

NYIG Toolkit for Handling Meeting Disruptions | May 2020 Update

Note: Be sure to download Zoom's latest software to use the features referenced in this guide. Zoom is requiring users to update to Zoom 5.0 by May 31. The Zoom download center is available [here](#). All tips in this guide should be discussed as part of your individual Group Conscience.

What's New in the Protection Guide

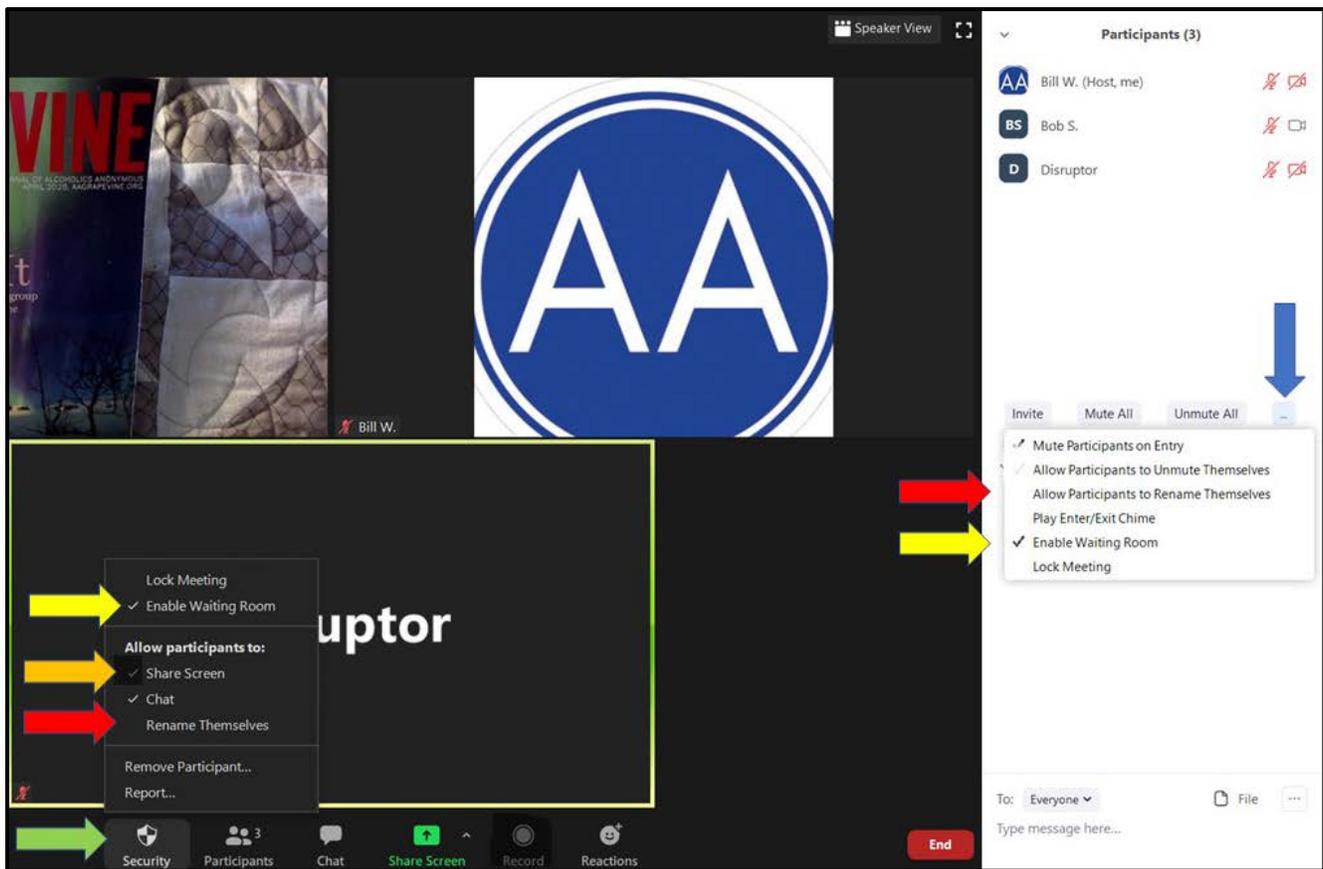
This guide reflects Zoom's update 5.0. We now suggest that groups utilize the "Waiting Room" function at the start of a disruption rather than locking the meeting. This guide is now broken down into "Waypoints" to help you secure a meeting in trouble.

