HOW TO USE ZOOM

A "Zoomie" Handbook

December 2020

https://www.sacvalleyoa.org/documents.html

This literature has been locally produced by the Sacramento Valley Intergroup of Overeaters Anonymous. The content reflects the experience, strength and hope of our Sacramento area members. It is not OA Conference- or board-approved and does not represent OA as a whole.

What is a *"Zoomie"?*

Local OA's who so generously passed on their knowledge of working with Zoom, (*each one teach one*). This has enabled the Sacramento Valley Intergroup of OA (SVIOA) to safely launch meetings and events online after our face-to-face meetings were shut down.

Zoom Training Links

Throughout the Handbook, you will find links to Zoom training information online as well as Zoom training videos to provide you additional details on how to use Zoom.

This Handbook is the result of the contributions of many OA's who shared their experience, strength and knowledge of Zoom.

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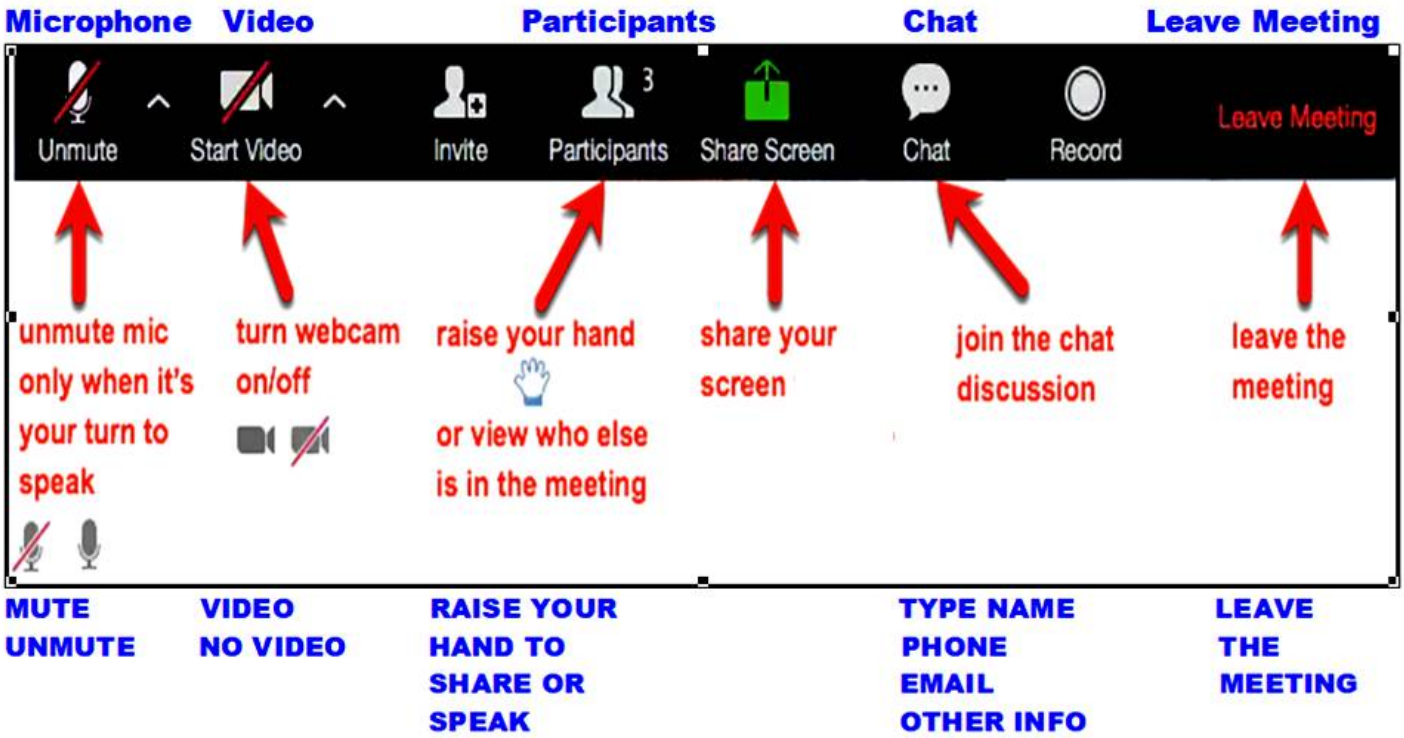
Introduction to Zoom

Arrive Early

Many meetings “open” the Zoom room early so participants can have some time before the meeting begins to ask questions and become familiar with the Zoom controls.(***)

(***) **All instructions in this Guide refer to laptop and desktop users. The location of icons, menus and controls will differ for those using iPads or smart phones.**

CONTROL PANEL



Preserving Anonymity

Participants often arrive at an OA Zoom meeting with their full name written at the bottom of their video screen. To preserve anonymity you can ask the Host or Co-Host to help you RENAME yourself, or you can change your name yourself.

