

Eldrbarry's Zoom Host Workshop: Introduction

What we hope to do in the workshop is become familiar with the various controls, what they do, and why we use them. I will share my screen and walk you through them. And answer questions as best I can.

The more you do in preparation for the Workshop, the more you will get out of it. We will spend most of our time on the first two pages. Much of the rest of the material, you may find helpful. Blue Text Topics are hyperlinked to web pages and Youtube videos explaining what is in the text – some of these are Zoom's, some by other parties. Explore the Resources at the top of page 1 Lots of helpful videos!

So Print out a copy for reference, and then work with an open digital copy of the pdf file in a window on your computer where you can click on the Blue Text topics for further help.

So, what you should do in preparation for our Zoom workshop:

Concentrate on the first two pages:

First, Get the Basic Controls down – Using the pages and links get to know where and what they are and do. Write down any questions about them.

Second, Play with them while at Zoom Meetings till you are somewhat comfortable with them.

Third, Look over the Host Controls – Using these pages and links – try to get a feel for where they are and what they do – and why we use them.

If you create and host a practice meeting with a couple of others, you can play with those controls as well. Make people Co-Hosts. You will probably have even more questions here.

Finally, Find and explore the Basic and Advanced Settings. Watch videos about what they do and which are important.

Contents:

Pages 1 & 2

Online Resources for learning Basic Participant Controls Host and Co-Host Controls
Scheduling and Starting Meetings Settings: Basic and Advanced

Page 3 Some Common Control and Tech Issues – maybe you will find a solution here.

Pages 4 & 5 Checklist for Zoom Meetings – read them over. We will talk about them.

Page 6 Dealing with Security and Disruptions

Pages 7 and 8 An overview of Settings – For your Reference

Page 9 Available Keyboard Shortcuts – For your Reference

Looking forwards to helping you find your way around in this program and service.

Barry McWilliams

Zoom “Tech” Host Co-Host Instruction

Be sure and **update to the Newest Version** of Zoom 5.2.1

On Line resources:

Zoom Video Tutorials: <https://support.zoom.us/hc/en-us/articles/206618765>

Zoom Articles on features: <https://support.zoom.us/hc/en-us/articles/206175806>

Chris Menard has **Up-to-date Videos** on many features and controls in Zoom and virtual backgrounds to download. <https://chrismenardtraining.com/zoom/zoom-resource-center>

Best Tips for Using Zoom <https://www.digitaltrends.com/computing/tips-for-using-zoom/>

Basic Zoom Participant Controls: A Review

A good video for those new to Zoom: <https://www.youtube.com/watch?v=zIUHmGaOZ-4&feature=youtu.be>

Audio (Mute/ Unmute) ^ takes you to **Tests and Volume** controls and **Video** (lower left) ^ takes you to **Tests and settings** for these:

HD - Appearance – Mirror Image – Low Light

Virtual Backgrounds (Green Screen or plain background). (New: Powerpoints, Resize self)
(New also in Video Settings – Filters, Low Light and Appearance adjustments)

Full Screen and Speaker/ Gallery View and Pin Video Controls (Upper right)

(these appear different in **Full Screen**)

Clicking on own Image [...] – Hide Self View – Rename

Clicking on someone's image - [...] Three dots allows **Pin Video** and for the Hosts **Spotlighting**

Chat * Share Screen * Record * (to participant's computer) [See Below]

(* If these have been allowed by Host)

Reactions

Host and Co-Host Controls : Managing Participants

Waiting Room - a ding announces arrivals (unless join before host is enabled)

Admitting – Removing – Reporting Videos on **Waiting Rooms** and

Customizing - Logo (Size limits) - Descriptions

Participant's Panel (recommended you keep this open all the time)

Mute or turn off video by hovering and clicking on individual names or images
or to Place in Waiting-Room

Be alert to issues like background noise from an unmuted mic – comings and goings, etc.

