



**Marijuana  
Anonymous**

**WELCOME TO THE PRESENTATION  
KEEPING OUR ZOOM MEETINGS SAFE**

**Short link to this presentation: [MA12.org/Zoom-Safety](https://MA12.org/Zoom-Safety)**

# Security and Traditions

- *Tradition 1: Our common welfare should come first; personal recovery depends upon MA unity...* **The goal of these slides is to help maintain a safe meeting environment by working as a unified team of co-hosts.**
- *Tradition 2: For our group purpose there is but one ultimate authority, a loving God whose expression may come through in our group conscience. Our leaders are but Trusted Servants; they do not govern...* **These guidelines are to assist in reaching an informed group conscience for a meeting safety plan.**
- *Tradition 3: The only requirement is a desire to quit...* **Zoom disruptors come in various forms. Whether that is a large group of intruders or one person who thinks it's funny to smoke on camera. Try to approach any unfortunate situation with compassion and empathy for everyone, including you.**
- *Tradition 4: Every meeting is autonomous...* **This presentation is meant to provide ideas and suggestions to avoid the pitfalls and prevalence of "Zoom Intruders" (people who are intentionally trying to disrupt your online meeting space). Determine the best course of action for what is and isn't acceptable behavior.**
- *Tradition 5: Our primary purpose is to carry its message...* **These guidelines are compiled from the shared experience of MA members and are a work in progress to provide information about certain Zoom functionality you may find helpful. This will not guarantee that your group will not be targeted.**
- *Tradition 6: MA World Services does not endorse or accept contributions from any outside enterprise...* **As many of our groups use Zoom for online meetings we are providing these suggestions as general best practices.**

# OBJECTIVES TO SHARE

Our goal is to prepare you to be of service and maintain safe meetings! We have a range of practices from least to more restrictive. We will explain what to do when minor disruptions occur or if there is full blown chaos and how to resume after.

- ★ Being on the lookout - Tricks of Intruders
- ★ Hosting Tools - Zoom Website Backend and In-Meeting Settings
- ★ Procedures for Admitting Participants
- ★ Managing Participants
- ★ Handling Audio & Video Disruptions
- ★ Zoom Intruder Action Plan
- ★ Appendix Pro Tips

**Stay up to date! This presentation is current as of January 2025**

*This is not a complete Zoom guide, further review of Zoom functionality in their [help center](#) may also be beneficial.*

# MAINTAINING SERENITY IN MEETINGS

**Meeting disruptions come in all shapes and sizes; members behaving inappropriately or intentional Zoom intruders set on disrupting.**

*Minor disruptions from members may include unmuting during shares, excessive movement on camera, or side conversations in the chat.* There may also be **intentional inappropriate behavior that escalates to rude unsupportive cross talk, smoking on camera, and/or unwanted sexual advances (“13th stepping”)**.

These are just some examples of what can happen in a room full of addicts on the recovery journey. Many of these behaviors can be discouraged with meeting script language. MA has crafted sample safety scripts for your group to utilize:

<https://ma12.org/meetingformats>

**Many other safety resources are available within the MA Resource Library:**

[MA12.org/Library](https://ma12.org/Library)

# MAINTAINING SERENITY IN MEETINGS

**Zoom invaders are always coming up with new tactics to create chaos.**

Most often with loud verbal outbursts and displaying inappropriate content with their video backgrounds or cameras. They will also take advantage of the chat in public and direct messages writing obscenities, sending unsafe downloads and links.

Intruders try to avoid being caught by quickly raising and lower their virtual hand to jump around the gallery. To create confusion, some rename themselves the same as another participant who is an innocent legitimate attendee.

Regardless of their methods it is deeply disturbing and something we never get used to. **Having a plan in place is essential to quickly remove the invaders and allow the meeting to resume.**

Later in this presentation we will share step-by-step suggested instructions for invader situations like these.

# HOSTING TOOLS: *SETTINGS IN THE ZOOM WEBSITE BACKEND*

All of these settings can be found at <https://zoom.us/profile/setting>

**Discuss pros and cons amongst your group as to which of these support your meeting best.** Whomever owns the Zoom account that

establishes the meetings would establish these admin backend settings.

This list does not include all of the settings. We have chosen to highlight a small number of the most used features available to admins.

**Admin Settings Note:**

**Blue means enabled**



**Grey means disabled**



## **Allow Participants To Join Before Host - *Enabled***

Many meetings rely on a trusted servant to arrive early and use the host code to “claim host” as the room opens. If they are late, Zoom intruders may cause chaos before the meeting starts.

Consider as a group, is it better for the group that only the person who owns the Zoom account be able to start the room? Or for room to open on its own and whoever is the assigned trusted servant for that meeting have the ability to claim with the host code.

### **Allow participants to join before host**



Allow participants to join before the host arrives. If participants are not allowed to join before the host, or the host has another meeting running, participants will see a dialog that notifies them that the meeting has not started. This dialog can be customized through the [Customize Waiting Room](#) setting.

Participants can join

When using host codes, we strongly suggest choosing a **secure 10 digit host code** rather than the default 6 digits.  
*Avoid using predictable digit patterns and change the code frequently (every 6 months)*

# HOSTING TOOLS: *SETTINGS IN THE ZOOM WEBSITE BACKEND CONT.*

## **Allow the host to add co-hosts - *Enabled***

We cannot do this alone! Only the host can assign and revoke co-host controls.

## **Allow removed participants to rejoin - *Disabled***

It's a serious decision to remove someone, when this feature is disabled a removed participant cannot rejoin for 24 hours. When the feature is enabled, a removed participant can rejoin, which may be helpful if a participant was removed on accident.


## **Sort Gallery View - *Enabled***

This feature provides helpful extra viewing options for sorting participants (we will share more about this in later slides)

## **Meeting timer - *Enabled***

Being a meeting timekeeper is great for newcomers, but some Meeting hosts report Zoom intruders misusing the timer. Disabling it restricts use to co-hosts. *Consider as a group whether it is better to disable this feature and co-host the timekeeper, or to enable the feature to allow anyone to use the zoom timer app.*

### **Co-host**

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



### **Allow removed participants to rejoin**

Allow previously removed meeting participants and webinar panelists to rejoin 

### **Sort Gallery View**

Allow participants to sort their gallery view order during a meeting  

### **Meeting timers**

Allow participants to set meeting timers that can be seen and heard by everyone.  

# HOSTING TOOLS: *SETTINGS IN THE ZOOM WEBSITE BACKEND CONT.*

## Screen Sharing - *Enabled*

This feature is important for meetings to display our readings and therefore must be enabled.

