

WAI's Zoom Trooper Basic Training (Boot Camp)

Welcome!! In this document you will find what our experience, and the experiences of others, have shown us to be best practices. We will cover the technical stuff first, then go into how to keep a meeting flowing and abiding by the Traditions. Lastly, there will be a section of helpful links. If you have suggestions for updated, corrections, or additional information please let me know. My contact info will be at the end.

Introduction:

I would like to thank you for being here and being willing to help other alcoholics. That is what we are all about, right?

First, we will talk about best practices for setting up a meeting. If you will be a Co-Host, but not a Host, you can skip this section if you'd like.

There are 4 kinds of Zoom accounts (<https://zoom.us/pricing>):

- 1) Basic (the free one) – you can have up to 100 participants, but only 40 minutes of meeting time. Zoom's time relaxation does NOT apply to this type of account.
- 2) Pro (\$14.99/month/host) – up to 100 participants and 24 hours of meeting time.
- 3) Business (19.99/month/host – minimum 10 hosts) – up to 300 participants and 24 hours of meeting time.
- 4) Enterprise (\$19.99/month/host – minimum 50 hosts). WAI has a Business account and has 10 hosts in place. Most of you will have either the Basic or Pro account. Most of the settings should be the same.

Settings:

The first thing you will want to do is update your settings. These will become the default for when you set up meetings. You can change the settings at any time and it will apply to already scheduled meetings. To protect anonymity and avert zoom-bombing, these are the suggested settings used by Worcester Area Intergroup. Under the MEETINGS tab:

- **Host video** – on
- **Participants video** – off (they may not want people to see them.)
- **Audio Type** – Telephone and Computer Audio – so people can attend the meeting no matter what type of device they are using.
- **Join Before Host** –OFF - If people can get in before you, you would not know if someone were trying to hack the meeting.
- **Enable PMI** - up to you, but please do not use it as a meeting ID.

- **Use Personal ID when scheduling/starting a meeting** - leave off because these links can be seen by anyone and I don't want everyone to have it. They could potentially use it to hack the meeting.
- **Authenticate users** – No - it keeps people without a Zoom account from joining
- **Require Password** –YES...Please use Sober2020 to keep things simple for everyone. It will be in the meeting list for people who want it, but the automated bots will not be able to find it because they are looking for meetings that are NOT password protected. They cannot see the meeting if it requires a password.
- **Embedding the password** – NO...it has people to get into the meeting without entering the password..
- **Mute participants upon entry** – Yes - this can be changed during the meeting set up if a group does not want to have people muted at the beginning of the meeting.
- **Upcoming meeting reminder** – if you do several meetings, you may want this on to remind you that you have a meeting coming up.
- **Require Encryption** - Yes
- **Chat** – I leave it on and have “Prevent participants from saving chat” checked off. The recommendation is to have it on before the meeting starts, change it to Host Only during the meeting, and turn it back on near the end of the meeting - UNLESS Group Conscience says to leave it on.
- **Private Chat** –ENABLE, but tell participants that IF they are being harassed to let you know immediately.
- **Auto saving chats** – NO!! Just like we don't allow cameras or recording devices in our halls, we do not want anyone saving anything that potentially could break anonymity or cause harm to someone for something they said.
- **Play sound** – you can have it on so you are aware when someone enters or leaves the meeting, either just the host or everyone can hear it. I usually do NOT set it to Everyone because it is disruptive to the meeting.
- **File transfer** – Nope. You would have no control over what anyone uploads.
- **Feedback to Zoom** – I leave off so people do not have to worry if zoom customer service will break their anonymity.
- **Experience Feedback survey** – not necessary.
- **Co-host** – YES!! You will want to have the ability to make someone a Co-host. Some meetings it would be difficult to call on people and keep an eye on things at the same time. I usually make whoever is Chairing the meeting the Co-host. They will have the ability to do almost everything the Host can do.
- **Polling** – not necessary unless you are having a business meeting and things may have to be voted on.
- **Meeting control bar** – up to you.
- **Show zoom during screen share** – I don't because then people do not always have the ability to change it and may not be able to see both at the same time – especially if they use their phone to get in.
- **Screen sharing** – ON if you would like to put the literature being discussed on the screen for everyone to read along. **THEN select “Host Only”** to prevent people from sharing their screen – you would have no control what people will share.

Additional settings are all off with the exception of:

- **Nonverbal feedback** - YES - allows people to vote etc...
- **Allow participants to rename themselves**
- **Report participants to Zoom**
- **Closed Captioning**
- **Language Interpretation**
- **Allow users to select Stereo Audio**
- **Breakout room** – YES -this can be used to temporarily remove someone from the meeting if necessary. It can also be used to move beginners into a room of their own with an experienced person in order to work on the early stuff.
- **Waiting Room** – Yes, so you can see who's entering the meeting. People go into a virtual waiting room until the Host admits them into the meeting. Helps out the gender specific meetings.
- **The rest are all notifications.** If you want them, turn them on. If you do not WANT reminders, turn this off.

