

Serenity Prayer

**God grant me the Serenity to Accept the things I cannot change
The Courage to change the things I can
And the Wisdom to know the difference – AMEN**

Responsibility Pledge

**Always to extend the hand and heart of OA to all who share my
compulsion; for this I am responsible.**
Overeaters Anonymous®, Inc.

I am very grateful for the invaluable experience I gained while working with Leigh Ann M. in 2022, on Zoom Training sponsored by CCI.

Included in this session are materials from last year's training, The 2022 Zoom Security Training, Region 5 - OA Foot Steps Virtual Intergroup, The Office of Diversity & Inclusion at Tufts University and the Office of Diversity & Inclusion at the University of Maryland.

Keep in mind, that your device settings may look different from what is shown in this handout depending on the device you are using and whether you are using a MAC or Windows. This handout was created using a desktop computer with Windows.

This training is divided into three sections

1. Preparation and Prevention of Zoom Bombing
 - a. Meeting Room Settings
 - b. Host, Co-Host Duties
2. Responding to a Zoom Bombing – Securing the meeting
 - a. Meeting Room Settings
 - b. Host, Co-Host Strategies
3. Restoring the Meeting
 - a. Meeting Room Settings
 - b. Host, Co-Host Strategies
 - c. Attendee Guidance and Support & Resources

I believe it is our duty to keep our zoom meetings as safe as possible for all who are in need of recovery.

"When the zoom-intruders hit, they hit hard! At a recovery meeting, it can feel like a violation of our vulnerable selves. **It is important to have strategies in place to mitigate the danger, and to safeguard the interest of all those in attendance.**" ... OA Foot Steps Virtual Intergroup



The best way to deal with Zoom Bombings is to prevent them.

Preparation and Prevention of Zoom Bombing:

BEST PRACTICES STRATEGIES:

- Form a Security Team
 - Decide exactly which Security measures you wish to implement
 - Have a Group Conscience Meeting, vote & create a Zoom Intruder Action Plan
- Keep a hard copy of your Zoom Intruder Action Plan handy every time you host/co-host a meeting
- Host and Co-Hosts need to be trained in Zoom Security protocols
- Host should always log on to the meeting early and set up security - 1/2 hour is reasonable, the earlier the better

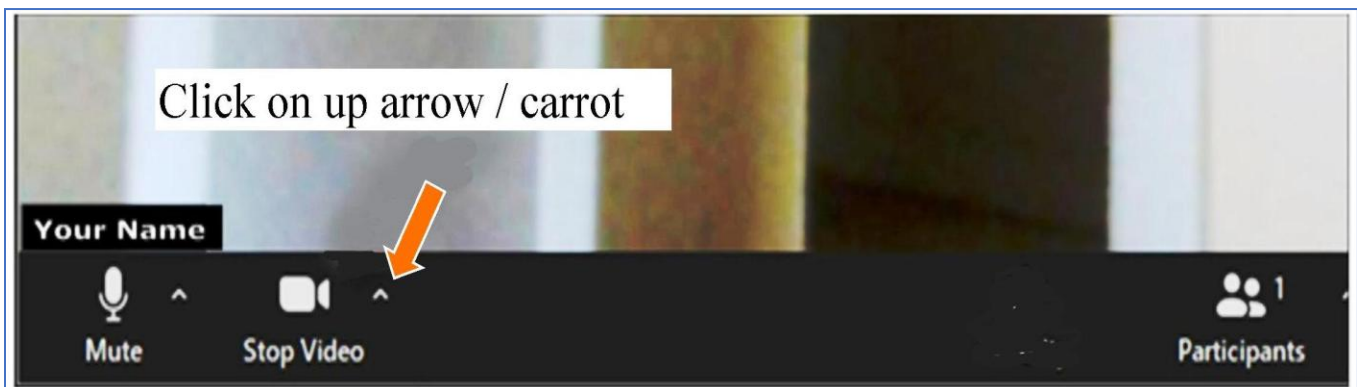
- Host should rename themselves identifying that they are Securing the meeting. (i.e. Jane D, Safeguarding). This lets potential troublemakers know there is security in place. The presence of several Co-Hosts is also a sign that security is in place
- Make sure Host and Co-Hosts know exactly what their specific duties are
- Do not assign Host and Co-Hosts any other meeting duties such as reading etc.
- **GUARD THE HOST KEY...** Share the Host Key judiciously! As a Zoom Host – you must have the Key. A Host can make any trusted person a Co-host or can make anyone else a Host.
- If a new Host is trained and ready, send the Host Key via text or email, never say the Host Key out loud in a meeting, put the Key in a meeting format or post it in the chat.

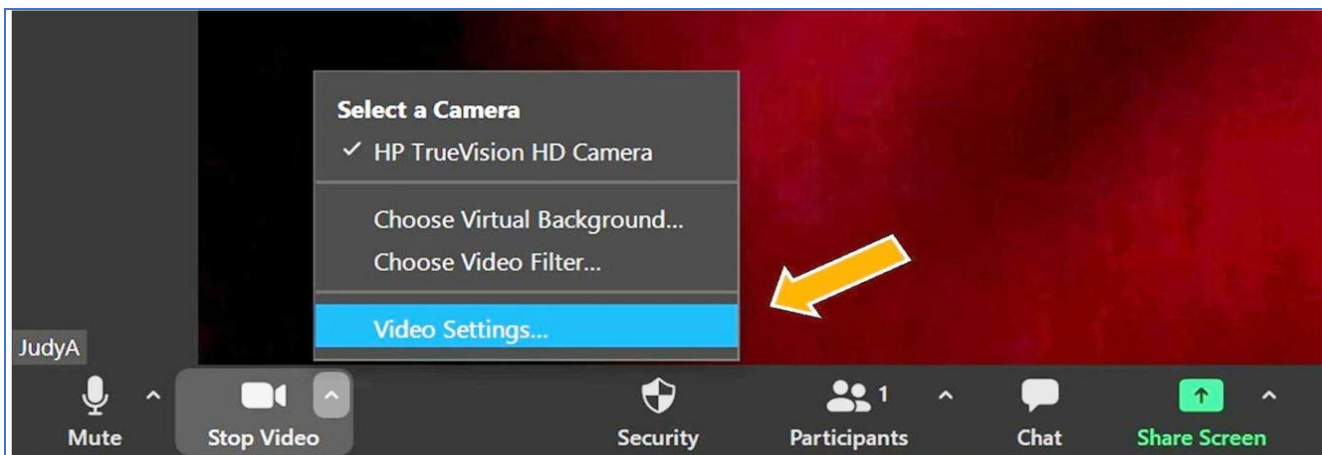
You should also:

- Change your setting to **“Always show meeting controls”**. This keeps you from having to look for them when you need them, especially in an emergency situation

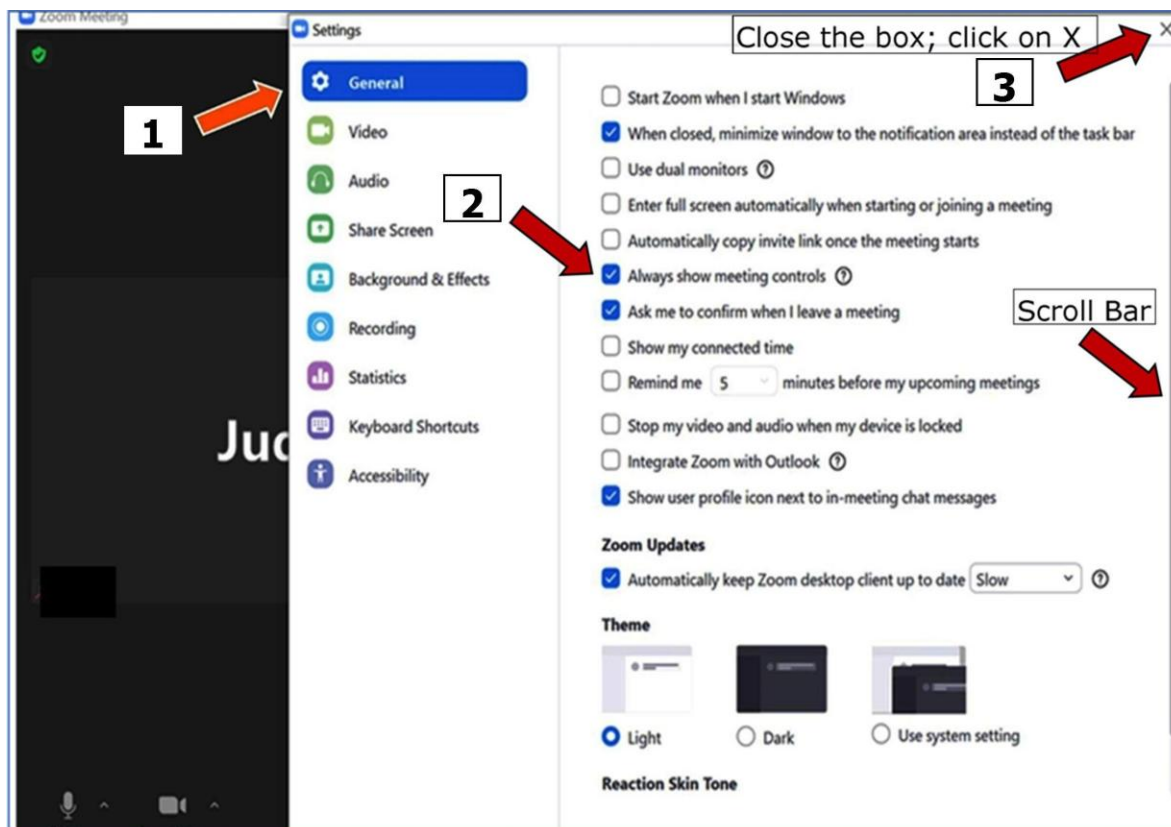
How to always see the meeting controls:

- **Click** on up arrow / carrot next to Camera Icon in the main menu
- **Click** on **“Video Settings”**





- You will see many options. **Click** on the top choice **"General"** It is on the left hand side of the Video Settings Menu.
- Second, **click** on **"Always show meeting controls"**
- Third, close this box by **clicking** on the 'X' in the upper right hand corner



Your meeting controls are now always visible on the bottom of the screen

Once you are logged into the meeting:

1. "Claim host"
2. "Enable the waiting room"
3. Set up your group's specific Security Measures

You will use both the **Participants** Sidebar and the **Security** Shield to secure the room; it does not matter which one you open first. Chose one and get started. Since you are already at the Sidebar to claim Host, I think it makes sense to stay and use the **Participants** Sidebar first.

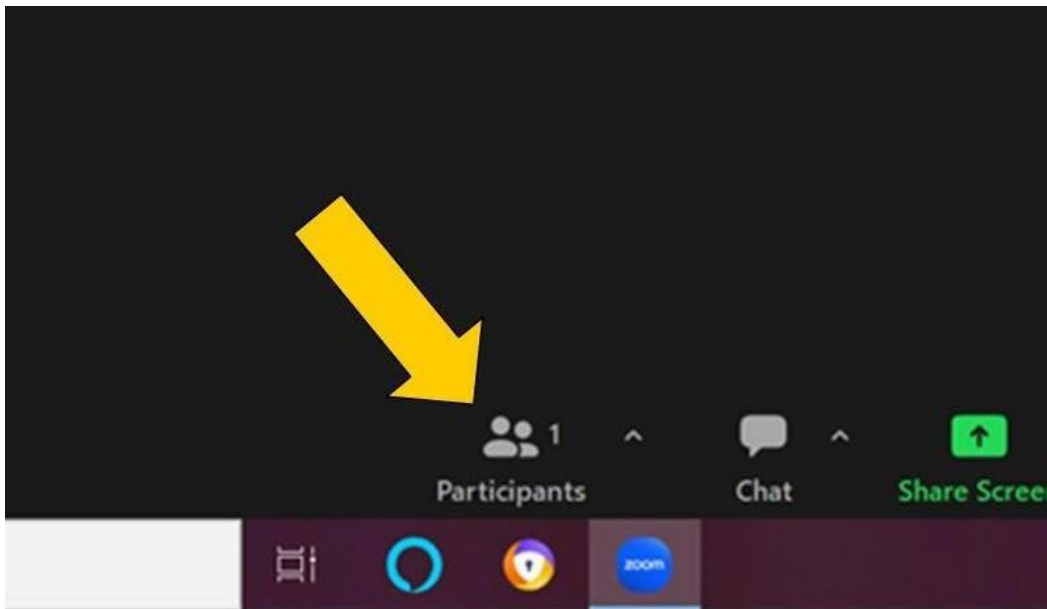
When you first log in, your screen will look something like this –



How to “Claim Host”:

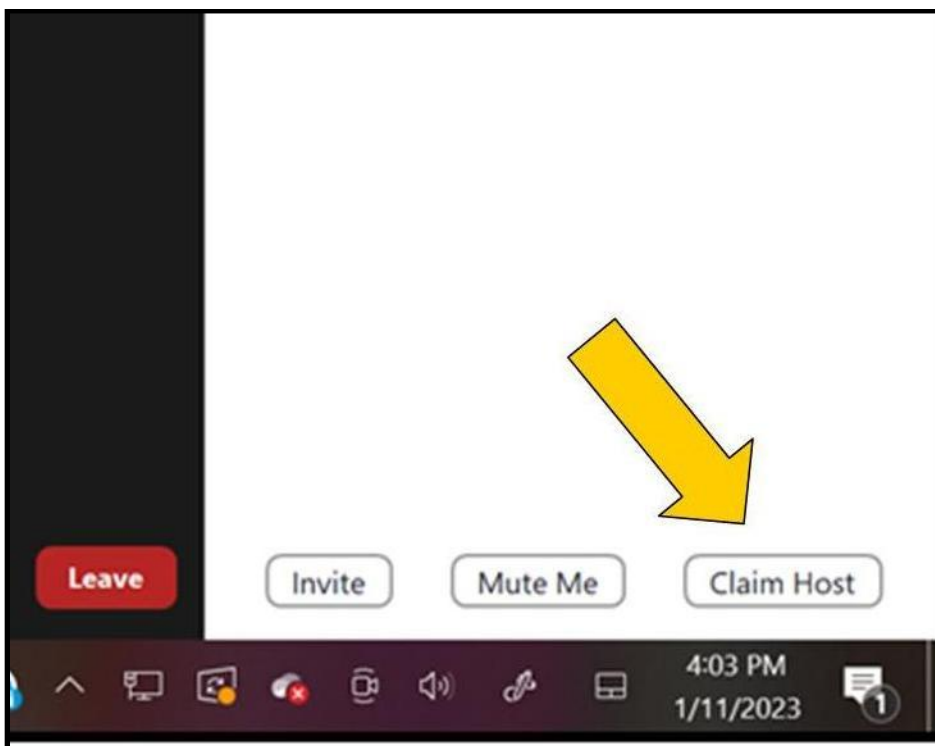
Open the **Participants** Sidebar

- **Click** on the “**Participants**” icon on the bottom of your screen.



