Meeting Setup and Settings

Setting – Passcode: If this option is checked, the special code is required to enter the meeting. Not much of a deterrent, but it does provide a little measure of security if someone only has the meeting ID.

Pros – Is set by default if no other security measures are used.

Cons – Required in addition to the meeting ID for someone to access the meeting.

Recommendation – Enable

Setting – Waiting Room: Crucial security setting. All users must be allowed in by the host or co-host.

Pros: If someone is ejected from the meeting, they won't be able to rejoin unless the host or co-host lets them back in.

Cons: The host will have to let everyone in manually. A disruptive participant can change their name and enter the waiting room with a different name. The process can be overwhelming if there are a lot of participants that need to be allowed throughout the meeting. Designating a co-host will help as the role can be dedicated to watching the waiting room.

Recommendation – Enable

Setting – Require Authentication to Join: Requires that users have a Zoom account to join the meeting.

Pros – Since this verification is directly tied to a Zoom account, you can ban someone from a meeting and unless they have another email address registered with Zoom, they cannot re-enter the meeting.

Cons – Requires users to create a Zoom account which is a major deterrent as you must provide your birthdate and email address to create a Zoom account.

Recommendation – Not enabled. Only enable this setting if you want the option to see someone's Zoom ID and if you want to permanently remove someone from the meeting.

Setting – Video (host/participant): Controls whether video is on when people join the meeting. This setting DOES NOT prevent users from turning on these features AFTER they enter the meeting.

Pros – Avoids embarrassing situations where people arrive in a meeting with live video before they are ready.

Cons – Host and Participants will have to manually turn their video on after they enter the meeting.

Recommendation – Off to both settings: Trust us, just leave this off.

Setting – Allow participants to join anytime: This setting allows users to join the meeting even if it has not started.

Pros – Does not require the host to launch the meeting.

Cons – Participants can jump into the meeting without a host.

Recommendation – Do not enable: Users will see a screen stating the host will start the meeting shortly so they will know they are in the queue when the meeting starts.

Setting – Mute participants upon entry: This setting ensures that participants audio is disabled when they join.

Pros – Prevents embarrassing hot mic or noisy disruptions when people enter the meeting.

Cons – Participants will need to unmute themselves after they enter the meeting.

Recommendation – Enable: Trust us, leave this enabled.

<u>Live Meeting Controls</u>

Once your meeting has started, you can click on the Security shield at the bottom of the screen to access the in-meeting controls. If you want to lock your meeting down, we recommend these settings:
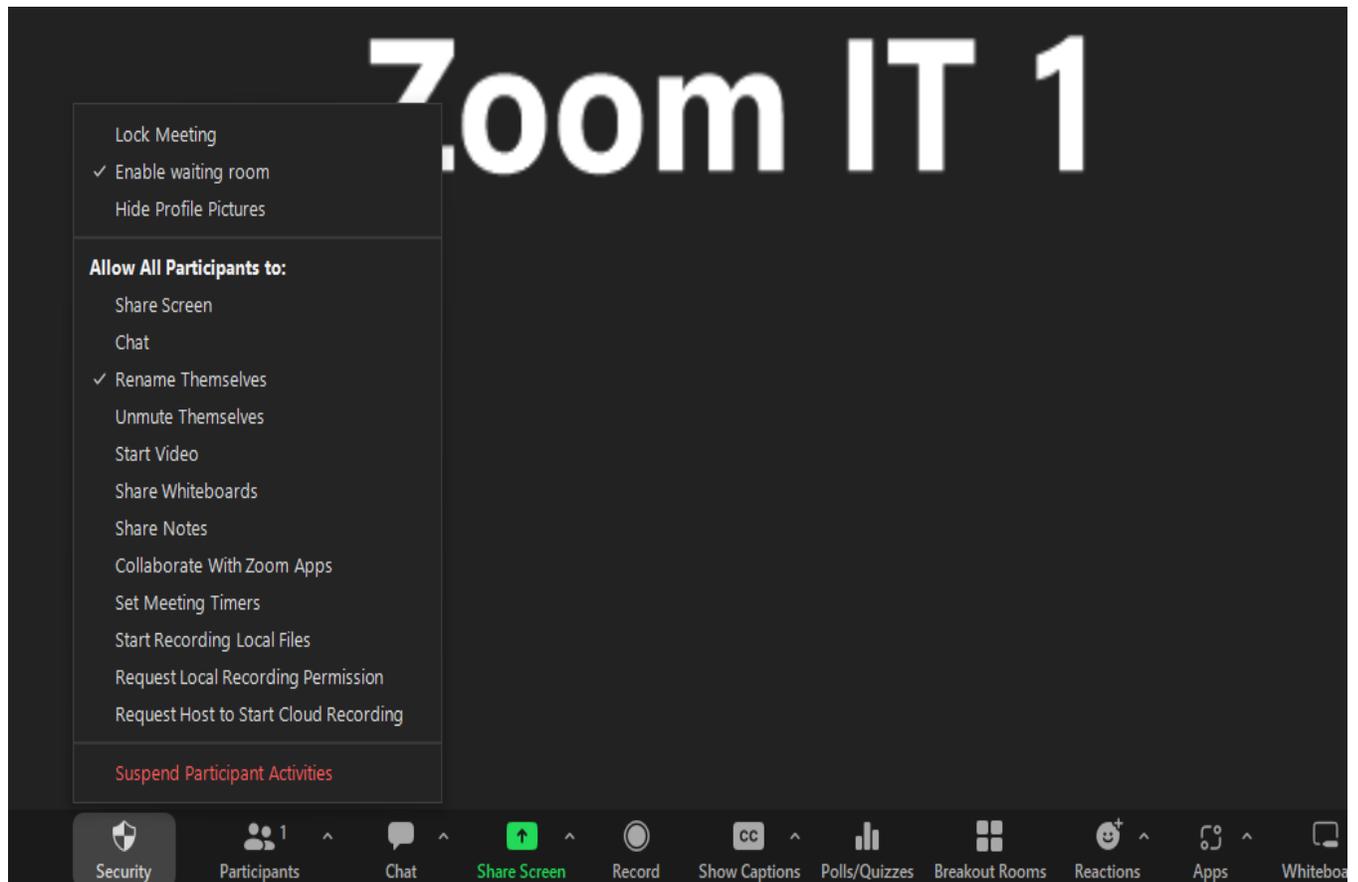
Enable Waiting Room will allow you to view each participant before they enter, if this was not enabled in the initial meeting setup.

