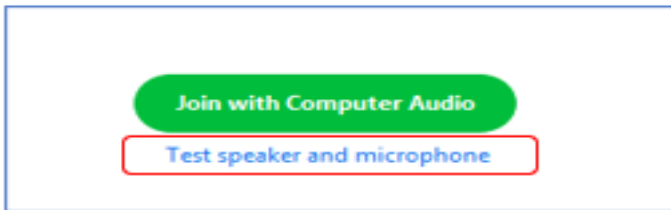


ATTENDING ONLINE AA MEETINGS WITH ZOOM

Joining a Meeting

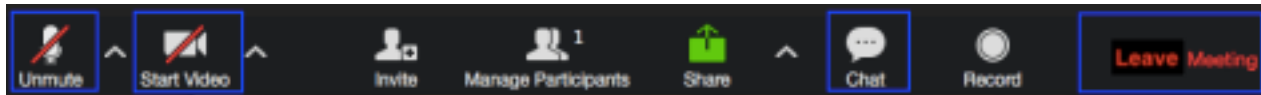
1. Click on the link provided by the meeting host. It will be in a format that looks like this: [https://zoom.us/4227565411](https://zoom.us/j/4227565411) - The last nine numbers are the meeting number.
2. If this is your first time using Zoom, Click on “Download & Run Zoom” (bottom right)
3. Click “open zoom.us?” in the dialog box on the top.
4. Click “test speaker and microphone.”
5. If you’re asked to enter your name, type only your first name and last initial.



Once in a Zoom meeting turn on the toolbar by hovering your cursor at the bottom of your screen.

On Desktop

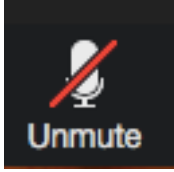
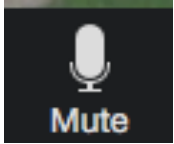
Hover over bottom of screen with mouse to turn on



On Mobile

Tap top of screen to turn on



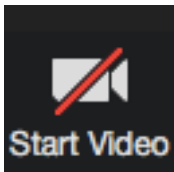
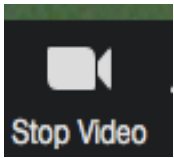


Click "Mute" to turn on and off your microphone

It is a good practice to mute unless you are speaking. Always mute if there is background noise at your location.

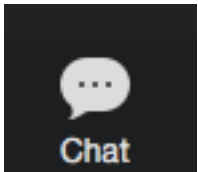
If the secretary calls on you to speak, tap or click the "Unmute" button.

If there is no "Unmute" button, and you only see a "Mute" button, then everyone in the meeting can hear you.

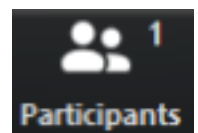


Click "Stop Video" to turn off your camera.

Click "Start Video" to turn it on.



Select "Chat" (or "Participants" and then "Chats" on mobile) to make comments to the group, or to any of the individuals on the call. The "Chat" window on the right of the screen shows comments posted by all participants.