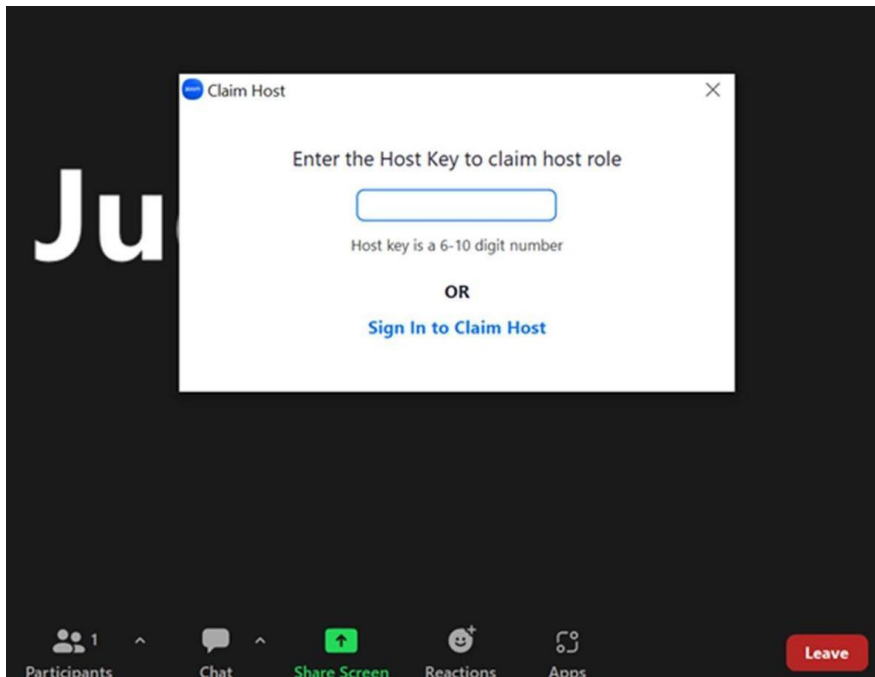
The **Participants** Sidebar will appear to the right of your screen. There are three boxes showing on the bottom of the sidebar – “Invite”, “Mute Me” and “Claim Host”.

- **Click on “Claim Host”**

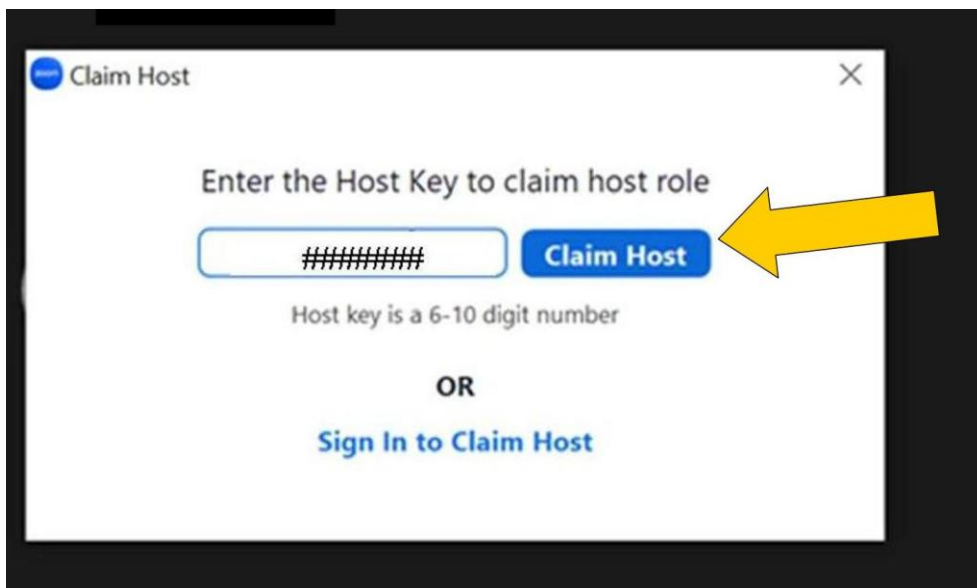


Note: Sometimes the **Participants** Sidebar shows up on the bottom or the middle of your screen, depending on your device or what view you are in. Make sure you are in **“Gallery View”**. If your **Participants** Sidebar shows up in the middle, go to **“View Options”** and **click on “Exit Full Screen”**.

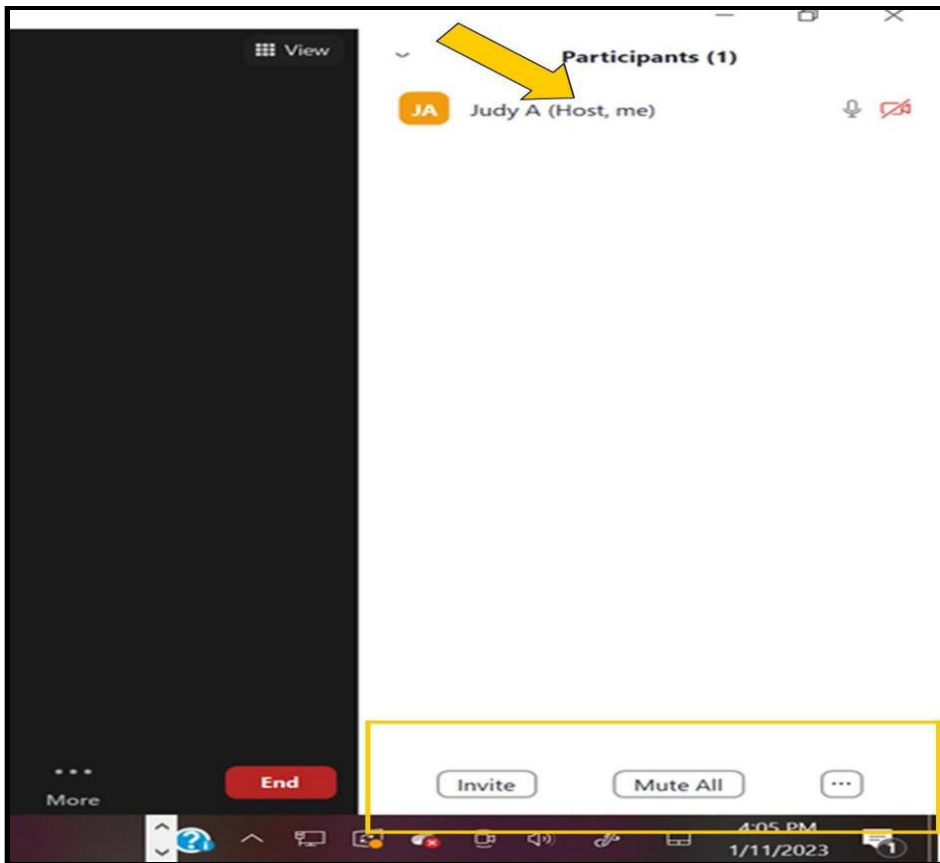
After clicking on "**Claim Host**" a dialogue box opens asking for the **Host Key**



- **Enter the Host Key**
- **Click** on the blue "**Claim Host**" box next to the **Host Key** number you just entered



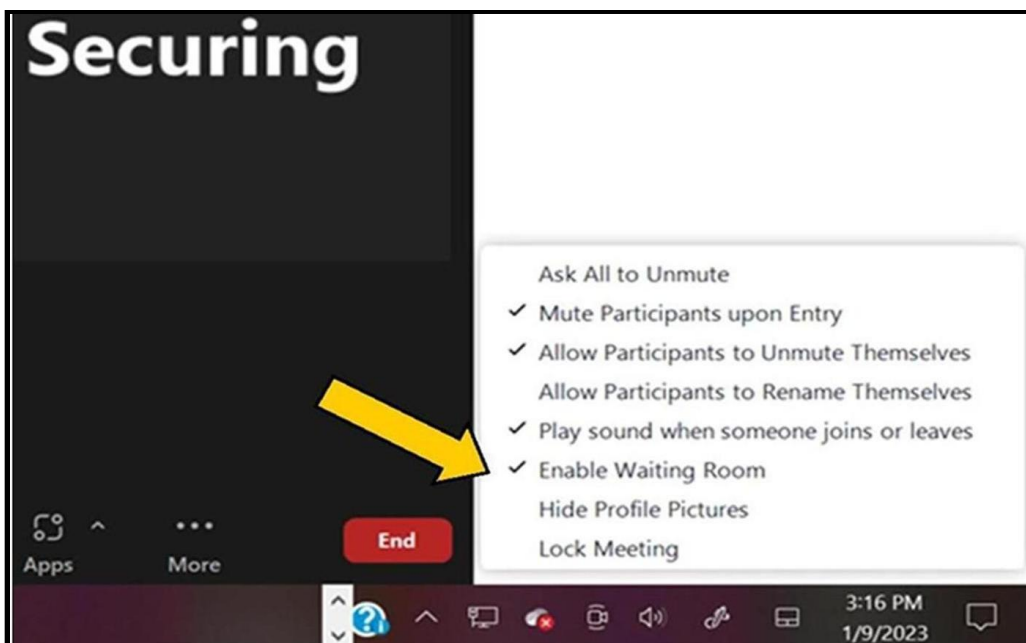
You are now the Host. Notice on the bottom of the Participants Sidebar there are three boxes, "Invite", "Mute All" & a box with three dots



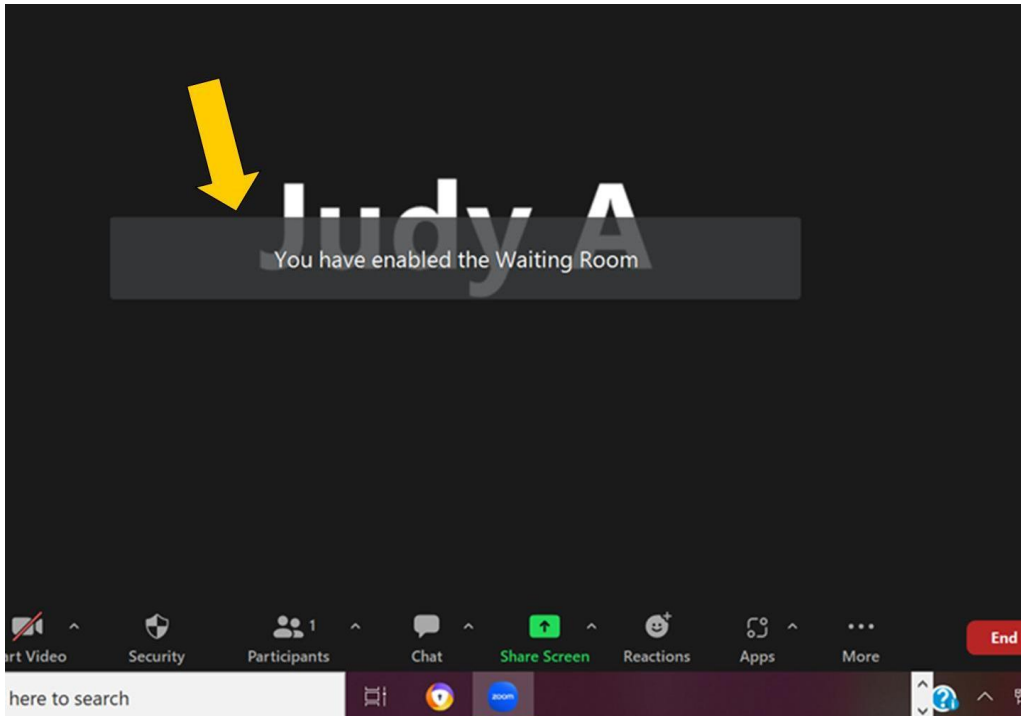
Enabling the Waiting Room immediately “closes the door” to the meeting. No one can get in unless you let them in.