How to change your name after entering a Zoom meeting

- Hover your mouse over your name in the “Participants” list on the right side of the Zoom window.
- To the right of your name will be a box that says MORE.
- Click on the box.
- Scroll down to RENAME
- Click on RENAME
- Type in the name you’d like to appear in the Zoom meeting.
- Click “OK”

Zoom Etiquette

Wifi Connection

- Find your strongest internet connection.
- Connect to your hard-wired internet, if possible.

-
- Sit as close as possible to your wi-fi router.
- If possible, plug directly into the router.

Lighting

- It is best if you don’t have a bright light or window behind you.

Eliminate Distractions

- Turn off your email notification.
- Put your pets in another room or outside.

Test Sound and Video

- Test your microphone

- Test your camera

Video

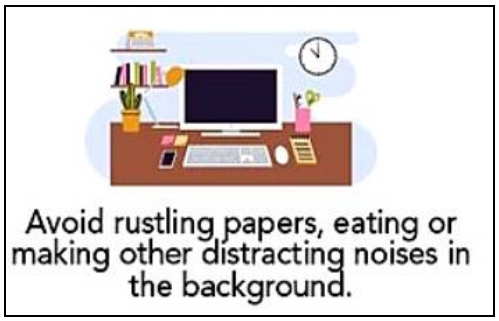
- Point your camera so your face is visible.
- Get your coffee or water *before* the meeting starts: moving away from the camera is very distracting.
- Turn off your video when you are moving around or eating.

Sound

- Find a quiet place for your participation in the Zoom meeting.
- Keep children in another room to avoid possible disruptions or interruptions.
- Make sure your microphone is muted any time there is background noise in your location (e.g., traffic).

- Mute your microphone when you are not speaking.

- Mute yourself if you have background noise of any kind.



- Remember that any comment you make can be heard by everyone if you are not muted.

- Put your cell phone on silent or turn it off.

- Wear ear buds or headphones so you can hear better.

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- Before you speak, make sure your mic is *UNMUTED*.

Raise Your Hand to Talk

If you'd like to share:

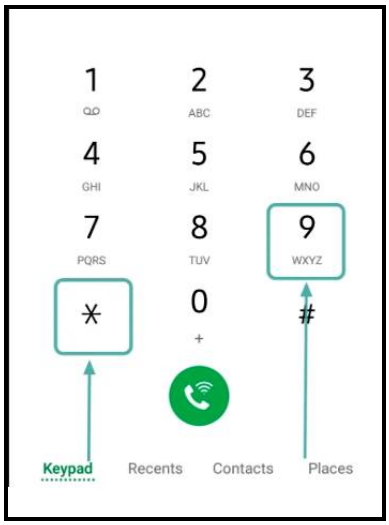
- Click on PARTICIPANTS
- Click on the Blue RAISE HAND BUTTON

If you are on a Zoom App on your phone

- Click MORE to find the RAISE HAND BUTTON at the bottom of the Participants list.

If you are calling in BY PHONE

- Press STAR 9 to RAISE YOUR HAND



Managing Participants

MANAGING PARTICIPANTS IN A MEETING
https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting

MUTING / UNMUTING
https://support.zoom.us/hc/en-us/articles/203435537-Muting-and-unmuting-participants-in-a-meeting

CHAT
https://support.zoom.us/hc/en-us/articles/203650445

SHARE SCREEN
https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen

Host / Co-Host

Every Zoom meeting needs a Host and at least one Co-host in case the Host loses their internet connection. Co-Hosts also support the Host during the meeting. Hosts can assign as many Co-Hosts as they want. The Host is in charge of managing how the participants can interact.

- opening the meeting
- enabling security settings
- assigning Co-Hosts
- disabling CHAT
- screen sharing;
- lowering hands (if not done by a Co-Host)
- removing disruptors

Both Hosts and Co-Hosts can control the following features:

- Mute participants
- Request that a participant unmute themselves
- Stop a participant's video
- Request that a participant starts their video
- Prevent participants from screen sharing
- Rename a participant
- Lock the meeting to prevent anyone new from joining
- Place participants in a waiting room
- admit/remove participants from the waiting room

Only the Host has access to these features:

- Start the meeting
- Make a participant host or co-host
- Close down the meeting (End Meeting for All)

HOST / CO-HOST / PARTICIPANT – ROLES
https://support.zoom.us/hc/en-us/articles/360040324512-Roles-in-a-meeting

HOST & CO-HOST CONTROLS
https://support.zoom.us/hc/en-us/articles/201362603-Host-and-co-host-controls-in-a-meeting

MAKE PARTICIPANT A CO-HOST
https://support.zoom.us/hc/en-us/articles/206330935-Enabling-and-adding-a-co-host

Mute / Unmute

MUTING / UNMUTING
https://support.zoom.us/hc/en-us/articles/203435537-Muting-and-unmuting-participants-in-a-meeting

Mute Individual Participants:

1. In the Participants Panel, locate the attendee you wish to mute.
2. Hovering over the microphone icon to the right of the attendee's name will reveal additional controls.
3. Click the Mute button. The attendee's mic will be muted and the mic icon will display with a red slash.