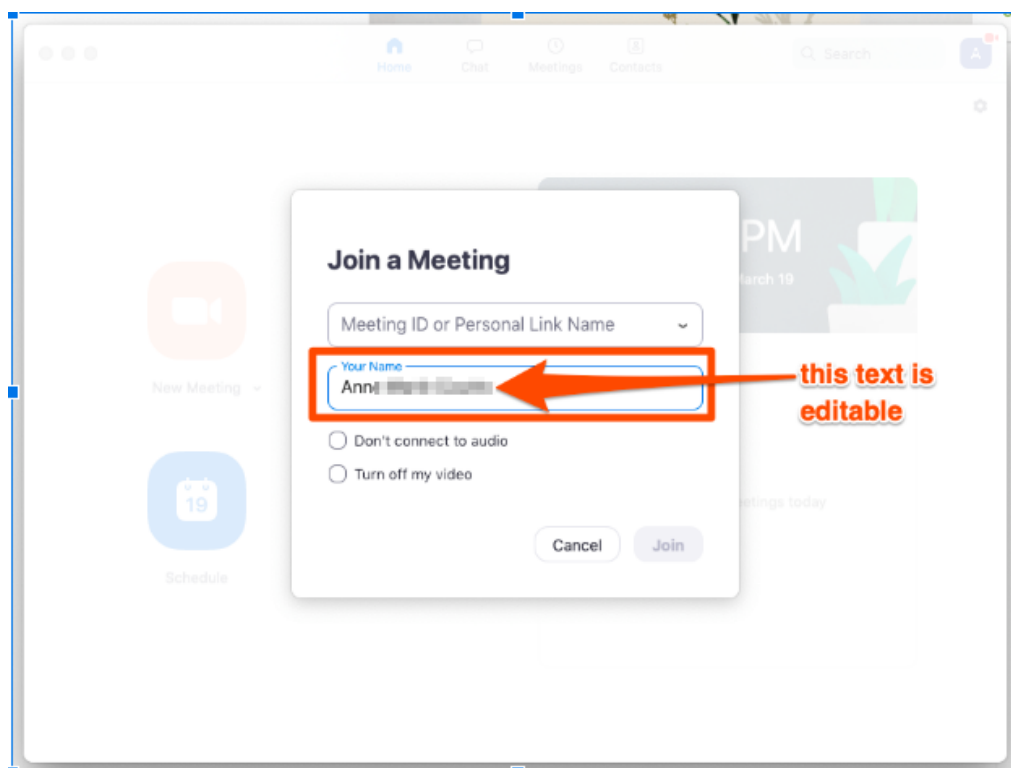
To Share: Select "Manage Participants" and tap on "Raise Hand" to share.



To Leave: Click "Leave Meeting"

PERSONAL ANONYMITY IN AN ONLINE ZOOM MEETING

How to Maintain Anonymity in an Online Zoom Meeting? When you join a Zoom meeting, you will see a screen "Join a Meeting." and a box with your name in it. You can change your name in the box before joining a meeting so that you maintain anonymity.



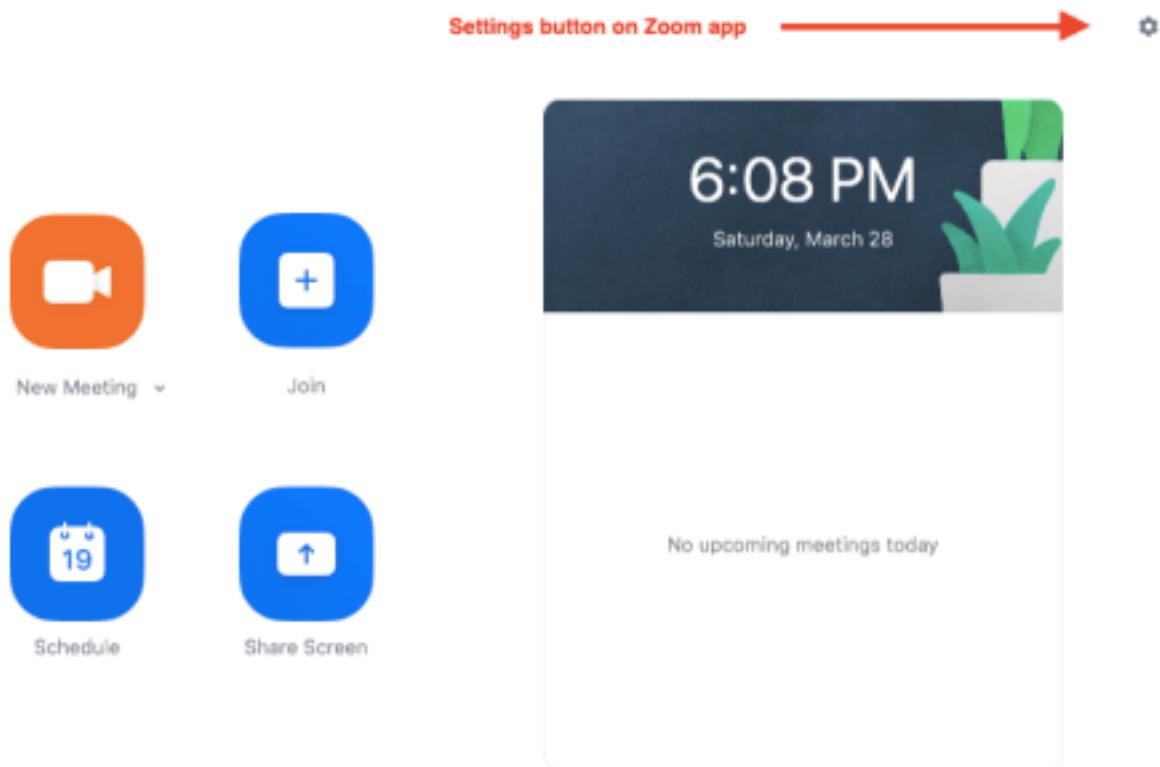
Before joining a meeting, consider these other options:

- If you're concerned about your house showing in the background, sit with your back facing a wall.
- You can dial in from your phone so that only your phone number appears and no video appears.
- Use headphones if you don't want others in your household to hear.

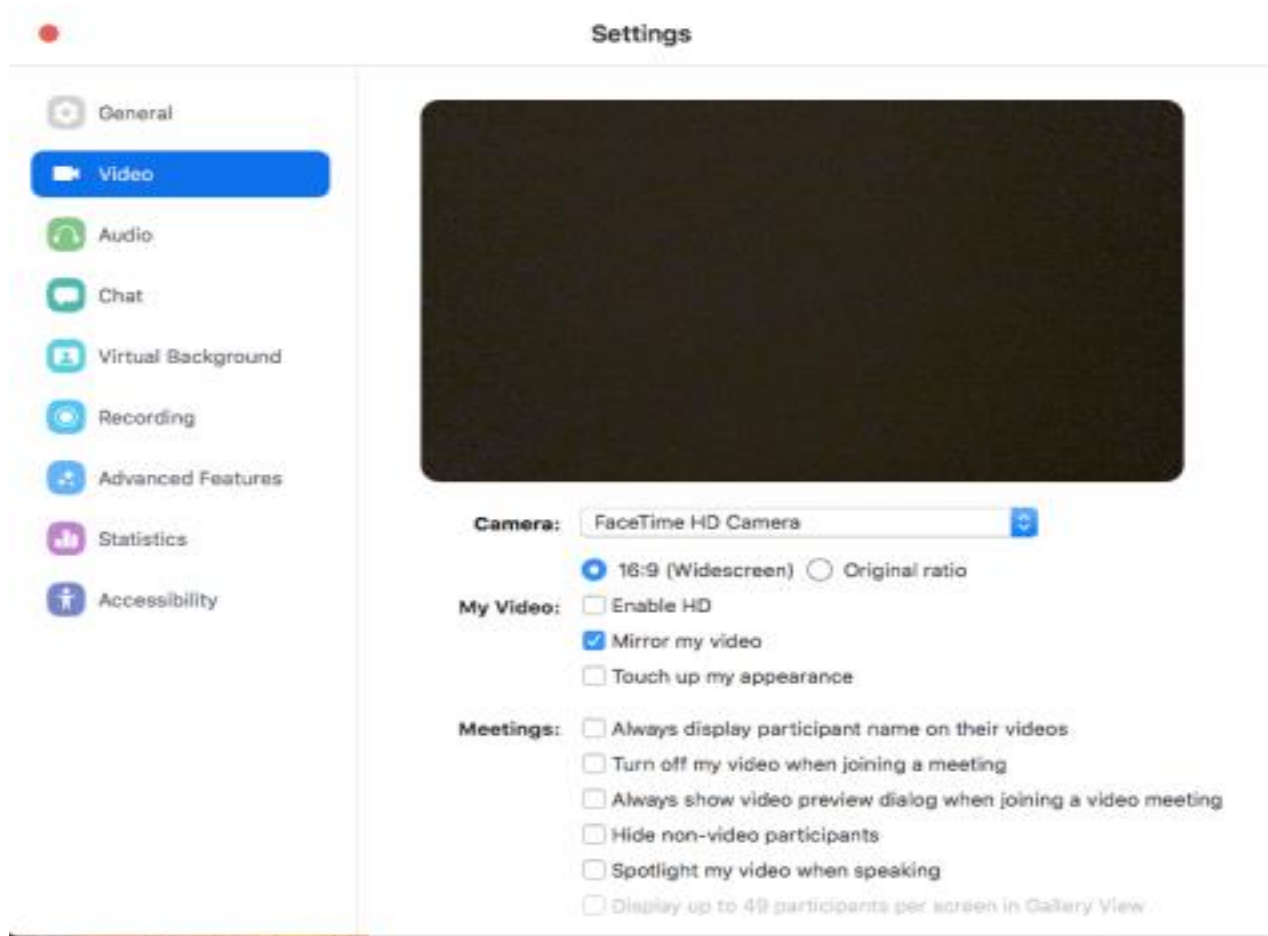
During a meeting:

- You can temporarily turn off your camera and turn it back on if needed by clicking or tapping the "Stop Video" button in the toolbar.
- If you are concerned about being seen on camera at all, you can always disable your video in the Zoom Settings.
 - Open your Zoom app on your desktop.
 - Click on Settings.

- On the Audio tab, click the checkbox "Always mute the microphone when joining a meeting" at the bottom of the screen.
- On the Video tab, click the checkbox "Always turn off video when joining meeting" at the bottom of the page under the Meetings heading.



- After clicking on the Settings icon (the little gear), you will see the Settings screen where you can change the Audio and Video settings.



HANDLING ONLINE MEETING DISRUPTIONS IN THE MOMENT

Sadly, as many of you have experienced, people have disrupted online meetings in our fellowship. While we may not be able to completely stop them, here are few tips provided by others in our fellowship who have been dealing with these online meeting disruptors.

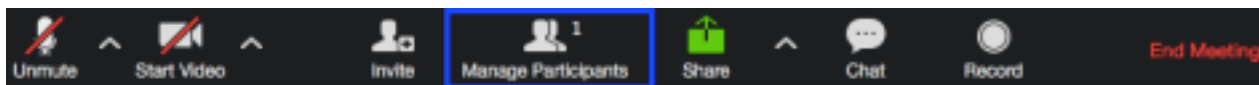
You must have Host or Co-Host access to take action on these suggestions. If you are not a meeting Host, then send a link to this page to the Secretary or Host so they can take action.

Note: Some controls may look different for your version of Zoom. Before your next meeting, review to [Zoom instructions](#) and find your computer or device type at the bottom of the page to access specific instructions.

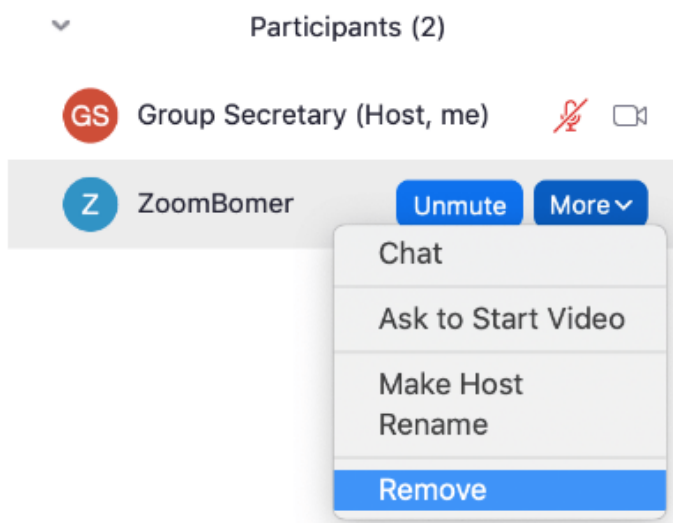
Before the meeting, do what you can to manage meeting participants and setup the Zoom settings for attendee safety. For example, before the meeting begins, elect a Co-Host whose role is to shoulder the weight of maintaining order during the online meeting by managing the participants.