How to Enable the Waiting Room:

- **Click** on the box with three dots (it’s on the bottom right hand side)
- **Check** – “**Enable Waiting Room**”

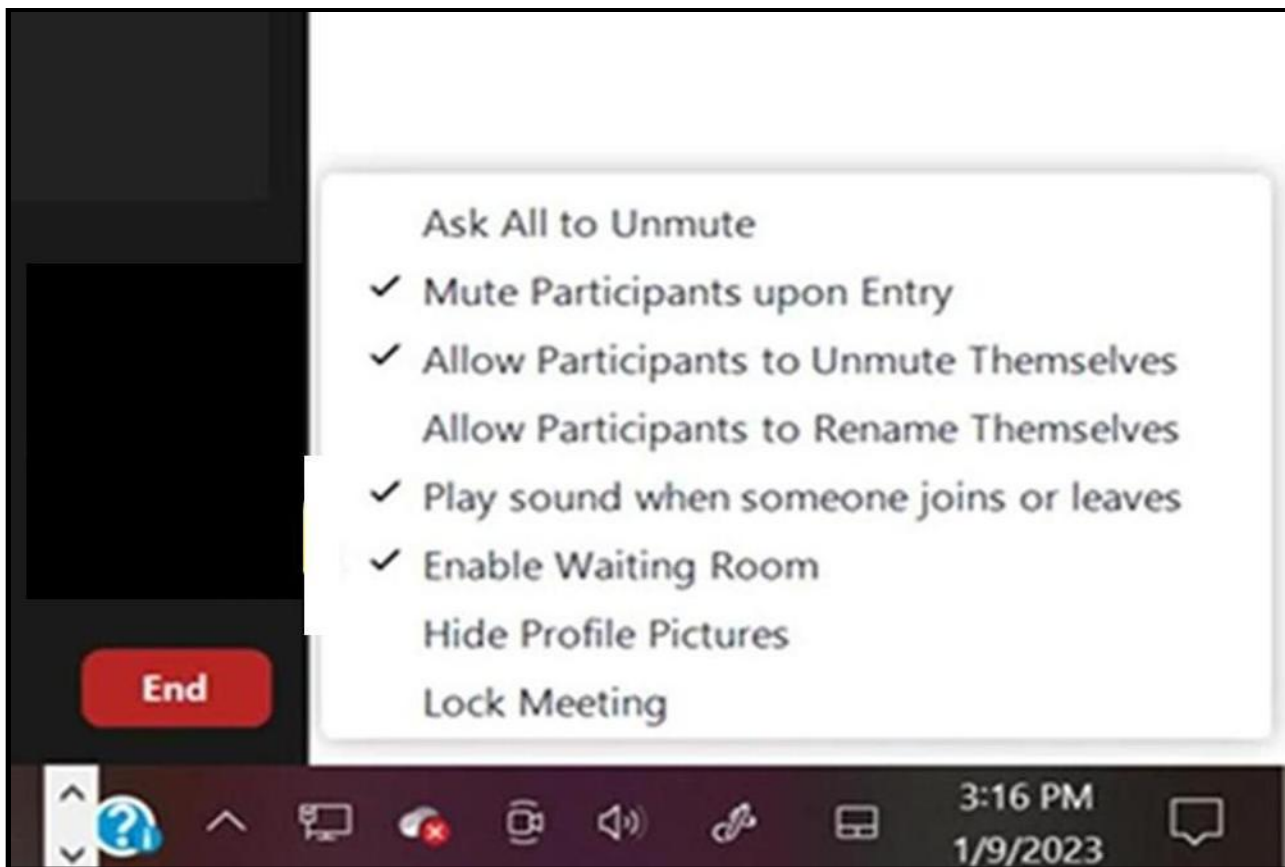


“Enable Waiting Room” will be checked and for a few seconds, you will see a confirmation on your screen.



How to set up security measures in the “Participants” Sidebar:

- **Check – “Mute Participants upon Entry”** (this keeps the noise level down when people are coming in, and keeps an intruder from coming in fast and loud)
- **Check – “Allow participants to Unmute Themselves”** (is optional, but most meetings allow this)
- **CHECK – “Play sound when someone joins or leaves”** (this also will alert you if someone is in the waiting room. It’s handy especially when you are monitoring a larger meeting)
- **DO NOT check – “Allow Participants to Rename Themselves”** (by not allowing the renaming feature, it makes it harder for the intruder to hide from you by constantly renaming themselves)
- **DO NOT check – “Lock the meeting”** (When you lock the meeting you do not see who is attempting to enter the meeting.)

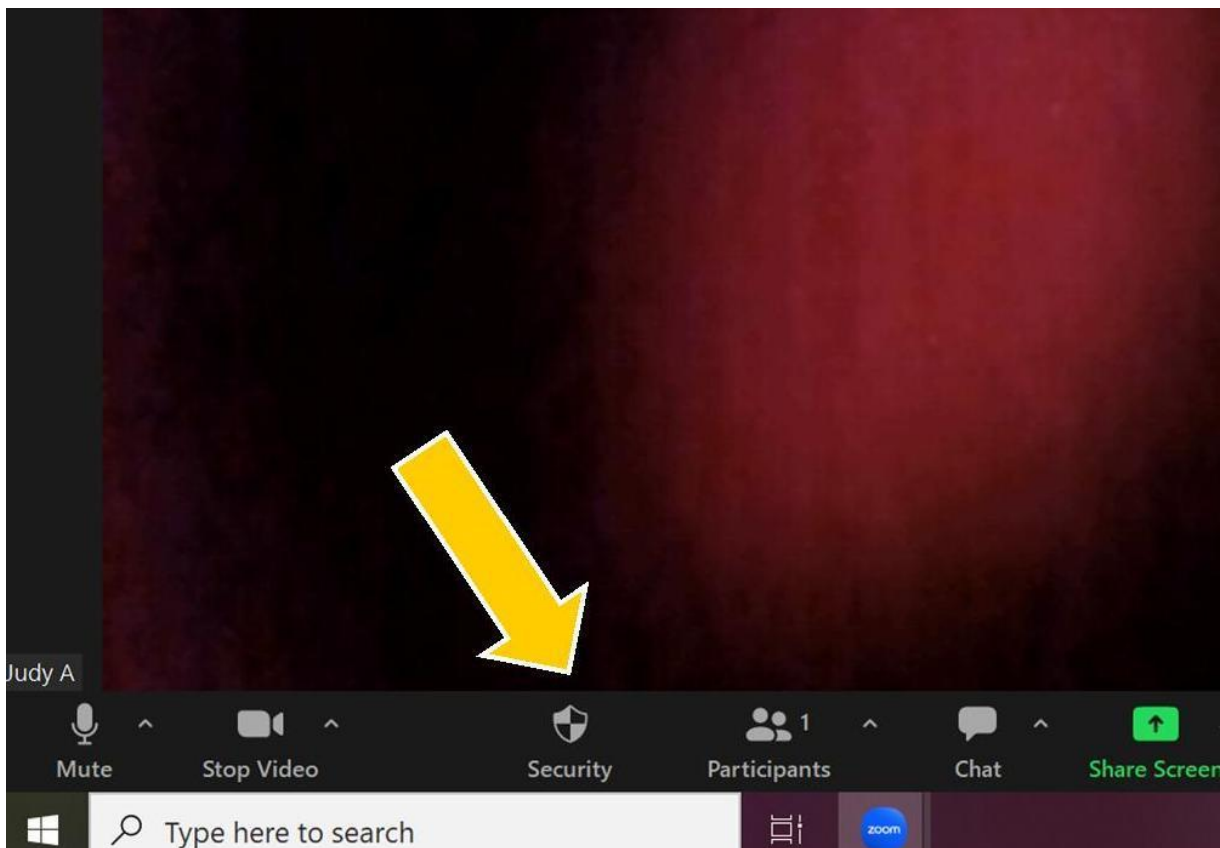


To finish setting up security, go to the “**Security**” Shield. (Only the Host and Co-Hosts can see the Security Shield, as a regular attendee you will not see it.)

(Note: Checking an item enables it. Whatever you check in the “**Participants**” Sidebar controls will be checked in the “**Security**” Shield and vice versa.)

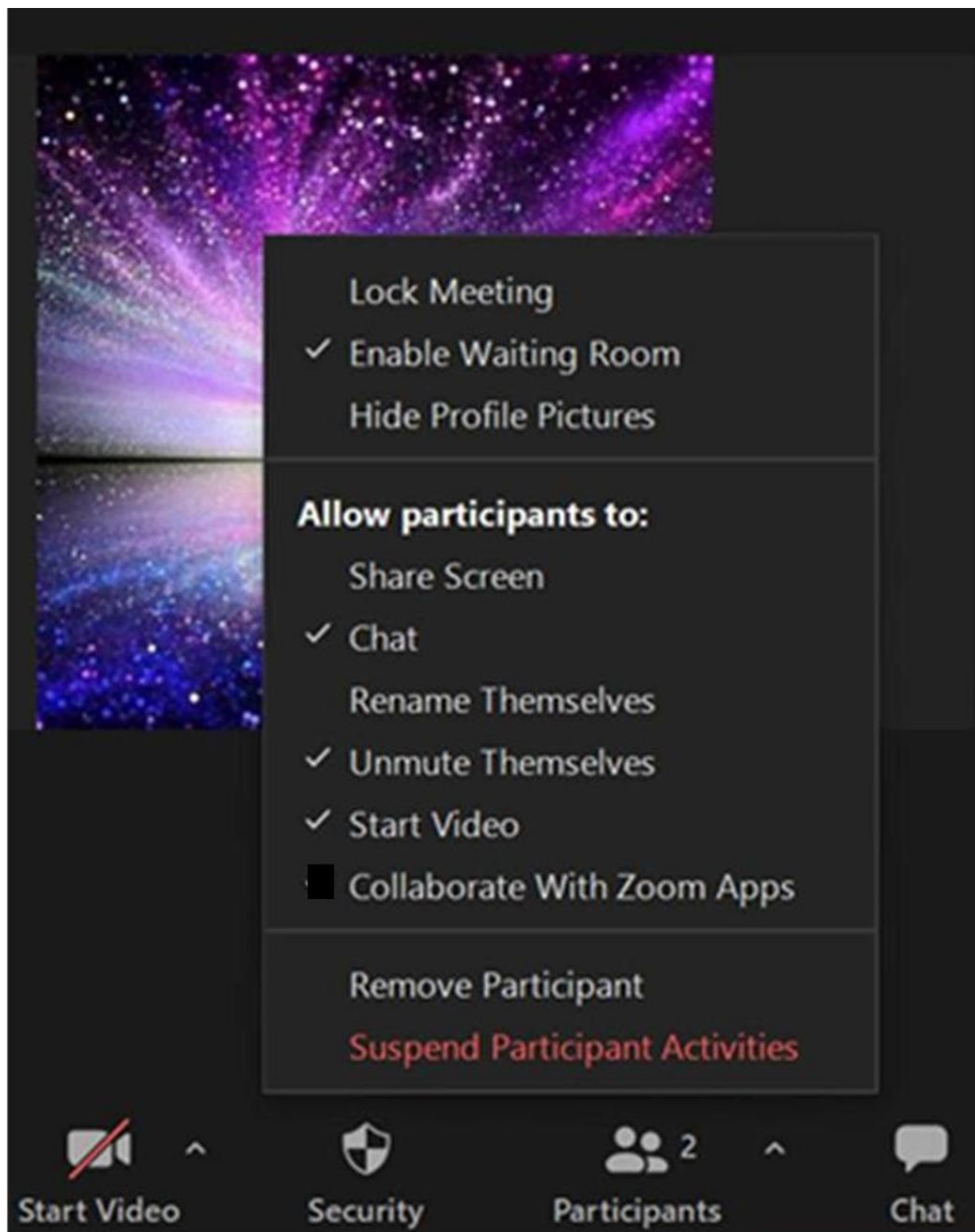
How to finish setting up security:

- **Click** on the “**Security**” Shield



Note: The safety measures that were set up in the **Participants** Sidebar ("**Enable Waiting Room**" and "**Unmute Themselves**"), are now set in the "**Security**" Shield.

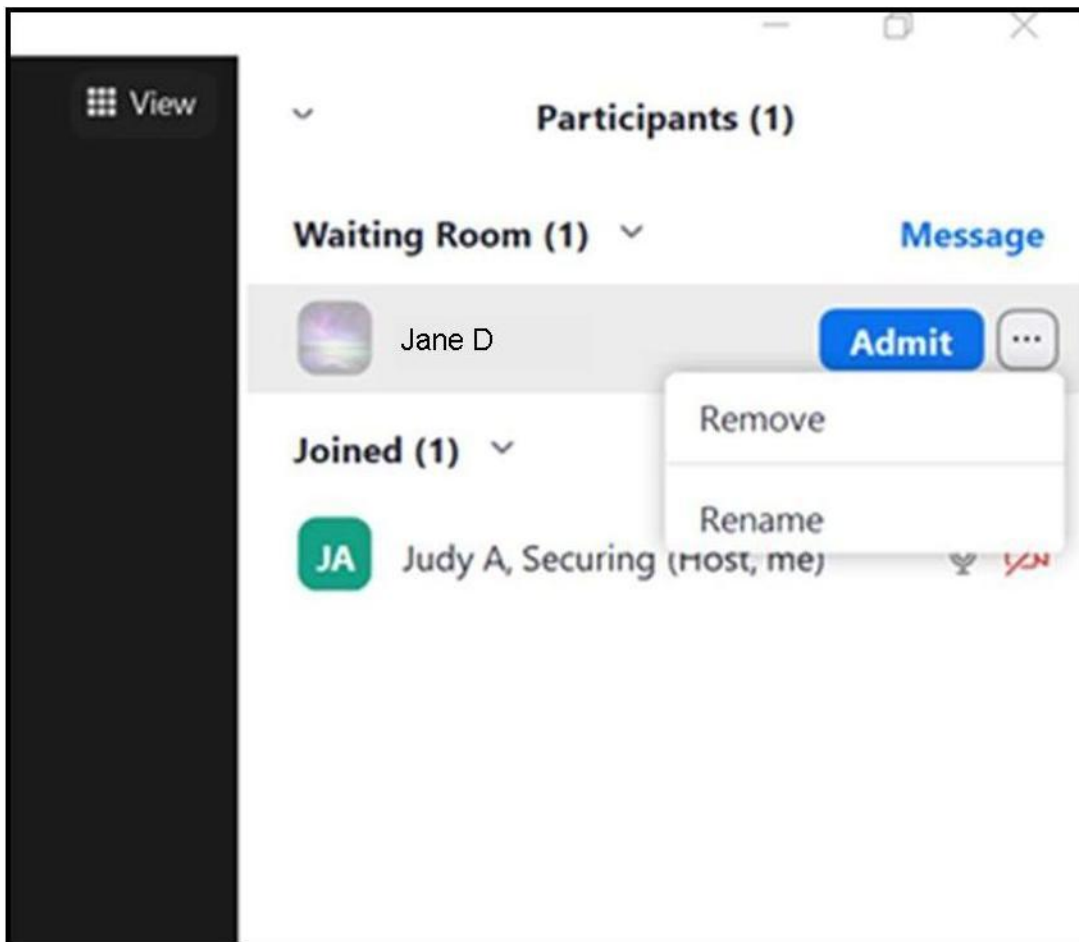
- **CHECK** – "**Chat**"
- **CHECK** – "**Start Video**"
- **DO NOT CHECK** – "**Share Screen**"
- **DO NOT CHECK** – "**Share Whiteboard**" (if it's there)
- **DO NOT CHECK** – "**Collaborate With Zoom Apps**"



You are finished setting up security measures!

Usually about 15 minutes before the meeting starts people begin to show up in the waiting room. The Co-host is s-l-o-w-l-y letting people in . . .

