

NYIG Toolkit for Handling Unwanted Meeting Disruptions

Note: When you open Zoom, it may prompt you to update the App. **Be sure to [download the latest version of the Zoom client](#) for the latest security features.**

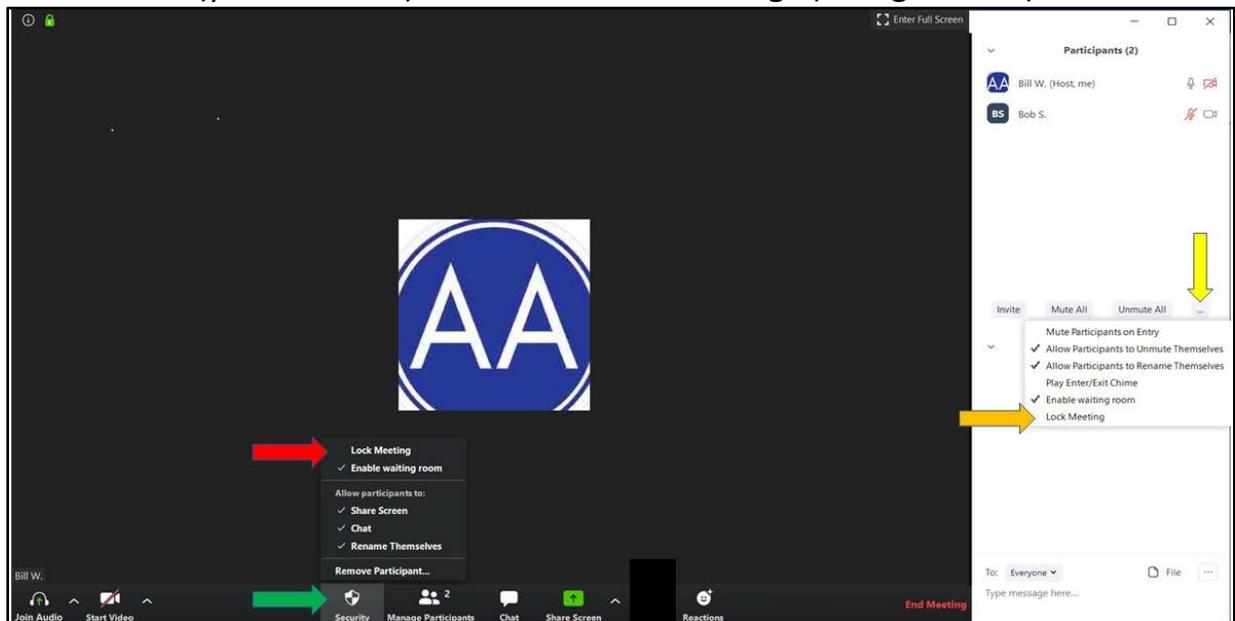
Pro-Tip: All groups are encouraged to have both a Zoom “Host” and at least one “Co-Host” in every meeting as service positions. One host acts as the traditional chair while the other manages muting and hand raising, and can handle meeting intrusions. [Click here for details on assigning a Co-Host when your meeting has begun \(No special setup needed, NYIG accounts already allow for Co-Hosting!\)](#) [Additional Chairing tips here!](#)

What should you do if your meeting is disrupted?

- [Lock the Meeting](#)
- [Use Features of the Security Icon](#)
- [Mute All Participants and Disable Self-Unmuting](#)
- [Turn off a Participant’s Video and Remove Participant](#)
- [Prevent “Zoom Group Chat” Abuse](#)

1. Locking the Meeting ← Do this first, you can always unlock later

- a. Click the “Security” icon (green arrow below), then “Lock Meeting” (red arrow). You may also click the three dots in the Participants box (yellow arrow) and then “Lock Meeting” (orange arrow)