What should you do if your meeting is disrupted?

- [Enable the Waiting Room](#)
- [Put Disruptor in the Waiting Room](#)
- [Report the Disruptor to Zoom \(Optional\)](#)
- [Remove the Disruptor](#)
- [Tips from our experience](#)

1. If your meeting is disrupted, follow these procedures first!

- a. **Click the "Security" icon** (green arrow below), then **"Enable Waiting Room"** (yellow arrow). Some disruptors join meetings as a group; having a waiting room controls the flow. It also serves as a location to return a disruptor for "reporting" to Zoom.
- b. **Remove the ability to rename** (red arrow). Some disruptors enter a meeting under one name and then rename themselves to match another Participant's name creating confusion.
- c. **Mute all Participants** by clicking the three dots in the Participants box (blue arrow) and **disable the ability of Participants to unmute themselves** (yellow arrow). Remember to inform the meeting that the host will now unmute participants to allow them to share.
- d. **Restrict chat** by clicking the three dots at the bottom of the Chat box and selecting "Host Only." This way members may still reach the host.
- e. **Remove the ability to share a screen**, for Participants only.



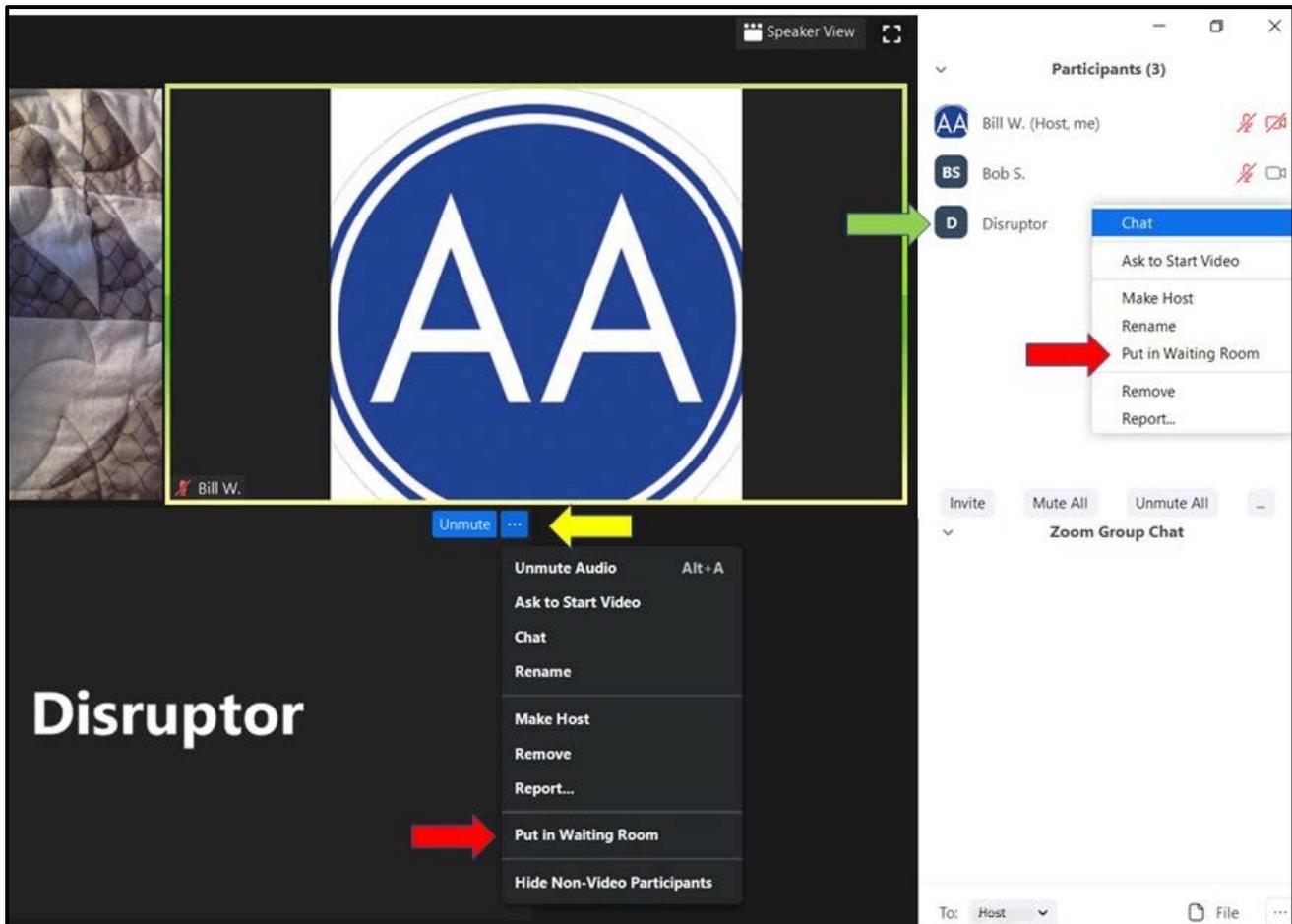
You've Completed Waypoint 1

We admitted disruptive participants and our meeting had become unmanageable