Here is an example of someone waiting in the waiting room. Jane D is waiting. The choices are to "Admit", "Remove", "Rename", or "Message" her.



Click “Admit”. You may choose to “Rename” or “Message” the person while they are in the waiting room. Do not use the “Remove” function.

As the room fills up keep an eye on everyone who comes in. You may have to quickly manage an individual participant, either mute them, rename them or put them back in the waiting room.

There are two ways to have access to individual participants. One way is to use the **Participants Sidebar** and the other is to use the **Video** of each participant.

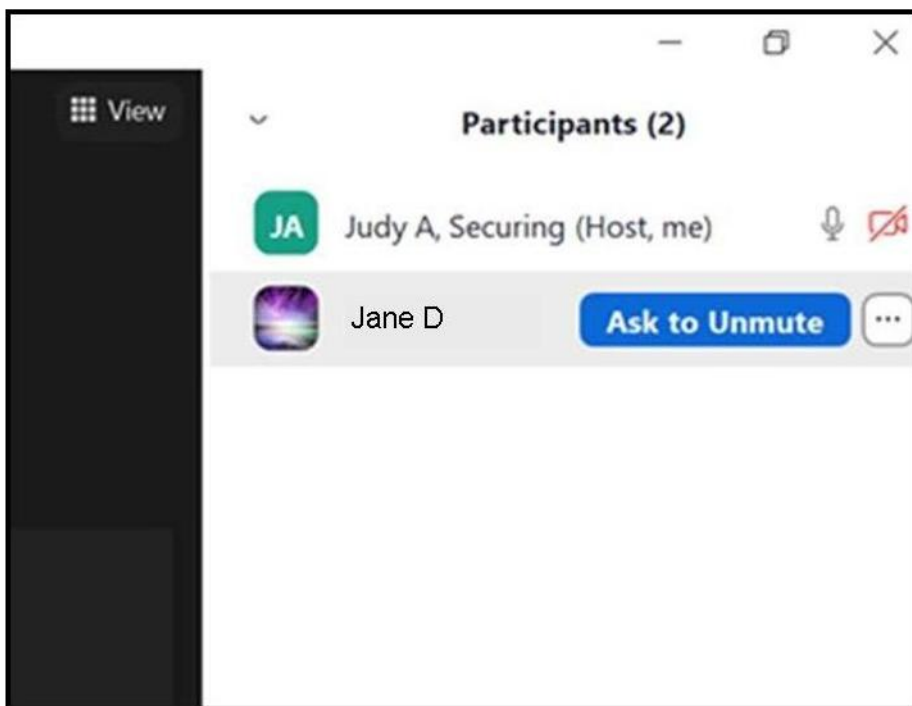
First let’s look at the **Participants Sidebar**

In the **Participants Sidebar** the Host’s name will appear first. Co-hosts will appear under the Host. Participants’ names will queue up in alphabetical or numerical order. This is a dynamic, not a fixed list. As people enter or leave or a person raises their hand or opens their mike, their names temporarily move up to the top of the Participants list under the Host and Co-hosts. When communicating with or making changes to individuals in the Participants Sidebar, make sure you are hovering over the correct

person. When you click on the person your cursor is locked into that person and it will not move on you.

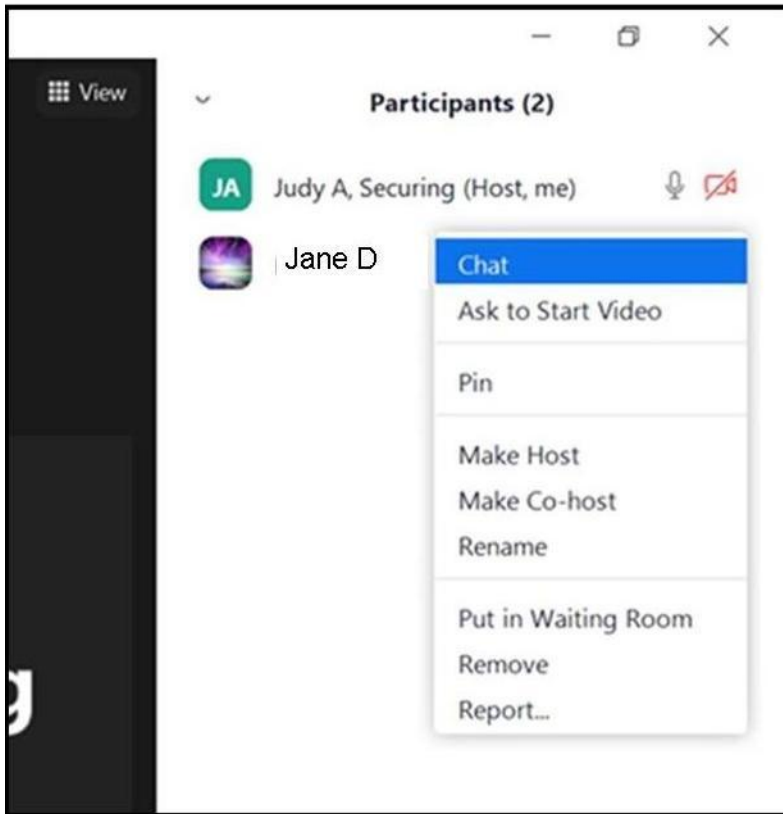
Accessing individuals through the “Participants” Sidebar:

- If a person is unmuted, you can quickly mute them by clicking on their open mike icon or shut down their video by clicking on the camera icon.
- If they are muted, you can **“Ask to Unmute”** by hovering over the person’s name and clicking on the **“Ask to Unmute”** option. There are additional options . . .



To access additional options:

- **Hover** over the person’s name
- **Click** the box with the “three dots” that appears on the right hand side of the person’s name. You will see:
 - **“Chat”**
 - **“Ask to Start Video”** (if the video is off)
 - **“Pin”**
 - **“Rename”**
 - **“Put in Waiting Room”**
 - **“Remove”**
 - **“Report”**
 - Only the Host will see **“Make Host”** & **“Make Co-host”** options



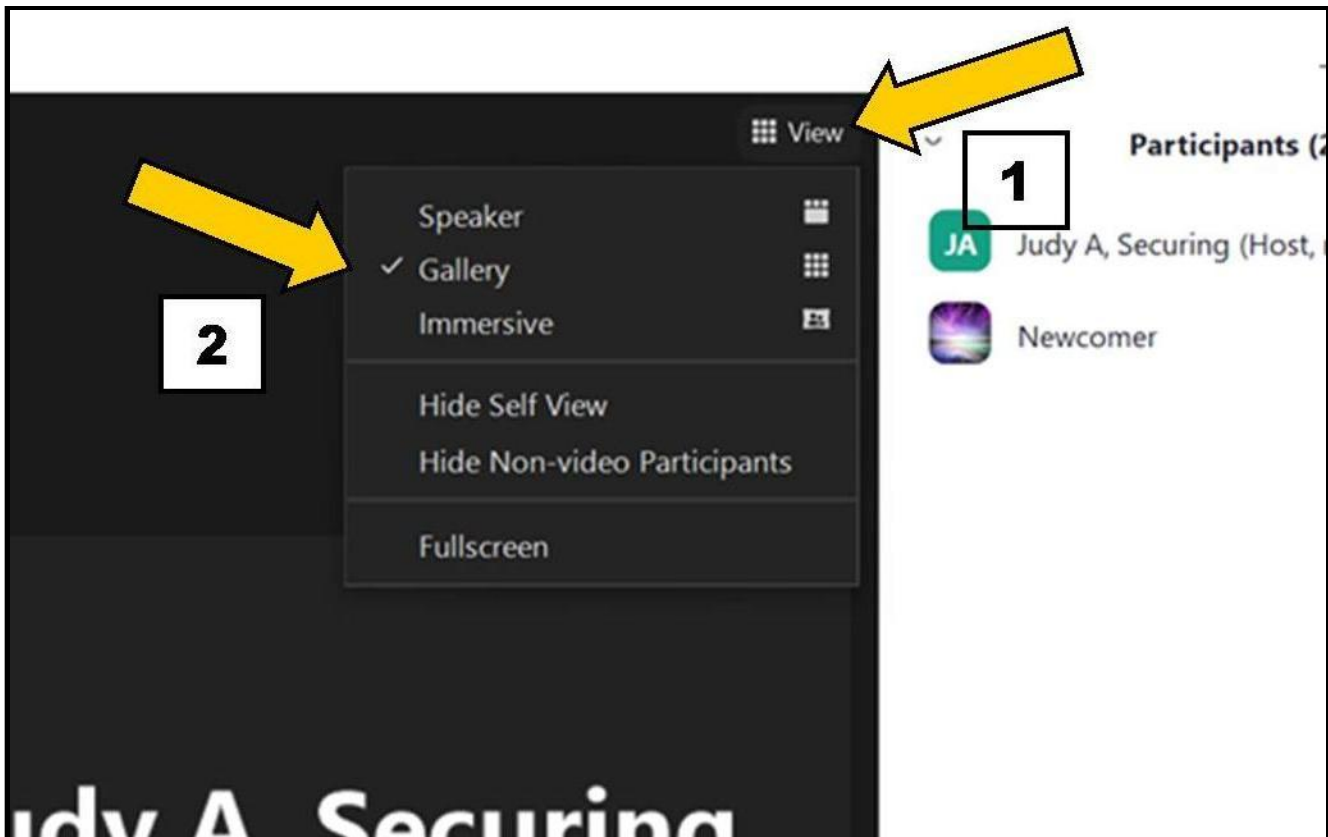
Watching the 'room'

As the 'room' fills up, you will also need to continually scan the videos of the participants. Make sure you are in Gallery View because this is the easiest way to scan the 'room'. As security, you need to constantly monitor the room by scanning participants' videos and looking for anything that is inappropriate, offensive or disruptive to the meeting. For instance eating, sleeping, putting on makeup, folding clothes and walking. In these cases please turn off their video.

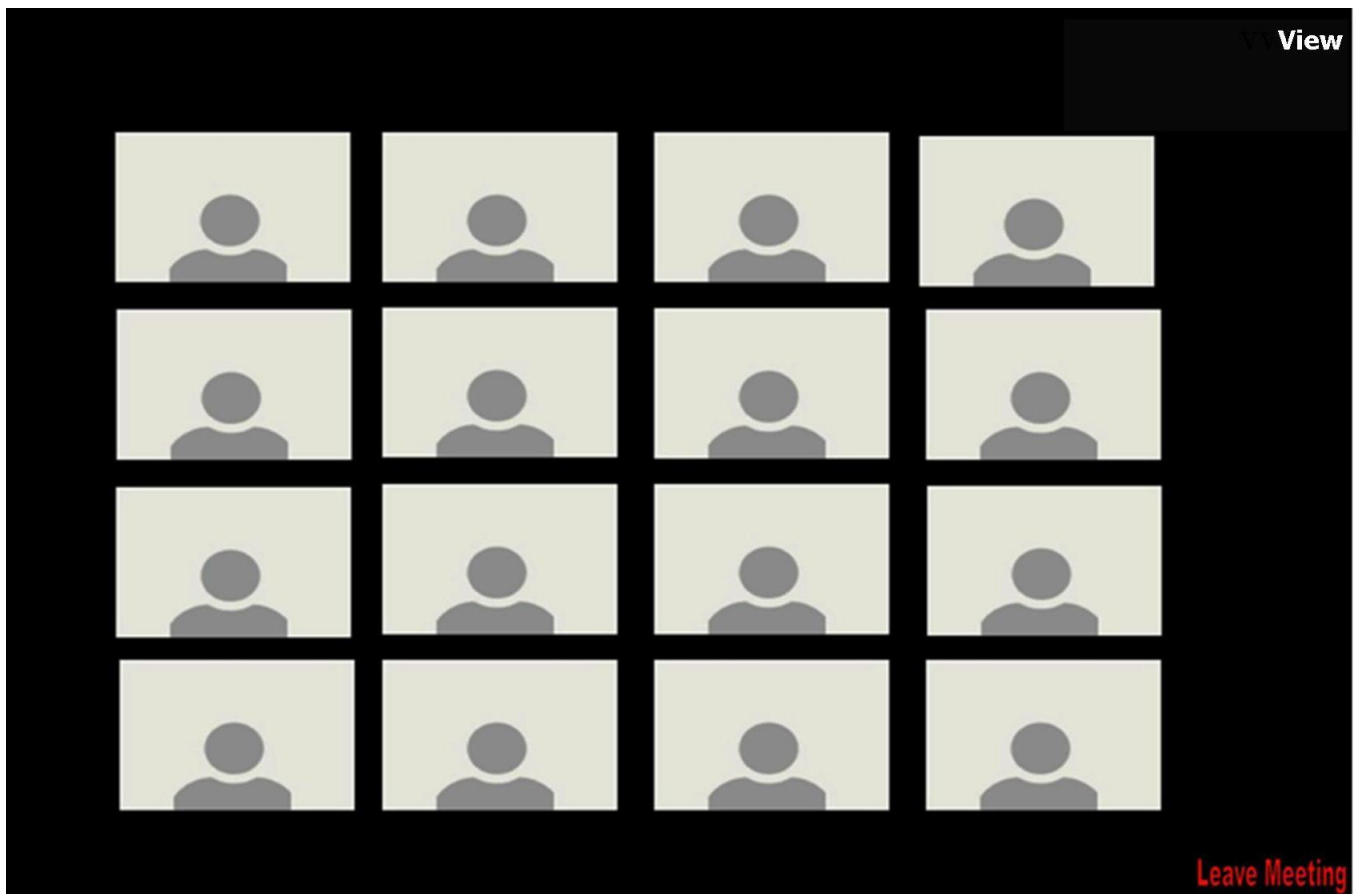
How to change "Views" in a Zoom Room:

Gallery View

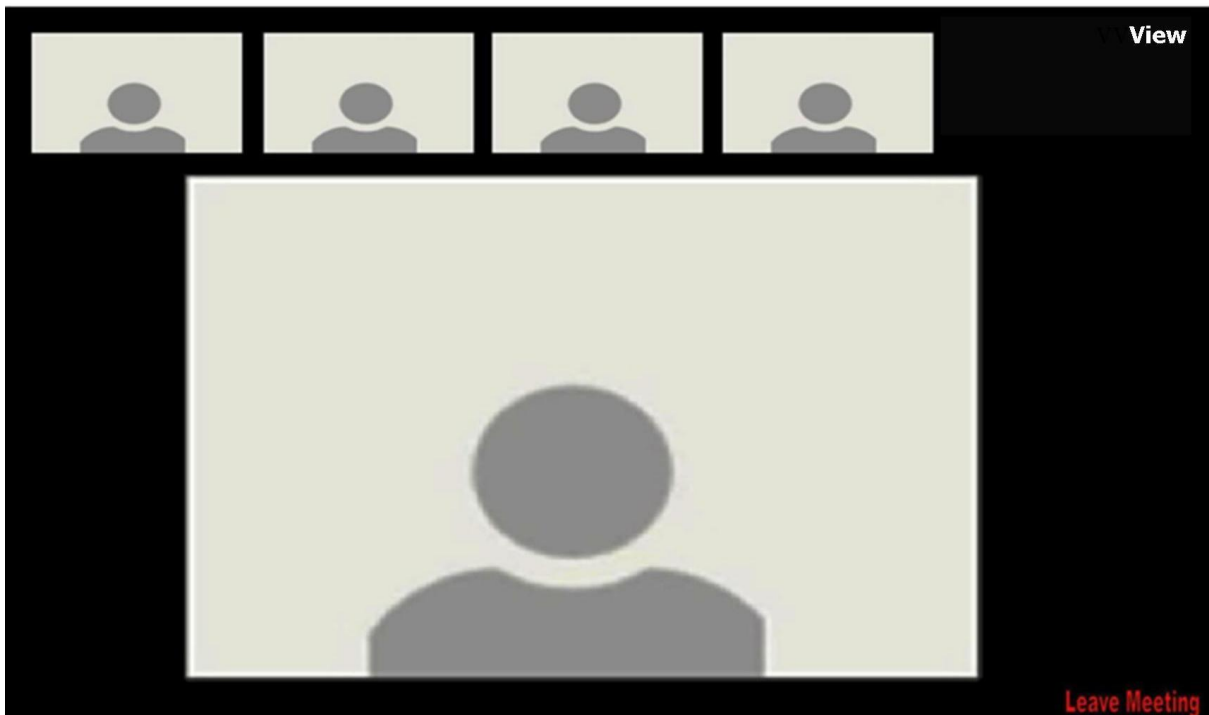
- In the upper right hand corner of the 'room' (screen) you'll see the word **"View"** with a picture of 9 little blocks next to it.
- **Click** on **"View"**
- A menu comes up giving you all the **"View"** choices.
- **Click** on **"Gallery"**.



Gallery View lets you see the 25 or more participants per screen.



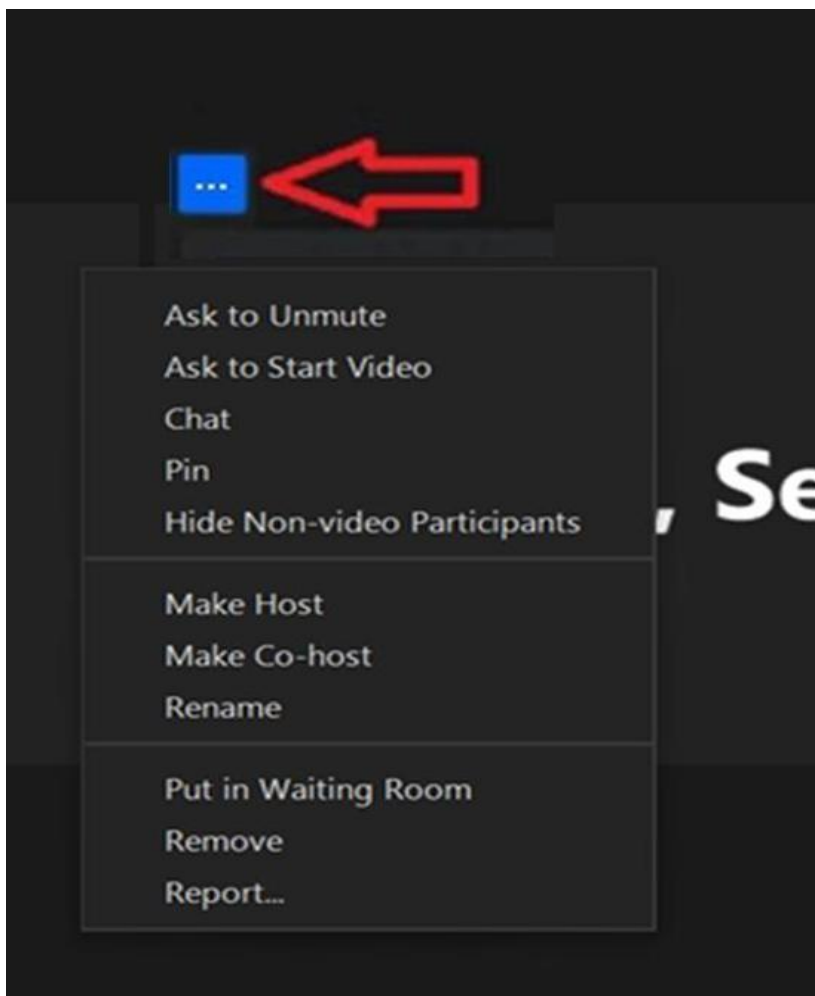
This is **Speaker View**.



(Note: FYI - The **"Speaker View"** shows a large picture of the person who is currently speaking in the middle, and small pictures in the top row of the rest of the participants. If you are watching the 'room' always use **"Gallery View"**, never use the **"Speaker View"**.)

How to access a participant using controls available in their video:

- **Hover** your mouse over the upper right hand corner of their picture, you will see a blue box with three dots
- **Click** on the "three dots", you will see the following controls



Important note: the **Gallery View** is also dynamic, not fixed. Each participant's video queues up from left to right, participants with their hand raised first. When their hand is lowered they move back into the main group; when one person's video jumps back into the main group everyone's video moves to a different spot on the screen. This also happens when a participant enters or leaves and opens or closes their video.

Host, Co-Host Duties:

An important part of Preparation and Prevention of Zoom Bombing is making sure the Host and Co-Hosts know their specific duties. There are many different ways to divide up the tasks. Your Security Team and Group Conscience will decide.

The following information is from the OA Foot Steps handout (included in your handout package) which show how they divide their Co-Hosting duties along with detailed 'job' descriptions. It might be helpful to review their

ideas as you begin to implement your strategies. *As stated before, each OA group is totally autonomous and will decide which measures to implement.*

“CO-HOST I: Waiting Room Duties

1. Pay attention to the waiting room as it starts to fill up.
2. Look at their names first. Intruders often use slurs in their name, insulting terms, or weird spellings. You may have to make a judgment call, but notice: Do they have a real name, phone number, picture, where they're from, last initial? (These are good signs.) If in doubt, check with another co-host. We have members from around the world, so often we do see a wide assortment of names. An unusual name does not mean they are a intruder.
3. Make all entrants wait 10-15 seconds or so. Real OA members will be patient and wait. Intruders usually won't wait.
4. Bring them in, one by one, and watch them as they enter. Do they turn their video on? Are they going to disrupt the meeting? As you bring them into the meeting room, hover your mouse over the three dots to be ready to remove them to the waiting room, or be on the ready to utilize the Suspend Participant Activity feature if the need should arise.
5. Co-hosts should keep scanning to look for issues and unusual activities throughout the meeting on camera. Intruders will often test the meeting to see what they can get away with before they call in their buddies.

CO-HOST II: Un-Muting and Muting Duties

1. When the “Unmute Themselves” feature has been disabled, only Co-hosts and Hosts can mute or unmute themselves.
2. Members are required to raise their hands if they wish to speak or participate in the meeting.
3. Keep a close eye on the participant list to see who has raised their hands, and also on the video, as some members may not know how to use the raise hand feature but may be trying to get your attention to be able to share.
4. Keep hovering your mouse over the member's microphone after they have been unmuted to share, especially for anyone that you do not

recognize, in case you need to remove them to the waiting room, immediately.

CO-HOST III: Chat Box Host

1. The Chat Box co-host will screen share the following notice before the meeting starts, to keep everyone informed regarding the security issues.
2. This co-host will scan the chat box to make sure there is nothing inappropriate going on throughout the whole meeting. Intruders will often test the meeting to see what they can get away with, before they call in their buddies.”

Responding to a Zoom Bombing – Securing the meeting:

Dealing with one person or a couple of people

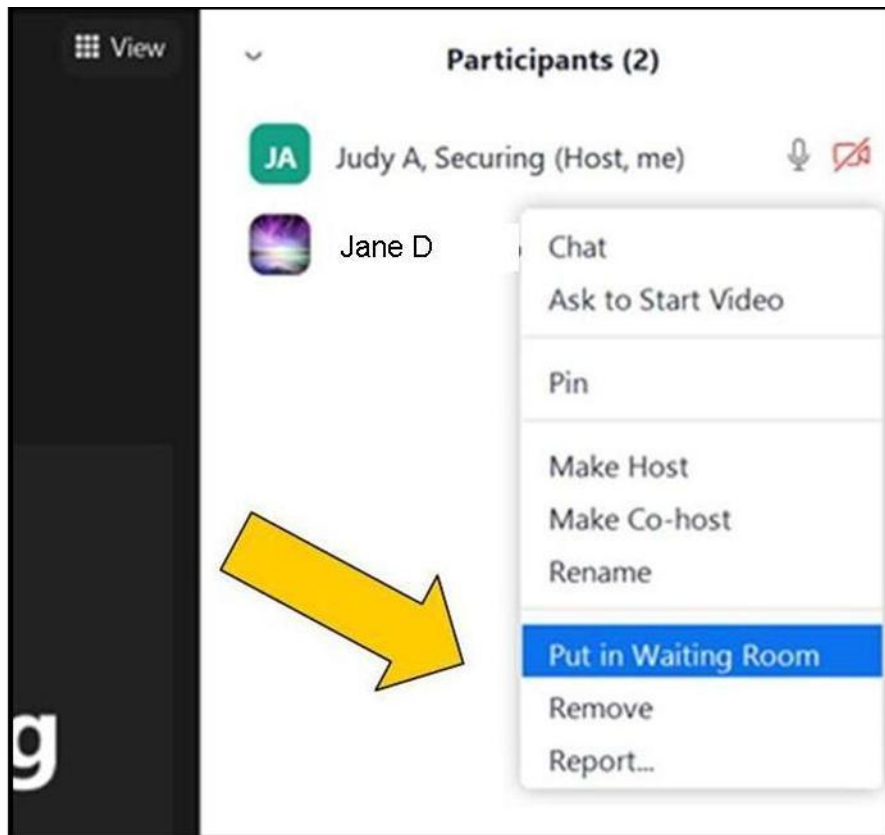
Always keep a hard copy of your ZOOM INTRUDER ACTION Plan handy every time you host/co-host a meeting

Once you have identified the intruder, you can quickly put them in the waiting room using either the **Participants Sidebar** or the **Video**.

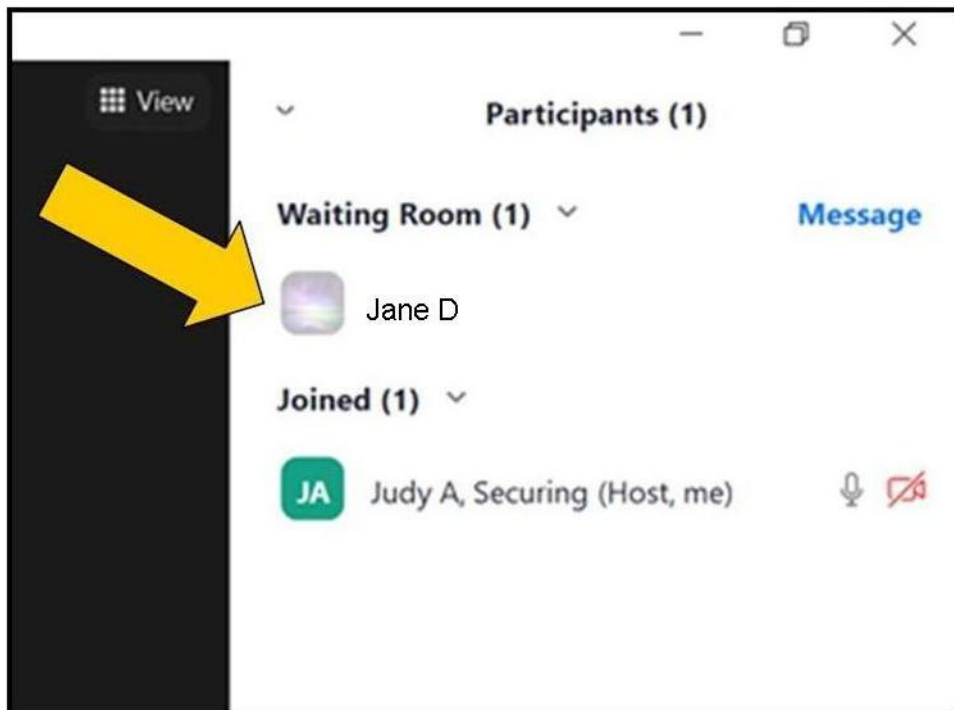
First I'll show you how to put an intruder into the waiting room using the Sidebar then how to do it using the Video.

How to put an intruder into the waiting room using the Sidebar:

- In the **Sidebar**, **hover** your cursor over the person's name until you see options pop up
- **Click** on **“Put in Waiting Room”**
 - Make sure you are hovering over the correct person. Take your time. There is no rush.



Notice that the intruder is back in the waiting room and can sit there until the cows come home!

