



Greater NY Region of Narcotics Anonymous Zoom Bombing & Trolls in NA Virtual Meetings

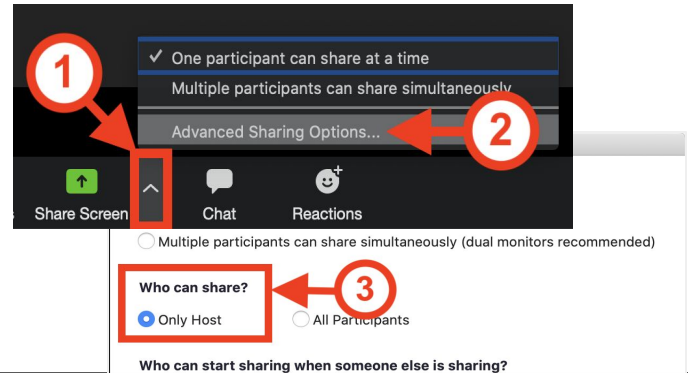
This document is created by the Greater NY Region in response to reports of “Zoom Bombing” by trolls. These are suggestions & guidelines to help protect your meeting from these disruptions.

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

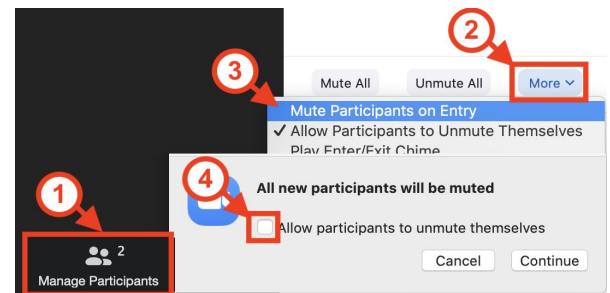
Limit or Disable Screen Sharing

- 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



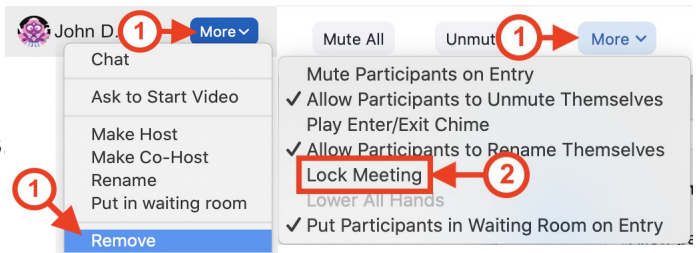
Mute Participants, Only Hosts Can Unmute

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



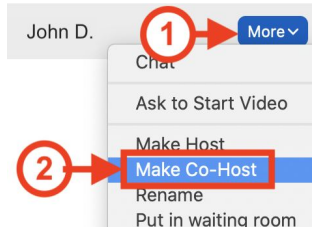
Waiting Room vs. Lock Meeting vs. End Meeting

- 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

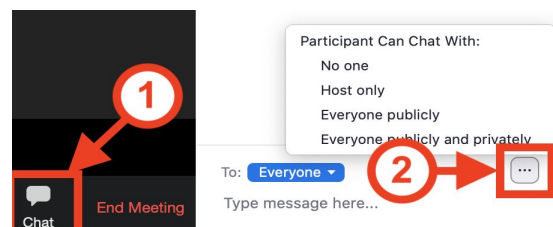
- Meetings of all sizes benefit from a Host & Co-Host
- Use a computer (not tablet/mobile) to be most effective to your group
- Rehearse & practice! Know where your controls are



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





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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**
 - a. Change Settings (no virtual backgrounds, limit screen sharing)
 - b. Remove participants with offensive profile pictures
- 2. Saying offensive things**
 - a. Only Host & Co-Hosts can mute/unmute participants; Participants cannot unmute themselves
 - b. Remove participants who are blatantly trolls
 - c. If needed, limiting or disabling Chat
- 3. Repeatedly re-joining a meeting from different accounts**
 - a. Admit participants through Waiting Room feature
 - b. 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 requires 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](mailto: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=REI1R0VZRW8vbIM1NXFyd3Qvc3ZUZz09>

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.



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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