The meeting is now secure from additional attackers and you should have peace and quiet restored in room. Take a deep breath, that was a lot to get through but the rest can be done slowly and carefully. One disruptor at a time.

2. Put the disruptor(s) in the Waiting Room

- a. To put a disruptor in the Waiting Room, click the three white dots in their video window (yellow arrow below) and then select "Put in Waiting Room" (red arrow below). Alternatively you can use the Participants' window by hovering your mouse over the Disruptor's name (green arrow), clicking "More", and selecting "Put in Waiting Room" (red arrow).
- b. This requires one less step than our old approach of "removing" and allows you to re-admit a real member if you move them to waiting room by mistake. Zoom 5.0 allowing us to enable waiting room "on the fly" makes this a great adaption for our membership as disruptors will eventually disconnect when they realize the jig is up.



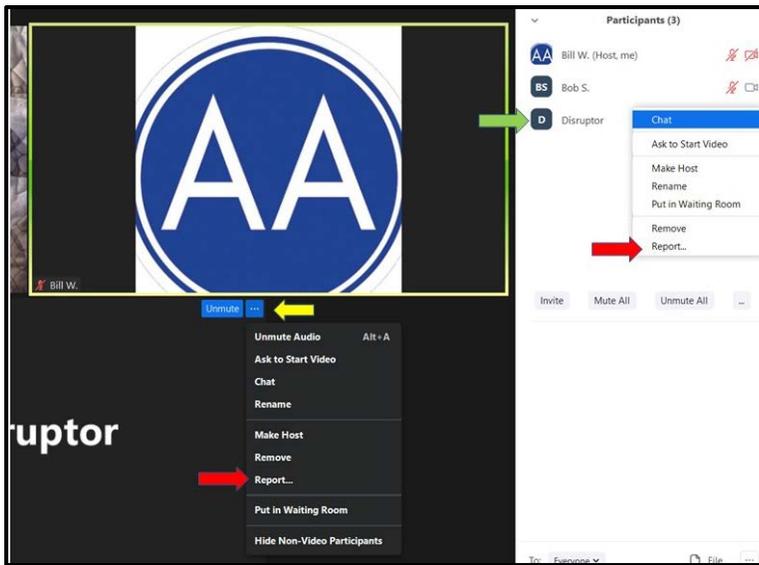
You've Completed Waypoint 2

Came to believe the waiting room could restore sanity in our meeting

When complete, it feels good to have the meeting resume and know that all disruptive participants have been ejected to the waiting room. The meeting should be safe to resume if you've been through through Waypoint 2.