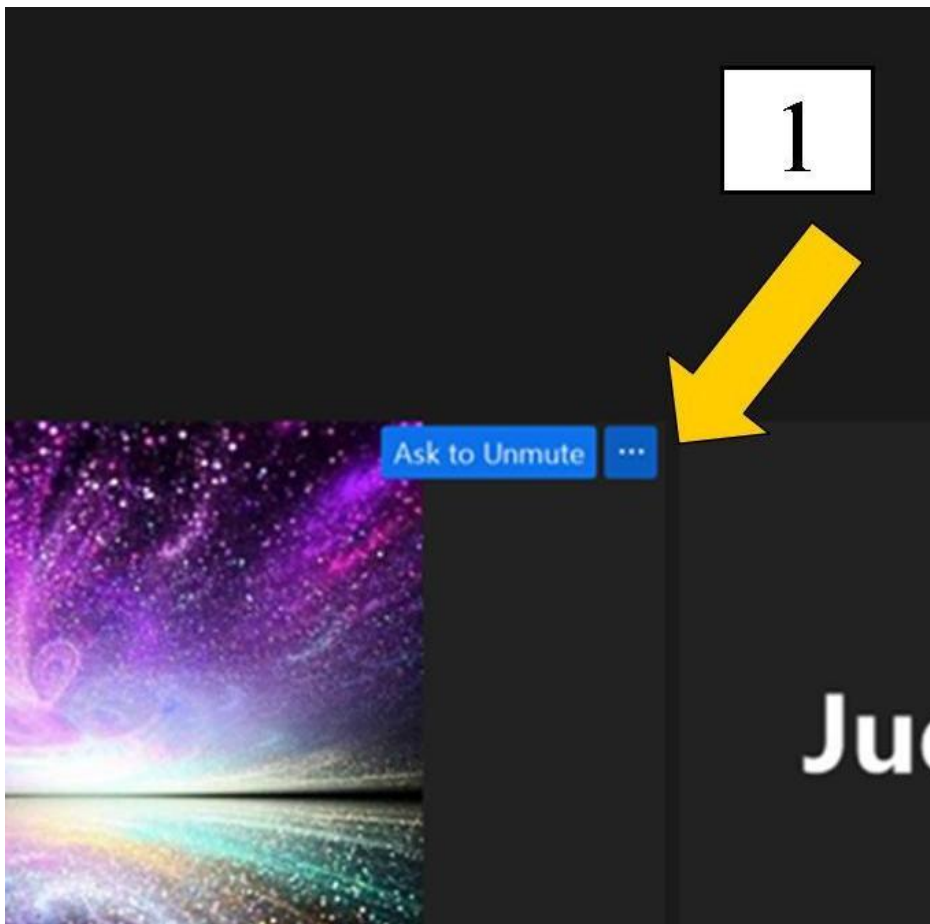


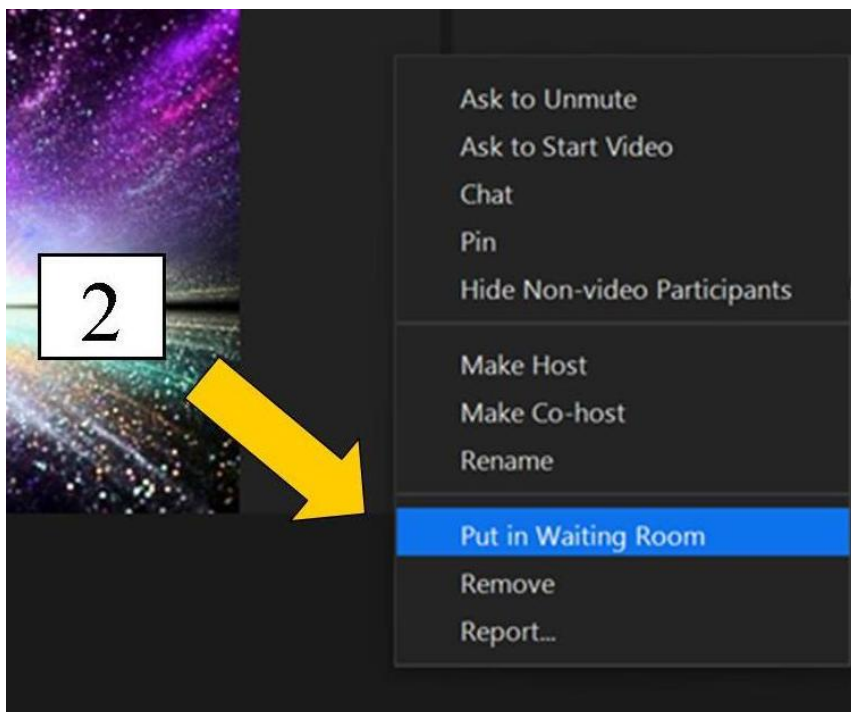
If the intruder interrupted the meeting, explain to the group what just happened and ensure them the meeting is safe. The intruder has been put

back in the waiting room. Gently resume the meeting. If there was no interruption, there is no need to let the attendees know what happened.

How to put an intruder into the waiting room using the Video:

- **Hover** your mouse on the upper right hand corner of the Video feed.
 - **Click** on the “blue box” with the three dots that appears. You will see all the actions available to you.
 - **Click** on “**Put in Waiting Room**”





If the intruder interrupted the meeting, explain to the group what just happened and ensure them the meeting is safe. The intruder has been put back in the waiting room. Gently resume the meeting. If there was no interruption, there is no need to let the attendees know what happened.

***Keep in mind that while the intruder was in the meeting, they may have copied our names and/or phone numbers for their own use later. This is the reason why it is strongly recommended that we don't show our full names and phone numbers in the participant's videos.

In addition, if an intruder copied names from the meeting, they may come back as someone you think you know – this makes a strong case for why we recommend that we let people wait longer in the waiting room (20-30 seconds) before letting them into the meeting. Intruders are less likely to wait to be let in.

How to deal with MULTIPLE INTRUDERS

According to the OA Foot Steps Virtual Intergroup – "Multiple Intruders are normally a swarm of people that come in and hijack a meeting with

undesirable behaviors, such as: pornographic words and images, racial slurs, abusive comments, and insults.

It has been determined that internet 'Zoom-Intruders' usually send a few (2-5) scouts ahead into a meeting. They come in to see what security features are in place. They will test the system to see what is available to them. If the meeting is not protected, they will call in their friends. Anywhere from 10-15 more zoom-intruders can then storm in all at once to cause as much havoc as they possibly can. It is also true that if we take away their 'toys', or their ability to cause disruptions at a meeting, they get bored and move along.

Once our meetings were locked down and monitored, the attacks seemed to dissipate right away."

How to deal with Multiple Intruders:

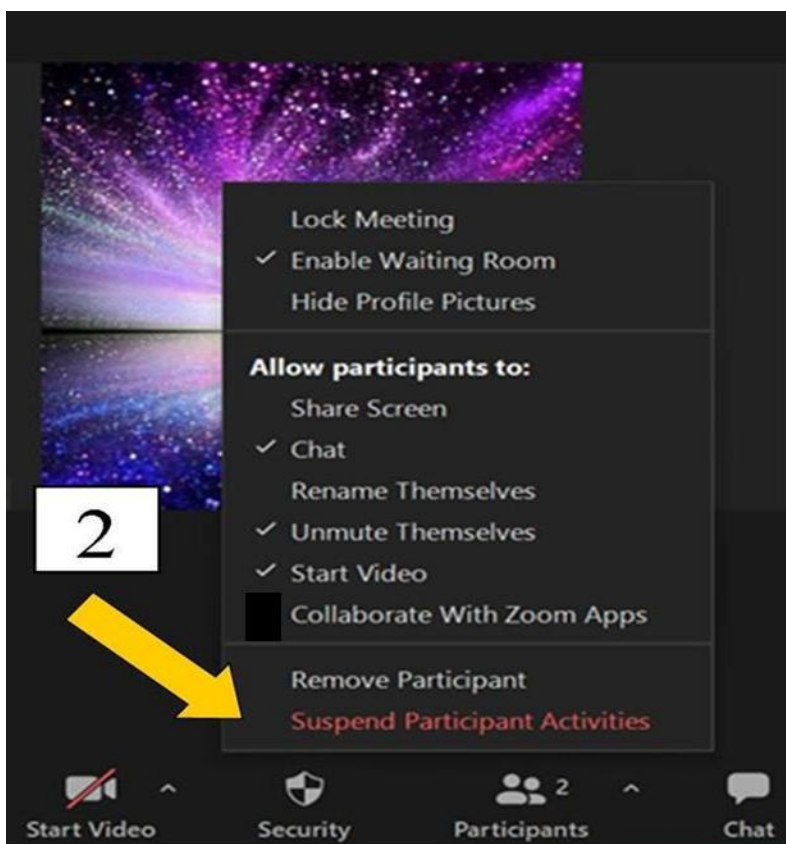
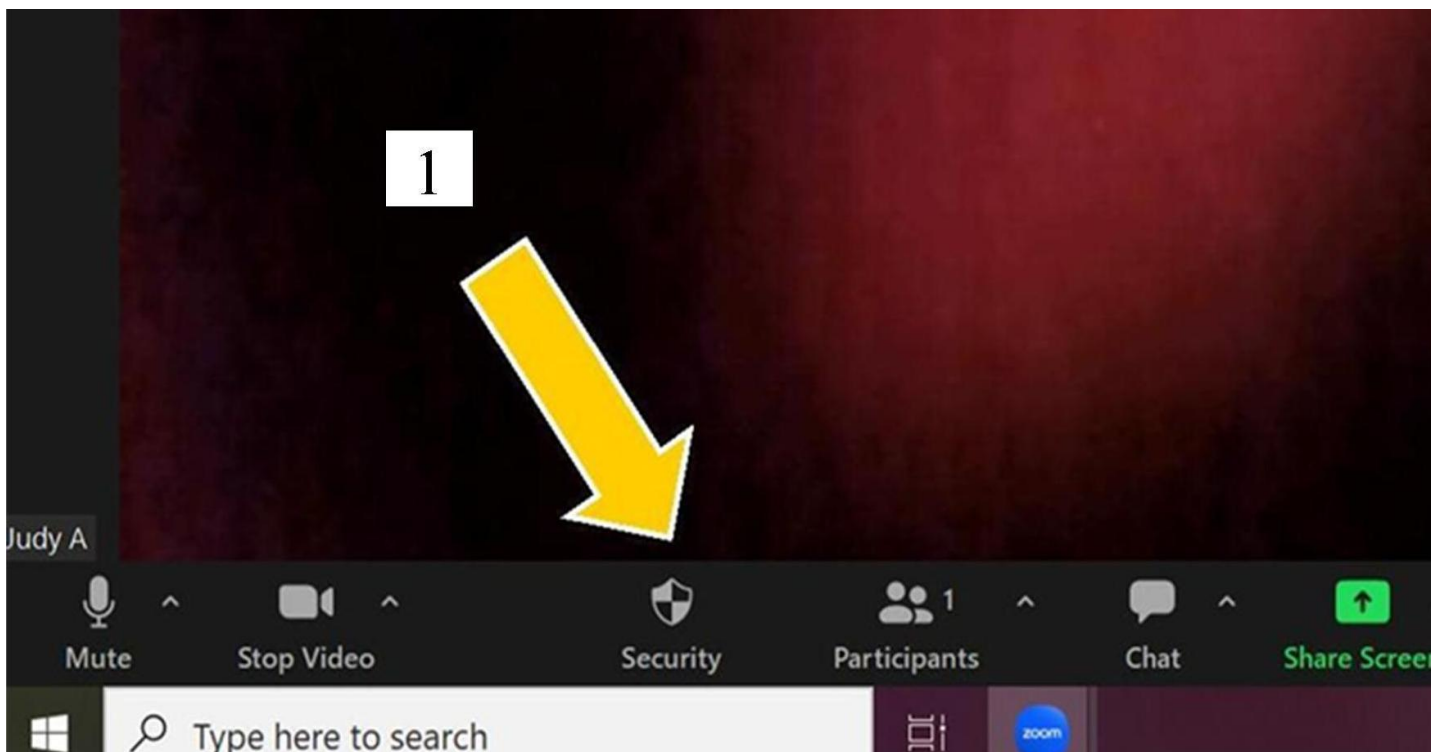
Always keep a hard copy of your ZOOM INTRUDER ACTION Plan handy every time you host/co-host a meeting

When the disruption happens, you, as the Host or Co-Host can take immediate action by using the fail-safe "**Suspend Participant Activities**" feature.

