

## HOSTING TEAM GUIDELINES

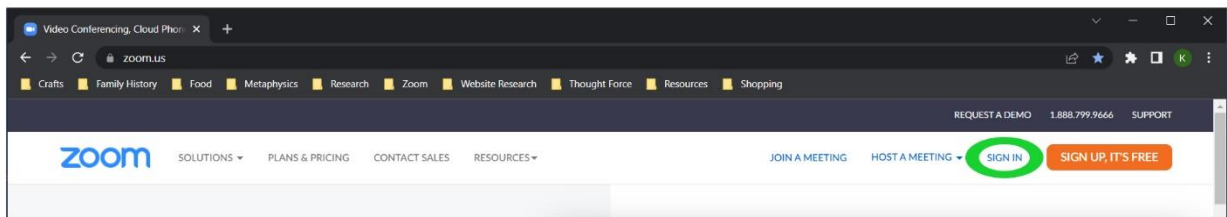
### ALWAYS START OR JOIN A MEETING THROUGH THE ZOOM APP

This is the safest way to start or join a meeting, as the Zoom app (aka the “Zoom Client for Meetings”) is constantly being improved with security and meeting navigation features. When you start or join a meeting through Zoom’s web portal using a browser, you will not have access to all of these features, which could cause glitches in the meeting.

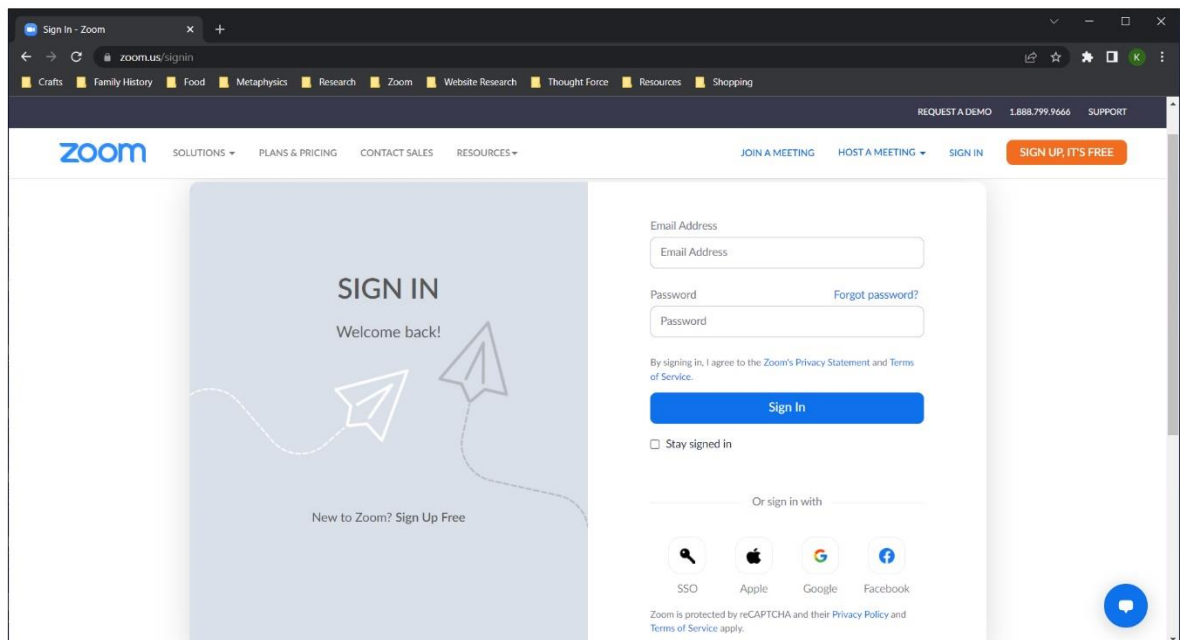
Only one person (either the Host or the Administrator) signs in to the account through the Zoom app to start the meeting. Everyone else, including the Co-Host(s), joins the meeting through the Zoom app. No one should use his/her own Zoom account to join a meeting.

### SIGN OUT OF YOUR OWN ZOOM ACCOUNT

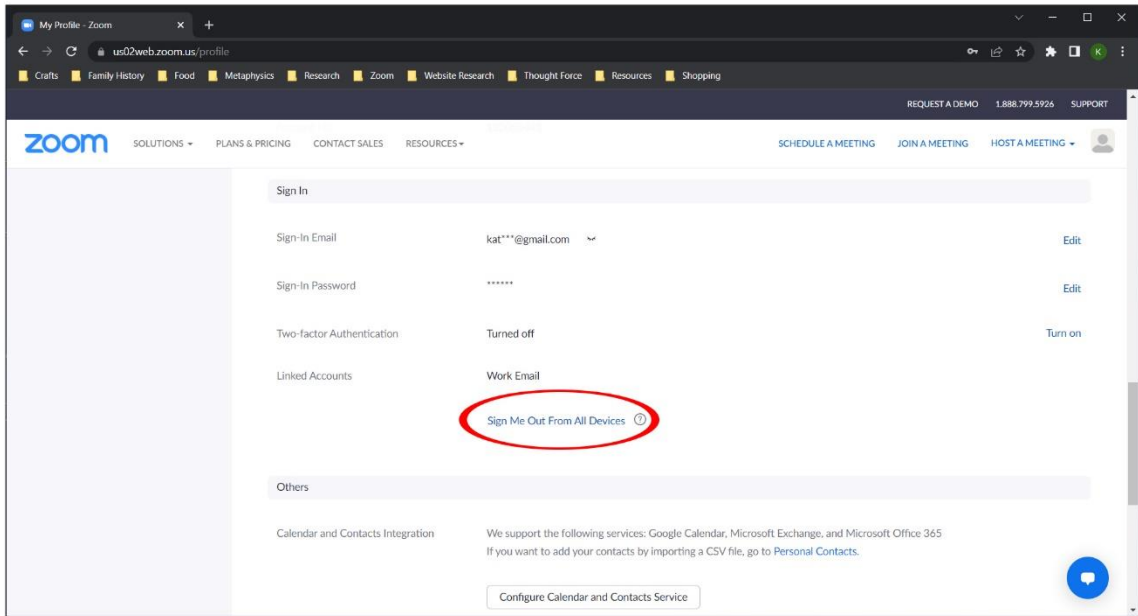
Only the group’s Zoom account should be open during a meeting. To ensure that your personal or business Zoom account is closed before you start or join a meeting, please use your web browser to access the Zoom web portal (<https://zoom.us/>) and select Sign In (circled in green in the sample window below).



