GUIDE FOR AA ZOOM MEETINGS IN AUSTRALIA

Introduction:

Our 6th Tradition states that an Alcoholics Anonymous group should not endorse any outside entity, and therefore this document does not endorse the use of Zoom, or any other online tool.

Many groups around the world have, however, elected to move to Zoom by exercising the 4th tradition of autonomy, during the COVID-19 crisis.

Recently, disruptive behaviour on the Zoom platform has affected many AA meetings. This disruption - known as "Zoom-bombing" - is an online form of gate-crashing, involving participants using fake names to join meetings and displaying inappropriate audio and visual content.

There are **serious security issues** if you do not understand how to set-up your account, schedule the meeting and actually secure the meeting while it is running. We have spent significant time hosting Zoom meetings and checking Zoom settings to find some of the most secure ways to continue AA meetings on this platform during the COVID-19 crises.

This document sets out a step-by-step guide on how to create a safe environment for your members, visitors and most importantly for the newcomer. Above all other traditions we have focused on Tradition 5 so that newcomers can find a solution to their problem and find the fellowship they seek.

If you follow these instructions, our experience shows that you will be able to manage your AA meeting with a minimum of disruptions.

We recommend a couple of group members read and understand the implications of Zoom settings outlined here. Then, immediately hold a group business meeting to come to a consensus decision on what to do next. Please don't wait until your next scheduled meeting, this is important.

If you have any questions, we urge you to contact one via email: auszoomhelp@gmail.com

An AA member involved in preparing this document will contact you and talk you through the settings, so that when you are hosting your meeting, you can do so with confidence.

This document has been created by a team of anonymous AA members in Sydney Australia and we hope it will assist AA groups everywhere to create a loving and safe online environment for the alcoholic who still suffers and AA members alike. Necessity is the mother of invention, welcome to the digital AAge...   **Created in April 2020**

Key Steps

1. **Read the whole document and if you don't understand it please ask questions:**

   auszoomhelp@gmail.com

2. **Call a group business meeting and discuss the security options and get group consensus**

3. <u>**Attendee:**</u> **Download Zoom "Basic"** (free version) **and create a Profile** …. (page 3)

4. <u>**Host:**</u> **Purchase Zoom "Pro" and create a Profile** …. (page 3)

5. <u>**Security – Adjust Settings:**</u> …. (page 4)

   - **Disable** ability to Record …. (page 11)
   - **Disable** Screen Share function, for everyone except the host
   - **Disable** Chat *(optional – please read detail below for options)*
   - **Enable** a Waiting Room
   - **Enable** Co-hosting
   - **Set** a password *(now mandatory for all newly created meetings)*
   - More…

6. **Security – Adjust Admin Account Settings** …. (page 12)

7. **Create/Schedule Meetings** …. (page 13)

8. **Updating the Australian AA Website:** …. (page 17)

   Send the updated meeting details to: https://aa.org.au/members/member-enquiry/

9. **Starting your Meetings:** …. (page 18)

   Hold a practice meeting with only the Co-hosts and group members. Practice setting up and using the in-meeting security controls, including:

   - Only Host can unmute

   - Only Host can share docs

   - More…

10. **In Meeting Settings** …. (page 19)

11. **In-meeting roles** …. (page 22)

12. **Share screen** …. (page 23)

3.<u>Attendee</u> - Download Zoom "Basic" (free) and create a Profile

A. Download the Zoom APP to your phone or computer
B. Select the "Basic" (free) version
C. Sign in and create an account profile. https://zoom.us/signup

Your Zoom Profile should be your First Name, Surname initial, and Home Group. e.g. **John S (Akron Tuesday)** This helps the Hosts of the meetings you attend in screening attendees to reduce the amount of unknown callers like "iPhone", "JohnsiPad", and also deters Trolls seeking to disrupt your meeting. Also, please help your AA friends by showing them how to do this.

4.<u>Host</u> - Purchase Zoom "Pro" and create a Profile

D. Download the Zoom App to your computer - PC or Mac only. **Don't** host with smartphones or iPads
E. Select the "Pro" (paid) version
F. Sign in and create an account Profile. https://zoom.us/buy?plan=pro&from=pro

At the time of writing, the subscription costs $20.99 Australian per month plus GST. Pro is the most affordable option for security.

It will also allow you to have a meeting that runs for one hour or more. The free version has limited/little security and meetings can only run for 40 minutes.

5.Security – Adjust Settings

If your settings match the ones we have selected, you will find it very easy to maintain order in your meeting. It should take you about 15 minutes to set up.

Please follow the settings as outlined in the below screenshots:

Follow these instructions carefully:

Follow these instructions carefully:

Schedule Meeting

In Meeting (Basic)

Ensure this is selected to stop trolls from writing → unpleasant message to any and all participants

Chat
Allow meeting participants to send a message visible to all participants

Private chat
Allow meeting participants to send a private 1:1 message to another participant

Auto saving chats
Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.

Play sound when participants join or leave
Play sound when participants join or leave

File transfer
Hosts and participants can send files through the in-meeting chat.

Feedback to Zoom
Add a Feedback tab to the Windows Settings or Mac Preferences dialog, and also enable users to provide feedback to Zoom at the end of the meeting

Display end-of-meeting experience feedback survey

←Select – make grey

Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

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

←Select – make blue

Polling
Add 'Polls' to the meeting controls. This allows the host to survey the attendees.

←Select – make grey

Allow host to put attendee on hold
Allow hosts to temporarily remove an attendee from the meeting.

Always show meeting control toolbar
Always show meeting controls during a meeting

←Select – make blue

Show Zoom windows during screen share

←Select – make grey

Screen sharing
Allow host and participants to share their screen or content during meetings

←Select – make blue

Who can share?
O Host Only   All Participants   ←Select – make blue

Ensure this is selected to stop trolls from sharing → porn images or videos

6

Follow these instructions carefully:

Follow these instructions carefully:

Note, the Waiting Room Display can be customised. Here's a suggestion:

"Please read the following carefully:

CONFIDENTIALITY: This is an electronic meeting and we observe the AA Traditions. The Zoom recording function is disabled, and we ask you not to record this meeting in any other way to respect the anonymity of those attending. Disruptive attendees will be removed from the meeting. Please update your profile with your First Name, Surname initial, & Home Group - eg "John B (Akron Tuesday)"

Follow these instructions carefully:

Follow these instructions carefully:

Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

Schedule Privilege

You can assign users in your account to schedule meetings on your behalf. You can also schedule meetings on behalf of someone that has assigned you scheduling privilege. You and the assigned scheduler must be on a Paid plan within the same account.