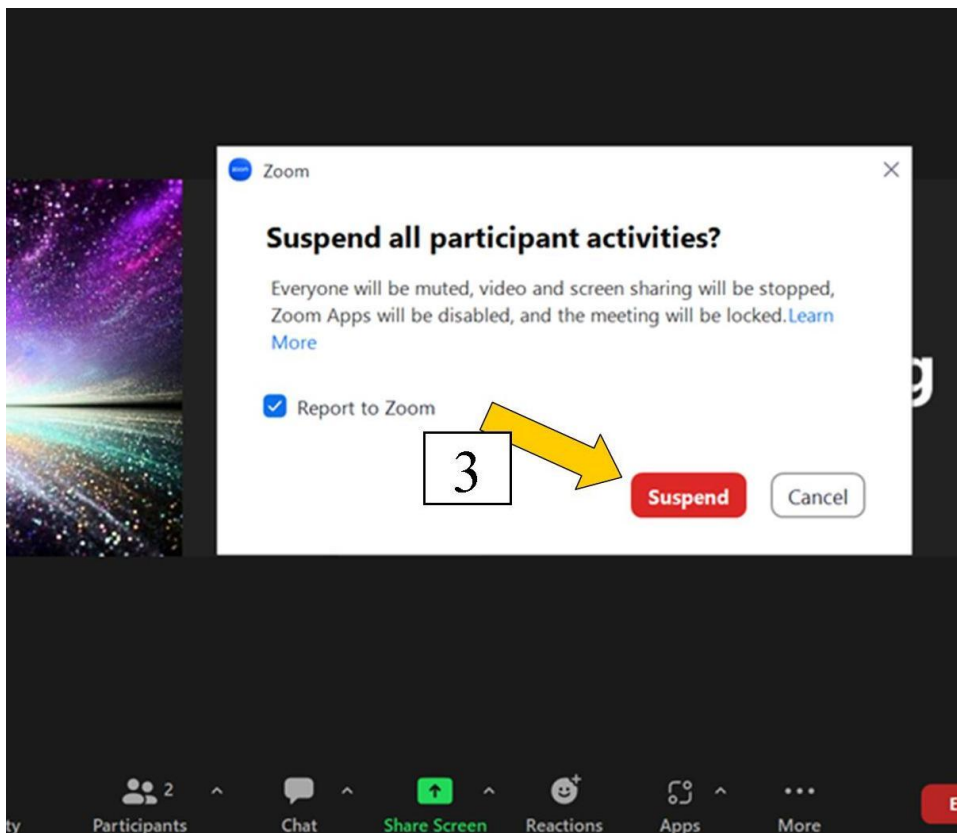
This will immediately suspend all active video and audio. Everyone is still in the room, but nothing can happen. The hosts and co-hosts can still use the chat and the audio features to reassure members and ask for their patience for the meeting to resume. (What you say is up to your Security Team and GC decision)

To suspend all activities:

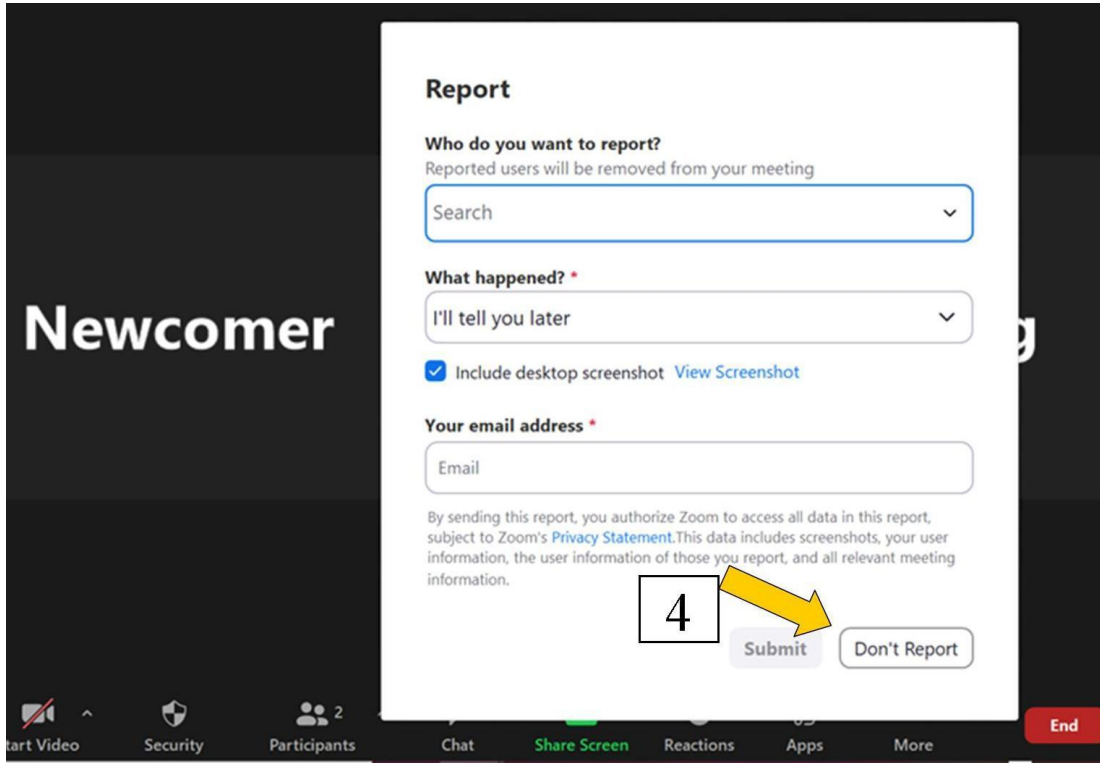
- **Click** on the "**Security**" Shield at the bottom of screen
- **Click** on "**Suspend Participant Activities**"



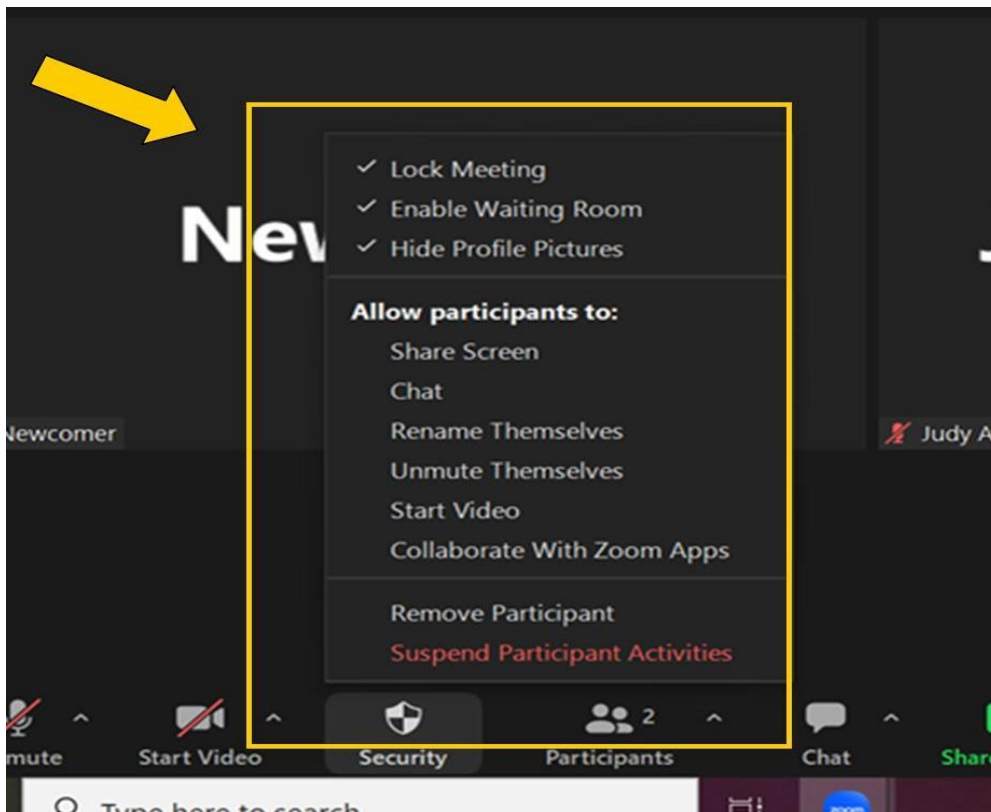
- A dialog box will open showing **"Suspend Participant Activities"**
- **Click** on **"Suspend Participant Activities"**
- A dialogue box will open asking **"Suspend all participant activities?"**
- **Click** on the red box **"Suspend"**



- Click on **"Don't Report"** - - You are done!



You have just suspended the meeting!
This is what it looks like right after you hit **"Don't Report"**



- Pause and take a deep breath. You are not in a rush. Keep breathing.
- The designated Host or one of the designated Co-Hosts communicates with the meeting using a predetermined script, to let meeting participants (and the intruders) know that they are on top of things and are taking appropriate action. (Remember to **"Unmute"** yourself first because everyone, including Host and Co-hosts were muted when the meeting was suspended)
- Watch participant numbers lower as Zoom Intruders get bored during the meeting suspension and leave. (Breathe)
- Scan screen for suspicious Participants. **Place known intruders in the waiting room. DO NOT USE THE "REMOVE" OPTION!**
 - If you are unsure if a person is an intruder, do not put them in the waiting room. Private message Co-Host(s) with any name(s) so the Co-Host can watch them when the meeting is restored (Breathe)

Room Management during the Meeting Suspend:

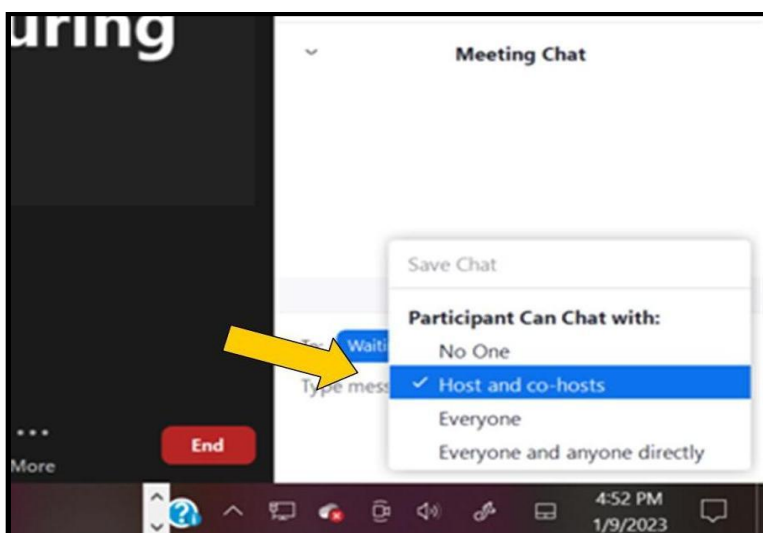
What you say and the process you choose is up to your Group Conscience.

- To fill this time, the co-hosts might reassure the members who are present, to encourage them to breathe.
- They can leave messages in chat or speak to the members even while the meeting is in lock down.
- They might suggest that this time be spent in a quiet meditation. Alternatively, the co-host might lead the Serenity Prayer, or read from one of the daily readers or favorite passage, while the remaining leaders take measures to safeguard the meeting.

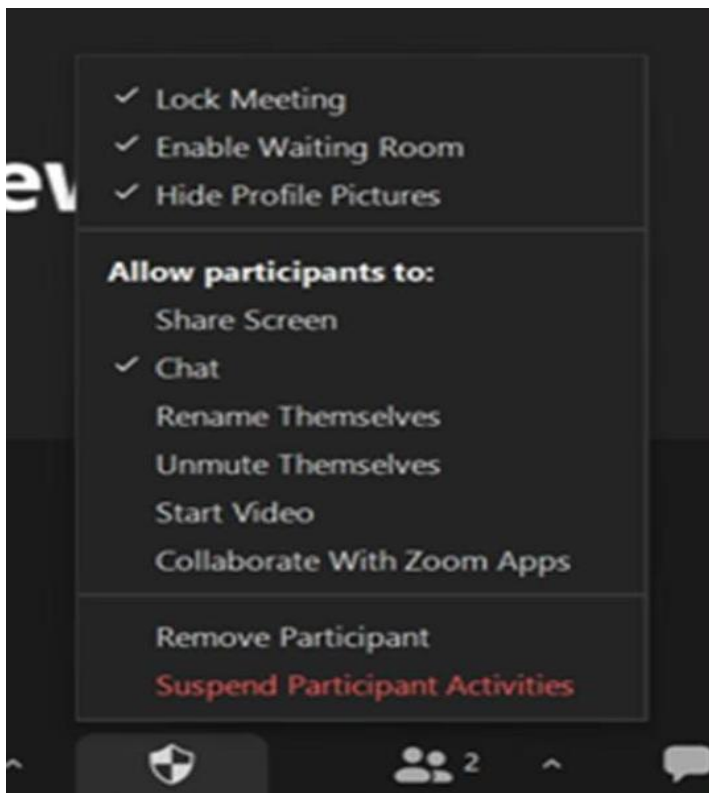
RESUMING THE MEETING:

It is recommended that the hosts wait for 5 minutes or longer, so that the intruders will leave, after all activities have been suspended. ***Don't say "we'll be back in five minutes"*** because the intruders may decide to stay around.

- In the **Sidebar**, make sure that attendees can only chat with the Host & Co-host
 - On the Zoom Control Bar, **click** "Chat".
 - In the Chat panel **click** the "three dots" button.
 - **Click** on "Host and co-host". This way if the intruders are still in the room only the Host and Co-host can see their unwanted chats.

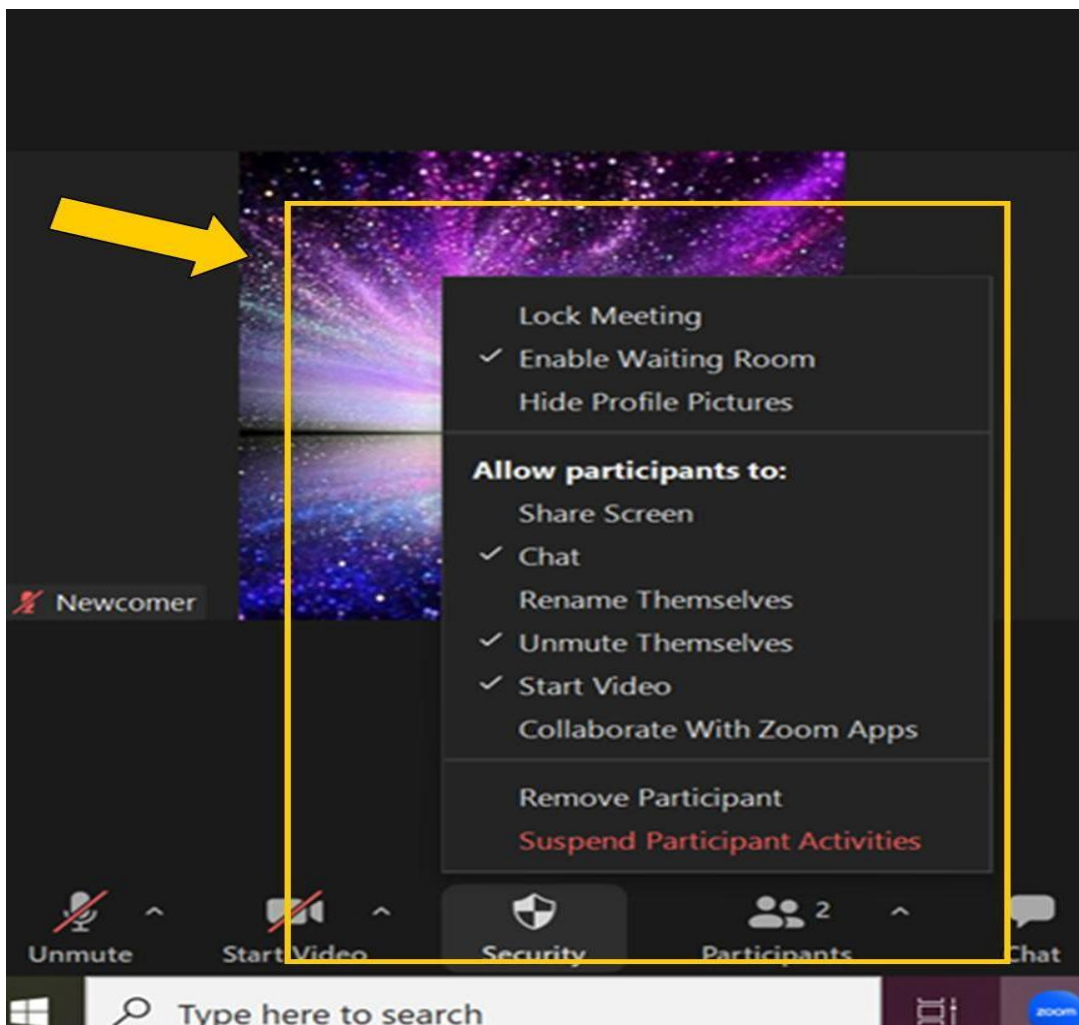


At this point the **"Security"** Shield controls look like this. The **"Chat"** feature is enabled.