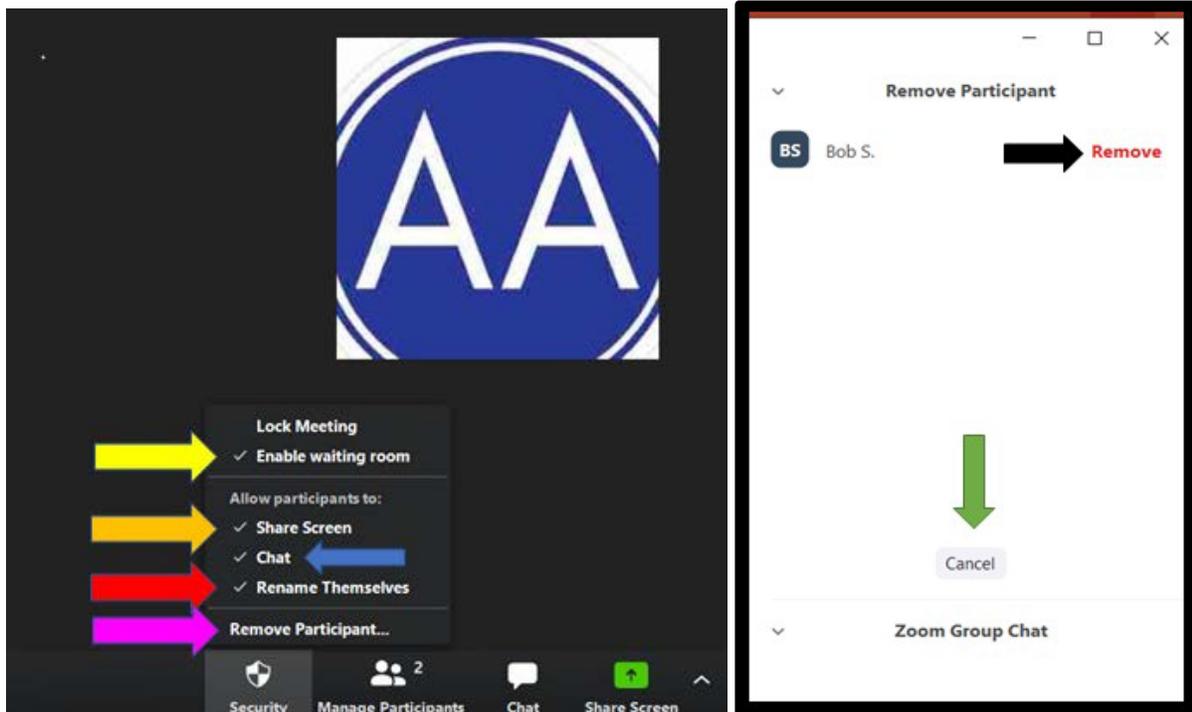
- b. Please note after the meeting is locked, **no one will be able to join the meeting** until you unlock it.
- c. Doing this quickly at the first sign of a disruption can stop other bad actors from entering your meeting.
- d. If you don't see the Participants list on the right, click the "Manage Participants" icon at the bottom of the screen. Click the "Chat" icon to make the Chat box visible on the right.

2. Utilize Features of the Security Icon

Zoom's new "Security" icon allows the Host to more quickly:

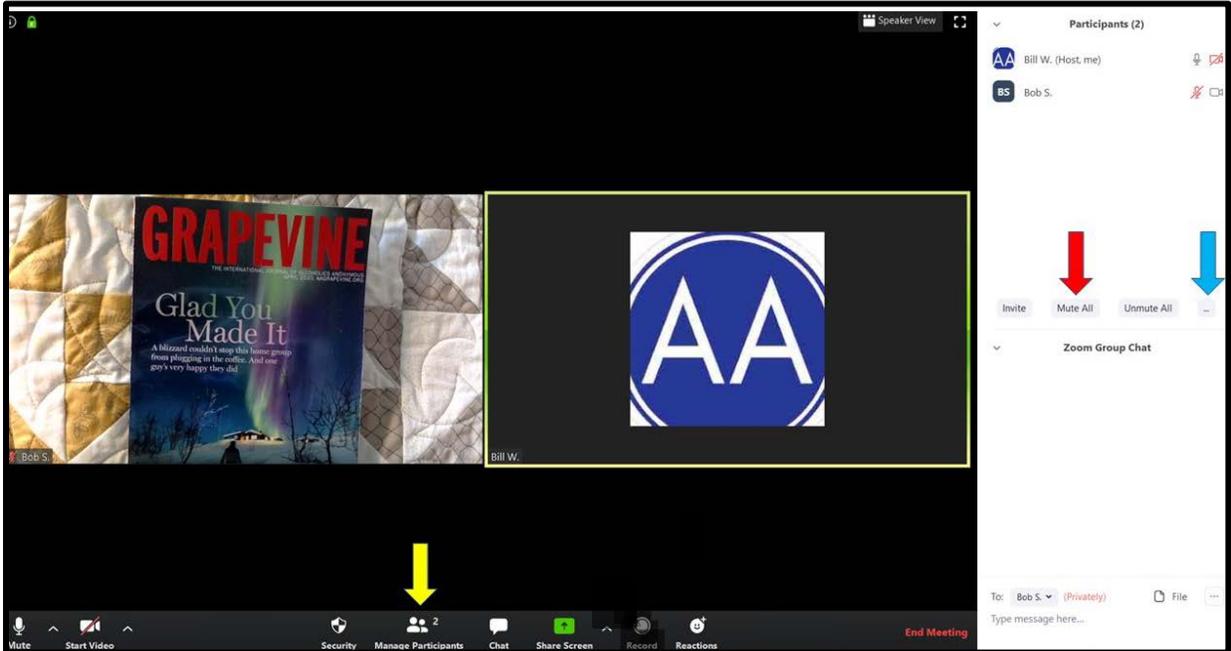
- a. Enable a waiting room (yellow arrow)
- b. Disable Participants from sharing screens (orange arrow)
- c. Chat (blue arrow)
- d. Rename themselves (red arrow)
- e. **Note:** Unchecking the ability for Participants to "Rename" themselves will stop disruptors from evading you by repeatedly changing their display name.