Enter the group’s email and Zoom account password on the Sign In window (example below), UNCHECK the “Stay signed in” box, then click on the blue Sign In button.



This action brings you to your Profile page. Scroll down toward the bottom of this page and, under the Sign In section heading, click on the blue statement: “Sign Me Out From All Devices” (circled in red on the sample window below).



Scroll back up to the top of the Profile page and Sign Out of your account by clicking on the gray head and shoulders (or your profile picture) in the upper-right corner. When the dropdown menu opens, click SIGN OUT at the bottom of this menu; then close your browser.

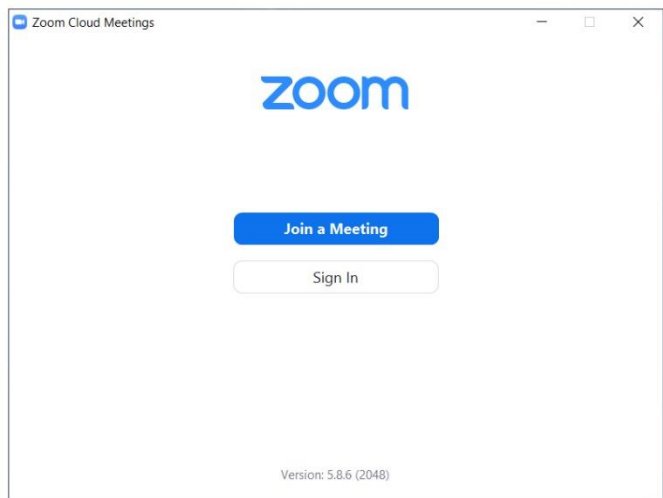
## UPDATE YOUR ZOOM APP

### Using Your Zoom App To Check For Updates (Windows)

Open your Zoom app.



While the “Join a Meeting” popup window is open, select “Show hidden icons” on your Windows taskbar, right-click on the Zoom icon from this Hidden Icons menu, and select “Check for Updates.” A popup window indicates that “You are up to date” OR the update process begins.



## Using Your Zoom App To Check For Updates (Mac)

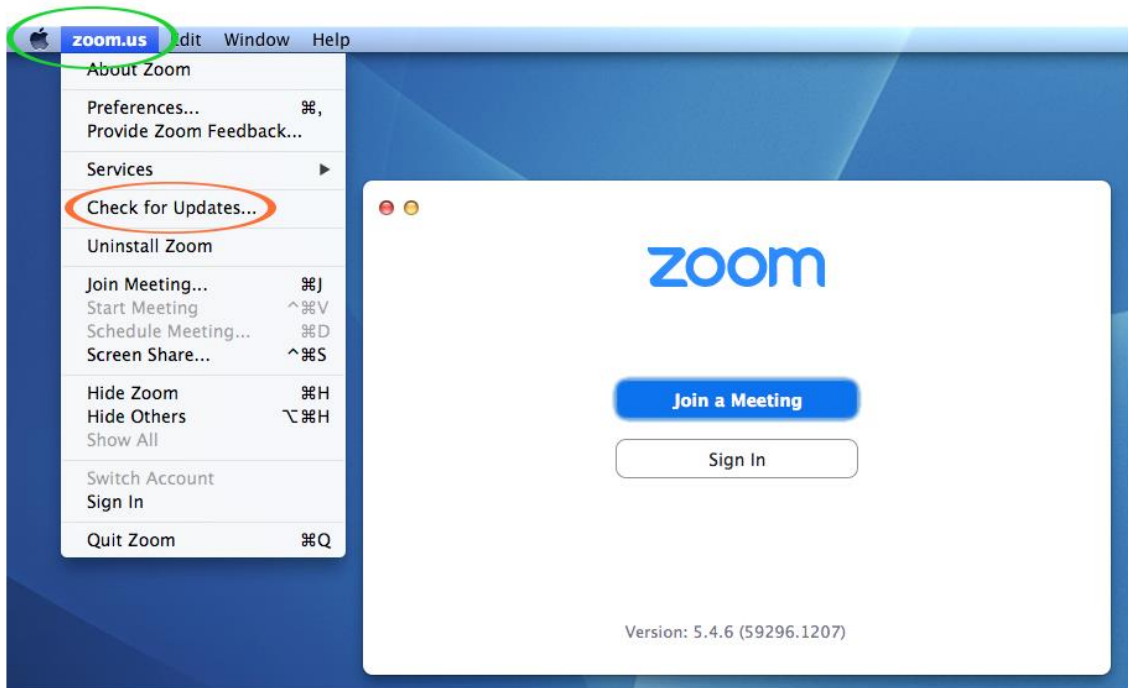
Open your Zoom app.