Assign scheduling privilege to   +

No one

I can schedule for

No one

Integration Authentication
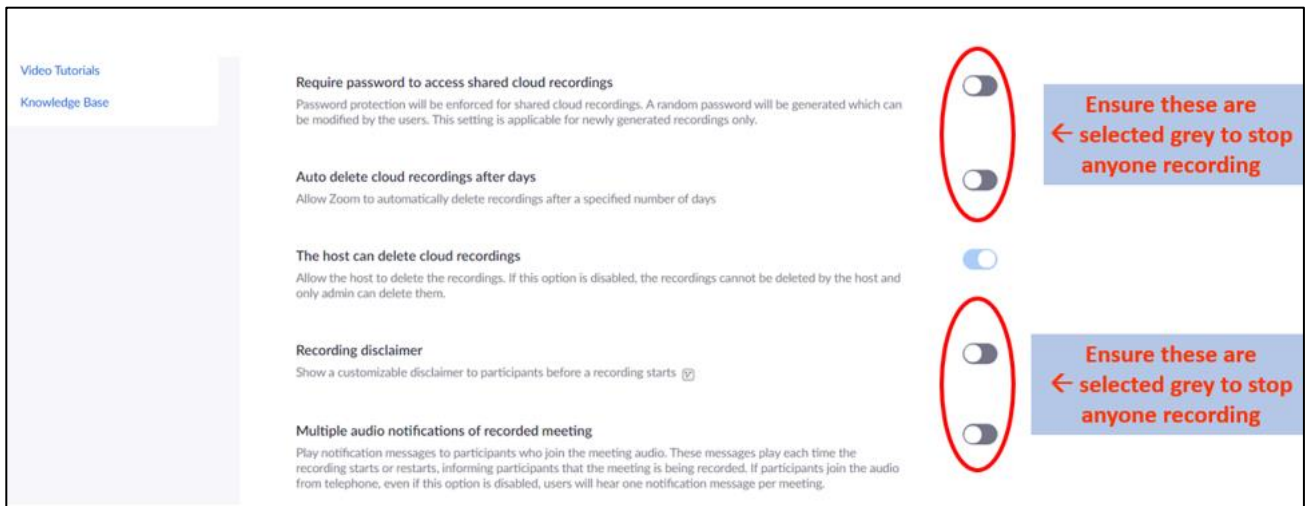
End of personal settings section

<u>Disable</u> ability to record

This setting will stop ZOOM making a recording of the meeting. All AA members should be made aware however that any individual participant <u>could</u> simply record their computer screen using a local recording device, including their mobile phone. We suggest asking members upfront to not make any local recordings, even though Zoom recordings has been disabled. As this risk cannot be completely avoided, we would advise against sharing "5th steps from the floor".

6. Security - Adjust Admin Account Settings

The Admin Account Settings are similar to the Settings section, however these are Universal settings. Read and adjust these settings carefully to ensure a safe meeting.

If you have any questions about Admin Account Settings, we urge you to contact us via email: auszoomhelp@gmail.com

7.Creating/Scheduling Meetings

A. Go to www.zoom.us website and click MY ACCOUNT:
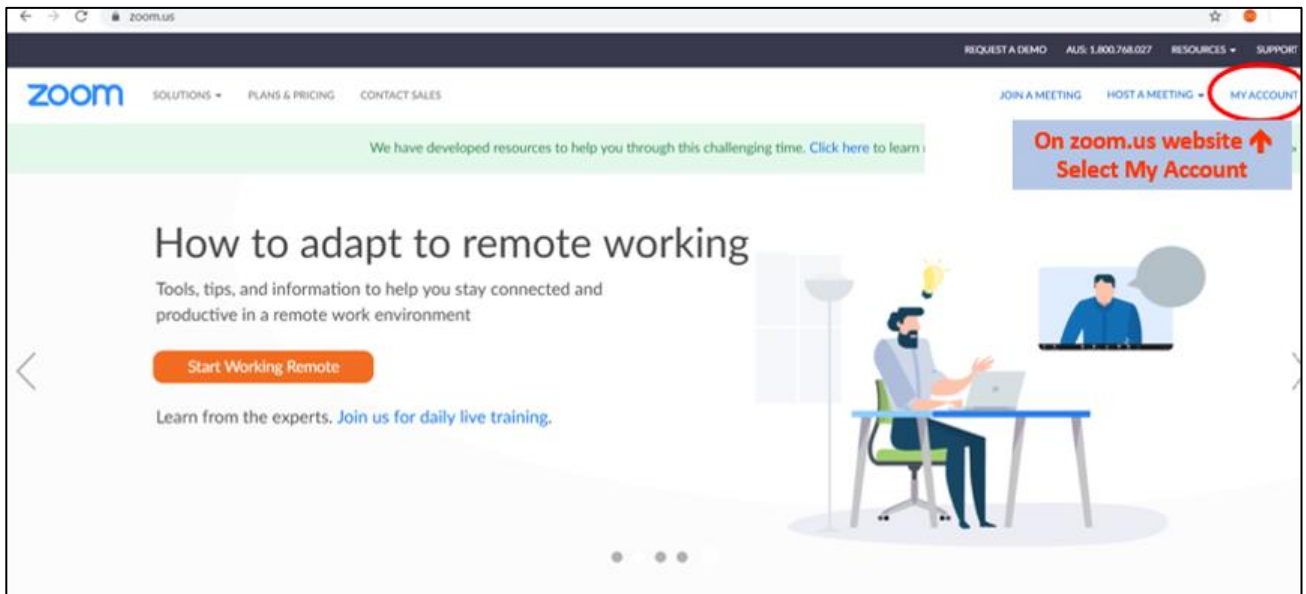
B. Click Schedule a Meeting:
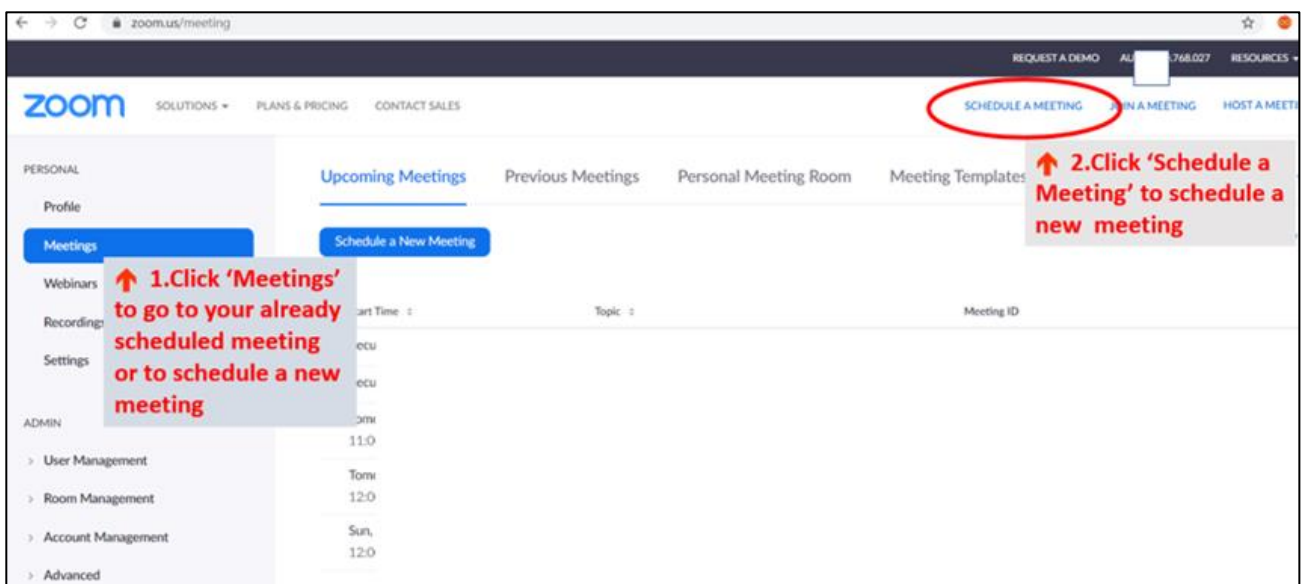
C. Complete the form:

← 3. Type your meeting name and description than select a data, date and length of time (duration).

4. If you would like to create the same meeting every week – ← tick this box

← Tick Meeting Password for extra security (as password will generate here every time)

← Ensure these are selected as shown to stop Trolls

D. **Once filled in the form, then click Save.**

E. **This will now return to this screen which shows the Meeting ID & Password:**

F. **You will need to share both of these codes with your intended participants otherwise they will not be able to gain access to the meeting:**   **Meeting ID: 111 222 333**
                                                                                                                        Password: 198765

G. To view all the meetings, you have created/scheduled, click Meetings:

8. Updating the Australian AA website:

Go to this website link: https://aa.org.au/members/member-enquiry/

You will need these 3 highlighted lines from your meeting invite (if you have a password include it):

https://zoom.us/j/986935235
Meeting ID: 986 935 235
Password: 118866

← **These are fake sample details only. You should complete the form with these 4 lines from your meeting**

Alcoholics Anonymous

New to

Member Enquiry

Fields marked with an * are required

Name *

John Brown

John S (Akron Tuesday)
Account No: 258963214587

Email *

J%^BR**WN$%88@gmail.com

← **Contact details here**

Phone

0411000555

Home Group Name / Meeting Day and Time

SmithVille

Message

This is where you can tell us about changes to y...   ...noving onli

https://zoom.us/j/986935235

Meeting ID: 986 935 235
Password: 118866

← **Insert new Zoom meeting details here**

9. Starting your Meeting:

Hold a practice meeting with only the Co-hosts and some group members. Practice setting up and using the in-meeting security controls, including:

      - Only Host can unmute

      - Only Host can share docs

      - More…

A. To start your meeting, go to **My Account:**
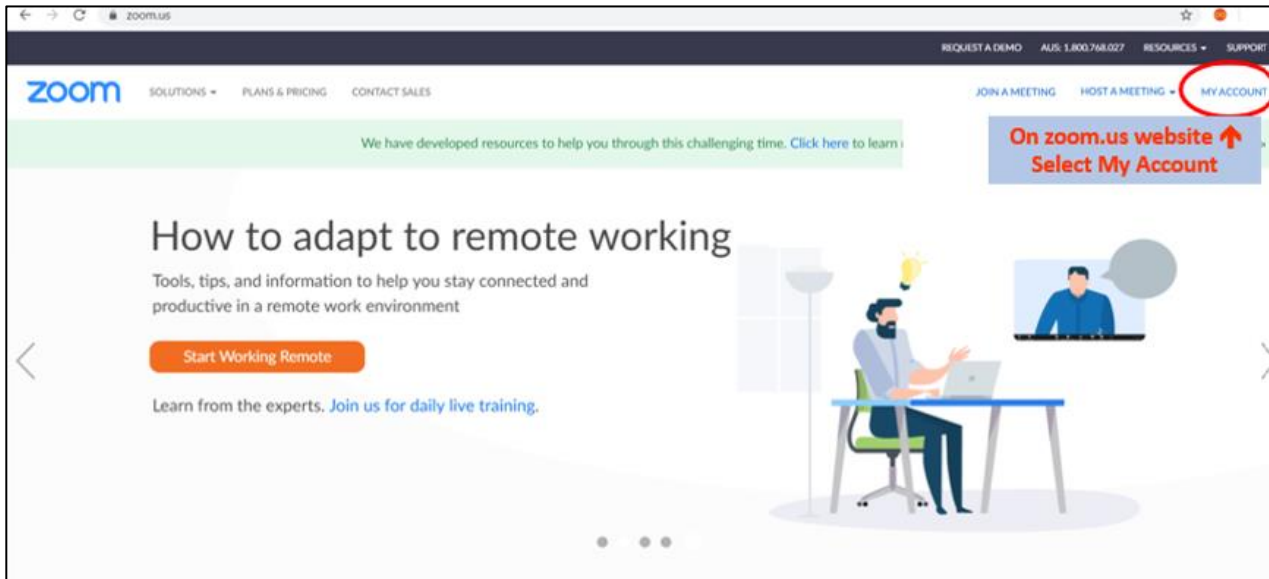
B. Click on **Meetings**

C. Scroll to your meeting and click **Start**:
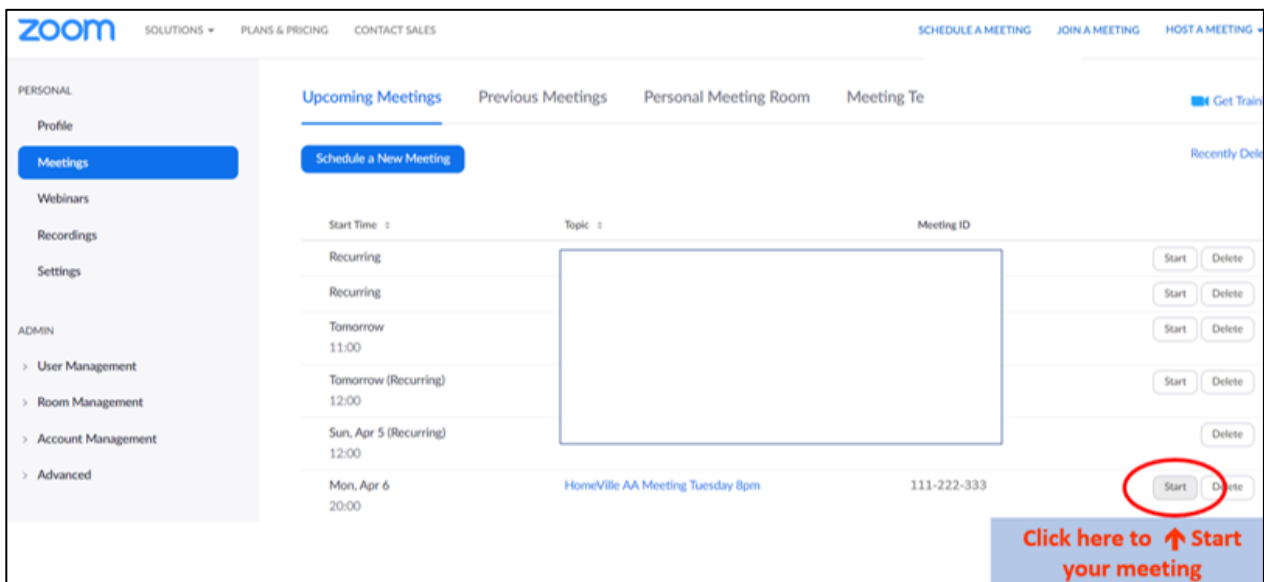
D. Click **Open Zoom Meetings:**
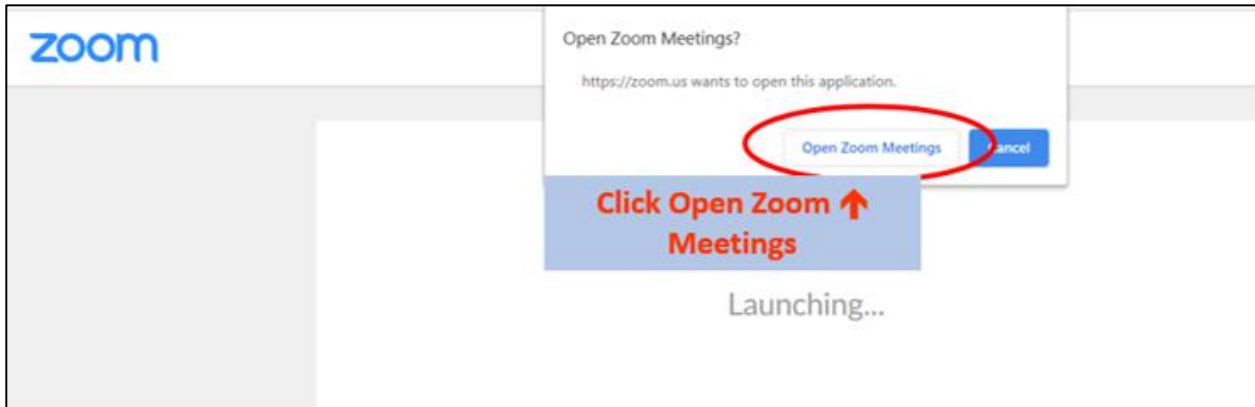
10. <u>In-meeting settings:</u>

If you have completed the instructions above, your profile will be set up in a way that will make it easy for you to minimise disruptions. For some more tips watch this 10min video.

https://www.youtube.com/watch?v=p1IMmOujc9c&feature=emb_rel_pause

Once you open/start your meeting, there are a few things to check before your attendees arrive:

A. Open **Manage Participants**:
B. If you have enabled Chat, open **Chat:**
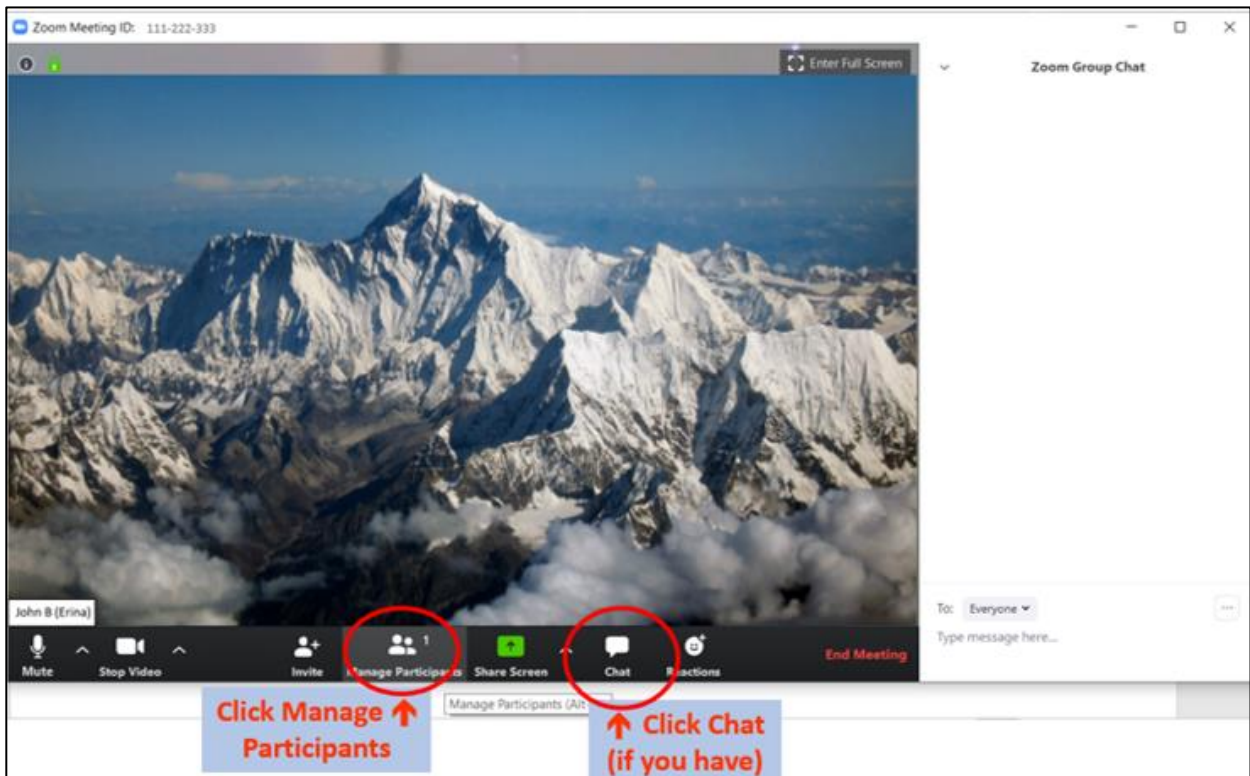
C. These two windows will open on the right-hand side of the screen:
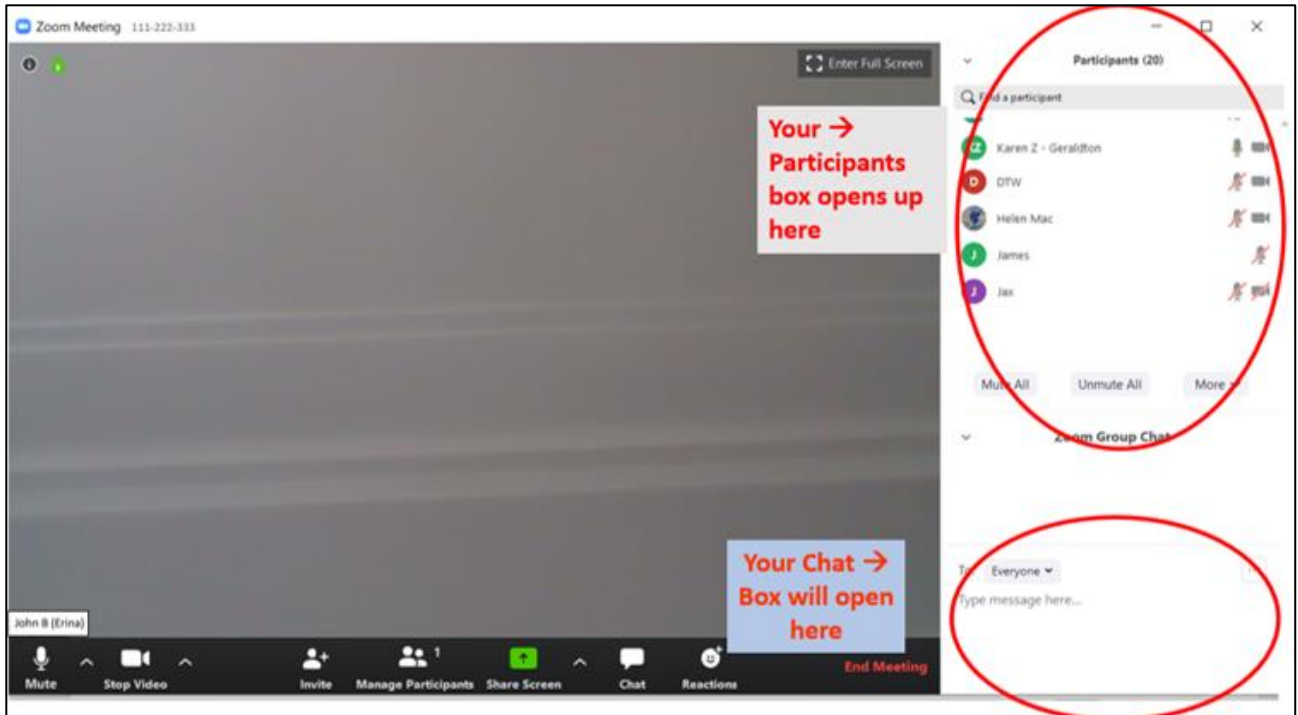
D. Next we check that the meeting is secure. Click **More** and ensure these settings are selected
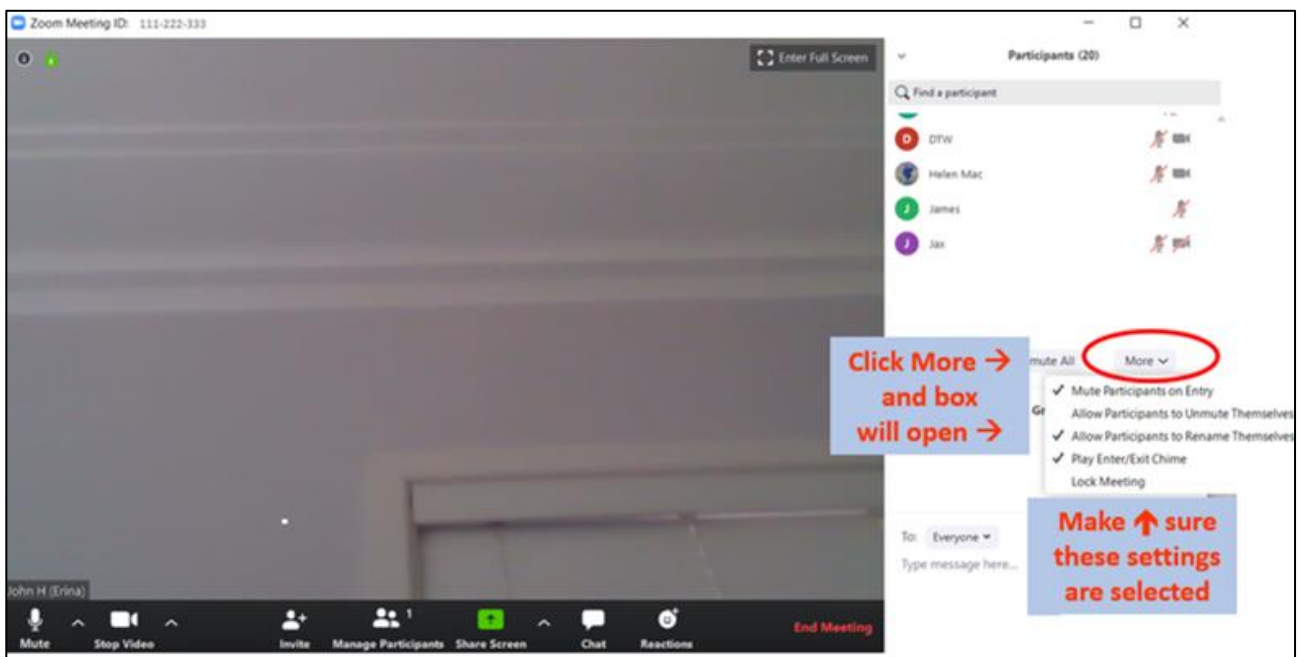
Once your group conscience has decided what they would like to allow in the chat – you can check the in-meeting settings on the top right-hand side of the chat box by clicking on the three dots (…)

