

HOW TO BE PREPARED FOR ZOOM SERVICE. KEEPING IT SAFE.

“The purpose of service in ACA is to support one another in becoming responsible for our own well-being.” Service in ACA is based on “Action coming from love.”

“Our feelings of self-worth and adequacy start to grow as we successfully re-parent ourselves, and we begin to trust our ability to love and serve others. We give service just by being present to support and encourage other members of the program as they make the transition from frightened adult children to whole human beings who are capable of acting with the spontaneity of a child and the wisdom of a mature adult. This central concept underlies and supports all forms of service. ...by uniting in service, we create a program for living which provides a sane alternative to the insanity of family alcoholism.” (Chapter 10, BRB)

Service, zoom and having a safe meeting.

Unfortunately, we need to address this issue; by doing so, We give service just by being present online to support and encourage other members of the program as they make the transition from frightened adult children to whole human beings in a safe online meeting.

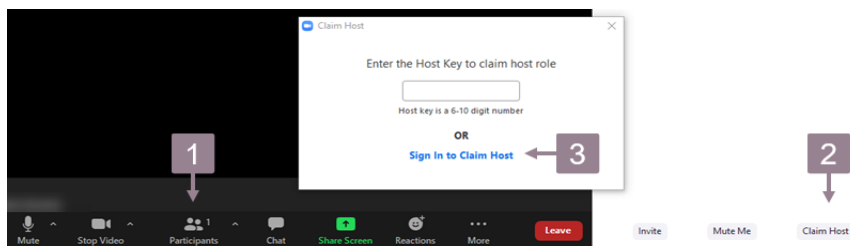
HOW TO BE PREPARED FOR ZOOM

Before starting the meeting

Claim host role.

Meeting hosts can now access a Security window in Zoom to remove participants and turn on and off some controls quickly.

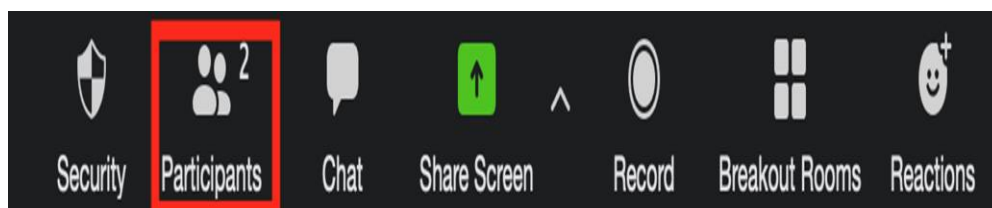
1. Click to open the Participants panel from the Zoom toolbar **See box 1.**
2. Click Claim Host in the bottom right of the panel. **See box 2.**
3. Enter the host key to claim the host role **See box 3.**



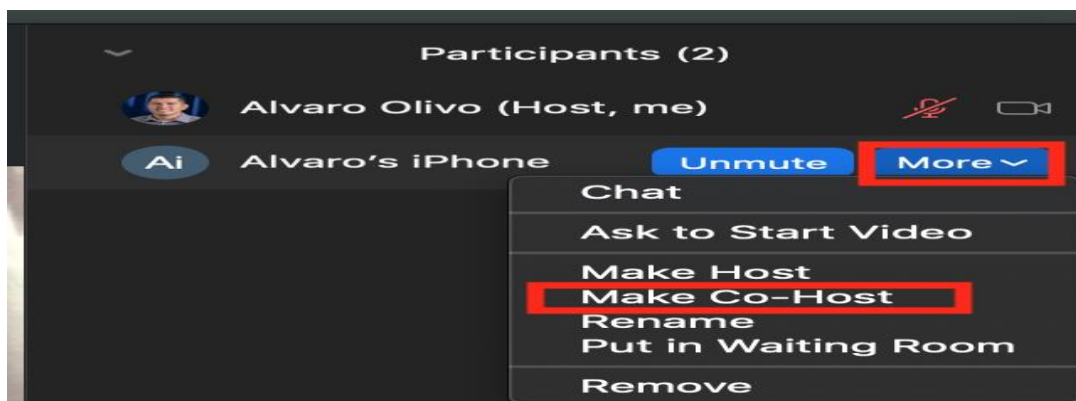
Making someone co-host

It is recommended that the meeting have a co-host, if only to serve as “mute or boot” to keep the meeting safe.