This is the window you will see:



Click on **zoom.us** to the right of the Apple icon on your desktop (circled in green on the sample window below). When the dropdown menu appears, select “Check for Updates” (circled in orange below).



A popup window may appear indicating that “You are up to date” OR the update process will begin. In the latter case, simply follow the instructions.

## PREPARING TO HOST AND CO-HOST A MEETING

Close all browsers, documents, and interactive software applications on your devices. Every open file brought into a Zoom meeting is a potential gateway for hackers.

Check for updates to the Zoom app and update as necessary.

Close your own Zoom account if you have one.

Only the Administrator or the scheduled Host starts the meeting by signing in to the Zoom app.

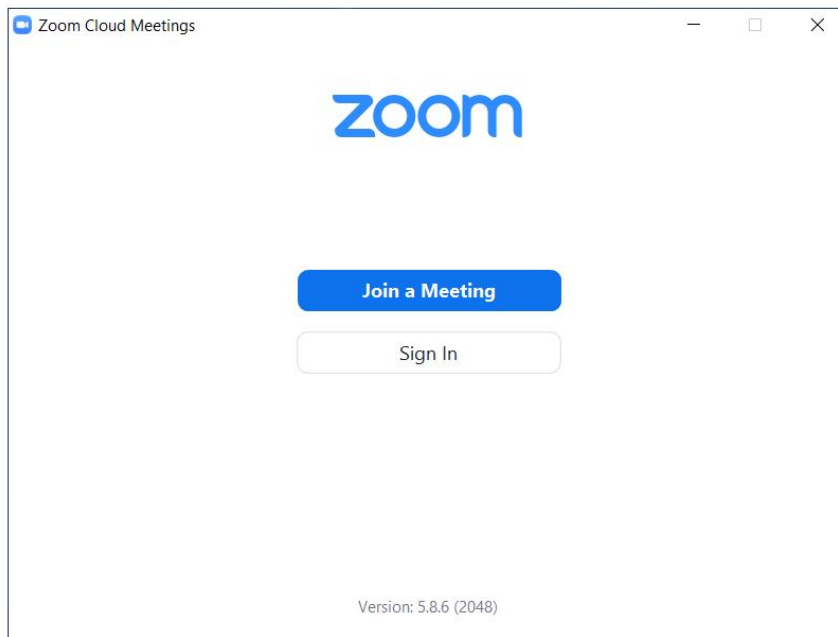
Each Co-Host joins the meeting through the Zoom app as a regular participant and, once in the meeting, can be made a Co-Host by the Host.

## HOST: USING YOUR ZOOM APP TO SIGN IN AND START A SCHEDULED MEETING

Open your Zoom app.

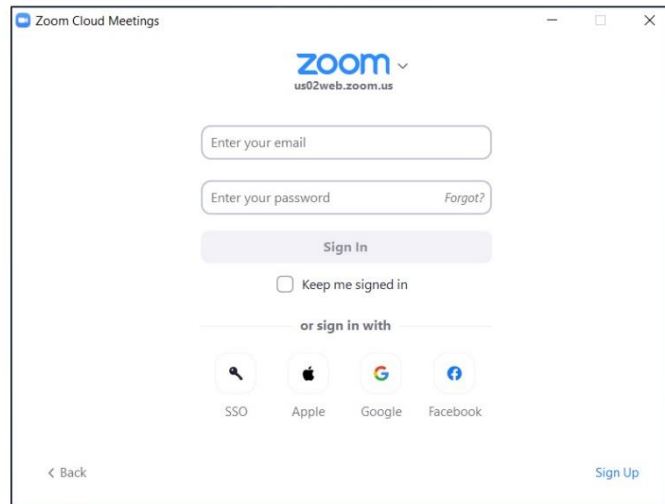


As the Host of this meeting, Sign In at least 20 minutes before the meeting's start time.<sup>1</sup>



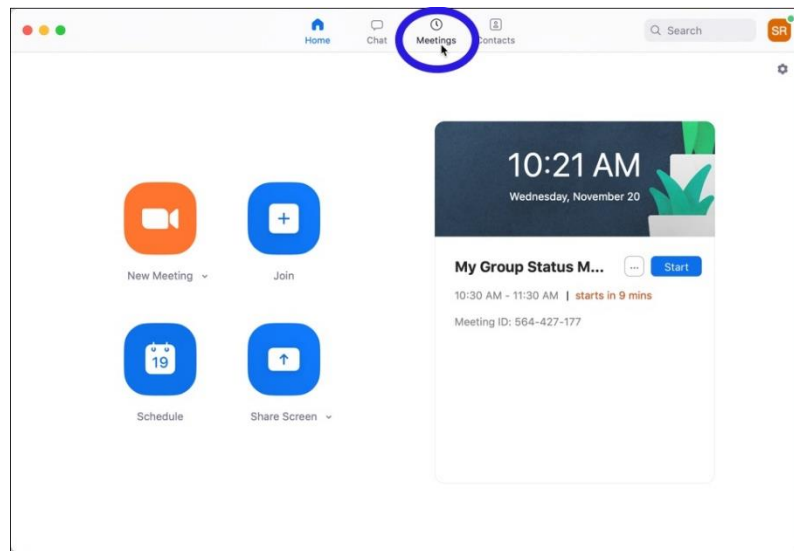
- 
1. Some meetings are started by the Zoom Account Administrator who makes someone the Host for that meeting and then Reclaims Host to end the meeting for all and to Sign Out of the Zoom account. This decision is made by a Safety Committee or by group conscience. In such a case, the Host, Co-Host(s), and all other participants would join the meeting through the Zoom app.