Mute All Participants:

1. At the bottom of the Participants Panel, click the Mute All button.
2. A message will appear asking you to confirm and provide you the opportunity to allow/deny participants' ability to unmute themselves. Click Continue.
3. All participant mics will be muted. All participants receive a message acknowledging all microphones are muted.

Unmute All Participants:

1. At the bottom of the Participants Panel, click the Unmute All button.
2. All participants receive a message acknowledging host has unmuted all participants.

Allow/Deny Participants' Ability to Mute/Unmute:

1. At the bottom of the Participant Panel, click the More button for additional control options.
2. Check or uncheck the setting Allow Participants to Unmute Themselves.

Request That a Participant Unmute:

1. In the Participant Panel, locate the participant you would like to unmute.
2. Hover over the microphone icon to the right of the attendee's name. Click Unmute
3. The participant will receive a message that the host has requested they unmute their microphone. The participant can then choose to unmute or stay muted.

Chat

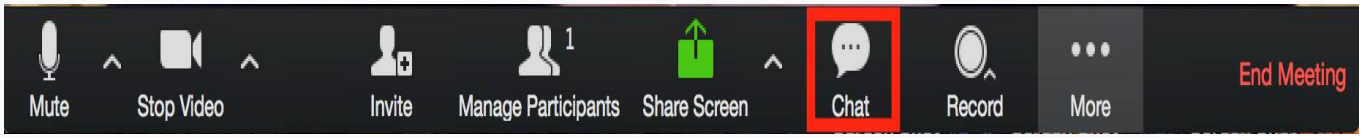
CHAT

https://support.zoom.us/hc/en-us/articles/203650445

The Chat is used like a We Care list. Names and phone numbers are shared with other members. You can type in information such as:

- name, phone number, email address.
- let people know if you need a call
- available to sponsor,
- need a sponsor,
- enter OA announcements or meeting announcements

Click on **Chat** in the meeting controls. This will open the Chat on the right.



1. Type a message into the Chat & hit RETURN
2. Or click on the drop down menu next to **To:** if you want to send a message to a specific person.

Sometimes the Chat will be temporarily "CLOSED" during a speaker or during the shares to prevent "crosstalk."

Show or Hide Chat Panel:

Toggle the Chat button in the toolbar at the bottom of the meeting window to show or hide the *Chat Panel*.

Change Chat Permissions:

1. Click the More button located at the bottom of the Chat Panel.
2. Allow participants to chat with:
   - No One: Disables in-meeting chat.
   - Host Only: Only the host can send messages to everyone. Participants can send private messages to the host.
   - Everyone Publicly: Participants can only send public messages. Public messages are visible to all participants. Participants can still send private messages to the host.
   - Everyone Publicly and Privately: Participants can send public or private messages. Public messages are visible to all participants. Private messages are sent to a specific participant.

Rename a Participant:

1. In the Participants Panel, locate the attendee you would like to rename.
2. Hover over the camera icon to the right of the attendee's name to reveal additional controls.
3. Click the More button.
4. Click Rename
5. Enter a new Display Name for the participant.

Stop A Participant's Video:

1. In the Participants Panel, locate the attendee whose video you wish to stop.
2. Hover over the camera icon to the right of the attendee's name to reveal additional controls.|
3. Click the More button.
4. Click the Stop Video.
5. The participant will receive a message that the host has stopped their video.
6. If participant attempts to re-start their video after the host has stopped it, they will receive a message denying the ability to do so.

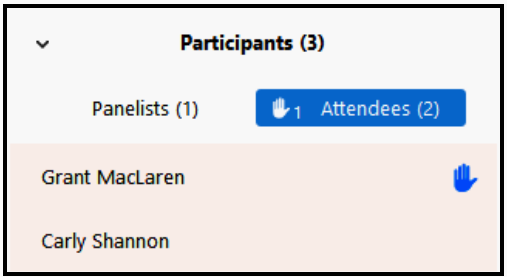
Raise Hand

Hosts and Co-Hosts ***do not have the Raise Hand Option*. They will need to send a private message to the Secretary in the Chat to let them know they would like to share.

The Host will be notified when a participant raises their hand.

The Host can see who has their hands raised at any time by viewing the participants list:

1. Click **Participants** in the meeting controls.
2. Click the **Attendees** tab.



Participants are displayed in the following order.

