



MANAGING MEETING PARTICIPANTS

Just as in the physical rooms, meetings on Zoom feature resentments, ringing phones, and other disturbances.

While this, too can happen in physical meeting rooms, the anonymity of the internet provides a shield for those who might choose to disrupt a meeting. Fortunately, while not possible to maintain absolute security, there are a number of features available to handle the more disruptive participants.

Set Safe Meeting Default Settings

Refer to suggestions for **Account Holders and Meeting Hosts - Protecting Anonymity & Default Settings in Zoom** for details.

Identify a Meeting Chair *AND* one or more Co-Hosts

For starters, assign one or more a co-hosts whose role is to shoulder the weight of maintaining order during the online meeting by managing the participants. This allows the meeting chair to focus on the meeting, while the co-host focuses on managing participants and the meeting controls. Co-hosts are assigned during a meeting and cannot start a meeting.

Assign a Co-Host

1. Sign into Zoom.us.
2. Click on the Settings link on the left of the screen.
3. Scroll down to the Co-host option on the Meeting tab and verify that the setting is enabled.
4. Turn on Co-Host. If a verification dialog displays, choose Turn On to verify the change.

Co-host

Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.



Manage Disruptive Participants During a Meeting

The Meeting Participants window offers control over most aspects of your meeting and those attending. Zoom has a [10 minute long video](#) that is recommended viewing for all meeting chairs who host meetings and anyone who plans to co-host a meeting at any time.

Muting All Participants

During the meeting, a host can see **More** and **Mute All** Controls at the bottom of the Participants list.

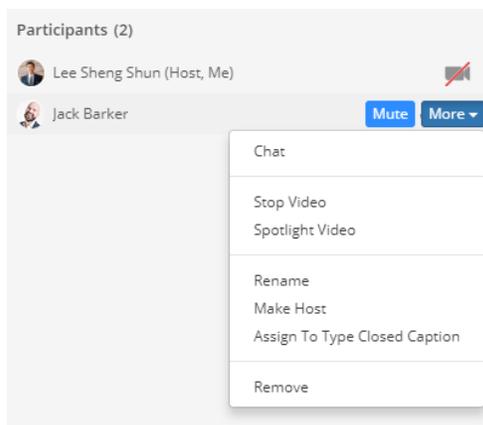
1. On the Participants List, click **Mute All** to mute all meeting attendees.
2. For maximum control of the discussion and to minimize distracting sounds, disable the ability for attendees to unmute themselves.

Remove Participants

1. During the meeting, click **Manage** to display the participants list.



2. Hover over a participant and click **More** for these options:



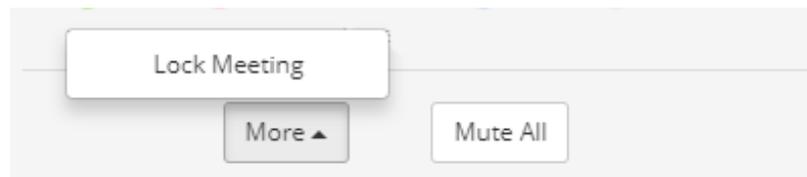
3. Click Remove

Note: If your settings permit them to rejoin, then putting them in a waiting room will delay their ability to rejoin. This would give you time to remove any other disruptive participants and lock the meeting.

Locking the Meeting to Prevent Re-Joining of Removed Participants

Consider Locking the meeting once the meeting has begun so no more attendees can join.

1. On the Participants List, click Lock Meeting to prevent other participants to join the meeting in progress.



Suggested Other Zoom Features

Consider enabling the [Waiting Room](#) for your meeting. You then play an active role choosing who to allow into the room through the participants list.

Consider disabling [Join Before Host](#) to keep users out before the host arrives. When "Join Before Host" is enabled anyone can enter at any time.

Consider restricting [In-Meeting Chat](#) to reach only host only during the meeting. Many meetings open it up for fellowship after the meeting.

Other Suggestions for Setting Up Meetings to Keep Safe From Disruptive Attendees

- You can also take a group conscience regarding screen sharing, mute and unmute privileges, chat settings among participants and more.
- Make sure your zoom meeting is set up for anonymity by [disabling these settings](#).
- Hold a steering committee meeting using a private link sent to the meeting's phone list. Take a group conscious on how to secure the meetings and keep them safe.
- Ensure that all meeting chairs have access to Host controls so they can take control of the meeting when the safety of the members are compromised.
- Train the host/chair on how to kick out attendees who become disruptive.
- For closed meetings: Consider using a private Zoom meeting link for the meeting and send only to phone list members.

- Newcomers: Consider hosting newcomer meetings with public links, but enable the **Waiting Room**, so the host/chair has to allow everyone in the meeting.
- Consider enabling a password when posting the Meeting ID or link on a public website with a disclaimer asking interested attendees to send an email to request the password. This may deter disruptive attendees from joining.

We are Responsible

It is unfortunate that we have a need to address this issue, but doing so and keeping online meetings going will do more to allow the sick and suffering alcoholic to find us than taking meetings underground will. Keep in mind our Responsibility Statement:

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

Additional Resources

We offer these links with the stipulation that not all of their suggestions can be applied while maintaining openness that is a part of the program of Alcoholics Anonymous.

- [How to Keep the Party Crashers from Crashing Your Zoom Event](#)
- [Zoom-bombing: How to keep trolls out of your Zoom meetings](#)
- [Zoombombing: When Video Conferences Go Wrong](#)

Advanced Feature

If security is still an issue, consider learning how to use a **Breakout Room**. Contact alt.delegate@area83aa.org for more information.