1. Start the meeting as the host.
2. In the meeting controls, click Participants.



3. Hover over the name of the participant who is going to be a co-host, and choose More.
4. Click Make Co-Host.
5. Ask your co-hosts to arrive 10-15 minutes early to assign tasks, and ensure that they're familiar with the “Suspend Participant Activities” feature.



6. Once a participant has been made a co-host, they'll have access to the co-host controls.

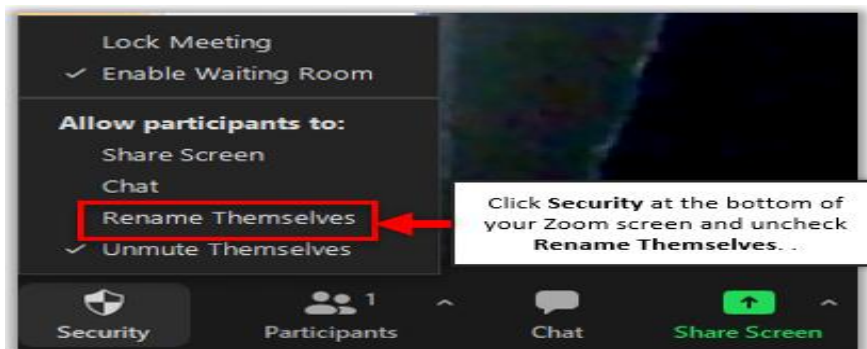
Prevent Participants from Renaming Themselves

This is a security setting that should be set before every meeting starts.

If people are using this function to have offensive slurs and violent words visible on the Participants window, you can uncheck this option to prevent them from showing renaming. Also, zoom boomers have a history of unmuting yelling and quickly renaming themselves. This makes it difficult to remove them.

When looking at the participant's panel.

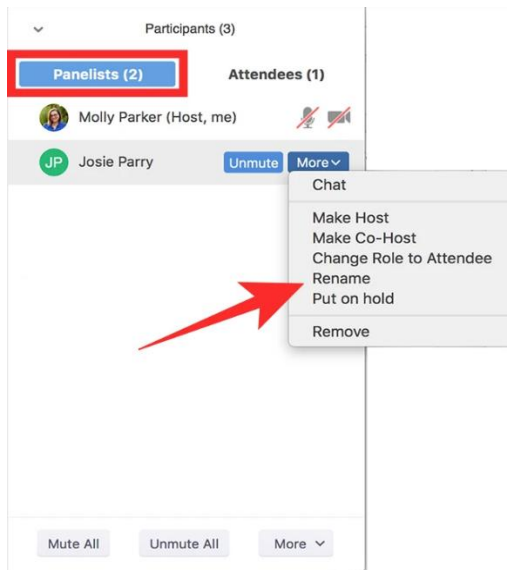
1. Go to the Manage Participants window at the bottom of the screen.
2. Click on "More."
3. Click on "Allow Participants to Rename Themselves" and make sure the check mark is removed so the function is turned off.



Request to remove member surname.

Please note you may receive a request to change a member's name. This is generally only if the member has entered the meeting and the surname is shown. Please do. So, John Smith will be changed to John S by Host or cohost.

1. Join a Zoom meeting on the Zoom desktop client.
2. On the Zoom in-meeting controls, click Participants.
3. Hover your mouse over your name, then click the ellipse.
4. Click Rename. A pop-up box will appear.
5. In the pop-up box, enter your display name.
6. Click Change.