Allowing **Rename Themselves** will let participants identify themselves clearly as the participant's name will usually default to their Zoom account name.

Meeting Disruptions

Let's assume that multiple disruptive inappropriately dressed people have jumped into your meeting and started sharing offensive videos while yelling obscenities.

The Security Screen at the bottom of your Zoom window will isolate them and allow you to escort them from the virtual building.

Suspend Participant Activities is your STOP THE CHAOS button. Once you select this option, your meeting will continue in lockdown mode.
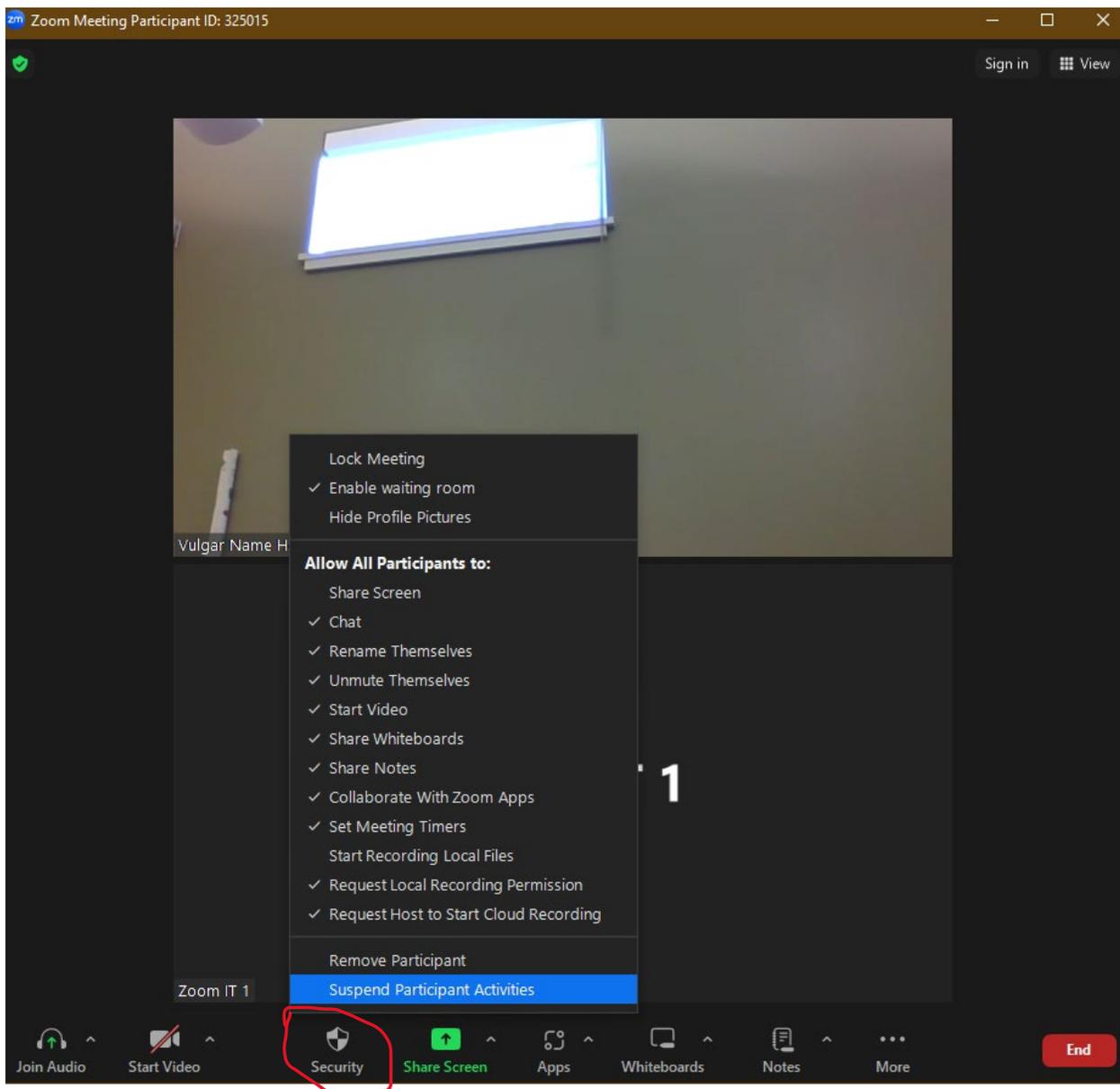
Chat, video, audio, screen sharing, even renaming will be disabled. In addition, this will prevent people from joining until you allow the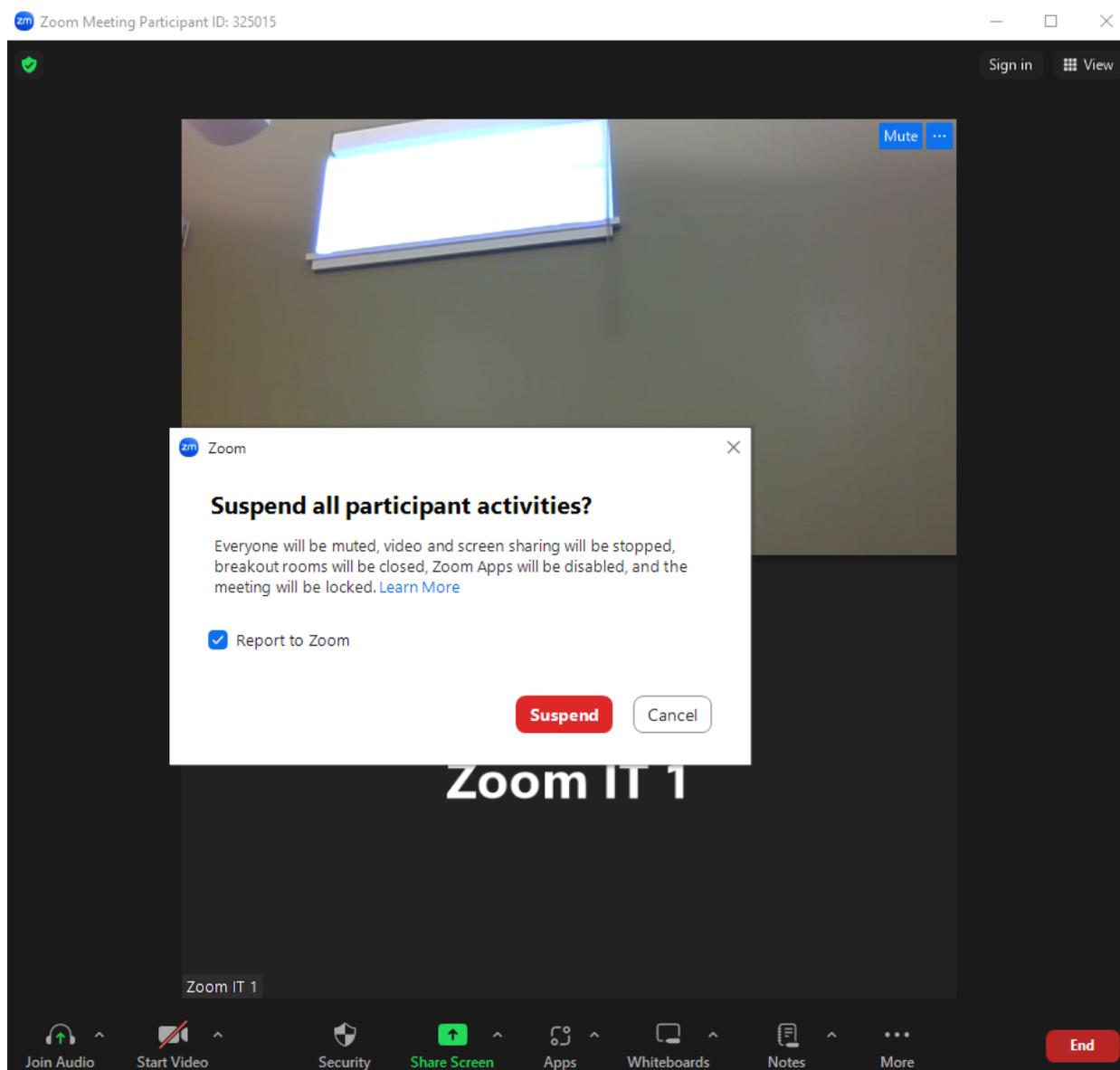m in through the **Waiting Room**. You can also send a report to any email address which will include information specific to the meeting that can be reviewed later.

