

Zoom Hosts Instructions

1. **Recommend using a desktop computer or an ipad for hosting.** You cannot access all the control functions on a smartphone.
2. **KEEP YOUR ZOOM ACCOUNT UPDATED!** Always check for updates so that you will have access to all options for meeting control and safety. The OIG Zoom Coordinator will always update the license but you will be limited by your own status. If not updated, you may not have the ability to “see” all the options.
3. **Claim host** at bottom of participant list (3 dots) or on your own name (3 dots) on the participants list. A box will come up where you write the **HOST Key code**. The code originates with the license owner who scheduled this particular meeting. Please be respectful of the Host key. You are a trusted servant. Do not give the host key to another unless they are trained and willing to provide this service for the meeting. You can use this Training Sheet to train them.
4. **Make multiple folks cohost** so you have backup in case your internet drops. Just make sure they are comfortable with the function. Phone callers can not cohost. You assign cohost by opening the 3 dots next to the person’s name on the Participant List. You will see **make cohost** an option. You can make as many cohosts as you need, someone to monitor video, monitor chat, etc. **Never make someone a cohost unless you can actually see them (video on)** and you know them. Disruptors are “stealing” our names to pretend to be an OA member.
5. **Audio Controls:** Many of our meetings have decided to let members mute and unmute themselves. If so, participants are asked to mute their microphone when it is time to start the meeting. HOST must mute those who forget. If you are experiencing disruptors, you can switch to **mute all** coming in. The host/cohosts must unmute folks. Designate a person to do this so you don’t trip over each other.
6. For those on a **phone**, they must press *6 (star 6) to mute or unmute. People coming in by phone literally show a phone ICON by their name. That is how you can tell at a glance

if anyone is coming into the meeting that way. You can mute them just as you can video participants.

7. Some of our OA meetings are using the **mute all** function during the meeting. This means in order to share (speak), read out loud, introduce oneself or ask questions, the HOST must unmute you. In these meetings the meeting leader will call on the person to speak. The HOST will unmute them: this sends an invite to unmute to the participant which the participant must accept.

8. If you use the **Mute All** function at the start of the meeting, the HOST must go to the security shield on the toolbar to allow participants to later unmute themselves. It is also possible for hosts/cohosts to release the **Mute All** with the 3 dots at the bottom of the Participant List.

9. Most of our meetings start early to set up and welcome everyone—if anyone has any questions during this time, use the chat box or raise hands function. If they are on the phone, press star 9 to raise your hands.

10. **Video Feed:** Host must keep the video on **gallery** view (option under **VIEW** in upper right of the screen) to see all the videos. Toggle between screens if the meeting is large so you are keeping an eye on all the video feeds. Unintended “exposure” can happen anytime! Participants are asked to turn off the video if they are moving around, someone enters the room, or they are eating. If the HOST observes distracting images, turn off their video. You can turn off the video on the 3 dots on the participant list or on their video feed. Keep your cursor on their name box as you *need to invite* them to restart their video (they will turn it on when they are ready) or note their name before hand so you can go to it on the participant's list and send a request to turn video back on so they can come back when they are settled.

11. **Video order on the screen:** so long as no hands are raised and your own self view is on, you can rearrange the order of the videos on the gallery screen. I move the meeting leader, the hosts and the timer up to the top line. I hide all profile pictures and eliminate all non video boxes. This makes it easier to monitor the videos. If a person turns on their video, they pop back up on the screen. The whole meeting has to use the video order imposed by the host.

12. **Raise Hand:** The **Yellow Hands** form a line or cue so the meeting leader can know in what order to call on people. Hosts and co hosts can raise their hand (find the option in the reaction button on the main toolbar) but you will always go first in the cue. If the meeting leader is coming in by phone, they may need the host to announce who is next as they can not easily see the Participant List. Yellow hand's video shows up on the top of the gallery. If folks keep their hand up while they share they stay up top.

13. **LOWER Hands:** participants raise their hands to volunteer to read, share, for announcements, etc. HOST should lower their hand once they are done so they drop out of the cue (or line). That way the meeting leader knows the yellow hand on top is next. Hosts can lower all with an option on their participant tab. You will also see a tally of how many hands are raised. You can use this function for votes if your meeting needs that in a group conscience. Red X and Green Check marks can also be used.

14. **Rename:** I wait a while to see if folks are going to rename. Some do easily, some never do. HOST gradually renames everyone with first name and last initial. Before the meeting starts, ask the phone-in folks for a name to rename them so we can use their names when called on. You can also rename them as you hear their name during the meeting.