Chatbox

Turn Chat to host and co-host until the announcements.

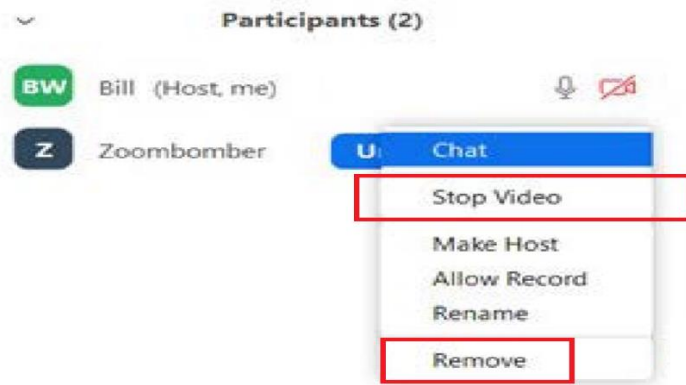
This function keeps disruptive attendees from being able to send offensive messages via chat or crosstalk during sharing time.

- Go to the Manage Participants window at the bottom of the screen.
- Click on the “...” button.
- Select “Participants can chat with: host only”

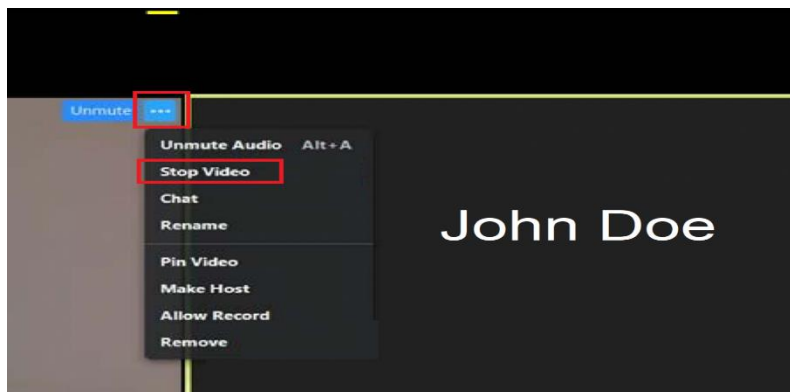


Turn Off/ Stop a Participant's Video/ screen.

You can stop someone's video stream by hovering over their name and clicking Stop Video. If needed, you can also click Remove to remove them from the meeting.



You can also stop someone's video by hovering over the top right-hand corner of their video stream, clicking the white ellipsis (...) that appears, and selecting Stop Video.



IF ATTACKED:

Expect explicit, obscene porn, lewd images, foul language and verbal abuse (often directed at the lead/chairperson to invoke chaos). First and foremost, remain calm, having expected to experience this.

Shock is their primary goal. If you are calm, you can act quickly and decisively instead of reacting.

Having already blocked their ability to video-share, which is their primary weapon, the only thing that intruders can do now is post deplorable images, show live video from their device, and/or verbally abuse, which they seem to like to do in gangs of many in order to overcome a meeting rapidly.

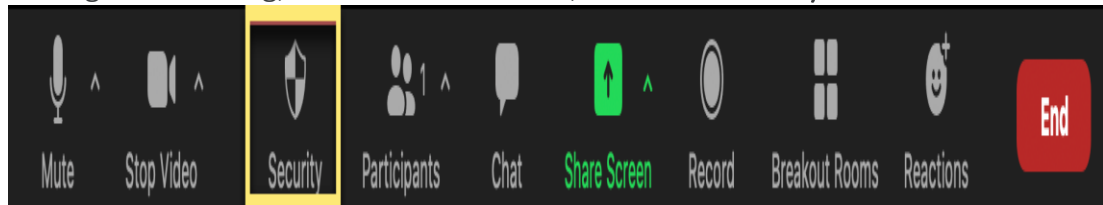
1. If this happens (you will have no doubts), immediately click the
2. During the meeting, in the Zoom toolbar, click the Security icon.
3. Click Suspend Participant Activities. ...
4. To confirm that you want to suspend participant activities, click Suspend.