However there should be limitations in place. As you see on the right, with this feature enabled you also want to select “One Participant” and “Host Only.”

When Host Only is selected, it limits screen sharing capabilities to hosts and co-hosts. This limitation helps to prevent Zoom intruders from sharing lewd videos.


## Virtual background - *Disabled*

This is often one of the most utilized features by Zoom intruders. They will use virtual backgrounds to display porn or other horrible visuals. Do yourself a huge favor and do not enable these two features!

### Screen sharing

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

#### How many participants can share at the same time?

- One participant can share at a time
- Multiple participants can share simultaneously (dual monitors recommended)
  - All screens mode 

#### Who can share?

- Host Only
- All Participants 

### Virtual background

Customize your background to keep your environment private from others in a meeting. This can be used with or without a green screen.

#### AI generated virtual backgrounds

Allow users to customize their video background using an AI generated image. This setting requires that Virtual background also be enabled in order to generate and save an AI generated background in the Zoom app.



# HOSTING TOOLS: *SETTINGS IN THE ZOOM ROOM*

**All service members need to know the host controls to quickly and efficiently manage participants.** Taking the time to have a team of well trained co-hosts reduces the disruption time and keeps the meeting flowing.

## **In this section we will show how to:**

- Claim Host
- Establish Waiting Room
- Admit Participants from Waiting Room
- Remove Participant
- Manage Breakout Room
- Handle Audio / Visual Disruptions
- Delete Chats
- Remove Participant
- Suspend Participant Activities

**We will also share Viewing Pro Tips!**

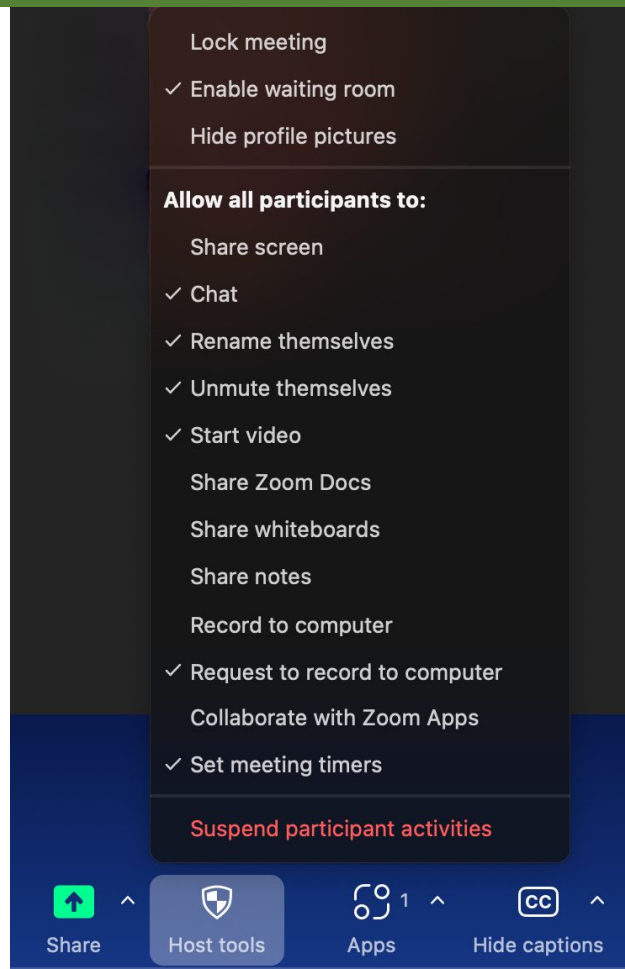
# HOSTING TOOLS: *SETTINGS IN THE ZOOM ROOM*

When considering as a group which settings to use, it is best to begin with the least restrictive progressing to more restrictive only if needed.

Ideally in a typical meeting members can:

- rename themselves (*to honor their own anonymity*)
- mute and unmute themselves (*when it is their turn to speak*)
- share their camera feed (*without distractions*)
- use the chat (*mindfully and at the appropriate times*)

Note: “Suspend participant activities” is a panic button that should only be used in case of emergency. We will explain this further later in the presentation.



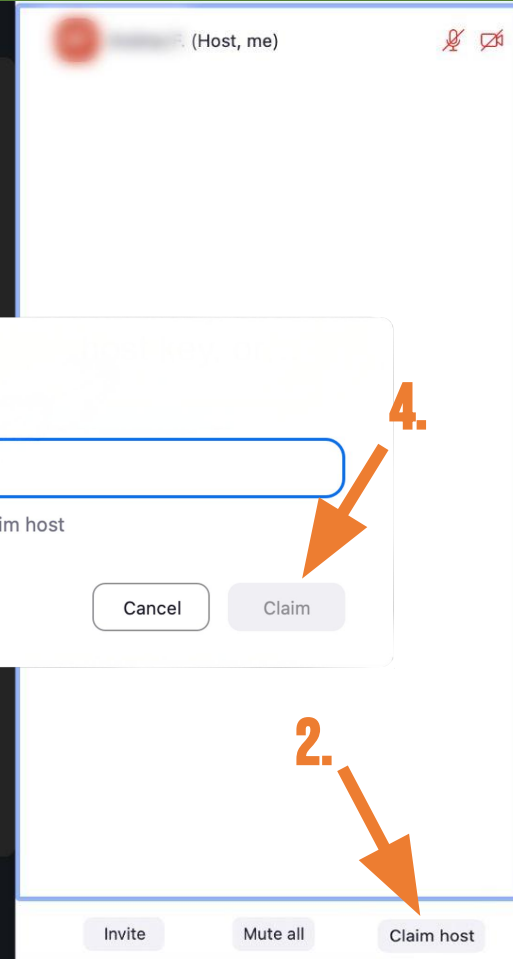
# CLAIMING HOST

To Claim Host:

1. Click on **Participants**
2. Then **Claim Host**
3. Enter in 6-10 Digit **Host Code** or Sign in with your credentials
4. Click Claim to confirm



The image shows a 'Claim host' dialog box. It has a title bar 'Claim host' and a text input field labeled 'Enter host Key'. Below the input field is the instruction 'Enter 6-10 digit host key to claim host'. At the bottom left of the dialog is a link that says 'I am the host'. At the bottom right are two buttons: 'Cancel' and 'Claim'. An orange arrow labeled '3.' points to the input field, and another orange arrow labeled '4.' points to the 'Claim' button.



