TOP 5 TIPS TO DEAL WITH ZOOM BOMBING

Zoom Bombers follow a predictable pattern. Remember these tips to prevent trolls before your meeting and dealing with them if it’s happening to you.

Limit or Disable Screen Sharing
- Before your meeting, ask your Zoom admin to disable Screen Sharing or select Host Only in Account Setting
- During the meeting, Hosts can turn this off in Advanced Sharing Options under Share Screen

Mute Participants, Only Hosts Can Unmute
- In Manage Participants, Enable “Mute Participants On Entry”
- Disable ability for participants to unmute themselves
- "Mute All" is another way to minimize sounds

Waiting Room vs. Lock Meeting vs. End Meeting
- Remove trolls, but many will try to rejoin
- Waiting Room: only Host can admit new joiners
- Lock Meeting: meeting is closed to all new joiners You can unlock a meeting later
- End Meeting: a last resort!

Host & Co-Hosts! Use a computer, please
- Meetings of all sizes benefit from a Host & Co-Host
- Use a computer (not tablet/mobile) to be most effective to your group
- Rehearse & practice! Know where your controls are

Limit Chat… if you need to
Bombers may use Chat as a last resort. Consider disabling or limiting sharing, if you need to:
- No chat at all
- Only with Host / Co-Host
### What’s Zoom Bombing?
These are deliberate attempts to disrupt a meeting from one or more individuals (a.k.a. Trolls). Zoom Bombings range from one-off disruptions to a coordinated attack by multiple tech-savvy trolls.

It has affected 12-Step Programs, online classrooms and business meetings.

### Ways trolls disrupt meetings & how to minimize it

1. **Showing offensive imagery**
   - Change Settings (no virtual backgrounds, limit screen sharing)
   - Remove participants with offensive profile pictures

2. **Saying offensive things**
   - Only Host & Co-Hosts can mute/unmute participants; Participants cannot unmute themselves
   - Remove participants who are blatantly trolls
   - If needed, limiting or disabling Chat

3. **Repeatedly re-joining a meeting from different accounts**
   - Admit participants through Waiting Room feature
   - Lock Meeting to prevent new joiners

### What Zoom is trying to do
Starting April 5, Zoom has made changes to Basic & Pro accounts in an effort to minimize Zoom Bombing ([see their announcement](#)).

#### Meeting Passwords
- Basic & Pro accounts now require a password for all meetings, including all previously scheduled meetings!
- Greater NY does not consider passwords alone to be effective for NA’s purposes because we publicly post links alongside passwords in order to carry the message of recovery.
- If your group did not have a password, you will need to update all links/information.

Email NA-Covid-Closures@googlegroup.com to update your information on Greater NY’s website/helpline and the [NYC Virtual Meeting List](#).

**Meeting Link without password**
https://zoom.us/j/1234567890

**Meeting Link with encrypted password in URL**
https://zoom.us/j/1234567890?pwd=REl1R0VZRW8vblIM1NXFyd3Qvc3ZUZz09

#### Waiting Rooms
- Zoom now automatically enables Waiting Rooms in Settings, but your group can disable it for your meeting (go to “Edit this Meeting”)
- All participants are held in a Waiting Room before they join the Meeting. **Host/Co-Hosts must Admit all participants.**
- This is useful if trolls are trying to re-join a meeting after getting removed and you want to keep your meeting open. Alternatively, you can “**Lock Meeting**” but no one new can join your meeting.
What your group can do
These are suggestions for [1] preventing and responding to Zoom Bombings and [2] protecting NA members’ anonymity. Every group is autonomous; please adapt these to meet your needs.

If you’re getting Zoom Bombed by one or more trolls:
1. **Limit Screen Share** - Restrict sharing to the Host Only through Advanced Sharing Options.
2. **Attendee on Hold** - Temporarily remove someone from the meeting. This is a warning.
3. **Remove a member** - You can remove a participant for the rest of the meeting by clicking More next to their name. They cannot re-join that meeting from the same account.
4. **Waiting Room** - This is useful if trolls are trying to re-join a meeting from different accounts after getting removed. You can choose who can re-join.
5. **Lock Meeting** - This is your last resort. No one can join this meeting after it is locked. You can unlock a meeting after locking it.
6. **Limiting Chat** - During a meeting, you can disable Chat, disable Direct Chats, or only allow people to chat with the Hosts.

Proactive ways to minimize Zoom Bombing:
**Assign at least 1 Co-Host.** Ideally Host/Co-Host are using a computer (not tablet/mobile). During a meeting, they are responsible for:
1. **Admitting participants** (if using a Waiting Room)
2. **Renaming for anonymity**
3. **Mute/Unmute Participants** (do not allow users to unmute themselves)
4. Scan Gallery View and Chat for offensive imagery or language

**Ask your Zoom admin to change settings**
**Account > Settings > Meetings**
1. Mute participants upon entry - **ON**
2. Prevent participants from saving chat - **ON**
3. Co-Host - **ON**
4. Allow host to put attendee on hold - **ON**
5. **Screen Sharing** - we suggest one of two options:
   a. **OFF entirely**
   b. **ON**, Who can share? Host Only, Disable: Annotation, Whiteboard, and Remote Control
6. Virtual background - **Consider turning OFF**, but discuss this with your Group
7. Waiting Room - **ON**, All Participants

**Account > Settings > Recording**
8. Local recording - **OFF**
9. Cloud recording - **OFF**