Optional. ...

To restart the meeting, unmute your audio and/or start your video.

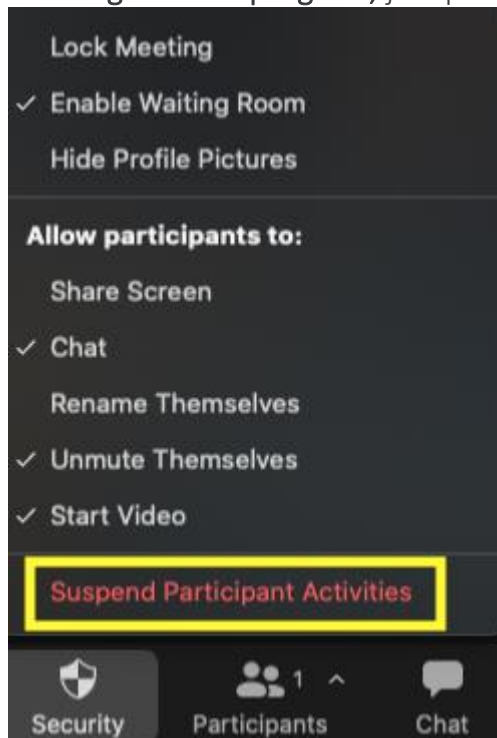
Suspend Participant Activities

1. During the meeting, in the Zoom toolbar, click the **Security** icon.

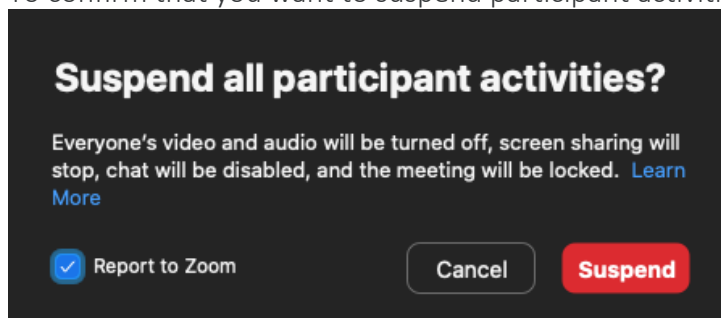


2. Click **Suspend Participant Activities**.

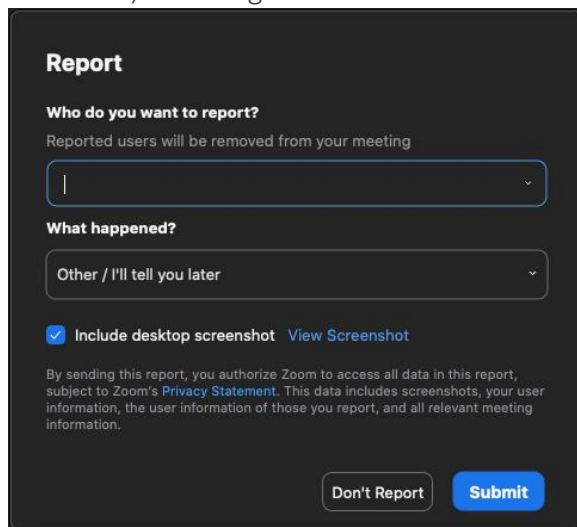
Note: You may want to let participants know that you are taking this step so that they don't think there is a technical difficulty on their end and that the meeting is still in progress, just paused.



3. To confirm that you want to suspend participant activities, click **Suspend**.



4. **Optional.** After pausing the meeting and removing the participant, you can report the event, including details and screen shots you want to add.