# ADMITTING WAITING ROOM PARTICIPANTS

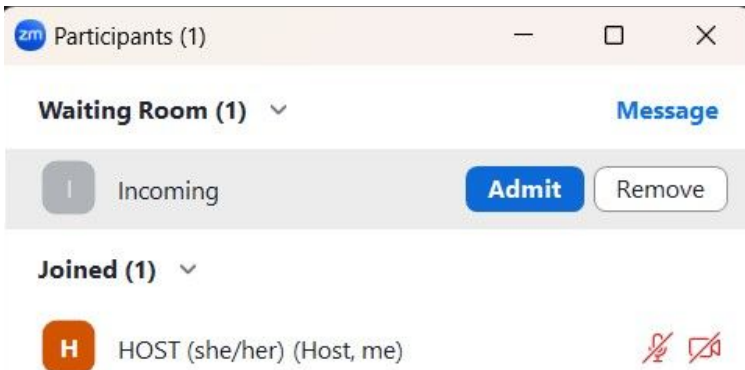


We highly recommend to only admit one person from the waiting room at a time. Should this process take longer than normal, you can send a chat to everyone in the waiting room to notify them of the delay and to please be patient.

Tips for quickly determining if a participant is a member of MA and not a Zoom intruder:

- Profile photo (*logged into a Zoom account*)
- First name with last initial only (*typical anonymous name*)
- Asterix in front of their name (*willing to sponsor*)

Zoom intruders often arrive in large groups, be on the lookout for an abnormal number of people in the waiting room. If you notice this influx, simply don't admit them, they will get bored and leave the waiting room.

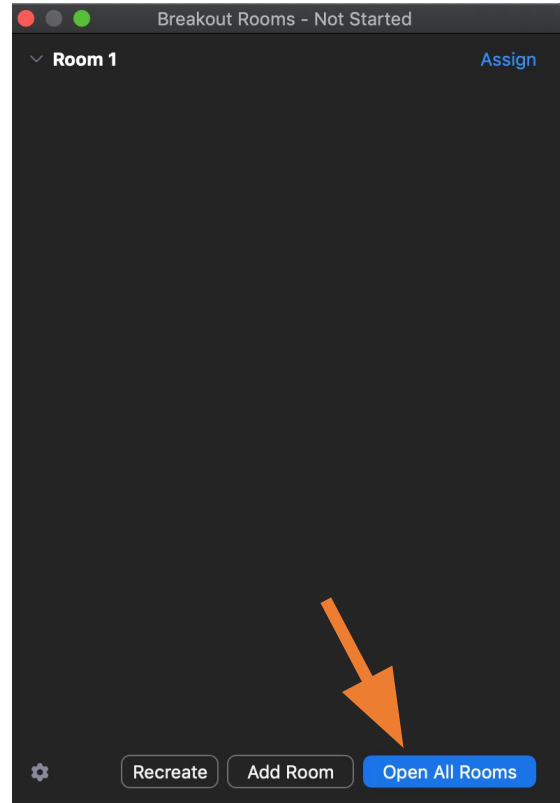
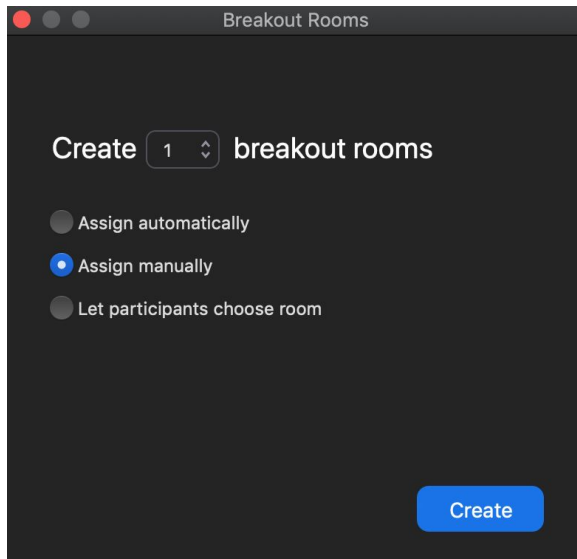
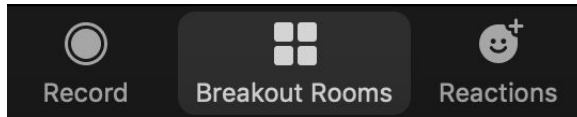


# USING A BREAKOUT ROOM

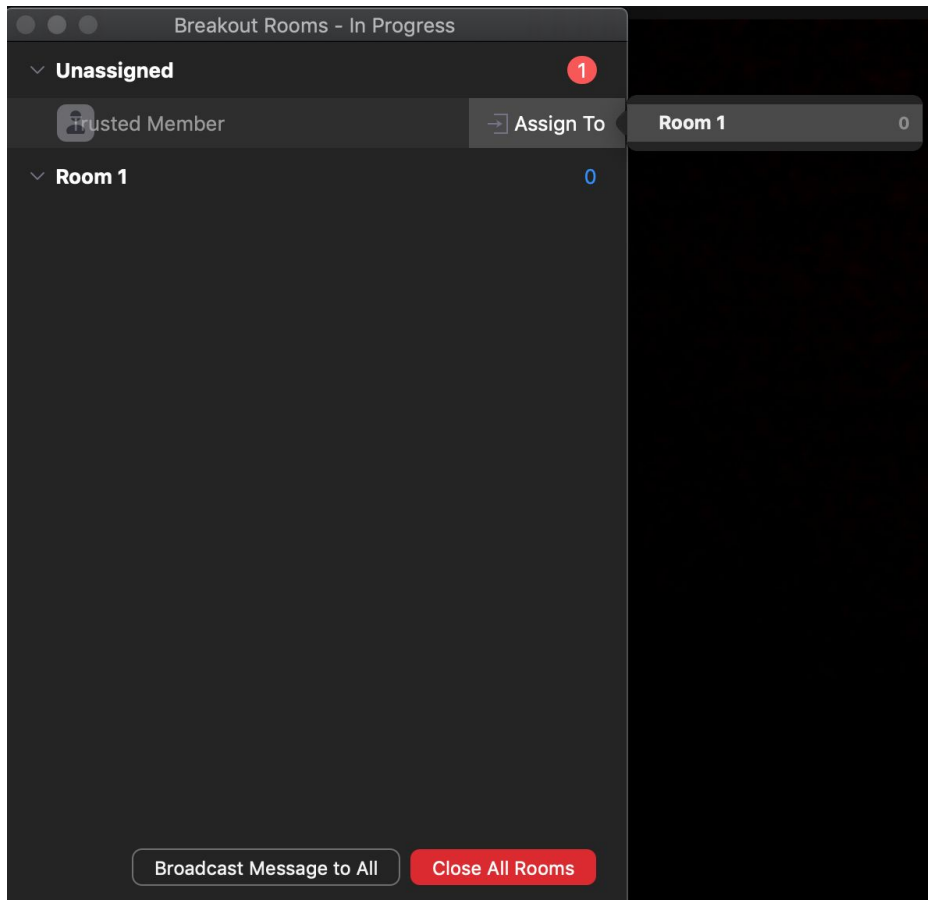
If your meeting is frequently being targeted by Zoom invaders the group may want to consider insulating the meeting by utilizing the main room as a staging area for screening participants one-by-one as they enter from the waiting room and separately hosting the actual meeting in a Breakout room.