There have been occasions where people have used the chat feature to give unwanted attention to other meeting participants.

There have been other occasions where chat has allowed newcomers to talk to people whose share they liked – it's up to each group to decide what setting to choose, if you choose one way and find it prohibitive, then you can change the setting the next time.
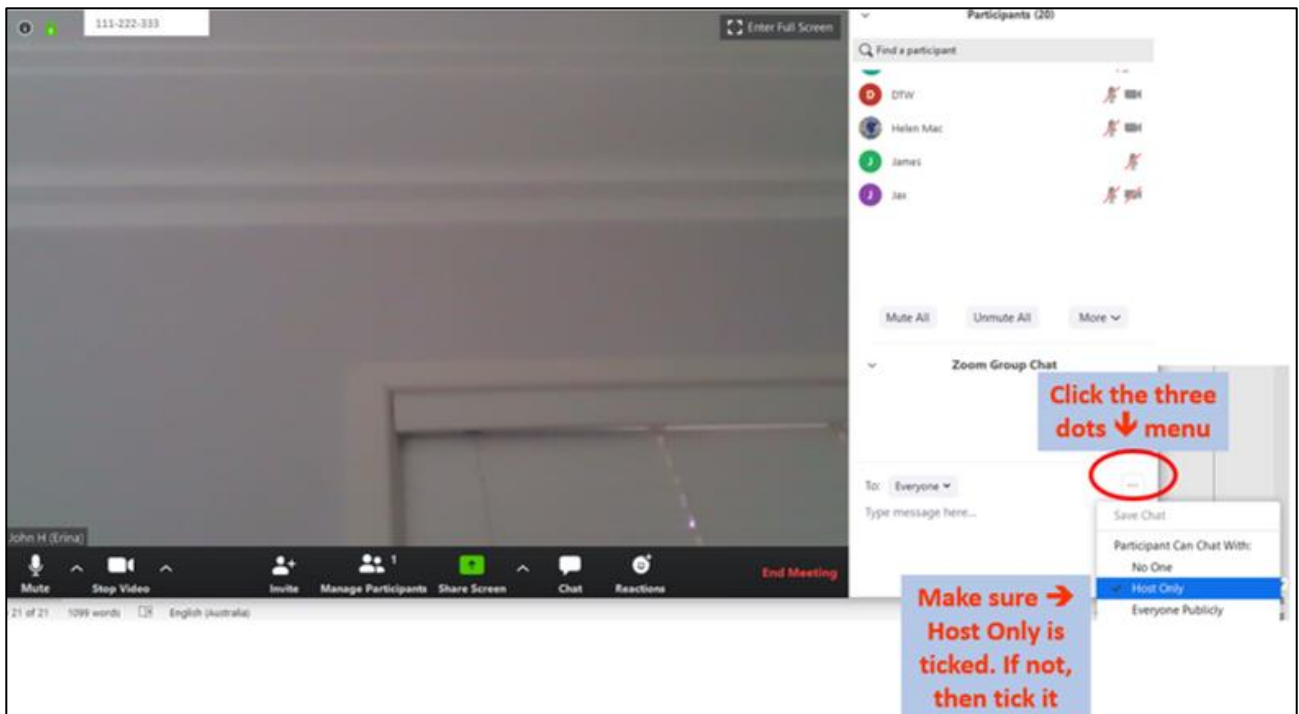
11. In-meeting roles

We found that there should be three roles

1. **Meeting Chairperson** who reads the outline, topic etc and chooses speakers;

2. Someone who **scans all the screens** of the participants and is looking for anything untoward. If they see someone acting up trying to disturb the meeting, they can be REMOVED easily;

3. Someone who is in charge of **muting and unmuting participants** when the chairperson calls people and when they stop sharing. This person should also be in charge of any HOST CHATs that come to the HOST from any of the participants.