1. Participants with their hand raised.
2. Participants who raised their hand first are displayed at the top.
3. Participants without their hand raised.

TO LOWER THEIR HAND,

1. Hover over a participant with their hand raised
2. Click on blue hand
3. Their position in the participants list will move down alphabetically after the participants with their hand raised.

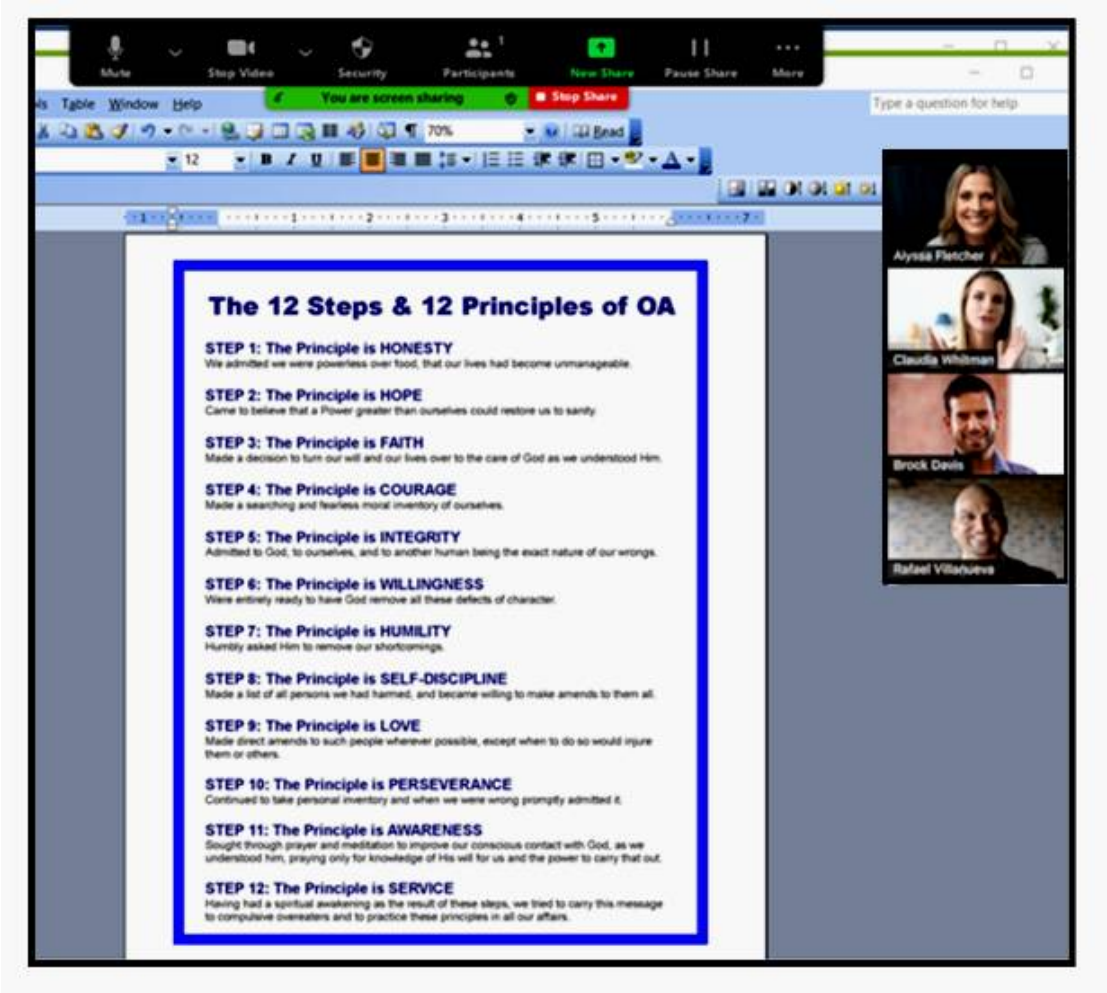
Share Screen

SHARE SCREEN
https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen

TIP: Before you share documents on the screen, open each document on your desktop so that when you click on "Share Screen" you will see all your documents that are open. Double click on the document you want to share. You may also want to ENLARGE the font size (e.g. to 125%) to make it easier for participants to read from the screen.

1. Click the GREEN **Share Screen** button located in your meeting controls.
2. Click **Share**.
3. **Share screen menu**

Share Screen View



Click on the RED STOP SHARE BUTTON when you are done with the Screen Share. This will return you to the GALLERY VIEW of all participants.

Zoom Bombing

The Zoom "God Squad"

We were "Zoom bombed" at the our OA Thank A Thon this year when the first of three meetings was attacked by a group of eight Zoom bombers. They invaded the CHAT with foul language and shouted obscenities over the speaker's share. It really shook up the participants. Many were freaked out. And there were some who felt resentful that their "sacred" space had been invaded.