At Bottom: **Mute All – Ask to Unmute – Ask All to unmute** (Unmute all available if Permission Requested).

Security - allows you to **lock / unlock** the meeting, enable **Waiting Room**, also to allow : **Chat, Rename, Unmute, Share Screen**

Spotlighting Clicking on the three dots on someone's image will allow you to **Spotlight** their video on everyone's screens – handy during the storytelling. It must be canceled afterwards.

Chat People can chat with individuals or with everyone. A good place for written announcements. File sharing. Asking Questions.

Chats can be turned off and on by the Host (such as during a story)

To save a Chat – people need to click on three dots in lower right of window – Save Chat

It will be saved in their computer's **Documents – ZOOM** folder.

Share Screen (Host or Participants?) May be a window, a File, a Whiteboard or a Full Screen Annotation (Can be turned on or off for Participants)

Seven Tips for Screen Sharing: https://www.youtube.com/watch?v=25Awq_v1Zms

Record (Host only - to Computer or to Cloud)

To allow participants to record – click on three dots in their image – allow record.

Records Audio (mp3) and Video (mp4) files

Recording shows in Upper Left Corner – with Pause and Stop Controls

Best to record in Speaker or Spotlight View

Polls – Host can ask questions with multiple choice answers. Can be prepared in advance.

Breakout Rooms – Allows Host to move people (random or selected) into smaller group windows – may be for a set time period. Host can drop in or monitor these. [Video 1](#) [Video 2](#)

A Co-Host can be designated to do everything a **Host** does except

Start, or End for all the meeting, or make someone else a co-host,

start breakout rooms or move people in them.

Scheduling a Meeting - (Adding an Alternative Host)

Sign in to Zoom – Click on Schedule

Use the Random generated meeting number and Passcode, not your own for security.

Check and correct settings as necessary. (See separate sheet)

I usually send the invitation to myself – then cut and paste it into an email to those invited with more information

Scheduling a meeting requiring Registration – has to be done a different way with the Zoom Web Portal. After you schedule the meeting, you can customize registration options.

Participants joining meetings with registration must use the Zoom [desktop client](#) or [mobile app](#).

They will not be able to join using the [web client](#).

Video on Setting up Registration : <https://www.youtube.com/watch?v=cotzKrQePhw>

Starting a Meeting – Sign into **Zoom** – **Select Meetings** – Select Meeting – Click on **Start**.

Or use the Invitation Link you sent.

Note: “Passwords” are now called “**Passcodes**”.

Meetings can be started before the Start Time and do not have to end on time

– unless you are a free user with the 40 minute meeting time

Various Ways to get to Settings and how to change them

On the Zoom Home Screen – Click on the * below your Sign In (Upper Left)

In Zoom Web Window - Upper Left, Click on your Signed In

Clicking on Audio ^ Settings or Video ^ Settings

You can click down through the various types of settings in the column on the left.

Advanced Settings

Click on “View More Settings” in Settings – you will need to sign in again in a new window.

In the **Security** section you can Customize the Waiting Room, Lots more settings!

Video: Walking through the Advanced Settings

Attendees

Join – Leave Meeting

Zoom Interface:

[Participant Panel]

(None)

Devices

Laptops

Audio (^ settings)

Mute/ Unmute

PC's

Video (^ settings)

On/Off - Rename

Appearances

Backgrounds

Tablets

Screen Views:

Gallery

Speaker - Pin

Full Screen

Phones

***Share Screen** ^

Ask Remote Control

{Control Buttons
depend on Devices}

* **[Chat]**

***Record** (Device)

* At discretion of Host

^ Settings

“Emcee Host”

Welcomes Attendees
Encourages Interaction

Instructions

Introductions

Announcements

Reminders

Applause



ZOOM Screen - Gallery View

“Tech Hosts”

Sets up Meeting
Waiting Room Admissions

Spotlights Speakers

Recording

Screen Sharing

Issues and Problems

Paste Announcements

Host and Co-hosts

Host Only : Start- Lock - End Meeting

Schedule -- Meeting Settings

(Host has a personal Zoom Interface)

[Participants Panel:]

Waiting Room – Admit Remove

Audio – Mute !