You may remove a Participant by clicking "Remove Participant" (purple arrow) and then "Remove" in the Participants box (black arrow). If you accidentally click "Remove Participant," you may cancel (green arrow).

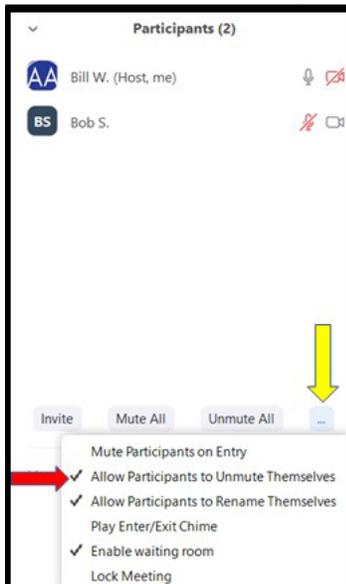


3. Mute All Participants and Disable Self-Unmuting

- a. Click the “Manage Participants” icon (yellow arrow below) if you haven’t already.
- b. Click “Mute All” (red arrow) and uncheck ““Allow Participants to Unmute Themselves” in the dialog box that follows.
- c. You may also click “More” (blue arrow) and



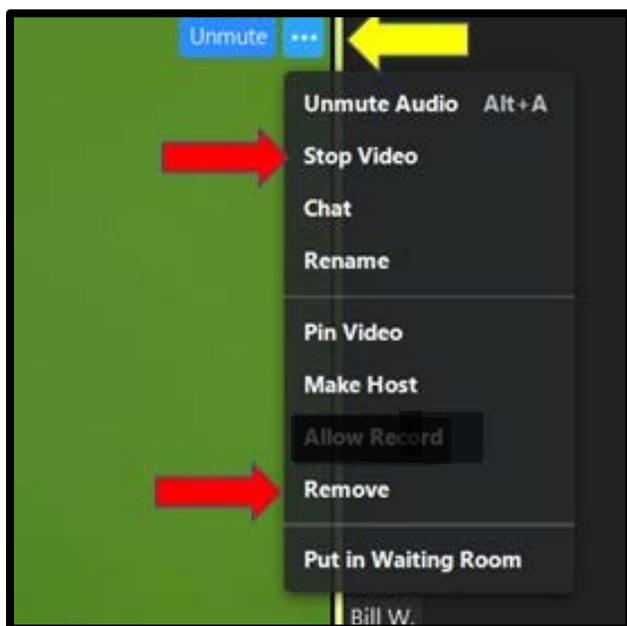
- d. **Uncheck** “Allow Participants to Unmute Themselves” (red arrow)
- e. **Uncheck** “Allow Participants to Rename Themselves” (if you haven’t already through the “Security” icon)



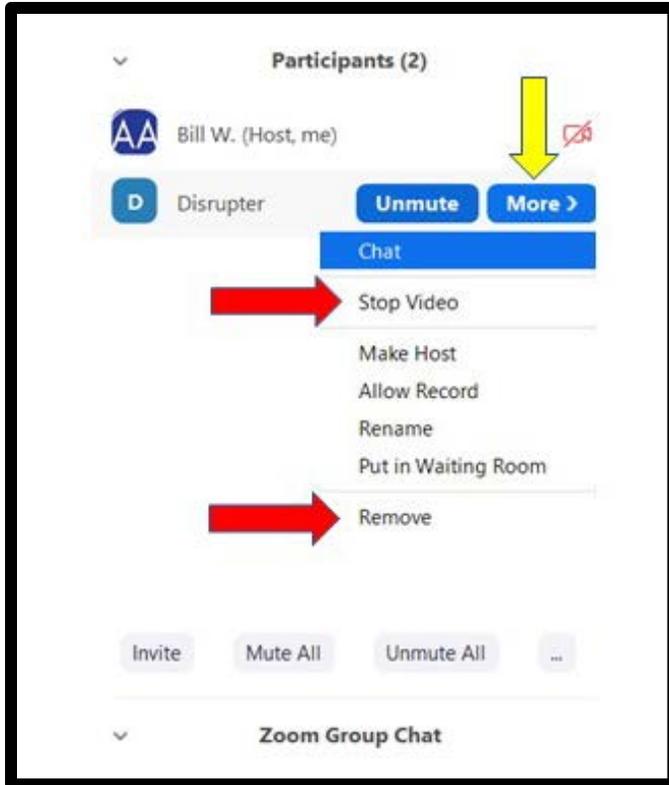
Note: Hosts will then have to unmute Participants anytime that they wish to speak.