Back to the top – the Recording tab – EVERYTHING should be toggled OFF. We do NOT record our meetings or chats!

Telephone tab – Show International numbers – ON unless you want to prohibit people outside the US from attending. Mask phone number – YES, this keeps everyone from seeing someone's entire phone # if they dial in.

Schedule a meeting:

Now that your settings are done, it's time to schedule your meeting!

- Click Schedule a Meeting (or Schedule a New Meeting)
- Topic - the name of your meeting
- Description - the type of meeting (Osp D, OS, CBB, etc..)
- When - date and time you want to start
- Duration - how long does your meeting last? Zoom does NOT cut you off after that amount of time.
- Time zone - **DOUBLE CHECK THIS!!**
- Recurring meeting – check if the meeting happens weekly, monthly, daily, etc. (If you click Weekly you can select what day(s) of the week you meet).
- Registering – NOT NEEDED
- Meeting ID – Generate Automatically (you do NOT want to use your personal ID).
- Meeting Password – YES
- Video – Host should be ON, Participant – your decision, but some people would not want to have video.

- Audio -BOTH
- Meeting Options - see discussion in Settings.
- Alternative Hosts - you can ONLY designate another User on the Same account to be Alternative. They can host the meeting if you are unable to.

Click SAVE. Next Screen:

- **Add Calendar Event** – I usually add the scheduled meeting to the personal Calendar I use most. For me it's Google Calendar.
- **Invite Attendees** – you can copy and paste the zoom link, OR you can Copy the Invitation to share with people.
- **Double check your settings.** You can now leave this page. When it's time to start your meeting, simply click on Start Meeting next to the one in your list you want to start.

Start the meeting:

- When it's time for the meeting to start, please read the Suggested Virtual Meeting opening found here:
https://docs.google.com/document/d/1b0IkMM1N8OHnCy_xb_DT9v6cpY2Mq52Ob6Y2l16pY/edit
- Then **unmute the chairperson** and **mute yourself**. Consider making the chairperson a Co-host. That way they will remain at the top of the participant list and be easy to find.

In-Meeting best practices:

As a Host, you have the ability to make others Co-Hosts. This is awesome. I usually make whoever is chairing the meeting a Co-Host so they can mute and unmute people and share their screen if needed. If it's a large meeting, I recommend you also have an additional Co-Host to help you monitor things. **If you plan to make someone else Host, PLEASE make sure they have been through our Training.**

Things to watch for –

PLEASE NOTE - if you are SURE there are hackers in your meeting, IMMEDIATELY LOCK THE MEETING, DISABLE their option to rename themselves, DISABLE their ability to unmute themselves and REMOVE that person - no need to put them in a breakout room first!

- **Video:** are people scantily dressed or naked? STOP their video and send them a private message. Does it look like someone may be using their phone to take screenshots or videos? Put them in a Breakout Room and address the possible issue. Are they holding their phone up to their computer camera? Stop their video! They could bring anything up on their phone that would be visible to everyone. Are there people walking back and forth behind someone? Does it look like someone is on a bus, train, subway? Stop their video, put them in a breakout room and address the issue.

- **Audio:** is there background noise or conversations going on that everyone can hear? Mute them. Are people unmuting themselves and interrupting? Put them in a breakout room and address the issue. Is someone using vulgar language, being abusive, bullying, arguing? MUTE them and pull them into a breakout room to address the issue.
- **Participants box:** Has someone had their hand up for a while and not being called on? Private message the Chair and make them aware of it. They may not realize it. Does someone have an inappropriate display name? Message them privately. Does someone have their full name, email address, or phone # in their display name? Message them privately. If not complying, pull them into a breakout room.
- **Chat:** Is someone posting a lot in chat? Message them privately and explain that it is distracting to people trying to pay attention. Is someone posting inappropriate things or using inappropriate language? Click the three dots at the far right of the chat input and click host only to receive chats. Ask everyone to please close their chats for the rest of the meeting. Pull them into a breakout room and address the issue with them.

If you can't or do not wish to stay in the meeting you can make someone else the Host and leave. Please make sure they have been through our training first so they know what to do if the meeting gets hacked. If you do need to go back into the meeting and take control, you can join the meeting and click "Reclaim Host". PLEASE BE AWARE that if you set up the meeting and are Host – even if you leave that meeting, you cannot join another meeting with the same device or under the same account.

This is a link to the Zoom help page that tells how attendees can access their controls during the meeting: <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting>

Phone controls for people who dial:

- *6 - Toggle mute/unmute
- *9 - Raise hand

Please remind people how they can rename themselves so last names, etc. don't show up!

I am always available for questions or concerns. My contact info is below:

- Facebook: Brandy H
- Text/call (text is best): 508-868-7702
- Email: officemanager@aaworcester.org

Again, THANK YOU!