Video – Off ! (More ...)

Security!

On/ off: Lock, Waiting Room, Chat, Share,

Rename, Mute, Suspend all

Screen Views: Spotighting

Share Screen ^ ! +Advanced

Ask Remote Control

[Chat] !

Record ! (Cloud or Device)

Breakout Rooms

Polling

! Host has controls

Recent Updates to Zoom

Version 5.4.6 is current - Settings: Check for Update

Kevin Stratvert's Video on Newest Features <https://youtu.be/WjwZTRve3Zc>

Zoom now allows for **Multiple Spotlights** – you can spotlight or Pin up to 9 different people as the primary active speakers for all participants, and participants will see these as speakers. This feature is often used to spotlight a keynote speaker.

Hover over the Video of the one who you want to Spotlight. Click on **Spotlight for Everyone**. To add some one else. Hover over their video and Click on **Add Spotlight**. To remove a Spotlight Click **Remove Spotlight** in the upper-left corner of the video area. This is not to be confused with Pin Video – which only makes them primary on your screen.

<https://support.zoom.us/hc/en-us/articles/201362653-Spotlighting-participants-videos>

Screen Sharing

You can share: **Your desktop** – on which you can switch from window to window
a Powerpoint as your Virtual Background (Adv)
or Multiple Windows from Desktop (Hold Ctrl)
a portion of a Window (Adv)
or a Video (Be sure and click – **Use Computer Sound** – lower left)

Simultaneous Screen sharing is also allowed by more than one user. Toggle at Top..

<https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen-content-or-second-camera>

<https://support.zoom.us/hc/en-us/articles/115000424286-Sharing-multiple-screens-simultaneously>

Remote Control (If enabled in settings)

If someone else is sharing a Screen, you can **Request Remote Control** by clicking on the menu on the Green control at the top of the Screen. This enables both the take control by clicking on the share window. Or you can **Give Remote Control** to another participant. Stopping Share ends the remote control.

<https://support.zoom.us/hc/en-us/articles/201362673-Requesting-or-giving-remote-control>

Security Enhancement:

Suspend Participant Activities has been added to the Security Button below **Remove Participant** – it will uncheck everything at once & lock the meeting. Items will have to be checked one at a time. This will stop all video, audio, in-meeting chat, annotation, screen sharing, and recording. It will also end Breakout Rooms. Zoom will also ask the host or co-host if they want to report a user from their meeting and share their details. This will remove the reported user from the ongoing meeting and will notify Zoom's Trust and Safety team.

You can now also **Livestream Zoom** to your **Facebook** or **Youtube** channels. You must be on a Pro Plan and LiveStream needs to be enabled in your Advanced Settings.

Some More Audio Hints : (And the difficulty of Music on Zoom)

- * Get Closer to the Microphone – and speak into the “cone” where sound enters your mike.
If using a laptop – know where your mike is and speak into it.
It is better to use an external plug and play USB microphone (preferably a condenser) instead of a web cam microphone. Or Use a headset or ear buds with a microphone or a Lavalier Microphone - these need a TRRS connector.
 - * In Basic Settings Turn off Auto Adjust Volume. Set Volume level fairly high. Adjust if needed
Background Noise Suppression – Select Low especially for Music
 - * Advanced Settings:
 - Enable Turn ON original Sound.** Set use original sound for your microphone.
(Upper Left of Zoom screen)
 - Disable both the background noise filters** in Advanced Settings – Leave Echo Auto
 - * In the Newest Update 5.4.6 The Suppress Background Noise choices have been moved to the Basic Settings and Select Original Sound and Disabling Echo Cancellation have been added there under Music and Professional Audio.
 - Make sure you are in a quiet setting with as little ambient noise as possible without echoes. Empty rooms with hard surfaces reverberate the most, so aim for a room that isn't completely empty and which contains soft surfaces like carpets and rugs.
- *Zoom tries to favor the voice – and playing music may suffer accordingly. Look for hints by Music and Fitness instructors online.