15. **CHAT:** You (or assign a cohost) will have to watch the chat so it doesn't become too personal or talky. You can also change the rules for chat if your group is too chatty. **Open the three dots to see your options.** Ask folks to refrain from cross talk and just use the CHAT to leave contact info for the We Care List. Announce that members can opt to save chat if they want to keep contact information. Save by opening the 3 dots in the bottom of the chat prior to ending the meeting and opt to **save chat**. Chat only shows to the persons present when the chat was posted. Latecomers can NOT see earlier posts.

16. **Changes to the Chat box function** can be made by the HOST by clicking on the 3 dots at the bottom of the Chat box to set it to (1) no chat at all, (2) host and participants, or (3) host only.

17. **Security Protocols** **Disruptors:** If you get someone who is disrupting a meeting, you can instantly create a waiting room and send them there by clicking the three dots on their video box. **Place in waiting room** comes up as an option even if you have not enabled the waiting room. Once you send someone there you now have a waiting room. Remember, Waiting Room is a white screen no matter how many people are in it. They can not see or hear anyone else. The status of the waiting room will now appear at the top of your participant box. If a member arrives late to the meeting, they too will go into the waiting room. You will see them there and you can admit them while keeping the disruptor out (all by his lonesome). PLEASE do NOT use **remove** except in dire circumstances.
18. Another method to safeguard meetings in the time of heightened zoom bombings is to create two breakout rooms at the start of your meeting and choose “**manually assign members**”. Also choose *under breakout room settings (the little gear wheel in the Breakout room dialogue box)* **automatically send assigned members to the Breakout room**. That way members don't have to accept an invitation, they will just “fly” there automatically once you assign them and open the rooms. This way only the host and cohosts can place people in the Breakout room. Place all your legitimate members in there WITH A COHOST.
19. Now any intruder entering your meeting cannot go to the Breakout room. Disruptors are unseen by members as the disruptors are in the main room and members are in a breakout room where the actual meeting is taking place nice and safely. Once you have a waiting room, real members will wait there too. You can admit people one by one so you can verify they are legit. Each person will be admitted to the Main room. Now verify they are indeed real members. I usually ask them what meeting they are here for?? Disruptors don't know what meeting they are coming to. You can assign a real member who arrives late to the breakout room. Now you are free to put intruders in time out (WAITING ROOM) while you members have a safe quiet meeting in the Breakout room.
20. The second breakout room is the place to move any members who don't automatically go to the Meeting Breakout room (#1)when assigned. I am not sure why some don't go but if you assign them to Room #2 then you can move them to Room #1. NOTE: cohosts and even hosts have limited functions in the Breakout room. In the unlikely event that a disruptor fools you and gets in the breakout room, cohosts can still **remove** someone but not move them to the waiting room. You can also move them to the **empty** room 2 if you do not want to **remove** them. You can join them there to vet them and then either let

them back into the meeting if it was just a misunderstanding or **remove** them if they are a disruptor.

Be deliberate as you click around. Never click on something you do not fully intend to!

21. **Creating a Breakout room:** You need to arrive early to set this up before your meeting starts. Claim host - Go to the breakout room tab on the toolbar. Click on it and the dialogue box opens. Choose 2 rooms and "**Manually assign**" to rooms option. Then *create rooms*. Once they are created, open the settings choices. This is the little gear or wheel looking thing in the lower left corner of the dialogue box. Choose **automatically move all assigned persons to breakout room**. The settings dialogue box goes away once you click on the open space in the rest of the larger Breakout rooms dialogue box. Open the rooms. Let them know you are moving them. Now you can assign members to the room. To assign members just hover over their name in the dialogue box and choose room 1 to assign them. They will freeze and then disappear from the main screen and show up in the Breakout room. They will all be together in a breakout room. It feels and acts just the same to participants. Now they can hold their meeting. Just in case a disruptor did somehow slip past disguised as a member, make sure there is always a cohost in the Breakout room to deal with them.
22. Cohosts in the Breakout room can only remove a disruptor not put them in the waiting room so the cohost must be very careful when they click remove and make sure they have the disruptor NOT a member.
23. Here is the link for the zoom training on Breakout Rooms. There is zoom training for all aspects of using zoom just google what you want to know.
<https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms>
24. Practice setting up a breakout room before you need it.
25. **HOST ends the meeting!! If you leave as host, you have ended the whole meeting for everyone. IF YOU NEED TO LEAVE THE MEETING, YOU NEED TO MAKE SOMEONE ELSE HOST.** You do this the same way you make cohosts.

There are good tutorials on all these skills on zoom.

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