On the “Sign In” popup window, enter the group’s email address and Zoom password (which is different from the *passcode* used to join a meeting). The “Sign In” button will turn blue — click it to complete the Sign In process. Do not check the “Keep me signed in” box.



***If two sign-in errors occur, STOP and call your group’s Zoom Account Administrator to Sign In to the meeting for you.***<sup>2</sup>

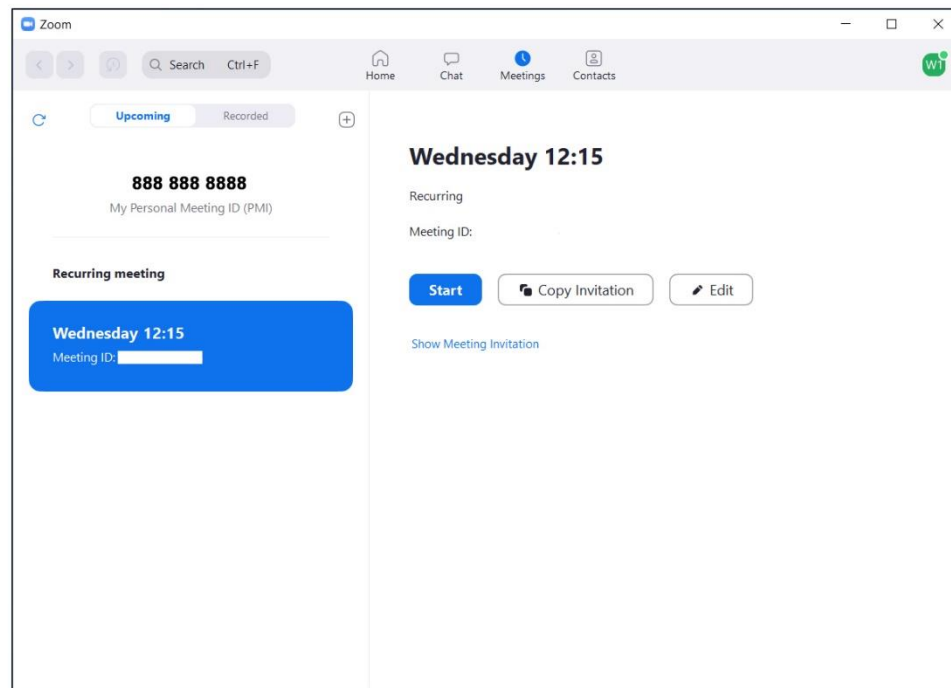
After you click the blue Sign In button, the following popup window may appear OR you may be taken directly to the Zoom app Meetings page.



**DO NOT CLICK ON ANY OF THE FOUR ICONS** on the Zoom app Home page — just the word “Meetings” at the top (circled in blue on the above sample window). This will take you to the correct window (the Zoom app Meetings page) to start the meeting.

2. The Zoom account will be locked for 30 minutes after a certain number of failed attempts, which could interfere with the meeting’s scheduled start time. Relatively new, rusty, or inexperienced hosts should start the meeting as early as 45 minutes ahead of time to avoid this potential consequence.

On the Zoom app Meetings page (below), please note that “My Personal Meeting ID (PMI)” is situated at the top of the list in the left pane of the window. ***Do not open the PMI.*** The meeting you wish to open<sup>3</sup> always appears below the word “Recurring.”



Click on the meeting you are hosting from the list of recurring meetings to highlight it in blue. Move to the right pane of the popup window and click Start (already highlighted in blue). You are now in the meeting, and your video should be ON. ***Unmute yourself.***

## HOST: IN-MEETING SETTINGS REVIEW

Before admitting anyone from the Waiting Room, follow this checklist:

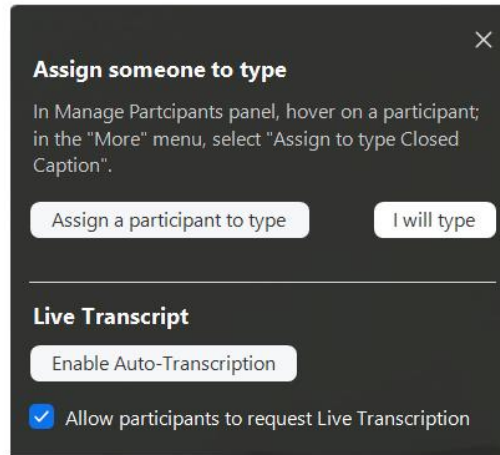
- ✓ Are you in the right meeting? Click on the green security shield in the upper-left corner of the Zoom window and verify that the Passcode is the one your participants will use to enter this meeting.
- ✓ Open the Participants List so the Waiting Room will become visible as participants arrive.
- ✓ Change the default meeting name to your first name and last initial.
- ✓ Open Chat and set the checkmark to “Host and co-hosts.”
- ✓ Click on the black-and-white Security shield on the Zoom menu bar and verify that the correct items are checked on the dropdown menu.
- ✓ Compare the Participants List dropdown menu to the Security shield dropdown menu to ensure that there is no conflict between them.
- ✓ Enable Closed Captions / Live Transcription.