Some helpful Videos on Audio Matters: (Before latest Update)

TIPS for BETTER AUDIO QUALITY for Zoom Meetings and Video Calls

<https://www.youtube.com/watch?v=s7m1lwnHCh8>

Improve Your Zoom Audio Quality in 2020 - 6 Tips on Microphones

<https://www.youtube.com/watch?v=Tr9v1STtI6Y>

How to Create Killer Zoom Calls - The Gear (24 minutes of ways to spend bucks)

<https://www.youtube.com/watch?v=UK4WTRtDggg>

Best Audio Settings for Zoom Meetings with Music

<https://youtu.be/wkG7yOTRIAk>

Zoom Audio Setup iphone and Tablets

<https://youtu.be/QEV1-ADA6wU> and <https://youtu.be/6QS-Qz4zZLU>

MUSIC MODE in Zoom for phones, tablets and laptops

<https://youtu.be/6QS-Qz4zZLU>

Some Common Control and Tech Issues

(From an In The Wind Article by Barry McWilliams)

First, Please Update Zoom in your browser to the latest version (In settings)

(1) **Mute and unmute.** Use buttons on your screen to **mute** and **unmute** as needed. The Tech host may mute you on occasion, but you will have to **unmute** yourself.

2) **Video Appearance.** There are some new controls over how you look on Screen. Click on the ^ beside your camera icon in lower left. **Virtual Backgrounds** can be only be used if you have a “green screen” or solid background. You can turn HD on, or off if your bandwidth is low. You can mirror your image. And you can improve your appearance and adjust for low light with sliders. **Filters** – many rather silly – are also available.

(3) **Screen Views** At the top right of your screen, you will see either the words “**Speaker View**” which allows you to see the teller/speaker in a bigger window and “**Gallery View**” which enables you to see everyone and a pair of []'s that gives you click for **Full Screen**. However, if you are viewing in **Full Screen**, you will see there a row of lines and **small squares**, The single square is for **Speaker View** and the one with many dots for **Gallery View**. Try toggling back and forth a couple of times. **Speaker View** is best for listening to a storyteller. For group discussions and sharing feedback switch to **Gallery View**.

(4) **Recording** If you would like to record yourself, please ask the Tech Host by Chat to enable you to record. Recordings will be saved on your device in your Documents, in a folder entitled ZOOM. Only the Host can record and save to the Cloud or share those recordings. Please do not record anyone else without their permission.

(5) **If you experience Tech issues with your Device...**like no sound, video issues, vocal echoes, or low bandwidth, it works best to chat with just one person about this. If you are such a person, please contact the Tech Host. If Low Bandwidth is the problem, try closing the other windows on your device, or turn off HD in your video settings, which may help.

(6) **A very common problem is Bandwidth.** Insufficient Bandwidth causes blocky video, poor and garbled audio, frozen screens, and sometimes, disconnection. You can test your audio or video connection on the Zoom test site at zoom.us/test – you’ll need at least 2 Mbps upload and 2 Mbps download. It might help, If you are connecting from a laptop, to plug the laptop into wall power. Or move it closer to your WiFi router, or connect to it directly with a ethernet cable. Turning off HD video or turning off your video entirely may also help improve audio quality. Here is a helpful web page with advice on [how to fix common problems](#):

Webinars

The Meeting and Webinar platforms offer similar features and functionality but have some key differences. Webinars require an additional paid license from Zoom.

Meetings are designed to be a collaborative event with all participants being able to screen share, turn on their video and audio, and see who else is in attendance.

Webinars are designed so that the host and any designated panelists can share their video, audio and screen. Webinars allow view-only attendees. They have the ability to interact via **Q&A**, **Chat**, and answering **polling** questions. The host can also **unmute** the attendees. Attendees in webinars, can not rename themselves as well.