Once the meeting has been "suspended" you can target and remove individuals using the "Participants" button at the bottom of the screen. You will also be able to turn on any of the features individually that were disabled when the meeting was suspended.

The "Participants" window will give you control over all the meeting features for one individual. Allowing you to mute, stop video, place in **Waiting Room**, or remove the account from the meeting entirely.
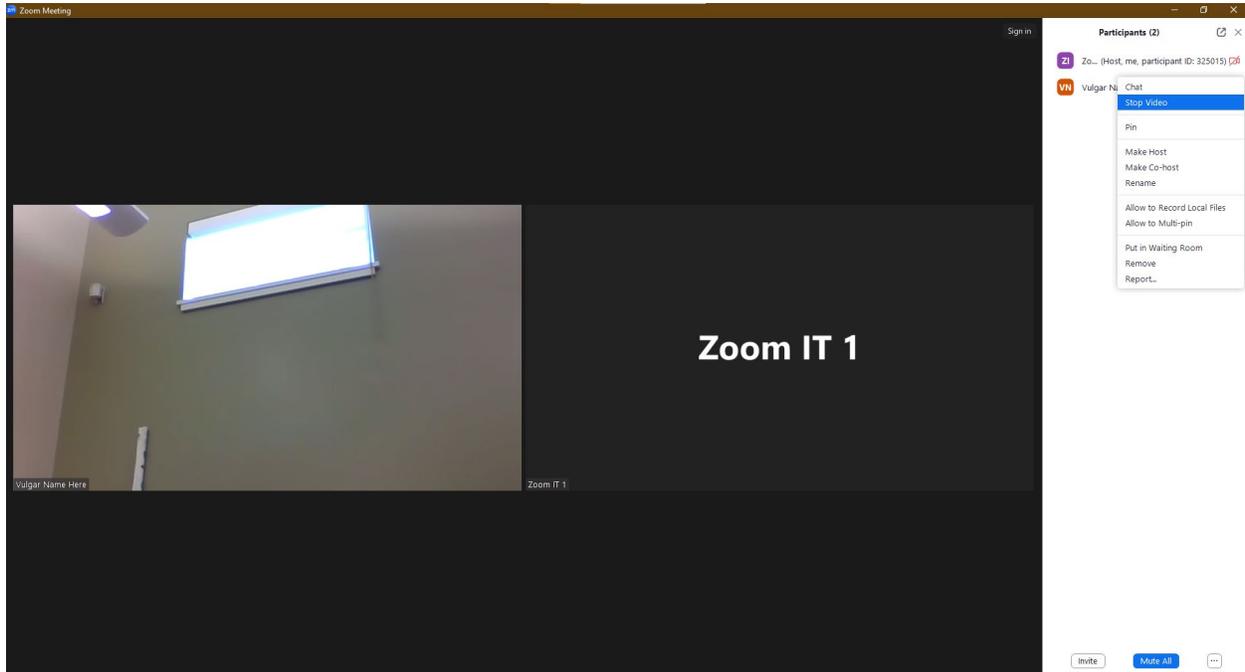
Unfortunately, individuals can attempt to immediately rejoin but they will have to go through the **Waiting Room** and be admitted before they can return to the meeting.