Zoom intruders can NOT get into the Breakout Room without permission from the host.

**Note: Co-host can only be assigned in the main room.**

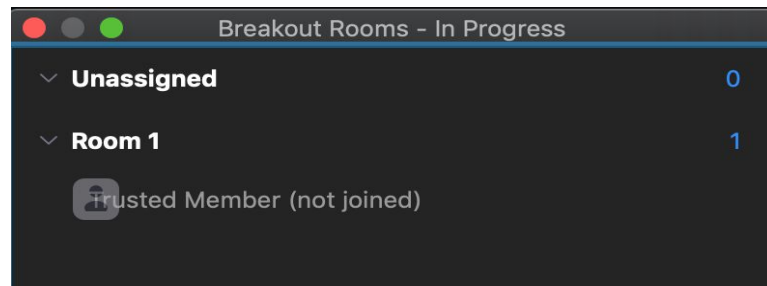


# ASSIGNING PARTICIPANTS TO THE BREAKOUT ROOM



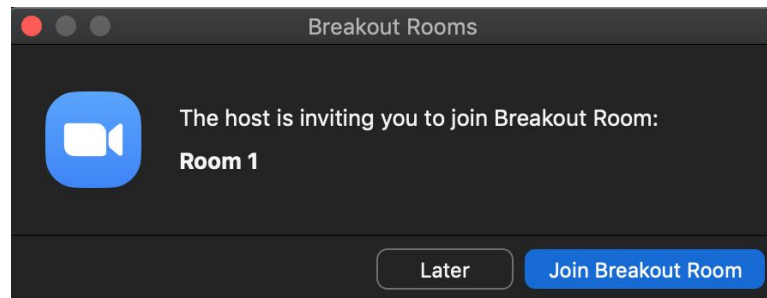
This screenshot shows the 'Breakout Rooms - In Progress' interface. The 'Unassigned' section has a red badge with the number '1'. A 'Trusted Member' is selected, and the 'Assign To' dropdown menu is open, showing 'Room 1' with a count of '0'. At the bottom, there are two buttons: 'Broadcast Message to All' and 'Close All Rooms'.

Section	Count
Unassigned	1
Room 1	0

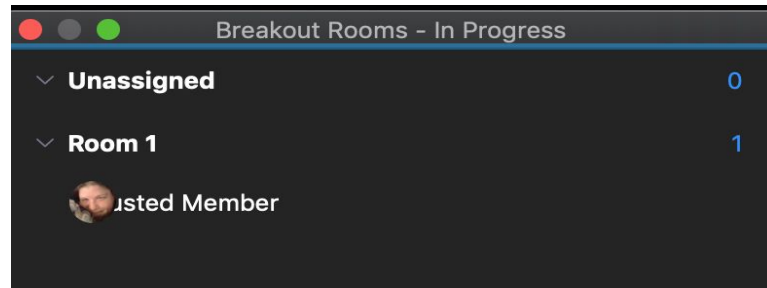


This screenshot shows the 'Breakout Rooms - In Progress' interface after the assignment. The 'Unassigned' section now has a count of '0', and the 'Room 1' section has a count of '1'. The 'Trusted Member' is listed as '(not joined)'.

Section	Count
Unassigned	0
Room 1	1



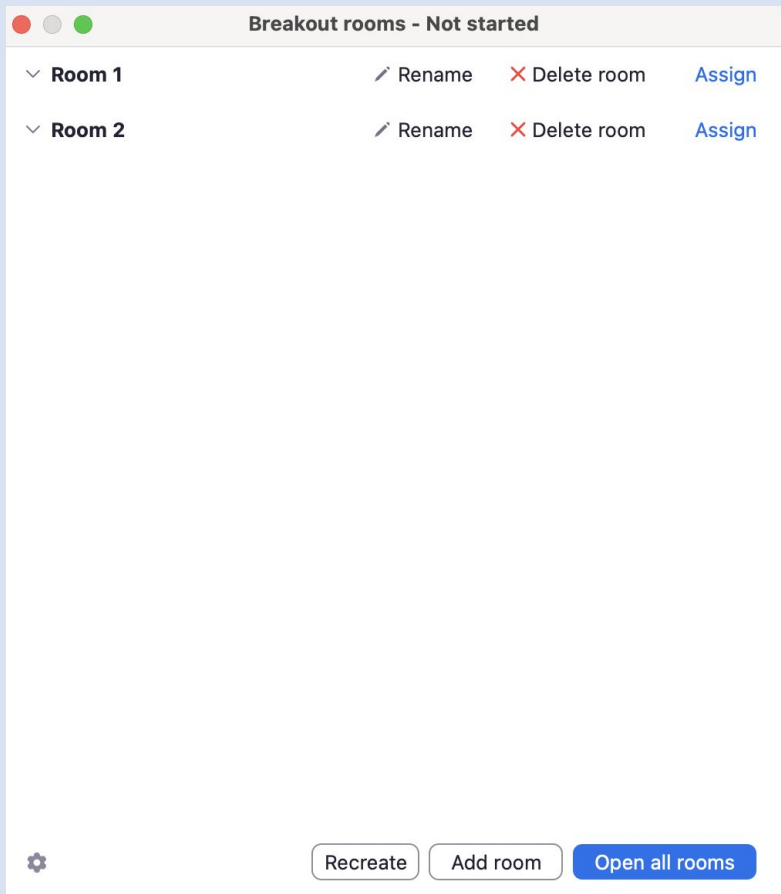
This screenshot shows the 'Breakout Rooms' interface with an invitation notification. The notification text reads: 'The host is inviting you to join Breakout Room: Room 1'. There are two buttons at the bottom: 'Later' and 'Join Breakout Room'.