To her credit, our speaker persevered, pausing during "bomber" outbursts, then continuing to share her experience, strength and hope. She focused on her topic of "gratitude", while a group of Zoom Co-Hosts behind the scenes played "whack-a-mole" with the "bombers," who kept dropping in and out.

Additional OA's with Zoom skills sent messages to the Host in the CHAT volunteering to help. So they were "deputized" and given Zoom "powers" to join the battle. Using every weapon in their arsenal: **REMOVE** *(to kick the bombers out so that they could not get back in);* **DISABLED** the participants' ability to **UNMUTE** themselves; **DISABLED the CHAT**; set up a **WAITING ROOM** and **LOCKED THE MEETING** – they were able to bring order back into the room fairly quickly.

But the most awesome part of this experience was our speaker. When participants cried out during her share *"They're back!!!"* she calmly replied *"It is being taken care of."* and continued on. Each time a "bomber" shrieked an obscenity at her, she paused until he was done, and then kept going, not missing a beat.

If you want to know what "recovery" looks like***….. this is it.***
If you want to know what gratitude ***feels like***, we were all thankful for her calmness, her perseverance and her reminder: *"These are sick people. We need to pray for them."*
Our speaker wasn't just carrying the message, *she WAS the message!*

Meanwhile, the Thank A Thon "service team" kept moving the event forward, asking volunteers to read then opening up the meeting for sharing. And all went well for all three of our meetings.

We all got to witness the OA "We" Program during one of its finest hours. Each "warrior" brought their Zoom experience, strength and hope into battle as they knocked bombers out of the room one by one, until all was quiet. And God was the only one left in the room (*along with God with skin on them.)* So don't tell your God how big the storm is: *tell the storm how big your God is!* It works if you work it!

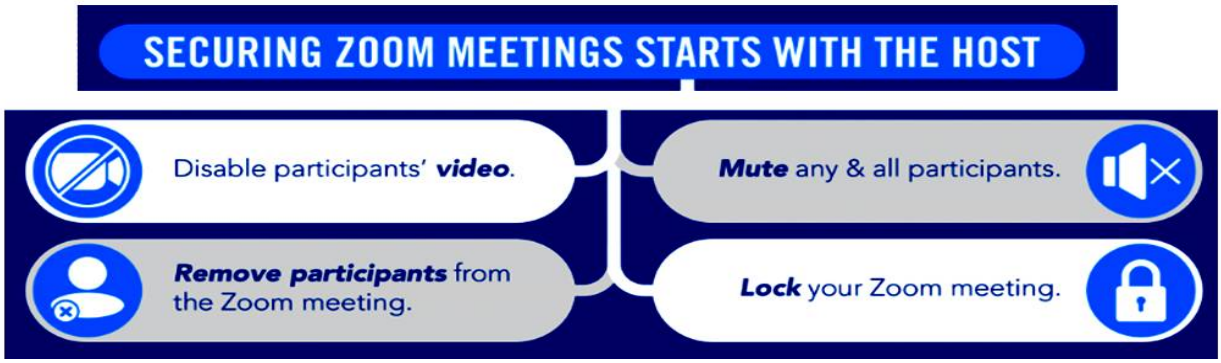
At the end of the Thank A Thon, we received the following message in the Chat:

Hello I am Abbie Jameson from Security from Zoom! I would like to inform you the reason there has been so many zoom bombers in this meeting. There was a meeting I.D. and pass code leaked onto twitter. I am so sorry! Happy Thanksgiving!

How to Remove a Zoom Bomber

If your meeting is attacked by a Zoom bomber, it is very important to stay calm. Reacting out of fear makes it more difficult to take the next right action.

Take a deep breath….

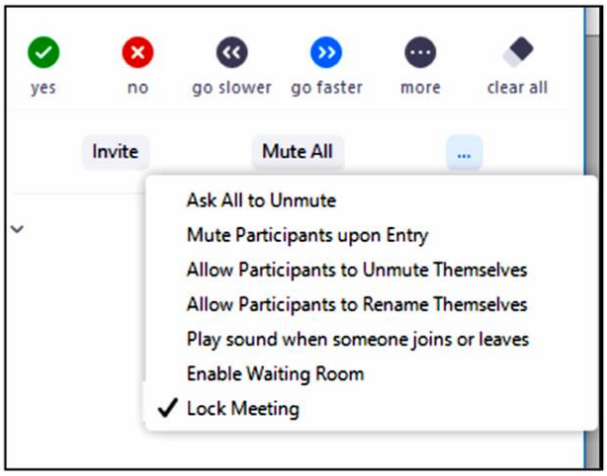


1. Click on Manage Participants on the bottom toolbar
2. The Participants List will appear on the right of your screen.
3. Find the bomber's name in the Participants List.
4. Hover over the bomber's name.
5. Click More to the right of the Participant's name.
6. Select Remove.