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3. The Meeting ID is blocked in this example for security purposes.

## LIVE TRANSCRIPTION

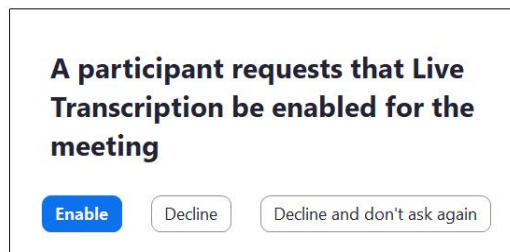
Click on the CC Live Transcript icon on the Zoom menu bar after starting the meeting or at any time during the meeting to view the following choices:<sup>4</sup>



Click on the Enable Auto-Transcription button under Live Transcript (“Allow participants to request Live Transcription” should be checked), then click on the X in the upper-right corner to close this popup window.

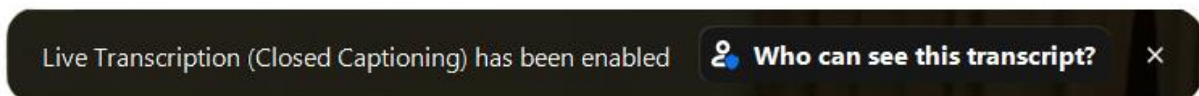
### Responding To A Participant Request

If you have not enabled Live Transcription, the following message may appear. When/if it does, click the blue Enable button.



### Viewing Live Transcription

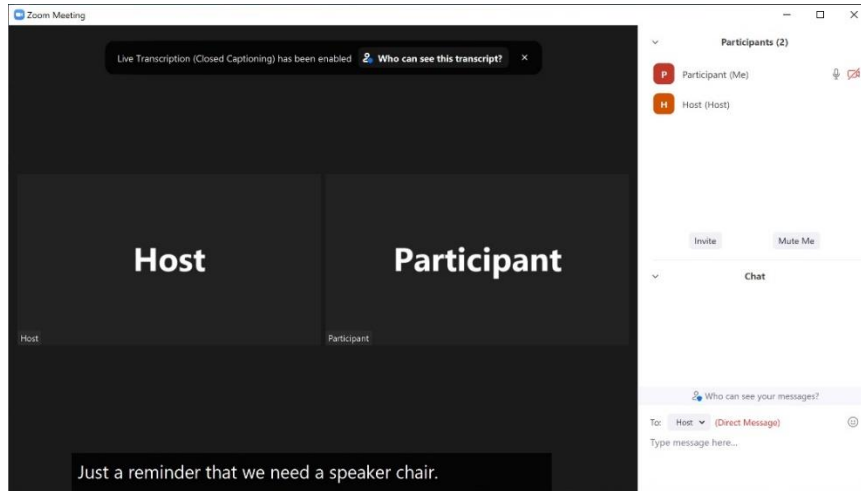
The following message will appear above the top row of video thumbnails in the Zoom gallery when Live Transcription is enabled. Click the X at the right to make it disappear.



The message behind “Who can see this transcript?” will be incorrect, as the transcript will NOT be saved as a security measure to protect the anonymity of all participants.

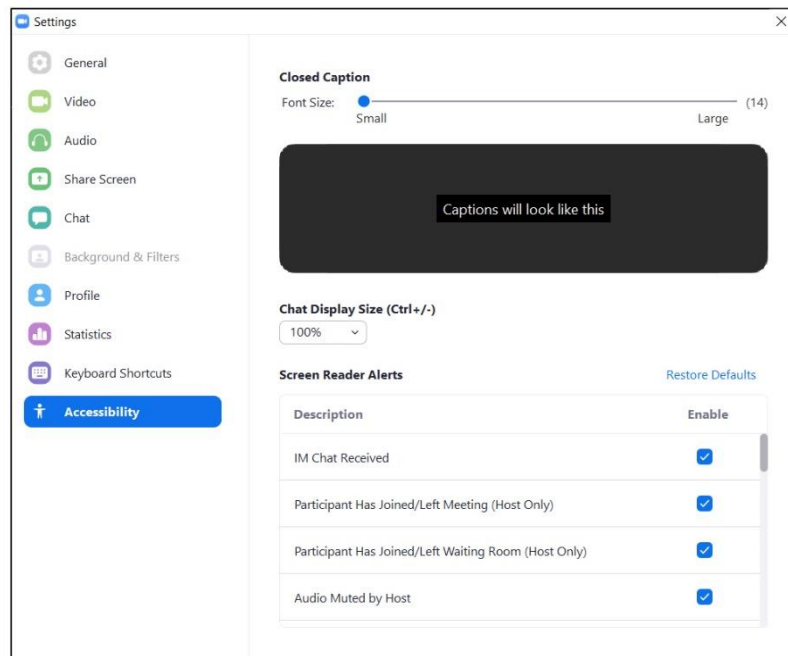
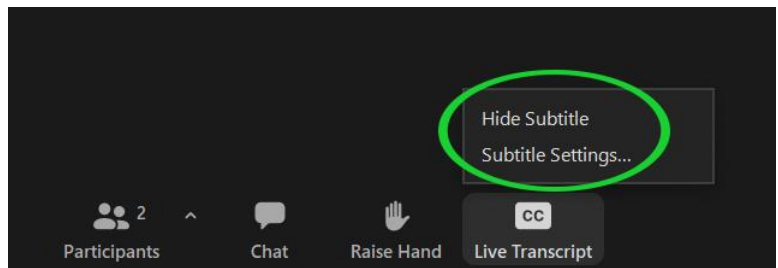
4. The option to “Assign someone to type” may not appear if this setting has not been activated.