Once the disruptions cease, you can select the "Security" shield at the bottom of the screen and reenable features such as screen sharing, starting video, etc.
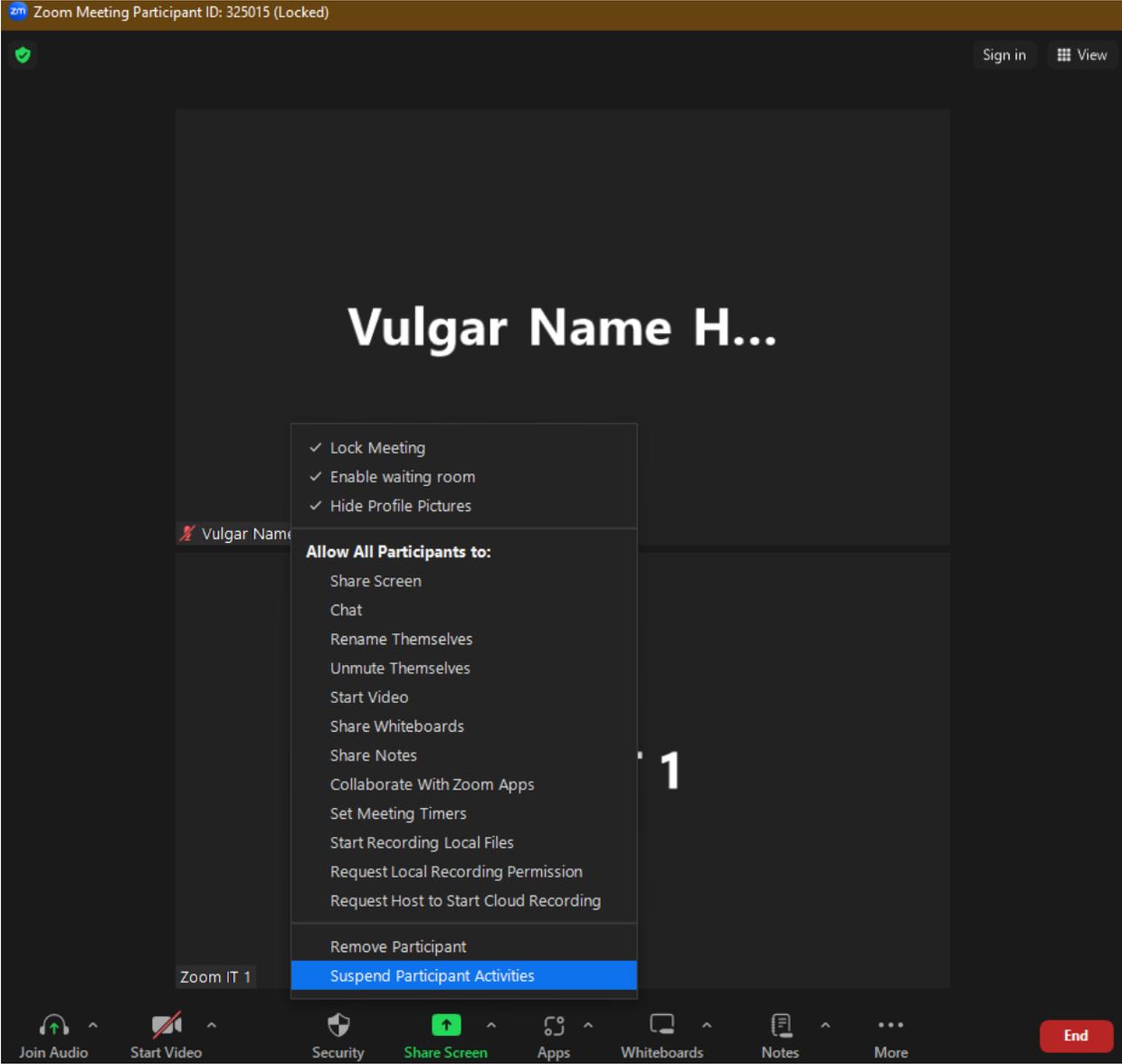
<u>General Meeting Tips</u>

- Turn off all participant activities, except "rename".
- Make the relevant staff, members of the committee, and any other presenters co-hosts.
- If someone shows up as "iphone" or something else unidentifiable, ask them to rename themselves.
- At the start of public participation, ask everyone's forbearance and note that the reason the controls are set up this way is because there have been recent incidents of misuse of the zoom platform.

If you have any questions regarding Zoom account or security features, please reach out to us at 781-259-2702 or email us at helpdesk@lincolntown.org.