4. Turn Off a Participant’s Video and Remove Participant

- a. Identify the disruptive participant(s) and hover your mouse over the right corner of that person’s video.
- b. Click the blue square with three white dots (Yellow arrow) and a list of options appears.
- c. You may stop the video of the participant and/or remove the person from the meeting (Red arrows).



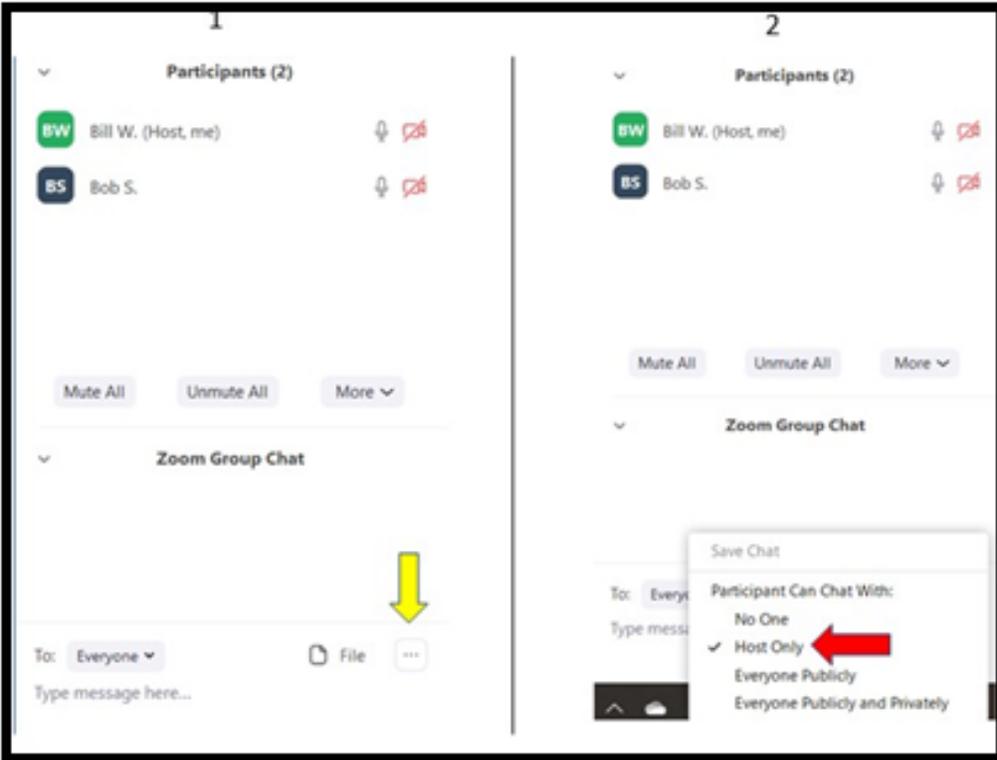
- d. You will also find the “Stop Video” option and “Remove” option (red arrows below) by hovering your mouse over the names in the Participants list on the right side of your screen and clicking “More” (yellow arrow).



- Note: Remember that if you haven't unclicked the option for Participants to "rename" themselves (see No. 2, "Use Features of the Security Icon," above), disrupters may rename themselves and re-enter the meeting.

5. Preventing "Zoom Group Chat" Abuse

- Many groups have elected to change the settings on the Chat box to enable Participants to send messages only to the Host
- To restrict Chat, click the three dots at the bottom of the chat box (Column 1 below, yellow arrow) and select "Host Only" (Column 2, red arrow):



Remember: These tools are all designed to help your group protect yourselves from intrusions, but there is no one-size-fits-all solution. Please arm your Chairs and Hosts with this information, and discuss in your groups what will work best for your needs. We will continue to update guidance for the community as new information becomes available.

When anyone, anywhere, reaches out for help, I want the hand of A.A. always to be there. And for that: I am responsible.