Closed captions will appear at the bottom of the Zoom gallery above the Zoom menu bar. “Just a reminder that we need a speaker chair.” is the example shown below.



To adjust the size of the captions and to Show/Hide Subtitle, click on the **CC Live Transcript** icon to view the menu.

Clicking on “Subtitle Settings...” (circled in green to the right) will bring up the window below.



You can use the Font Size slider bar (near the top under “Closed Caption”) to adjust the size of your captions, then click on the X in the upper-right corner to close the window.



## **HOST ONLY: DURING PRE-MEETING FELLOWSHIP**

Assign at least one other person in the meeting to be your Co-Host.

At the end of pre-meeting fellowship, use the button at the bottom of the Participants List to “Mute All.” The Secretary can then unmute him/herself to lead the meeting.

## **HOST ONLY: DURING THE MEETING**

*Remain vigilant and routinely scan the gallery.*

Mute those who are unmuted and not reading or sharing.

Communicate as necessary with your Co-Host(s) or individual meeting participants via Chat. Avoid the temptation to crosstalk.

Lock the meeting before opening Chat to Everyone.

Open Chat to Everyone fifteen or twenty minutes before the meeting ends.

Before the closing prayer(s), “Ask All To Unmute” using the Participants List dropdown menu (under the three dots or “More”).

## **CO-HOST ONLY: DURING THE MEETING**

Manage the Waiting Room:

- Admit known individuals in the Waiting Room one at a time (**NEVER “Admit All”**).
- Communicate with Waiting Room Participants using Chat to address duplicates or triplicates, devices as names, and those who are unrecognizable. Once you start the conversation with a Waiting Room Participant, that person can now Chat back.

Communicate as necessary with the Host or individual meeting participants via Chat. Avoid the temptation to crosstalk.

Assist the Host with muting those who are unmuted and who are not reading or sharing.

## **HOSTING TEAM DUTIES TO BE DIVIDED**

Change names as necessary to first name and last initial (if, by informed group conscience, participants no longer have the ability to do this in the meeting).

When a participant arrives in the meeting room without video, request via Chat that the video be started at least briefly for identification purposes or click “Ask to Start Video” on that individual’s personal video thumbnail menu.

Address virtual/blurred backgrounds via Chat (these pose health and security risks).

Stop video for those who are distracting and send a Chat message with instructions to restart video when settled.

Lower raised hand after an individual is called on to share.

## HOST: TIPS TO IMPROVE MEETING FLOW

Just before sharing begins,<sup>5</sup> make the following individuals a Co-Host:

- Secretary or Lead so s/he can call on raised hands for sharing.<sup>6</sup> Let him/her know via Chat that you have done this so s/he can see these hands in the order they were raised in the Participants List. If the Secretary declines to do this, calling on raised hands falls to the Host.
- Treasurer so s/he can enter Tradition Seven information into Chat at his/her leisure. The earlier this information appears in Chat, the better the response is likely to be.
- Greeter/Newcomers' Liaison so s/he can Chat directly with newcomers, providing pertinent information and answering any questions they may have.

Enter the topic for sharing in Chat for the convenience of the group.

To feature the Timer for the meeting, select “Spotlight for Everyone” from that individual’s video thumbnail menu. You can subsequently “Remove Spotlight.”

## HOSTING TEAM TOOLS

Each member of the hosting team has access to the following tools:

- Video thumbnail menu for each participant.
- “More” menu for each person on the Participants List.
- Chat settings for participants under three dots (“more”) in the Chat box.
- Chat address button in the Chat box.
- Reactions icon (sometimes “Raise Hand” as the icon) on the Zoom menu bar.
- Black-and-white Security shield menu on the Zoom menu bar.
- Miscellaneous settings for hosts under the three dots (“more”) at the bottom right of the Participants List.
- Green security shield in the upper-left corner of the Zoom window.

Get to know all of these tools and how they work to your advantage.

***For actions pertinent to one participant, the video thumbnail menu works best.*** You can also use the “more” menu for that person on the Participants List, but this is likely to shift and cause your intended action to apply to the wrong person.

***Refrain from setting Chat to “No One.”*** This impedes observant meeting participants from chatting with the hosting team, which benefits from all available information to safeguard the meeting. Set Chat to “Host and co-hosts” instead.

Meeting participants can Stop Video and Start Video for themselves if this feature is checked under the black-and-white Security shield. However, when a member of the hosting team stops the video of someone who is distracting, ***the participant must ask to have the video started via Chat so a member of the hosting team can click “Ask to Start Video” on the participant’s video thumbnail menu.*** A banner then appears across the participant’s screen containing the necessary software to complete this task. For security purposes, this requires cooperation between the participant and a member of the hosting team.