Lock the Meeting

1. Click on Participants
2. Go to the menu below the Participants List.
3. Click on the 3 dots (* * *) to the right of Mute All.
4. Click on Lock Meeting

Below Participants List
(bottom right of HOST screen)



General Security Tips

(1) LOCAL MEETINGS

Each local meeting needs to take a group conscience to decide how strictly they want to enable a wide range of security protocols. Basic security features include muting all participants upon entry, not allowing participants to unmute or rename themselves and setting up a Waiting Room.

(2) LOCAL EVENTS

Each local Event Committee needs to decide how many security measures are warranted based on the anticipated size of the event and how well it has been publicized on social media.

(3) LARGE WIDELY PUBLICIZED EVENTS

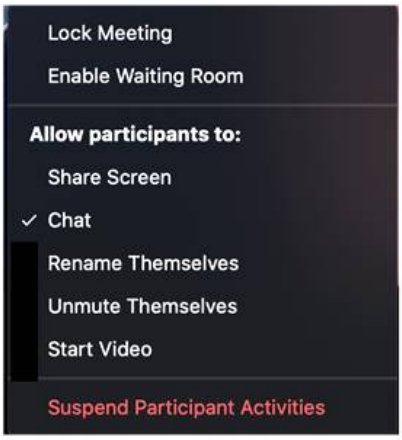
These events are more likely to be noticed by Zoom bombers online and will require additional security measures to prevent intruders.

Security Settings for a Local Day in OA Event

Based on our Zoom bombing experience at the Thank A Thon, here are the Security Settings we enabled for our next Day in OA event:

BEFORE THE EVENT STARTED (using the Security Menu on the Host's Control Panel)

- We unchecked SHARE SCREEN
- We checked CHAT
- We unchecked RENAME
- We unchecked UNMUTE THEMSELVES



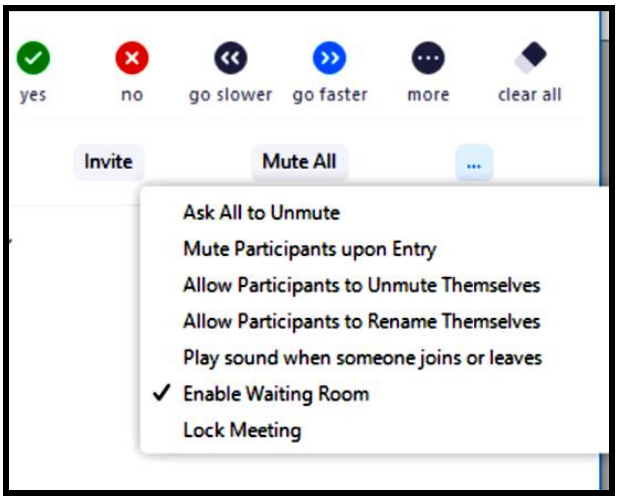
AFTER THE EVENT STARTED

We scrolled down to the menu below the PARTICIPANTS LIST

- We clicked on MUTE ALL

Next, we clicked on the 3 dots (***) to the right of Mute All

- We unchecked UNMUTE THEMSELVES
- We unchecked RENAME THEMSELVES
- We checked ENABLE WAITING ROOM



Admitting Participants from the Waiting Room

HOW TO USE THE WAITING ROOM
https://support.zoom.us/hc/en-us/articles/115000332726#h_f493a86f-7d08-4e3b-9d6d-9b236fe9cdcd

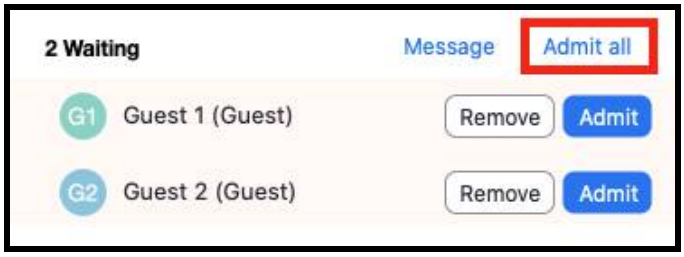
Click Manage Participants.

Click Admit to have a participant join the meeting.

Admit all participants from the Waiting Room

Click Participants.

Click Admit all.