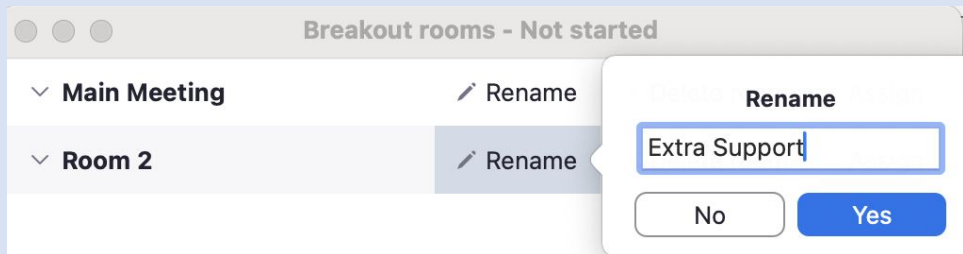
This screenshot shows the 'Breakout Rooms - In Progress' interface. The 'Unassigned' section has a count of '0', and the 'Room 1' section has a count of '1'. The 'Trusted Member' is now shown with a profile picture, indicating they have joined the room.

Section	Count
Unassigned	0
Room 1	1

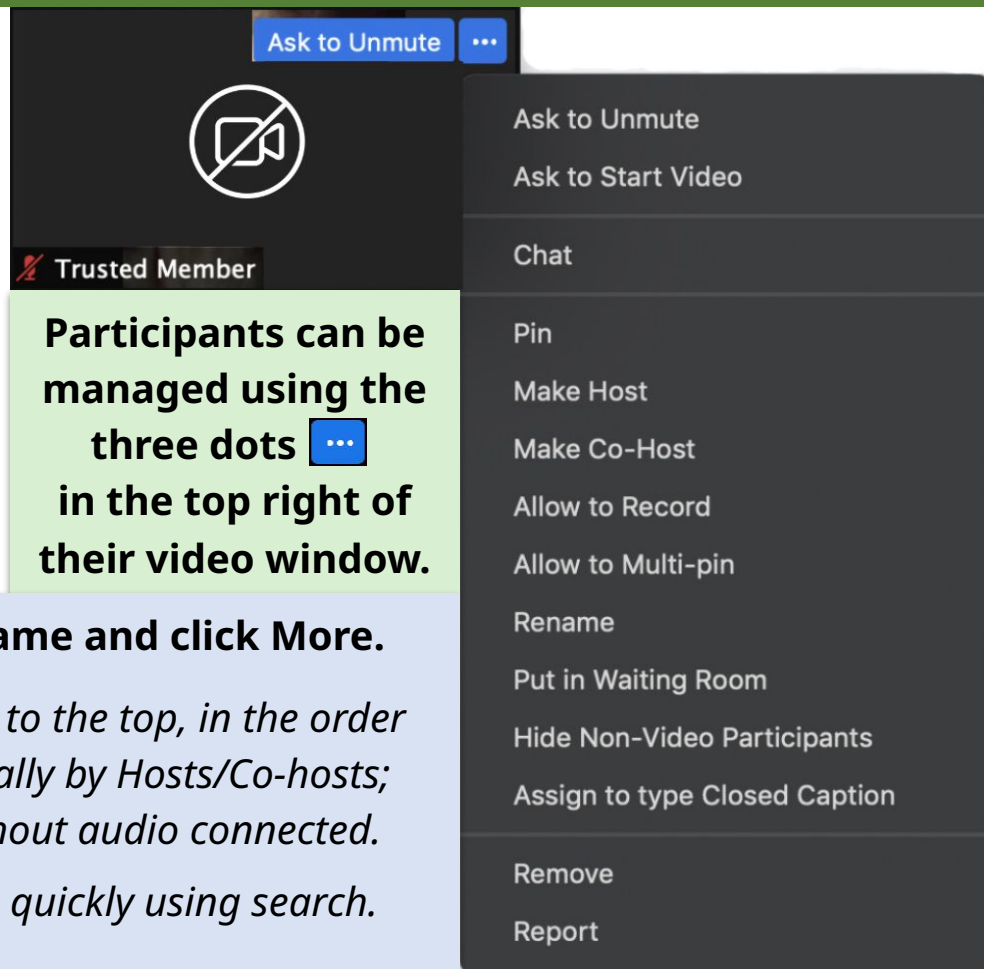
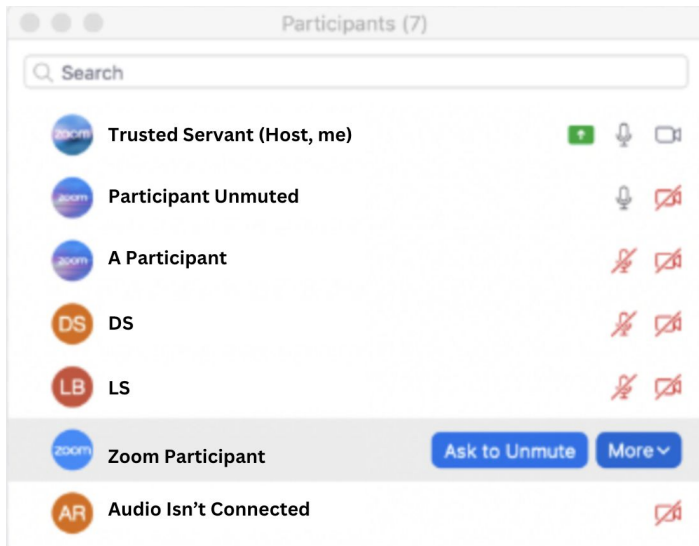
# PRO TIP: RENAME THE BREAKOUT ROOM




**To create a more welcoming environment, breakout rooms can be renamed. This is especially helpful if multiple breakout rooms are being created.**



# MANAGING PARTICIPANTS



Participants can be managed using the three dots  in the top right of their video window.

**In the Participants Panel, hover over the name and click More.**


Note: The participants panel brings raised hands to the top, in the order hands were raised. The list then sorts alphabetically by Hosts/Co-hosts; anyone unmuted; anyone muted; and those without audio connected.

Pro tip: Know the participants name? Find them quickly using search.



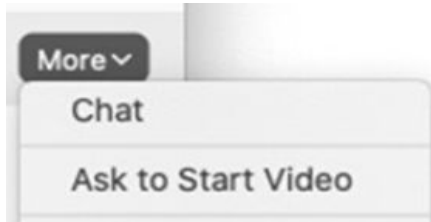
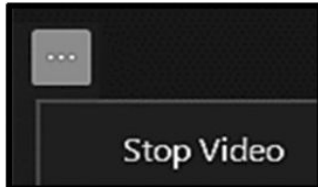
# HANDLING AUDIO AND VISUAL DISRUPTIONS

## There are two ways to Mute individual Participants

In the top right corner of their video square  or hover over their name in the Participants Panel.