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5. It is best to wait until sharing begins to make the Secretary a Co-Host, as s/he is unmuted during the readings and the sound of doorbells (heard by each member of the hosting team) can be disturbing to regular participants.
  6. In some meetings, the Speaker calls on raised hands and would be made a Co-Host in lieu of the Secretary.

## HOST ONLY: END MEETING FOR ALL

By clicking the red End button, two more options appear for the Host: “End Meeting for All” (*in red*) and “Leave Meeting” (*in black*). There is also an option to Cancel if it is clicked inadvertently. Only the Host has access to this button (for everyone else, it reads “Leave”). The End button is used to end the meeting when everyone else has left this virtual space.

After ending the meeting, **please remember to Sign Out of the Zoom account.**

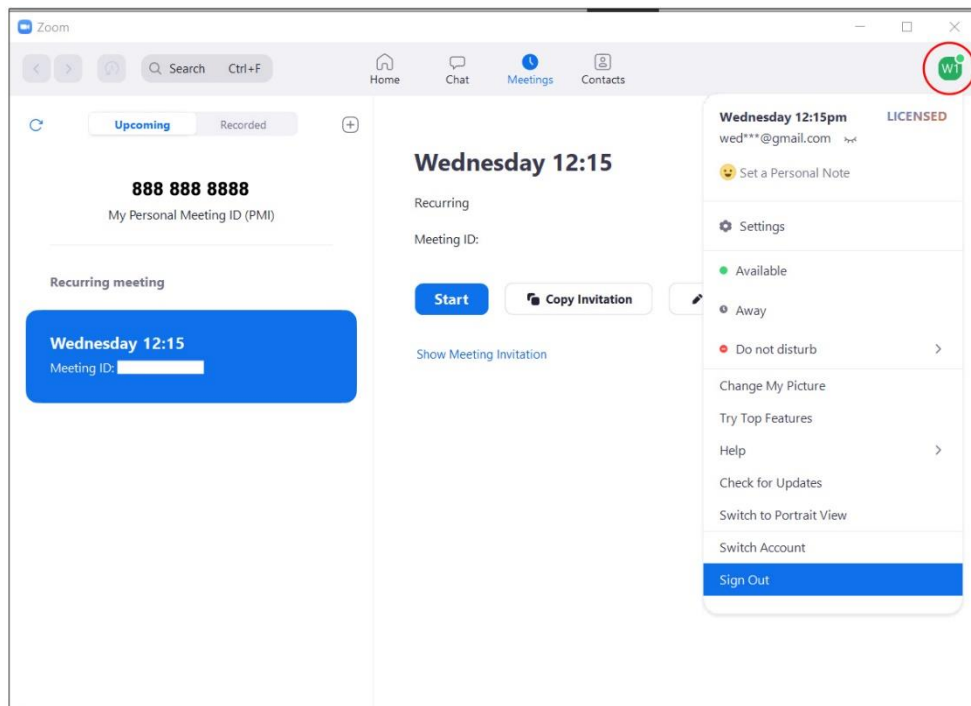
A Host should never leave a meeting without first surrendering his/her Host duties to another participant in the meeting (preferably a Co-Host). If this occurs due to a technical failure of the Host’s device, the Zoom meeting software will automatically transfer Host powers to the first person who was made Co-Host in that meeting.

In the event that a different Host ends the meeting for all, the original Host who started the meeting will still be responsible for Signing Out of the Zoom account, as this is something that cannot be delegated. To accommodate this, the acting Host should notify the original Host via text or phone call as soon as the meeting ends.

If this is not possible for the original Host to close the meeting, the Zoom Account Administrator can follow the instructions on page 4 of this Guide to sign out all devices.

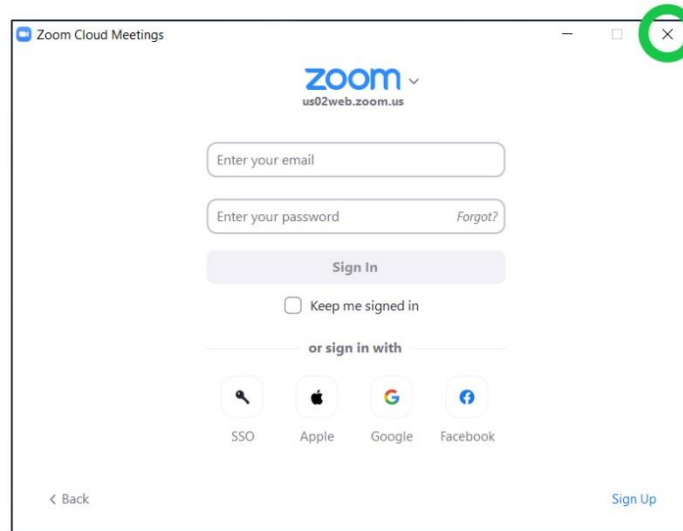
## HOST ONLY: SIGN OUT OF THE GROUP’S ZOOM ACCOUNT

When you End Meeting for All, the Zoom window will close and, behind it, the “Meetings” popup window will still remain.



To Sign Out, click on the icon in the upper right-hand corner of the “Meetings” popup window (the green “W1” circled in red in the above example), which will display a dropdown menu. At the bottom of this menu, select “Sign Out” (highlighted in blue above).