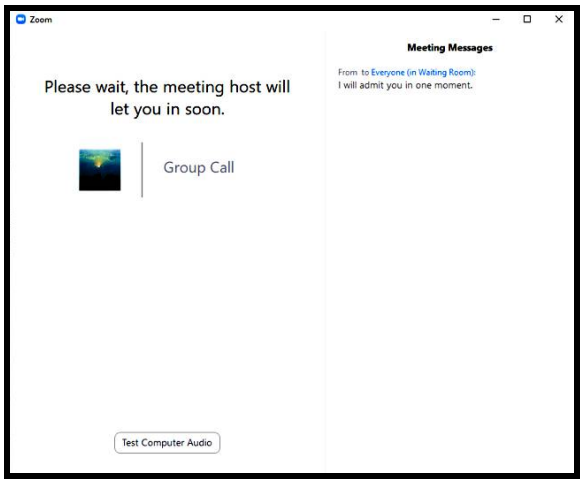


Sending messages to participants in the Waiting Room

Click Chat.

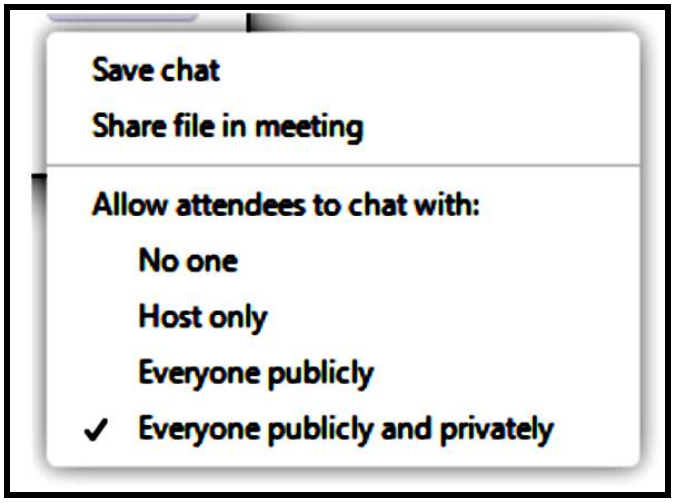
Type and send your chat message to the Waiting Room.

Once the message has been sent, the participants in the Waiting Room will see the message on the Waiting Room screen:



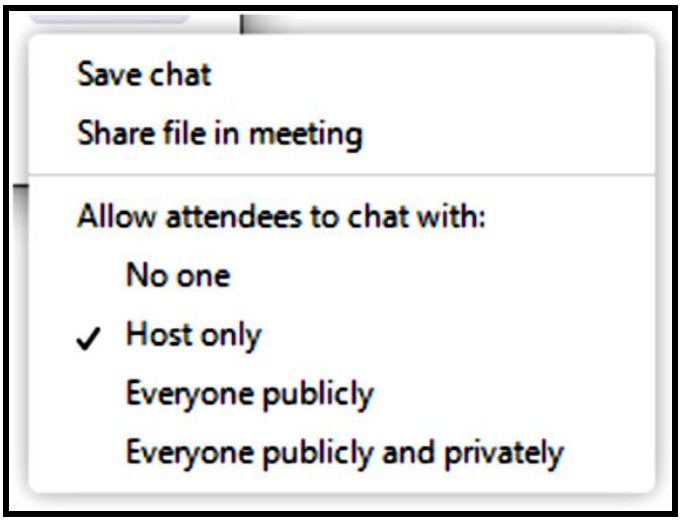
Chat Settings During the Event

Check Everyone publicly and privately



Close Chat During Speakers

Closing the Chat prevents “cross talk” during the Speaker’s share.
Check HOST ONLY, so people can communicate with the HOST or ask questions.



Handling the Shares

- The Co-Host called on a participant with a BLUE HAND RAISED.

- The Co-Host “requested” that the participant UNMUTE themselves (by hovering over the microphone next to the participant’s name and clicking on UNMUTE).

- This gave the participant temporary permission to unmute themselves.

1. In the Participant Panel, locate the participant you want to unmute.
2. Hover over the microphone icon to the right of attendee’s name.
3. Click unmute
4. The participant receive a message that the Co-Host requested they unmute.**

***In a less restricted smaller meeting, participants can unmute themselves when it's time to speak, but under strictest security measures they cannot, and the Co-Host must request that they unmute.*

Advanced Security Settings

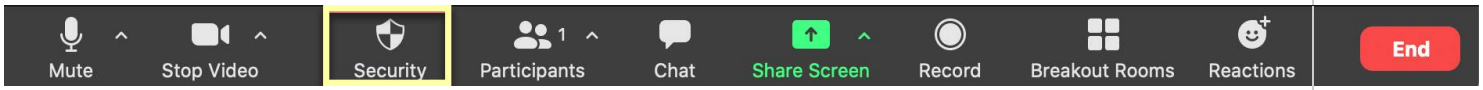
ZOOM BOMBING: (30 SETTINGS TO STOP ZOOM BOMBING) – ADVANCED
https://smartphones.gadgethacks.com/how-to/change-these-30-settings-stop-zoombombing-other-interruptions-your-zoom-meetings-0285026/

Suspend Participant Activities

This is an "advanced" security feature best suited for large events that have been heavily publicized on social media.