Meetings vs Webinars vs Live Streaming vs Recordings

Meetings are the choice if you want audience interaction. **Webinars** allow Q & A, and Chat postings – but no audio or visual input by attendees. Only the designated presenters will be seen and heard, and no list of participants is available to attendees - they are only able to interact with the presenters, not each other. Both **Meetings** and **Webinars** can be Live Streamed. Access may be restricted by registration. **Live Streams** may often be viewed anonymously, as also **recordings**; though comments can usually be added below.

Recording and Live Streaming

You can **Record** to either the Cloud or to a computer, if permitted by the host in the Advanced Settings. If you want to share the recording and are the host, you should record to the cloud – as most files are too big for you to email. Viewers may be allowed to record after requesting permission, but only to their device. When the meeting is over, Zoom processes the Cloud recordings (Video, Audio and Chat) and sends the Host links for his/ her personal access or to share the recording with someone else along with a password for their access.

It is best to start a recording in Full Screen. Be cautioned - It is easy to forget to start a recording or to forget to stop one – when the host is busy with other things. It can also be frustrating when an Emcee starts a program before the Host begins the recording and gives the Emcee a “go ahead.”.

The cloud recording layout follows the video layout of the participant or host that started the recording. The recording will be whatever is set in the recording setting. The default is **Speaker View** which shows only the one active feed or screen share. **To change the default** – go to your **Settings** → the **Recording tab** (center) and select under **Cloud Recording**: either **Speaker** or **Gallery View with shared screen**, or **to Record** the three views **separately** for a later edit → **Save**. In **Live Streaming**, **Gallery views** and **spotlights** are shown.

Audiences should be cautioned when there is **Recording** or **Live Streaming** – to turn off their video feed if they do not want to be seen. When it is recording **Speaker View** – an audience member's video could pop up if they are not muted and make a noise during a presentation – so it helps to have everyone mute to avoid those interruptions. Remember everyone's **Gallery View** needs restoration when the **Spotlights** are removed.

My video editing program had problems loading a large downloaded recording. You can use an open source transcoder program like Handbrake.fr (it is free) to convert the recording into a file you can edit, if you have problems.

Setting up **Live Streams** is somewhat easy (Click on **More ...**) and select. It does take a bit of time, first in filling out some required information: Title, Description, Audience settings (Public, Private, Age, etc). *Facebook* or *Youtube* will also take some time preparing the feed for broadcast before giving you a **Go Live** button. The Live stream tends to lag behind the actual event. So start early!

When **Live Streaming** to *Facebook* or *Youtube*, people will be able to join it in process, but can view it, or a premiering recording, from its beginning only after the program or premier is finished. If you wish to put up an edited version, you can upload it later, after processing and editing. Uploads take time. Editing out bits at the beginning or end or in the middle can improve it, and with a program – titles and slides can be added as well.

Enabling Facebook or Youtube live streaming for meetings

To enable live streamed meetings on Facebook:

1. Sign in to the Zoom web portal as an administrator with the privilege to edit account settings.
2. Click **Account Management** and then select **Account Settings**.
3. On the **Meeting** tab under the **In Meeting (Advanced)** section, locate the **Allow livestreaming of meetings** setting, verify that is enabled, check the **Facebook or Youtube** option, and click **Save** to save the changes. **Note:** If the option is grayed out, it has been locked at either the group or account level, and you will need to contact your Zoom administrator to make changes.
4. (Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click **Lock** to confirm the setting.

Uploading Recordings to Facebook or Youtube usually is slow. You will be asked descriptive information and possible for a cover graphic. You will also be asked whether there is content for kids, and age restrictions. And you may have an option for when it will Premiere. *Youtube* allows you to group videos in folders. *Facebook* Live Feeds can be deleted and replaced – but since people's Live Feed are constantly updating and uploaded recordings can soon be forgotten or hard to find.

