

## **ZOOM SECURITY PROCEDURES**

**“How To” Security Settings Instructions are at the end of this document**

### **TROLL / DISRUPTIVE PARTICIPANTS**

The process below outlines specific Zoom features / tools you can use to manage Trolls who may join your Zoom. Especially if you are a small group and a group where you know the participants you may opt to simply close the Zoom and follow up with the participants. If your callers signed up in Mobilize you can use their email feature to send a follow up to all of the participants.

- **WAITING ROOM MANAGEMENT**

- If potential trolls are identified **No One** is to be admitted from the Waiting Room
- The Host will check the Waiting Room attendee(s) in Mobilize and will admit if indicated

- **AUDIO**

- All attendees will be automatically muted when entering the zoom.
  - You will find this setting under Participants - More - Mute All Upon Entry
- Host / Co-Host will need to click the Ask to Unmute by their name / on their zoom image for the attendee to unmute

- **SCREEN SHARING - ANNOTATION SETTING**

- When you share your screen click on the Security Icon in the Zoom toolbar
  - When screen sharing your zoom toolbar will be at the top or bottom of your screen depending on your settings
  - You may need to move your cursor over this area to see the entire set of icons
  - You will not see the Annotation option in Security until you share your screen
- Uncheck Annotations

- **TROLL ASSAULT – CHAT SHUTDOWN**

- If we experience a flood of inappropriate chat posts the Host will shut down the chat function until the matter is resolved
  - The Host and Co-Host will still be able to use Chat
  - Delete offensive chat posts
  - See Security setting for details
- The Host will systematically identify the potential trolls and remove per procedure outlined in the Chat section above
  - If time / severity of the assault allows the Host will take a screenshot of the suspect and then remove per the procedure in the Chat section above

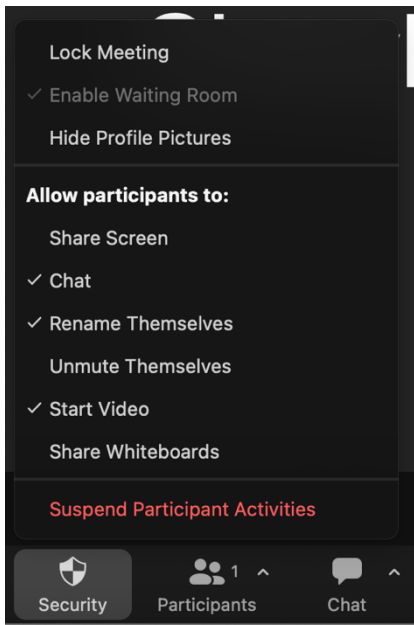
- **LOCK MEETING**

- If the Troll assault continues the Host will Lock the meeting by clicking on Lock Meeting in the security settings
- This will prevent any new attendees from entering the meeting including the Waiting Room
- See Zoom Security Settings below

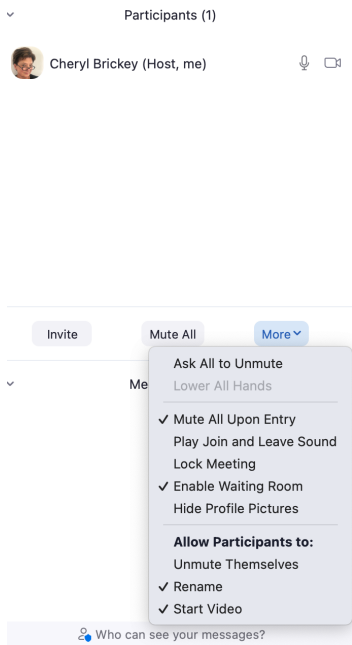
- **SUSPEND PARTICIPANT ACTIVITIES – THE NUCLEAR OPTION**
  - If troll activity continues the Host will enable the Suspend Participant Activities function in the Security settings
  - This will suspend the following
    - All attendee video and audio
    - Close all Breakout Rooms
    - Chat for all but Host and Co-Host
  - The Host and Co-Host will be able to communicate with attendees and continue the ZPB if deemed possible
  - See Zoom Security Settings below

## ZOOM SECURITY SETTINGS

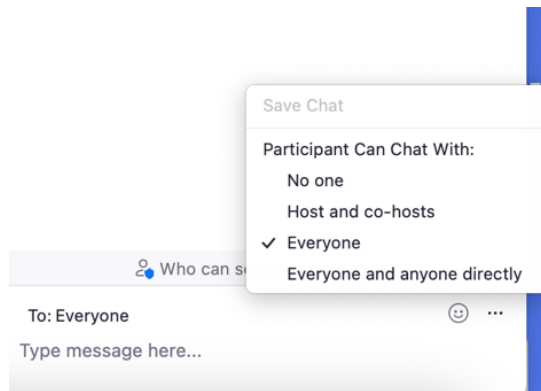
- **Base Security Settings**



- **Participant Audio**
  - **Make sure Mute All Upon Entry is checked**
  - **You will get a pop up when you select to confirm participants cannot unmute themselves**



- **Chat – In addition the Org / Admin is to open Chat on their zoom screen and ensure the Participants Can Chat With is set to Everyone**



- **Breakout Room Settings**
  - **Check Automatically move all assigned when rooms opened and to automatically move to the Main Room when they are selected**
  - **Uncheck Allow participants to move themselves to the Main Room**
  - **Set Countdown after closing to 30 sec.,**

- Allow participants to choose room
- Allow participants to return to the main session at any time
- Automatically move all assigned participants into breakout rooms
- Automatically move all selected participants in breakout rooms to main meeting

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- Auto close breakout rooms after  minutes
  - Countdown after closing breakout room
- Set countdown timer:  seconds

- **Suspend Chat for all but Host and Co-Host**
  - Click on and Uncheck Chat in Security Settings
- **Lock Meeting**
  - Click on and check / enable in the Security Settings
- **Suspend Participant Activities**
  - Click and enable in Security Settings
  - The person activating this function will have the opportunity to submit a report to Zoom and should report if time allows
- **SCREEN SHARING - ANNOTATION SETTING**
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