allow each participant to show themselves and/or speak, so it's a big deal, especially with a big meeting; we call this the Nuclear Option.

## Where to Get Help

There is a local (D14) meeting for helping 12-Step Zoom Hosts learn more about hosting and controlling bombers. It meets Mondays at 2 PM Pacific time at 841 4959 5884, passcode 266252 and is open to everyone. If that time does not work for you, contact Paul Sc at [pschneiderarc@gmail.com](mailto:pschneiderarc@gmail.com) or Johanna M-M at [JohannaMM@aol.com](mailto:JohannaMM@aol.com).

There are tips available online. Zoom has tips at [www.zoom.us](http://www.zoom.us).