## If needed you can also Mute All Participants

Click Mute All in the bottom of the Participants Panel

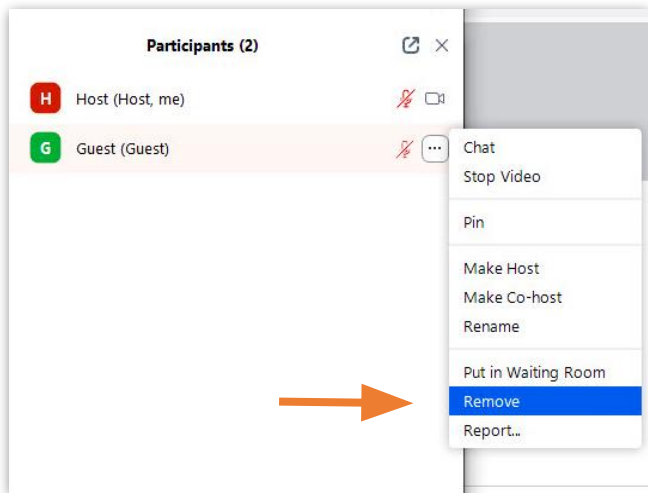
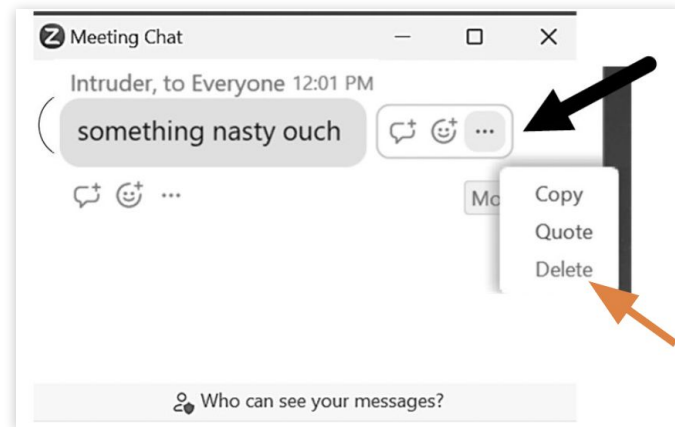


## Stopping the Video of a Member

If you stop a participants video for something minor, perhaps they have far too much background movement or they unknowingly smoked on camera - send them a direct message to let them know why you have stopped their video. **In order for the video to be turned back on, you will need to "Ask to Start Video"**

## Deleting Chat Messages

Have a discussion in your meeting as to what is the policy regarding removing messages from the chat and subsequently if that behavior would be cause for removing the participant or simply deleting the message and letting the participant know why the message was deleted.



## Removing a Participant

When a participant is removed, by default settings, they would be unable to rejoin the meeting for its duration. Zoom will block their IP address.

If desired, within the Zoom website admin backend the feature can be enabled to allow removed participants to rejoin.

# ZOOM INTRUDER ACTION PLAN

1. Click Host Tools, **Suspend participant Activities**, Submit, then Done.
2. *Pause, take deep breaths. You are not in a rush.*
3. Watch participant numbers lower as Zoom intruders become bored and leave.
4. **Reset Chat** to Hosts/Co-Hosts.
5. Unmute yourself, **reassure everyone**, *"the meeting will resume shortly. In the meantime, I will say the Serenity Prayer."* We suggest you **do not empower or mention intruders.**
6. **Work as a team.** Message your co-hosts to discuss any suspicious participants and put them in the waiting room or pin them to continue monitoring.
7. **Review the chat for any messages to delete.** This can also be used for identifying intruders if they messaged inappropriate content.
8. Scan the gallery and **remove** any remaining **confirmed intruders.**
9. When you are ready, slowly **reopen the activities for participants** in host tools.
10. **Resume the meeting.** *Perhaps first with reading the **acceptance prayer.***
11. Keep some security features enabled. For member shares simply use Ask to Unmute.
12. Continue to monitor the chat and the gallery removing any remaining invaders.

# ZOOM INTRUDER ACTION PLAN

## Action Plan:

1. Click on **Host Tools**
2. Then **Suspend Participant Activities**
3. Check the box to **Report to Zoom**
4. In Confirmation Window → **Suspend**

The image shows a Zoom meeting interface with the Host Tools menu open. The menu items are: Lock meeting, Enable waiting room (checked), Allow all participants to: Share screen, Chat (checked), Rename themselves, Unmute themselves (checked), Start video (checked), Share Zoom Docs, Share whiteboards, Share notes, Collaborate with Zoom Apps, Set meeting timers (checked), and Suspend participant activities (highlighted in red). An orange arrow labeled '1.' points to the Host tools icon in the bottom toolbar. Another orange arrow labeled '2.' points to the 'Suspend participant activities' option in the menu. A confirmation dialog box is open, titled 'Suspend all participant activities?'. It contains the text: 'Everyone will be muted, video and screen sharing will be stopped, breakout rooms will be closed, Zoom Apps will be disabled, and the meeting will be locked. [Learn more](#)'. Below the text is a checkbox labeled 'Report to Zoom' which is checked. There are two buttons: 'Cancel' and 'Suspend'. An orange arrow labeled '3.' points to the 'Report to Zoom' checkbox. Another orange arrow labeled '4.' points to the 'Suspend' button.

1. Click on **Host Tools**

2. Then **Suspend Participant Activities**

3. Check the box to **Report to Zoom**

4. In Confirmation Window → **Suspend**

**Suspend all participant activities?**

Everyone will be muted, video and screen sharing will be stopped, breakout rooms will be closed, Zoom Apps will be disabled, and the meeting will be locked. [Learn more](#)

Report to Zoom

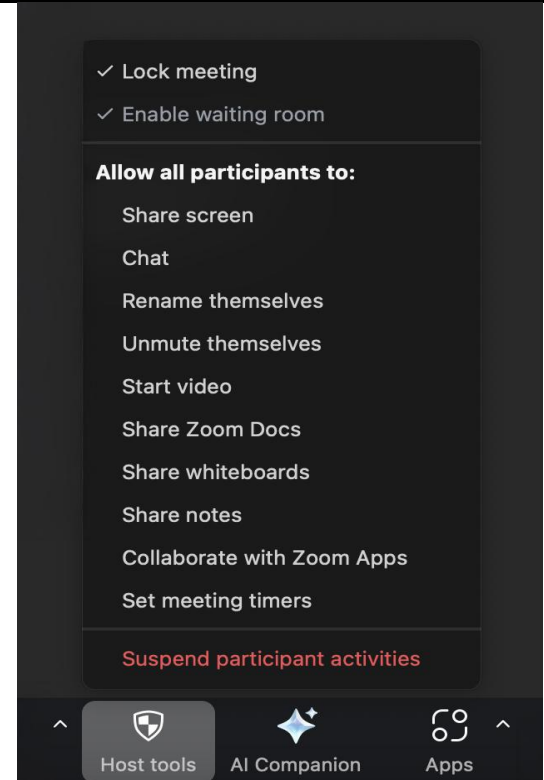
Cancel Suspend

# ZOOM INTRUDER ACTION PLAN

**“Suspend participant activities”**  
is a panic button to use in case of emergency  
**After you click Suspend — the meeting will go dark**