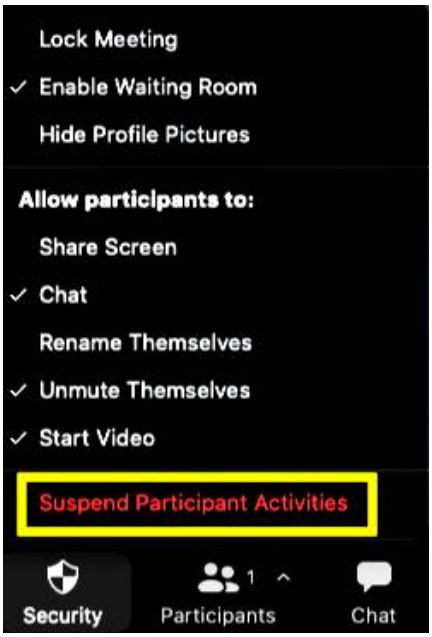
The option to Suspend Participant Activities is located at the bottom of the Security panel on the Host's screen. This option allows the Host to immediately mute all video and audio, stop screen sharing, end all breakout rooms, and pause recording, It also enables the waiting room, locks the meeting, hides profile pictures and disables the chat.

Locate the **Security** icon on the Host's toolbar.

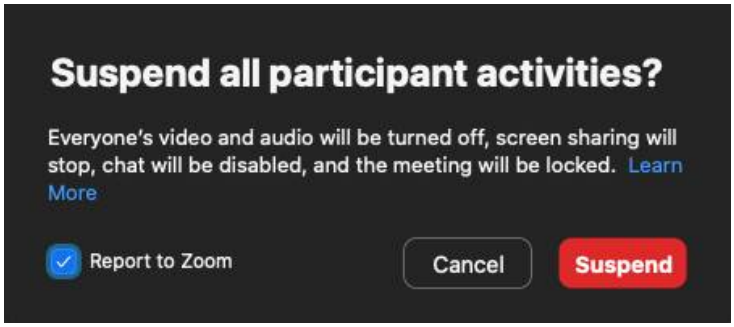


1. Click **Suspend Participant Activities**.

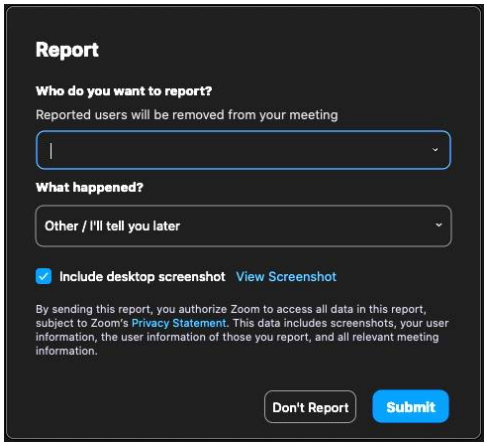
   Note: You may want to let participants know that you are taking this step so that they don't think there is a technical difficulty on their end and that the meeting is still in progress, just paused.



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



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



4. To restart the meeting, unmute your audio and/or start your video. Any other tools you were using such as chat, 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.

The “Blessings Extractor”

*“The awakened mind functions as a ‘**blessings extractor.**’ Like a vegetable juicer that grinds up a carrot and spits the pulp out of one chute and sends juice out of another, the **blessings extractor** takes any experience and draws forth the good from it.”*

-Alan Cohen

Although OA has had to face the challenges of converting face-to-face meetings to online Zoom meetings, here is what happens when we plug these challenges into the BLESSINGS EXTRACTOR:

Because we are now meeting on ZOOM:

- our meetings have grown larger
- our meetings have grown stronger
- we can now attend meetings any time of the day or night
- we can attend meetings all over the U.S.
- we can even attend meetings all over the world
- we can find sponsors in cities other than where we live.

Recently a local OA attended a large out-of-town meeting.
She put her name and number in the CHAT as an available sponsor.
Her new sponsee lives in South Africa!

So keep looking for those blessings!

And Happy Zooming !

Zoom Video Training Links

Test Your Computer and Audio

https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio

Display Participants in Gallery or Speaker View

https://www.youtube.com/watch?v=0kUnzwZvTWw

Meeting Controls

https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls-

Host and Co-Host Controls in Meeting

https://support.zoom.us/hc/en-us/articles/201362603-Host-and-Co-Host-Controls-in-a-Meeting

Zoom for Recovery Meetings (Part 1)

Adjusting Settings for Anonymity and Security - (PART 1) – 12 min
https://www.youtube.com/watch?v=fYyQBM7lEXY

Zoom for Recovery Meetings (Part 2)

Adjusting Settings for Anonymity and Security - (PART 2) – 9 min
https://www.youtube.com/watch?v=SHyK0QIluMw