Program Organization

Traditional Organizing

- Planning Name, Date and time, and Theme of Event
- Contact and confirm Program Participants, Emcee
- Find and Book a Venue

- Publicity – Fliers, Programs, Promo and Displays
- Volunteers for setup, refreshments, staging, etc
 - Clip boards and Upcoming Event Promo

- Day of Event – Chairs, Tables, Refreshments, etc
- Program Presentation
 - Welcome, Introductions, Presentations
 - Break and Refreshments, Announcements
- Clean up

Zoom Organizing

- Planning Name, Date and Time, and Theme of Event
- Contact Program Participants – Designating Hosts
- Schedule a Zoom Meeting – Meeting Link

- Publicity – Digital Fliers and Social Media
- Email invitation Zoom links
- Prepare material for Sharing on Screen or in Chat

- Early Sign in and “Testing” by Hosts, Speakers
 - Admitting to the Meeting: A / V etc.
 - Event Hosting by Emcee and Tech Person activity

- Saving Recording and Chats

Checklist for Zoom Meetings

Pre-meeting planning decisions

1. Will you have any **Co-hosts**? Will you need an **Alternative Host**?
2. Who will need to speak?
3. Will **Chat** be used? Settings in a meeting are: *No chat* - *chat to host* - *to everyone publicly* - *to everyone publicly and privately*.
4. Will **Screen Sharing** be used? Who will need to share? Be allowed to share?
5. Will you need to use **Breakout Rooms**?
6. Will registration be required? How will the link to the event be shared? Will the Meeting Link will be shared by Email, or in response to Email requests? If it is to be made public, published or posted on social media or a website, registration is recommended. The conversion of the Registration Link to a TinyUrl is helpful. These are both a practical and security considerations, since we want to make sure our desired audience has easy access, but access is restricted as much as possible to the desired audience to prevent unwanted interference, i.e. zoombombing.
7. Will the event be recorded? If so, how and with whom will it be shared after the event?

Scheduling a Meeting

1. Take note of the Recommended Settings for meetings.
2. Use a Unique random meeting ID and passcode.
3. Schedule it as a Registration Meeting if the link is to be shared on Social Media with the Public. Create a TinyURL for sharing the Registration link.
4. Designate an Alternative Host on the account, if needed.
5. Inform all necessary parties: Send meeting link to co-hosts and participants and include with event information to publicity@seattlestorytellers.org
I usually send the link to myself and then cut and paste it into an Email with more about the event. If sending that to a Email List of people – send a copy to yourself, then, please, paste their addresses into the bcc: to avoid sharing email addresses with others on the list.
6. Maintain Co-ordination between hosts. Share any requests to tell at a Swap with the Emcee Host.

Pre-Meeting Setup and Testing

You may need to Update Advanced Settings and Customize the Waiting Room.

Make sure all hosts and featured participants have updated the Zoom app on their computer or device they will use in the meeting. If warranted, schedule a Practice Session.

Prepare a document of Announcements, Information and other links, including Tip Jar links for cutting and pasting into the Chat Window during the Program. Keep these fairly brief as longer messages may not fit.

If using a “Green Screen” i.e. a solid background– prepare any virtual background images, or Power Point presentations might be used during the program. If sharing any files, have them prepared.

Starting the Meeting

1. **At least 30 minutes prior to the event starting time** - have the **Tech Host, Emcee Host, Timekeeper**, any other co-hosts and any featured Tellers sign into the meeting and check their Audio and Video settings.
2. Check that the **Tech Host** who is controlling the Zoom session is listed as Host in the **Waiting Room/ Participant** panel and that any co-hosts are listed as such in the Participants window. If they are not, make them co-hosts.
3. Have **the Emcee** clarify the order of program with those involved in it.
4. **15 Minutes before the Start Time of the Program** the Tech Host should start admitting people from the **Waiting Room**. The **Emcee Host** should do the greetings, etc. **Tech Host** should remind people to turn on their **Video** and **Unmute**, if necessary.