HOST & CO-HOST can both REMOVE unwanted participants:

Remove Participants:

From **gallery view** (the view where you see everyone's screens – you can REMOVE any participant who is being abusive or disruptive by clicking the 'More' button and then 'Remove' at the bottom of the menu that pops up (you may have to scroll through a series of screens if you have more then 20-30 on your meeting):
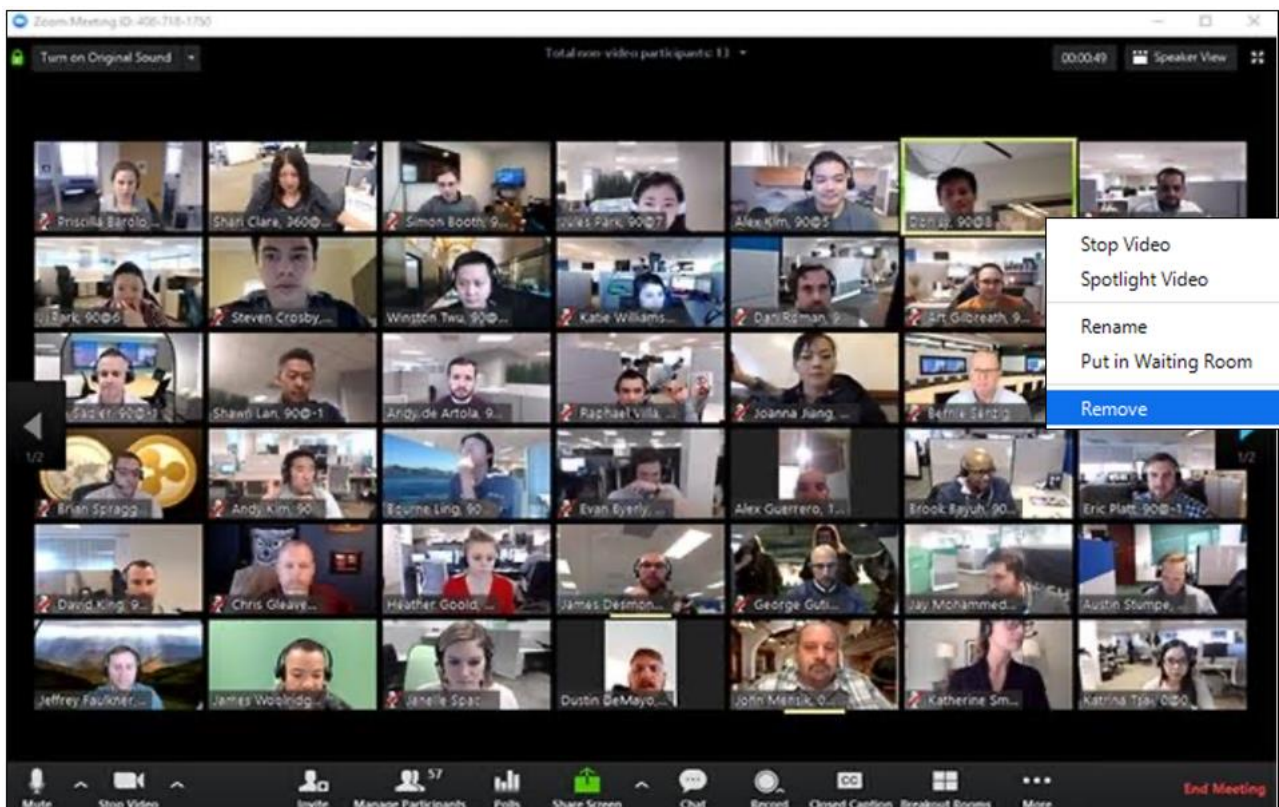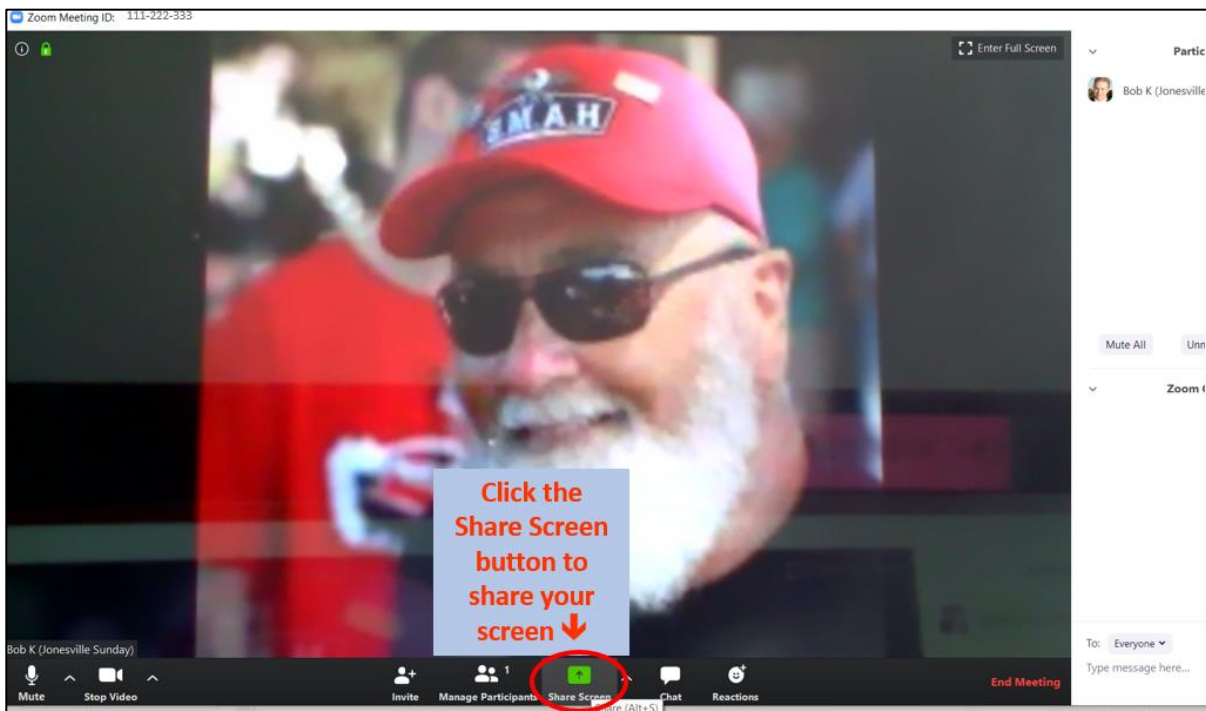
You can also remove participants straight from the **Participants Panel**. Hover your mouse curser over the person, then click "MORE". A new menu will appear and one option is "REMOVE" – click 'Remove' and they are removed from your meeting:
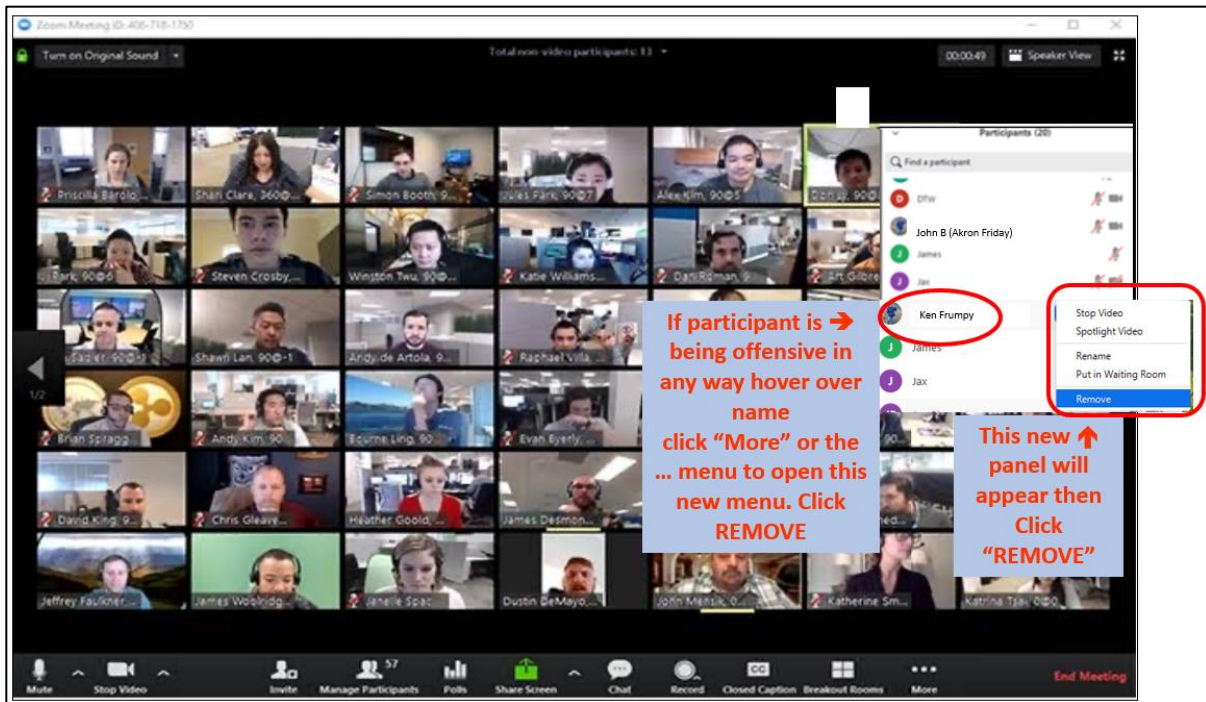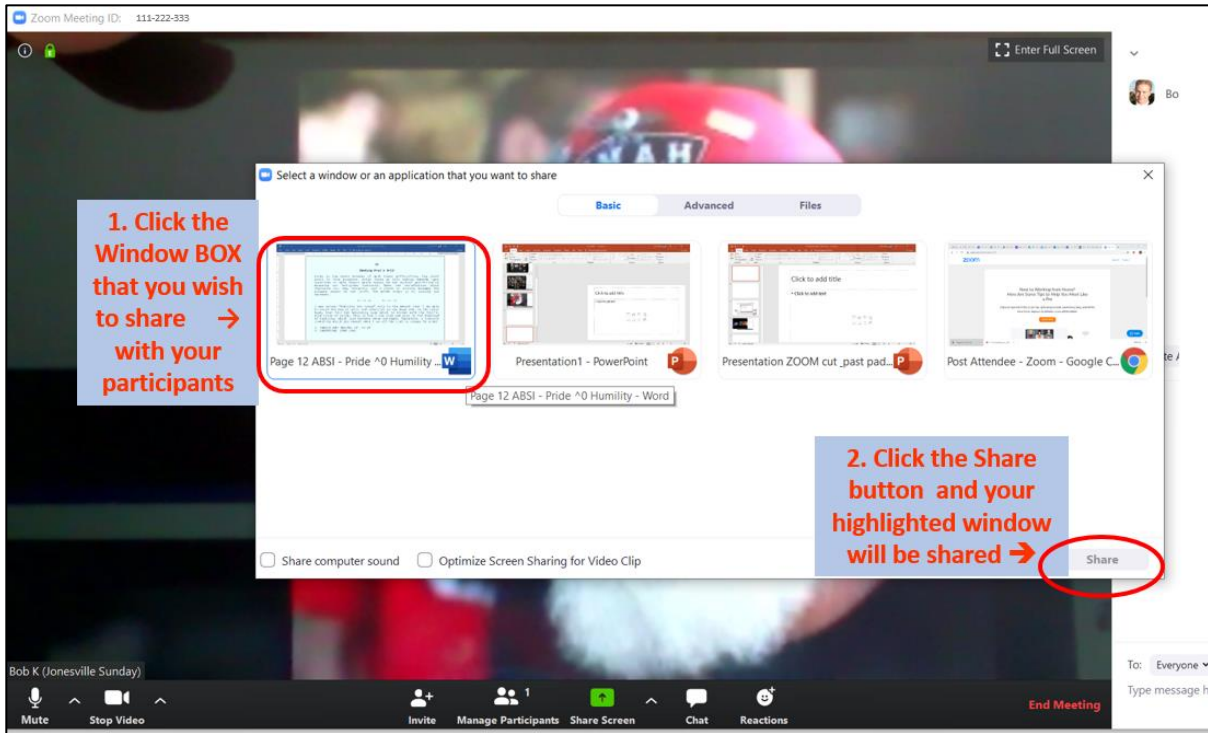

12. Share screen

A. This is a great function for making announcements and sharing "readings". Click **Share Screen:**

B. Then **"Select"** the window you wish to share and click **"Share"**

This is how your screen will look when you are sharing your screen. Notice the controls that appear at the top of your screen to help you in this mode. Click **"Stop Share"** to turn off and return to normal meeting mode