A dark-themed modal window titled "Report". It contains a section "Who do you want to report?" with a subtext "Reported users will be removed from your meeting" and a dropdown menu. Below this is a section "What happened?" with a dropdown menu showing "Other / I'll tell you later". There is a checked checkbox for "Include desktop screenshot" with a link "View Screenshot". A paragraph of legal text follows, stating that by sending the report, the user authorizes Zoom to access all data in the report, including screenshots, user information, and meeting information, subject to Zoom's Privacy Statement. At the bottom are two buttons: "Don't Report" and "Submit".

Report

Who do you want to report?
Reported users will be removed from your meeting

▼

What happened?

Other / I'll tell you later ▼

☒ Include desktop screenshot [View Screenshot](#)

By sending this report, you authorize Zoom to access all data in this report, subject to Zoom's [Privacy Statement](#). This data includes screenshots, your user information, the user information of those you report, and all relevant meeting information.

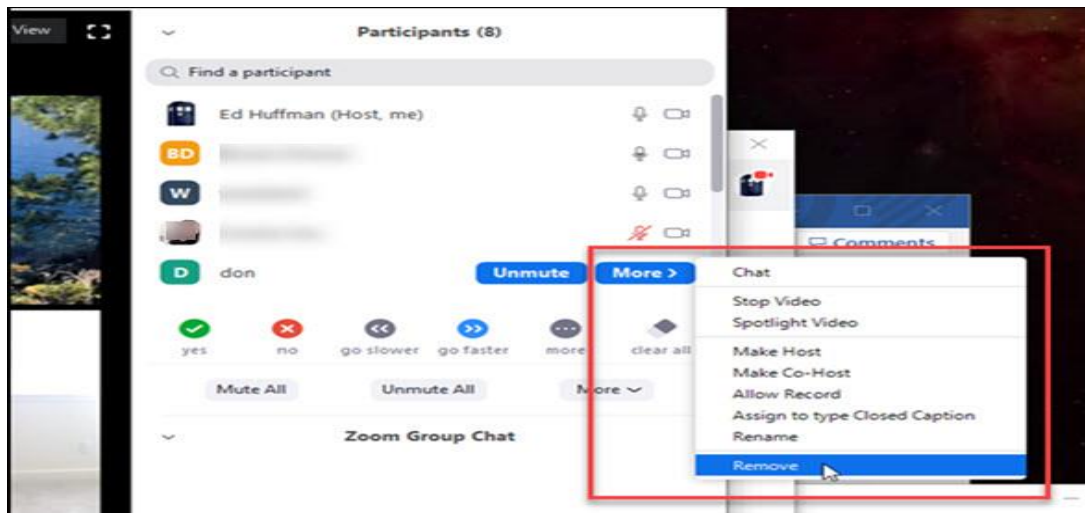
Don't Report Submit

Restarting meeting after Suspend Participant Activities

To restart the meeting, unmute your audio and/or start your video. Any other collaborative tools you were using, such as in-meeting chat, annotation, screen sharing, recording or Breakout Rooms will also need to be turned back on after pausing the meeting. Participants will also need to unmute their audio (if desired) and to start their video in order to restart the meeting on their end.

Removing someone from a meeting

1. Click on Participants in the meeting controls at the bottom of the Zoom window.
2. Hover over the name of the participant who will be Removed.
3. Click Remove.
4. The participant will be removed from the meeting and will not be able to join again.
- 5.



What if it is an ongoing meeting attack?

If the meeting is under threat, it is recommended that your meeting sets up all of the following security features located under the security shield before the meeting begins, until such a time, the threat lessens.

1. Check "Enable Waiting Room" {if it is not already}
2. Leave "Hide Profile Pictures" unchecked.
3. Uncheck "Share Screen" {if it is not already}
4. Uncheck the "Chat" feature.
5. Uncheck the "Rename Themselves" feature.
6. Uncheck the "Unmute Themselves" feature.
7. Leave the "Start Video" checked to view members as they come in
8. Remove Participant – DO NOT USE – if anything, place them in the Waiting Room only.
9. Suspend Participant Activity