

# Dealing with Zoom intruders

## The problem

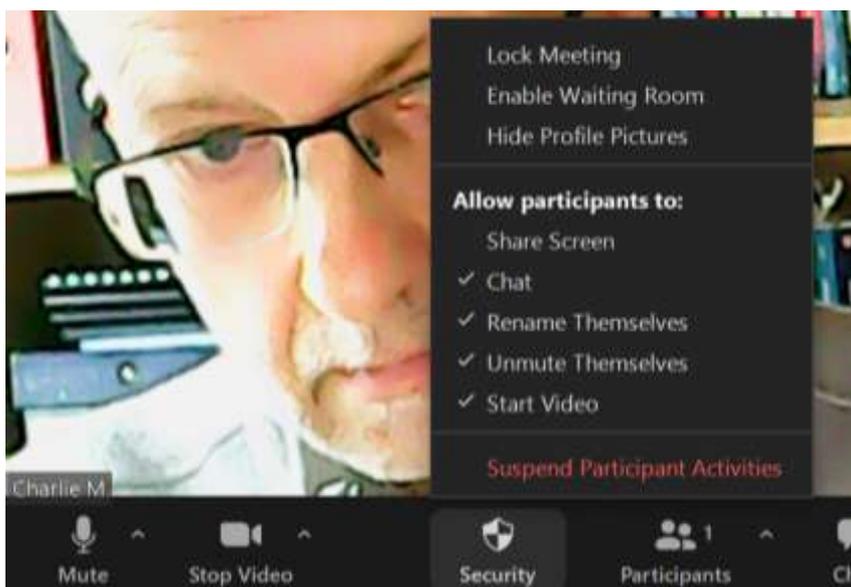
- Unwanted attendees show porn & otherwise hurl racist/sexist/other bigotry & abuse
- Typically one comes in to assess how easy it is to bomb the meeting
- May be hard to tell initially from a newcomer
- If they call in their friends, you can suddenly have 5, 10 or 15 people all doing this
- It's been a serious issue in US meetings this week (w/c 15.2.21)

## Preparing to repel them

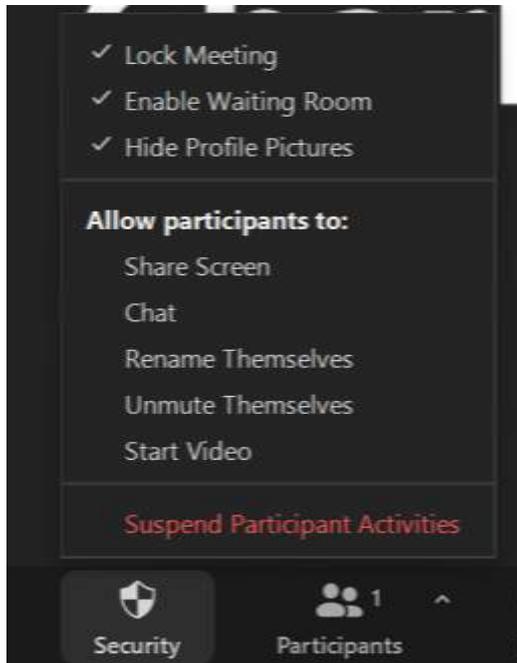
1. Claim host
2. Have an extra Zoom host person
3. Make the security person, the Zoom host and the meeting leader Co-Hosts.
4. (Very large meetings, have several Co-Hosts, with a couple delegated to scan faces, watch for odd names, for people with camera off and no profile picture, etc, and one person at least to monitor the Chat. Consider also enabling the Waiting Room feature and disabling the features which allow people to unmute themselves and post in the Chat. For more ideas and material you can use, see the final page of this document.)
5. Warn attendees that there may be an attack and tell them what will happen if so – especially that there's nothing they need to do, nothing wrong with their device, they just need to wait a few moments before the meeting resumes.

## If there's an attack

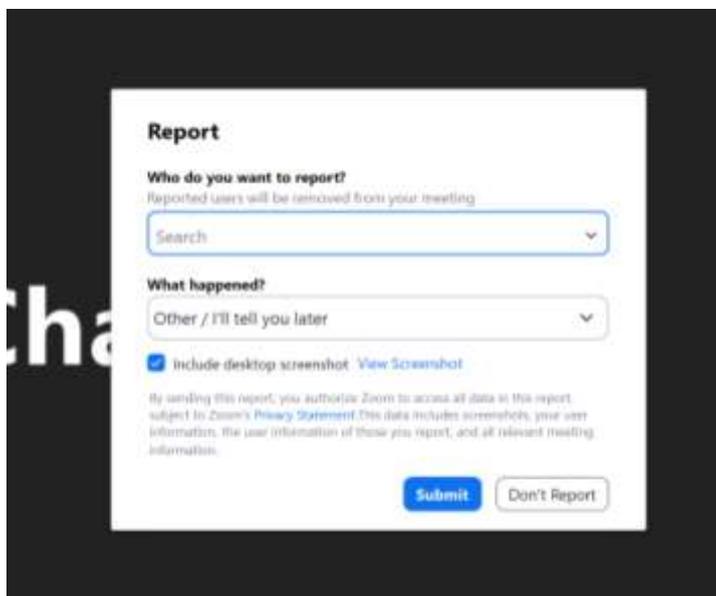
1. Instantly click the Security icon
2. Select the red **Suspend Participant Activities** command:



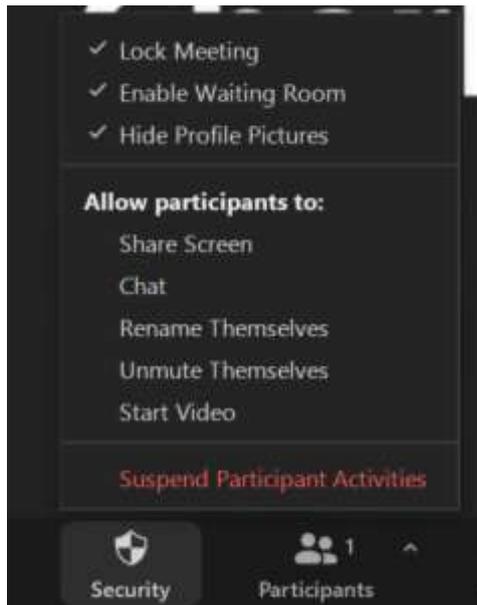
3. Only the Host and Co-Hosts will then have any control. All other participants will see only the name of each participant. They won't be able to hear, speak or use the chat, the meeting is automatically locked and a Waiting Room is opened to prevent more potential attackers getting in. Notice how the ticks in the list below have changed.



4. You then have the option of reporting attackers to Zoom, which presumably prevents them from getting back in to the meeting until the case has been investigated.



5. If there are multiple attackers and you're not sure who's a newcomer and who's an attacker:
  - a. Check out the names (may look a bit odd)
  - b. Select *Allow participants to Chat* and post "Hi everyone". Watch for malicious posts as people start to chat.
  - c. Select *Allow participants to Start Video* and again watch
6. When you're ready to resume the meeting safely, remember that you'll need to ...



- ... restore the participants' ability to chat, un/mute themselves & start video. Also unhide profile pictures.
- Consider unlocking the meeting – if so, leave the waiting room enabled so you can check if anyone entering it is a bona fide participant/newcomer.
- Allow time now or at the end of the meeting for people to blow off steam about the attack, especially important if people are traumatised.

You may find the material below helpful, especially for large meetings/workshops/etc, or if there is a high likelihood of an attack by several people.

## Important Notice to Hosts and Co-Hosts

- Please screen share the statement below at the beginning of the meeting and read to all members.
- Each time a new member enters the room, paste each paragraph (one by one) of the statement below throughout the meeting.
- If you feel it is appropriate, allow members to ask questions before starting the meeting, even if it is after the official start time. It is important to communicate openly about the current concerns to allow our members to feel safe.
- If your meeting was invaded, after the meeting (and after the intruders are no longer there) encourage members to stay after for fellowship to “debrief”. It is important for people to process emotions together to support one another and to maintain their mental health. (Still mute/unmute members during this time.)

## Zoom Intruder Chat Box Security Statements

(Screen share at the beginning of the meeting and paste these statements in the chat box throughout the meeting)

\*\*\*\* 1- URGENT - PLEASE READ! \*\*\*\*

Due to the extreme amount zoom attacks currently occurring during meetings, we are taking stronger security measures to ensure the safety of our members. During our meeting today, we have disabled the chat and the ability to unmute. If you entered the room with your camera off, you will not be able to turn on your camera for the remainder of the meeting.

Everyone will be able to raise their hand and we will unmute you to read or share. When unmuted, if a host or co-host hears anything that is inappropriate, the meeting will be immediately suspended until the intruder has been removed.

Please note that these measures will remain in place until the current high threat of intruders has lessened.

Please be patient if things take a bit longer than usual – thanks.

\*\*\*\* 2- URGENT - PLEASE READ! \*\*\*\*

During a meeting “suspension” the entire meeting will “freeze”. All video will be disabled. The chat and unmuting features will continue to be disabled as well. The meeting will be locked. No other people will be allowed to enter the room for the duration of the meeting. You will be able to leave the meeting at that point if you choose. If you decide to stay, please wait patiently while our hosts and co-hosts secure the meeting. During the suspension, the host or co-host may or may not communicate with everyone in the chat box depending on the situation.

\*\*\*\*3- URGENT - PLEASE READ! \*\*\*\*

The likelihood of an intruder is very high at the moment. Zoom attacks can be a traumatic event including disturbing images, words, and audio sounds. We have taken precautions to shut down this behaviour quickly, but if you are sensitive to trauma in any way, you may want to consider using an alternate Fellowship tool today instead of a meeting, such as outreach, literature, etc. Thank you for your understanding.

\*\*These 3 notices will be posted each time a person enters the meeting room.\*\*