- Watch the “Chat” to see if any bombers are left in the room and sending unacceptable chats.
- *Thanks to the latest Zoom updates, you are now able to remove offensive chats. How to instructions are at the end of this document after **Additional Resources**.* (JA 3/10/2023)
- Open the chat to everyone (if you are comfortable) or do not😊. It’s up to you.
 - Send a chat to everyone in the meeting – what you say is up to you. You are just testing the waters.
 - If warranted, it may be prudent to keep the chat off for the rest of the meeting.
- If the chat goes well, turn the video option on again. Watch what happens. Remember, you’re going slowly, no need to rush...
- Slowly restore the meeting

Your Restored Meeting might look something like this:



What features you restore are up to you, depending on what your Security Team & Group Conscience agrees on and also on your specific Zoom bombing situation.

ADDITIONAL THOUGHTS

If meetings have come under repeated attacks, or if you know that they have increased at this time, we recommend that the leaders of the meeting temporarily implement some of the following measures to protect your members:

1. Make sure you have enough guards "Gather 4-5 co-hosts who are familiar with the security features, including the "Suspend Participant Activities" button (the shield control button at the bottom of the zoom window).
2. Ask your co-hosts to arrive 10-15 minutes early to assign tasks and ensure that everyone is familiar with the "Suspend Participant Activities" feature.

3. Co-hosts are there for security only – Don't use them as readers or for other activities during the meeting.

In addition - - - you can implement...

INCREASED SECURITY MEASURES USING THE SECURITY SHIELD

Make sure that

- "Enable Waiting Room" Checked
- "Hide Profile Pictures" Unchecked
- "Share Screen" Unchecked
- "Chat" Unchecked
- "Rename Themselves" Unchecked
- "Unmute Themselves" Unchecked
- "Start Video" Checked, to view members as they come in

Calming the Storm after a Zoom Bombing –

What happens to those in the meeting who have just experienced a Zoom Bombing?

In an article written by Carlton E. Green, Office of Diversity & Inclusion at the University of Maryland, he states: [for some people] *Zoom bombing intrusions could ... trigger memories of past traumas and stressors. Therefore, it might help to state [in your messages to the participants during the meeting suspend] that these types of responses can be normal.*

1. If you have communicated with the group during the incident and have kept the group well informed and calm, it has done much to help them through this sometimes very traumatic experience.
2. Before going on as "business as usual", if appropriate, allow members to ask questions before resuming the meeting. It is important to communicate openly to allow our members to feel safe.
3. If your meeting was invaded, and after the intruders have been removed, encourage members to stay for fellowship after the meeting to "debrief".
4. It is important for members to talk, reach out and support each other, to help process emotions and feel safe.

5. You might want to direct participants to an Intrusion Support Meditation Meeting offered by OA Footsteps Virtual Intergroup

OA Footstep's "Intrusion Support Meditation Meeting"

Created specifically for zoom bombing victims

Occurs most Saturdays, from 12:00-1:00pm EST

Meeting ID – 914 9995 6265

Passcode – 1212

Additional Resources:

Resources from Region 5 and OA Foot Steps Virtual Intergroup are available with suggested scripts about how to communicate with the room during the PREVENTION, ATTACK and RESTORE phase for the meeting. I will be happy to provide that to you.

OA Footstep Virtual Intergroup Security Training

3rd Sunday of each month, from 1:00-3:00pm EST

Meeting ID – 971 8262 1027

Passcode – 1212

Meetings are subject to change due to holidays, etc. To confirm the schedule, go to: www.oafootsteps.com

The Intruder's Prayer:

<https://oafootsteps.com/wp-content/uploads/2021/11/The-Intruders-Prayer.pdf>

OA Foot Steps Virtual Intergroup Emergency Zoom Protocols

[emergency-zoom-protocolsUPDATE1.pdf \(oafootsteps.com\)](https://oafootsteps.com/wp-content/uploads/2021/11/Emergency-Zoom-Protocols-UPDATE1.pdf)

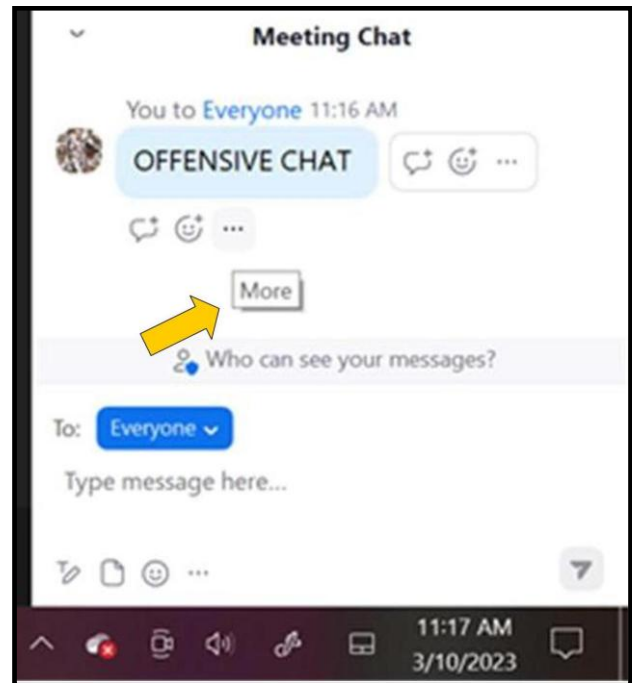
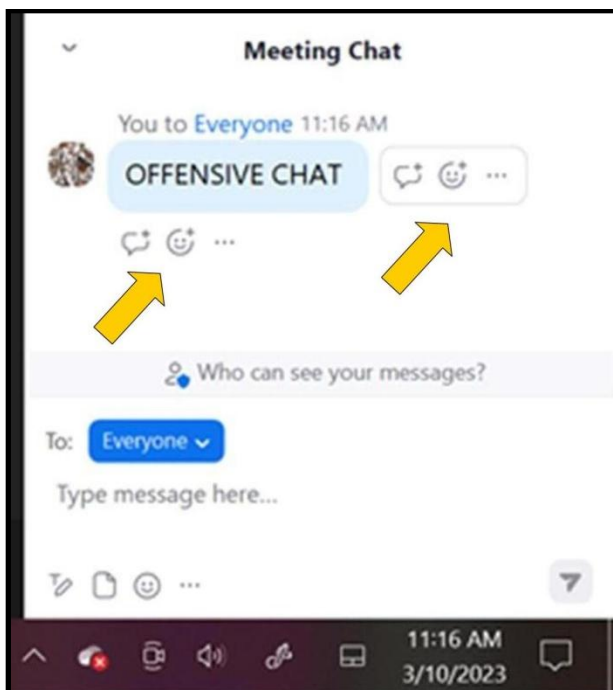
Zoom sponsored video on how to prevent Zoom Bombings

<https://www.pcmag.com/how-to/how-to-prevent-zoom-bombing>

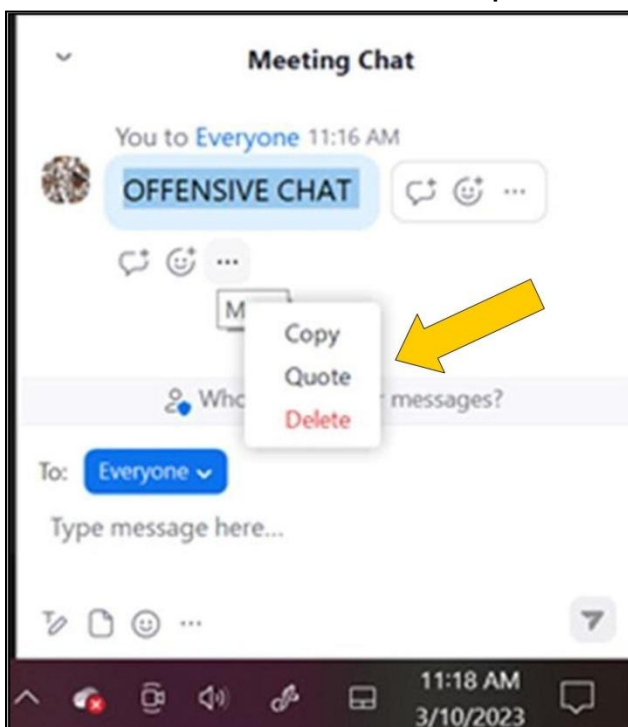
How to remove offensive chats:

Open the offensive chat. You will notice a dialogue bubble, a smiley face and the ellipsis (three dots indicating there is "More") – I don't know why it's in two places but both locations work for this maneuver.

Hover your cursor over either the one of the locations. You will see a box indicating there are "More" options.

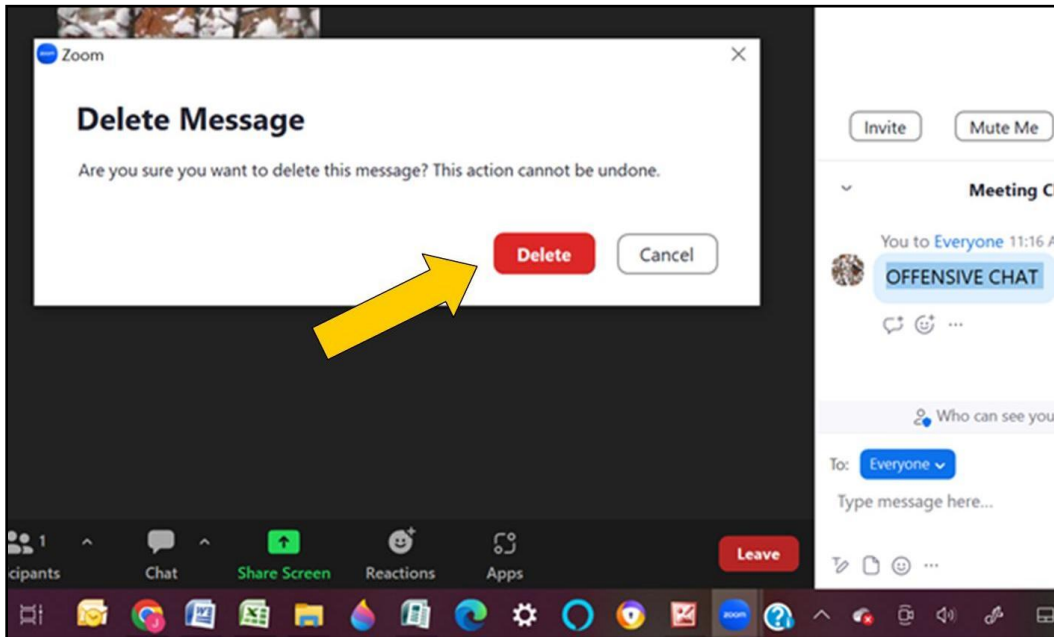


Click on either of the "ellipses" - Your choices pop up



Click - "Delete"

You will get a dialogue box message asking if you want to "Delete Message"



Click – "Delete Message" The offensive message is removed for everyone who has received the message.

Wishing you peace and serenity...

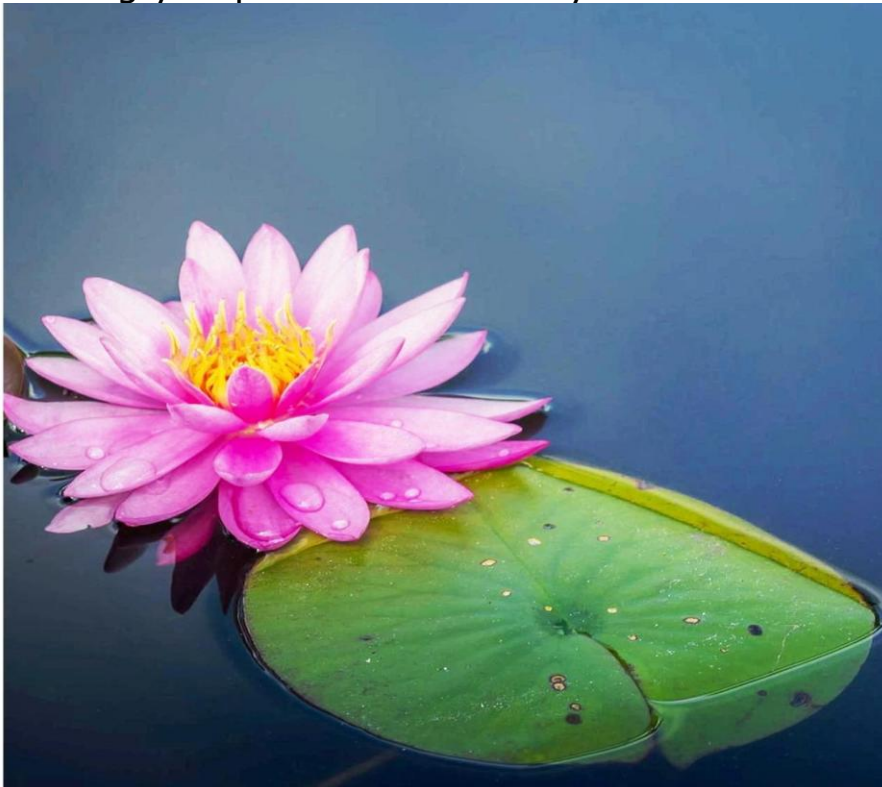


Photo: Alfred Schrock – Unsplash.com