- Meeting will lock, so nobody else can join
- Video cameras turn off
- Participants are muted
- Only host/co-hosts will be able to unmute and turn their video back on
- Chat will disable
- Additionally, the meeting recording will stop, the breakout rooms will close

**Note the changes in the settings once the meeting's Activities are Suspended.**



# ZOOM INTRUDER ACTION PLAN

## *Breathe!*

**Pause for a few moments and watch the attendee numbers get lower as intruders get bored and leave!**

**REASSURE the group members.**

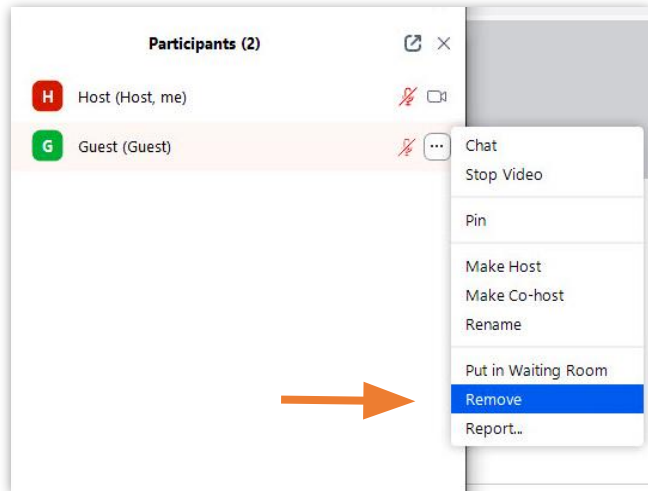
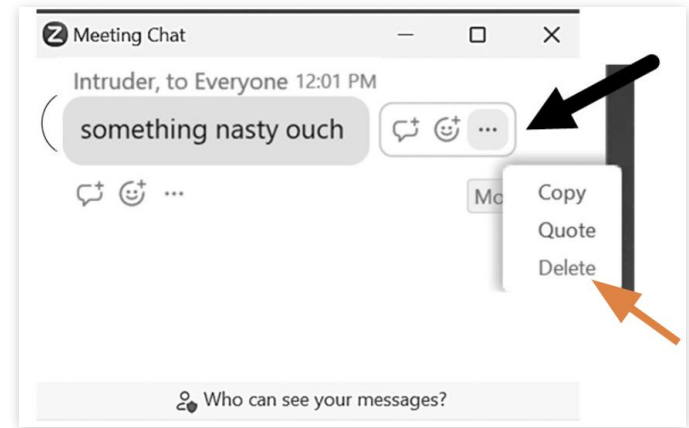
**Do not empower or mention Intruders.**

**The Co-Host/Hosts can UNMUTE THEMSELVES and turn on VIDEO and say CALMLY to the members something like:  
“The meeting will resume shortly. In the meantime, I will say the ‘Serenity Prayer’ and members who chose can do some deep breathing and meditation or grab a refreshment.”**

# ZOOM INTRUDER ACTION PLAN

## Deleting Chat Messages RESET the CHAT to Host/Co-Hosts

Review the chat for any inappropriate messages to delete. This can also be used for identifying intruders if they messaged inappropriate content.



## Remove Intruders

Message your co-hosts to discuss any suspicious participants and put them in the waiting room or pin them to continue monitoring.

Scan the gallery and remove any remaining confirmed intruders.

# ZOOM INTRUDER ACTION PLAN

## **SLOWLY REOPEN IN HOST TOOLS THE ACTIVITIES FOR PARTICIPANTS**

LOCK MEETING - DESELECT so people can enter the Waiting Room ONCE intruders are removed and security team is comfortable.

CHAT - ENABLE CHAT  set to: HOST AND CO-HOSTS ONLY, in case Intruders are still in the room. This way Participants can communicate with the Team. Continue to Monitor the Chat for any inappropriateness.

VIDEO & AUDIO - ENABLE START VIDEO  and ask all members to turn their camera's back on. If the group chooses, you can also ENABLE UNMUTE THEMSELVES.

Lock Meeting

✓ Enable Waiting Room

### **Allow All Participants to:**

Share Screen

✓ Chat

Rename Themselves

✓ Unmute Themselves

✓ Start Video

Share Notes

Collaborate With Zoom Apps

✓ Set Meeting Timers

Suspend Participant Activities



# ZOOM INTRUDER ACTION PLAN

## ***CONGRATULATIONS TEAM!!!***

**Continue with the meeting with compassion, perhaps with the acceptance prayer, reassure members that there will be time for DEBRIEFING in Fellowship.**

**An intrusion can be traumatic for people.**

**Allow them time to talk and express themselves.**

**Walking around, shaking their arms and giving themselves a physical HUG can also help offset the body's reaction to the intrusion.**