During the Meeting:

Our Zoom Swaps have two “hosts” - one, we will call the Tech Host who sets up ZOOM, monitors the waiting room and participant's list, and other issues – the other we will call the Emcee Host who is the moderator of the event. We may also have a Timekeeper, if the stories are timed.

The Emcee hosts the program.

- ◆ **The Emcee** should greet and welcome people to the program, and encourage conversation.
- ◆ The Guidelines should be explained at the beginning – reminding people of our standards and time limits, and if it applies, at swaps, the time keeper and the signals.
- ◆ The **Timekeeper** should make sure they have a chime or something not real intrusive that can signal the tellers, and should give each teller a warning 1 minute before their minutes are up.
- ◆ **The Emcee** should remind people to **mute** and not **chat** while stories are told; and recommend they switch to **Speaker View** for telling and **Gallery View** for group discussion.
- ◆ **The Emcee** host may want to show people how to applaud and react.
- ◆ **The Emcee** should point out the **Tip Jar** and other ways to make donations
- ◆ **The Emcee** may ask people to let the Tech Host know if they would want to record themselves to their computer, reminding people not to record others without permission.
- ◆ Either **the Emcee** or **Tech host** can make and share announcements and people should be reminded on how to save their Chat at the end of the Program,

The Tech Host should keep an eye on the **Waiting Room/ Participants box**, and admit people to the meeting.

- ◆ The **Tech Host** may rename participants or ask them to rename themselves.
- ◆ The **Tech Host** may **Mute all** (the teller will need to unmute) and also shut off **Chat** during the telling of stories. The Tech Host may also want to **Spotlight** people as they tell, cancel when they are done
- ◆ The **Tech Host** may give recording permissions to individuals.
- ◆ The **Tech Host** should monitor the Chat, and paste any announcements at appropriate moments.
- ◆ The **Tech Host** should be aware of late arrivals, and potential issues, such as low bandwidth or unexpected background noise.
- ◆ The **Tech Host** should be very familiar with the options in the Security Tab and how to deal with disruptions. The **Tech Host** can, if necessary, return people to the waiting room, or remove them (permanently) from the meeting.

Dealing with Disruptions

One way [Zoombombers](#) have made their way into meetings is by clicking a link that was posted in social media or on the web. Always keep your meeting information private and share links carefully. They may also try to arrive using multiple aliases. The security of Zoom meetings can be enhanced by choosing protective options. Some of these can be set as the default for all meetings you schedule, some can be chosen when you are scheduling a specific meeting (such as requiring **registrations** or **passcodes**), and some can be used while the meeting is in progress [using the Security button](#).

Setting [Security Defaults](#) for Your Meetings

These options are controlled in Zoom Settings.

Make sure the following are **Off**

- Participants video (You may also want to turn off Host video, then turn it on in-meeting)
- Join before host
- Annotation
- Remote control
- Allow removed participants to rejoin
- Use a Personal Meeting ID (PMI) when scheduling a meeting, but a random generated meeting Number and Passcode for the event.

Make sure the following are **On**

- Mute participants upon entry
- Allow host to put attendee on hold
- Screen sharing, **with Host Only (the option directly below) selected**
- **The Waiting Room** should always be used - it is a default setting! Customize it with a Logo and info about our program.

In the event of a meeting [disruption](#)

Mute everyone immediately, and don't let them unmute.

1. At the bottom of the Participants pane, click **Mute All**.
2. In the window that appears, uncheck the box for **Allow participants to unmute themselves**, then click **Continue**. You'll see a message that says Current and new participants will be muted.

Remove the disruptive attendee.

1. Next to the name of the person you want to remove, click **More**.
2. From the list that appears, click **Remove**.

Lock the meeting so no one can come in.

1. At the bottom of the Participants panel, click **More**.
2. From the list that appears, click **Lock Meeting**.

Once the disruption has been dealt with – allow the Emcee and others to unmute and pick up where they left off in the meeting.