3. Reporting a disruptor

- a. **Note:** Whether to report a disruptor to Zoom should be a decision of the Group Conscience. Please note you may only report a disruptor while the disruptor is still in the meeting (not the Waiting Room). This makes it less than ideal for our fellowship while you may be first concerned with safety, by removing the disruptor(s).
- b. **To report a disruptor, click the three white dots** in their video window (yellow arrow below) and **then select "Report"** (red arrow below). Alternatively, use the Participants' window by hovering your mouse over the Disruptor's name (green arrow), clicking the blue "More" button, and selecting "Report" (red arrow).



- c. Selecting “Report” brings up the form below. Their display name will appear in the form. Note you must scroll the gray bar downward (yellow arrow) to complete the form. What to fill out in the form depends upon the activity observed and your Group Conscience.
- d. **NYIG does not have guidance from Zoom at this time regarding what they propose to do with reported users, or what is *possible* for them to do.**

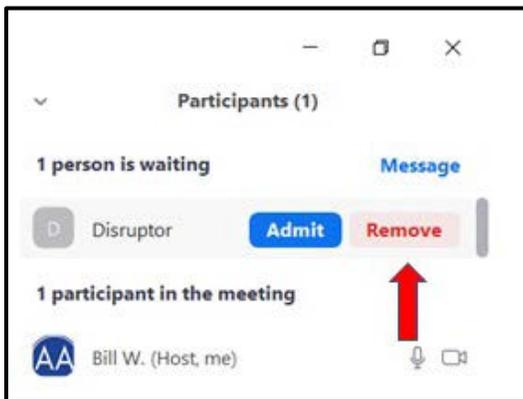
You've Completed Waypoint 3

Made a decision to turn disruptors over to Zoom and move on with our meeting

Nobody at this point knows exactly what will be done with reports made by Zoom users, but it's generally good to have a solid inventory as we well know! [Our yellow safety card](#) applies here – but follow your Group Conscience.

4. Removing a disruptor

- a. To remove a disruptor, **hover your mouse over the name of the disruptor and click "Remove"** (red arrow below). Please note that while you may message a Participant in the waiting room, communication is one-way only. Zoom has not fully developed that feature at this point in time (May 2020).



You've Completed all Waypoints

Having removed every disruptor, we resumed our meeting in peace

By now you have hopefully been able to clear every disruptive person from the meeting and sharing has resumed. If you have a very large meeting this can be a challenge, see the tips section on utilizing co-hosts to help out.

5. Tips from our collective experience

- a. Having your clickable meeting links posted publicly on any webpage including an intergroup or social media site virtually guarantees it will eventually be targeted for disruption. Use only the numerical meeting ID numbers instead, which members can key into their Zoom application – it's a small step that virtually eliminates the problem!
- b. All groups are encouraged to have both a Zoom "Host" and at least one "Co-Host" in every meeting as service positions. One host acts as the traditional chair while the other manages muting and hand raising, and can handle meeting intrusions. To add a co-host in a meeting,

hover over that person's in the Participant's box and select from the menu. [Additional Chairing tips here!](#)

- c. Using passwords may inhibit newcomers with a desire to stop drinking from attending your meeting. If you use a password, consider posting a group email address which a newcomer may use to get the meeting password. At NYIG we require such an email at this time to stay listed, as without a contact method nobody can actually access the meeting.
- d. NYIG has not disabled virtual backgrounds on our Enterprise Zoom account. Some members use these backgrounds to preserve anonymity. Also, disabling virtual backgrounds does not prevent someone from holding offensive video up to their actual camera, or using software to do so. We can never prevent every bad actor online, just as we could not in person, so instead we prepare.

When anyone, anywhere, reaches out for help, I want the hand of A.A. always to be there. And for that: I am responsible.