**Redirect to members to their Sponsors for additional support.**



# Appendix Pro Tips

**View Maximum Number  
of Participants**

**Sort View in Gallery  
by Entry Time**

**Adjusting Viewing  
During Screen Sharing**

**Toggling Away From Screen  
Share to View Only Gallery**

**Pinning Participants**

## Viewing the Maximum Number of Participants

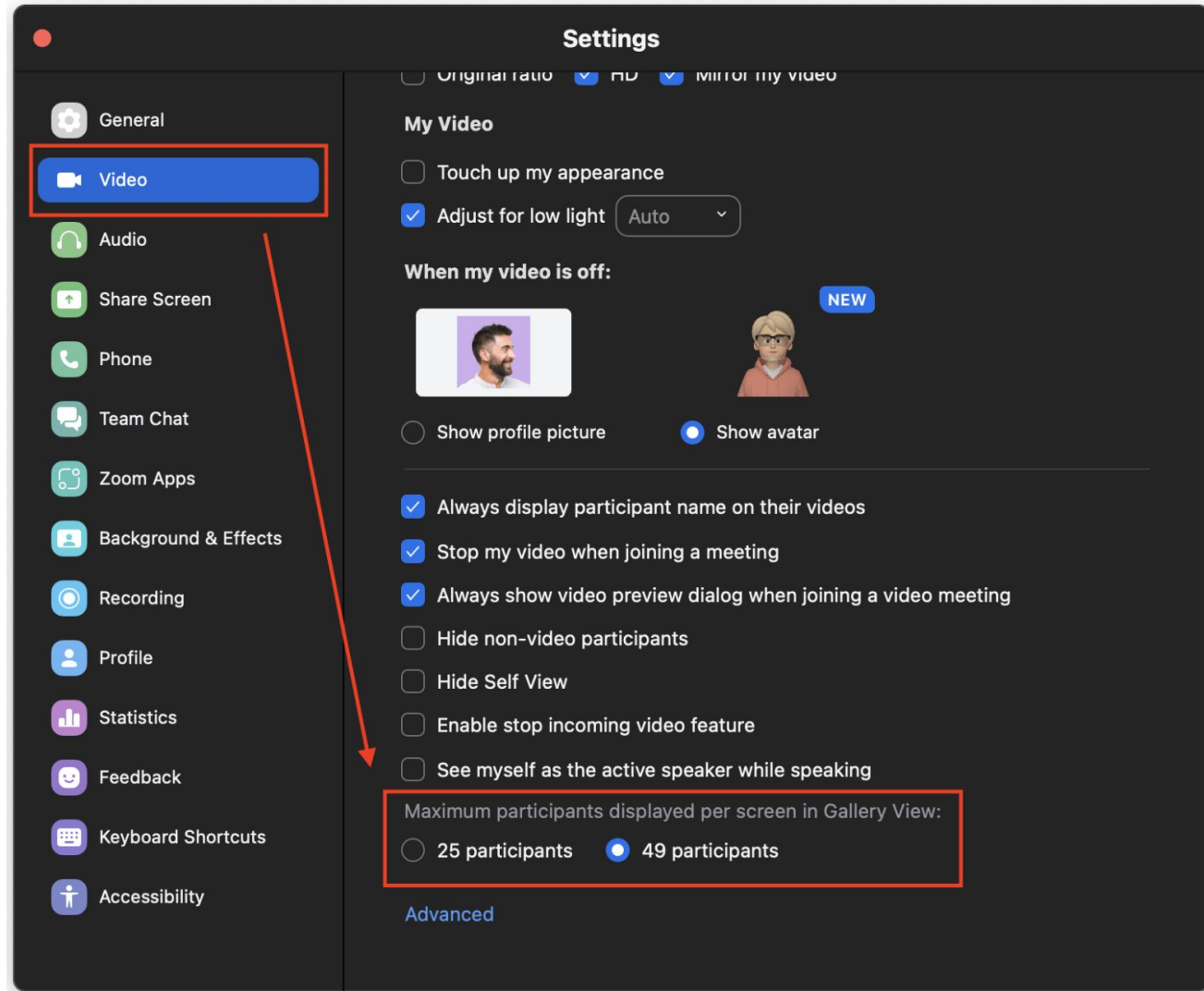
Depending on the size of individual devices it is possible to increase the maximum number of participants per screen in Gallery View.

To access this:

Zoom Settings >

Video >

Maximum participants displayed per screen in Gallery View



Zoom Meeting

1

2

View

Speaker

✓ Gallery

Sort Gallery By >

Follow Host's Video Order

Hide Self View

Hide Non-video Participants

Hide Meeting Timers

Fullscreen

Participants (2)

RA Recovering Addict (Host, me)

/her) (Co-host)

First Name (A - Z)

First Name (Z - A)

Last Name (A - Z)

Last Name (Z - A)

Entry Time (First - Last)

Entry Time (Last - First)

# Grateful Member

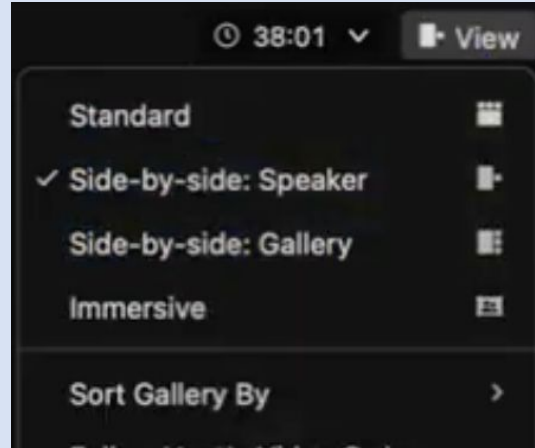
# Recovering Addict

## Sort View in Gallery To See The Most Participants

Hosts can sort by Entry Time with "Sort Gallery View" enabled in the Zoom admin backend feature.

Entry Time (Last - First) will display the participant who entered most recently on the top left square.

During someone else's screen share if you wish to simultaneously monitor the room and view screen share, we suggest using the setting: "Side-by-side: Gallery"



You can drag and adjust the side-by-side view by hovering on the grey line, then click and drag to adjust.



If you have no desire to see what is being shared and solely wish to see the meeting, you can toggle back to full gallery instead of viewing the split screen share.

Click the tab for Meeting which will display in the top left corner of the screen.

 Meeting



Trusted Servant's screen



# EACH PERSON CAN PIN UP TO 9 PARTICIPANTS

Pinning is a helpful tool in large meetings when the gallery overflows to multiple screens.

Pin from Participants Panel or  
Click on the Participant's Window

Incoming

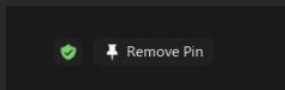
HOST

- Ask to Unmute
- Ask to Start Video
- Chat
- Pin**
- Hide Non-video Participants
- Make Host
- Rename
- Put in Waiting Room
- Remove
- Report...

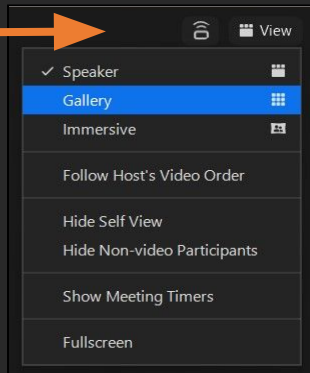
- Participants (2)
- H HOST (she/her) (Host, me)
  - I Incoming (she/her)

Invite Mute All

# PINNING CHANGES SPEAKER VIEW - RETURN TO GALLERY



- 1.
- 2.



## Incoming

When someone is **PINNED**, View changes to **SPEAKER**, disrupting your view of the Screens.

When you've confirmed the participant isn't an invader, **REMOVE PIN**

1. Click on **View**
2. **Gallery** to exit speaker view