When the Sign In popup window appears, click the **X** in the upper-right corner (circled in green on the above sample window).



You are now completely signed out of the group's Zoom account.

## **WHEN / IF NECESSARY**

These are the procedures to follow in the event that one or more individuals hack, infiltrate, or disrupt your 12-Step meeting.

### **Remove Participant**

This is a serious action that should not be taken lightly. Once a participant is removed from a meeting, that individual cannot return until the meeting is restarted (usually the following week).<sup>7</sup>

To remove a participant as cleanly as possible, place that person in the Waiting Room first; then remove him/her from there.

If you are feeling cool, confident, and steady, you can remove a person directly from the meeting using that individual's video thumbnail menu.

### **Report To Zoom**

This is an even more serious action than removing a participant from a meeting and should never be taken lightly. Disrupting or hacking into a virtual meeting, class, or video conference is a federal offense; and all charges — including (but not limited to) disrupting a public meeting, computer intrusion, using a computer to commit a crime, fraud, spreading hate crimes, or transmitting threatening communications — are punishable at both the state and federal levels by fines and imprisonment.

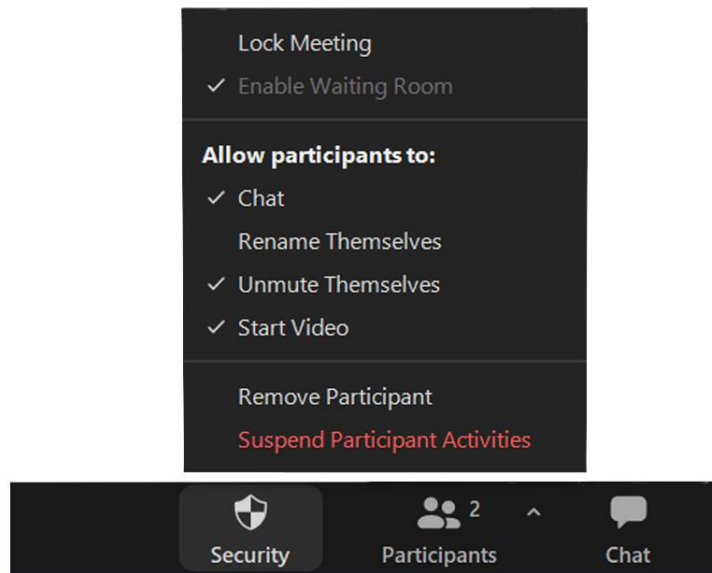
It is recommended that the Zoom Account Administrator limit this Report to Zoom capability to members of the hosting team.

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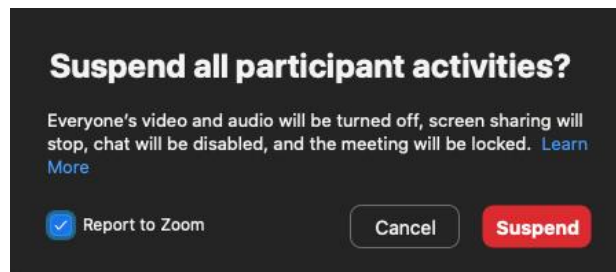
7. If a meeting participant is removed accidentally, it may be possible for this individual to return to the same meeting while it is underway by using a different device.

## **Suspend Participant Activities**

In the event of a major disruption by multiple infiltrators, any member of the hosting team can “Suspend Participant Activities” (see the red entry at the bottom of the dropdown menu, *pictured below*, for the black-and-white Security shield on the Zoom menu bar).<sup>8</sup>



***Please uncheck the box next to “Report to Zoom” during a testing or training session.*** Failing to do so immediately notifies and activates Zoom’s Trust and Safety Team.



When the red Suspend button is clicked by any member of the hosting team, each participant will still be able to see the Zoom window with all videos off, everyone muted, Chat and Screen Share disabled, Recording off, and Breakout Rooms closed. The meeting will also be locked, and the Waiting Room will remain intact.

The Host should return to the black-and-white Security shield and check “Unmute Themselves” and “Start Video.” The Host then unmutes and explains in a calm voice that the meeting will resume shortly. While the hosting team removes disruptors, all other participants should remain seated and quietly draw upon their Higher Powers to aid this process.

8. “Enable Waiting Room” is checked but grayed out on the Security menu because it is locked in administrative settings so no member of the hosting team can override it during the meeting. This is a security precaution.

By clicking on the arrow to the right in the box above “What happened?” on the Report window (*circled in yellow on the sample window below*), a dropdown list of meeting participants appears so a hosting team member can select the name of a participant to be reported. In response, Zoom’s Trust and Safety Team will remove that participant.

**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**

Hosting team members can also simply remove disruptors from the meeting one at a time using their individual video thumbnail menus and report them in the process. When in doubt, simply place an unknown or unrecognized individual in the Waiting Room until the dust settles.

Hosting team members will start videos one at a time to verify the identify of each participant, then the Host will reactivate Chat so the meeting can continue once all disruptors have been removed. Following a disruption, it is recommended that the meeting remain locked for the duration.

For the well-being of all meeting participants, a debriefing of the event is highly recommended. Please rely on effective tools of the program, including the Serenity Prayer, standard meeting readings, program literature, and the Traditions and Concepts.

A followup email will be sent by Zoom’s Trust and Safety Team to the Zoom account’s email address requesting any additional information that the Zoom Account Administrator wishes to report.