Additional settings to consider

Review the [Zoom Security Page](#) to safeguard your session experiences.

Zoom Security Notes

Security/ Feature	Meeting Creation Setting	In Meeting Setting	Security Button	Notes
Share Screen	No* It can be turned off in user settings which effects all meetings in your account	yes	yes	Click share screen advanced settings
Chat	No* It can be turned off in user settings which effects all meetings in your account	yes	yes	In chat window – set levels of chat
Rename Themselves	No* It can be turned off in user settings which effects all meetings in your account	yes	yes	In participant window – more settings
Unmute Themselves	no	yes	yes	In participant window – more settings
Lock Meeting	no	yes	yes	In participant window – more settings. No one can enter the meeting after this has been turned on.
Enable Waiting Room	yes	yes	yes	In participant window – more settings
Participant Annotations	No* It can be turned off in user settings which effects all meetings in your account	yes	yes**	Set when screen sharing. Top of screen then select More... ** Annotation turns on in the security window in version 5.1.2 or greater, when sharing the screen.
Show/Hide Participant Name while annotating	no	yes	no	In participant window – more settings and on user in the list.

Remove Participant	no	yes	yes	In participant window – more settings and on user in the list.
Report	no	yes	yes	In participant window – on user in the list.
Recording	yes	yes	no	Recording to the Cloud can visually document issues
Authenticated Users	yes	no	no	Allows only CSUSM users that are signed into the Zoom App to join a meeting. If users are not signed in they cannot get in.
Registration	yes	no	no	Require users to register for the meeting. Approval can be automatic or manual. Automatic cannot verify users so manual is recommended for checking registrants
Mute Participants Upon Entry	yes	yes	no	In participant window – more settings
Allow removed participants to rejoin	No* It can be turned off in user settings which effects all meetings in your account	no	no	Default is to not allow removed participants to rejoin.

Source: <https://www.csusm.edu/iits/iitsforyou/zoom/meeting/index.html>

Available shortcuts Also Listed in Settings

General

- F6: Navigate among Zoom popup windows.
- Ctrl+Alt+Shift: Move focus to Zoom's meeting controls

Meeting:

- PageUp: View previous 25 video stream in gallery view
- PageDown: View next 25 video stream in gallery view
- Alt: Turn on/off the option Always show meeting controls in General settings
- Alt+F1: Switch to active speaker view in video meeting
- Alt+F2: Switch to gallery video view in video meeting
- Alt+F4: Close the current window
- Alt+V: Start/stop video
- Alt+A: Mute/unmute audio
- Alt+M: Mute/unmute audio for everyone except host
Note: For the meeting host only
- Alt+S: Launch share screen window and stop screen share
Note: Will only work when meeting control toolbar has focus
- Alt+Shift+S: Start/stop new screen share
Note: Will only work when meeting control toolbar has focus
- Alt+T: Pause or resume screen share
Note: Will only work when meeting control toolbar has focus
- Alt+R: Start/stop local recording
- Alt+C: Start/stop cloud recording
- Alt+P: Pause or resume recording
- Alt+N: Switch camera
- Alt+F: Enter or exit full screen
- Alt+H: Display/hide in-meeting chat panel
- Alt+U: Display/hide participants panel
- Alt+I: Open invite window
- Alt+Y: Raise/lower hand
- Alt+Shift+R: Gain remote control
- Alt+Shift+G: Stop remote control
- Ctrl+2: Read active speaker name
- Ctrl+Alt+Shift+H: Show/hide floating meeting controls

Chat

- Alt+Shift+T: Screenshot
- Switch to Portrait/Landscape View: Alt+L
- Ctrl+W: Close current chat session
- Ctrl+Up: Go to previous chat
- Ctrl+Down: Go to next chat
- Ctrl+T: Jump to chat with someone
- Ctrl+F: Search
- Ctrl+Tab: Move to the next tab (right)