Remove the Offending Participant

This action will kick the attendee off the call and keep them from coming back under the same account.



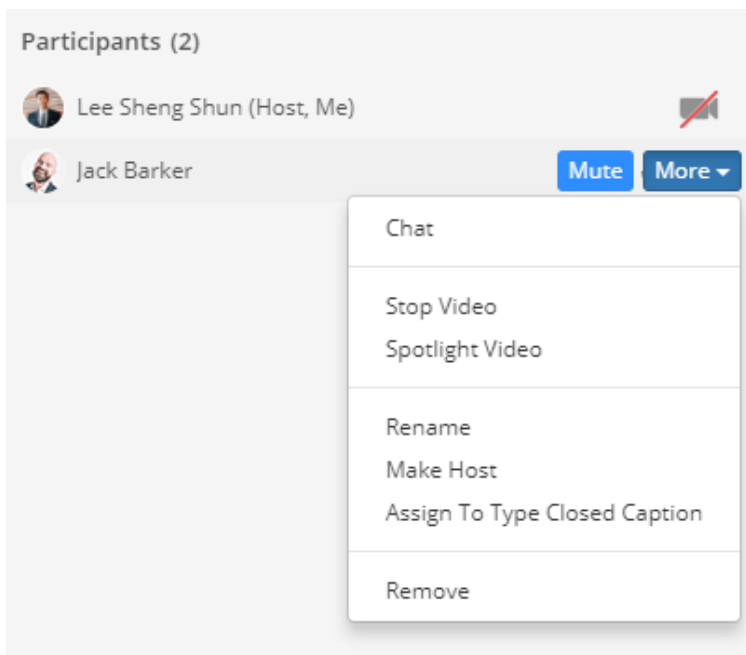
1. Go to the "Manage Participants" window at the bottom of the screen.
2. Find the name of the offending participant by either by scrolling or searching in the "Manage Participants" window.
3. Select their name and click "More" and then "Remove."



Stop a Participant's Video

This function will immediately turn off the disruptive attendee's video.

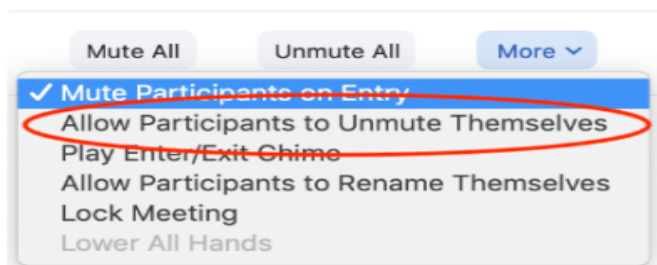
1. Go to the "Manage Participants" window at the bottom of the screen.
2. Click on "More"
3. Click on "Stop Video."



Turn Off Participants Ability to Mute / Unmute Themselves

This function will keep disruptive attendee from being able to unmute themselves and interrupt the meeting verbally. It will also mean the host and co-host will have to manually unmute each speaker.

1. Go to the "Manage Participants" window at the bottom of the screen.
2. Click on "More."
3. Then uncheck "Allow Participants to Unmute Themselves"



Prevent Participants From Renaming Themselves

If people are using this function to have offensive slurs and violent words visible on the Participants window, you can uncheck this option to prevent them from showing renaming.

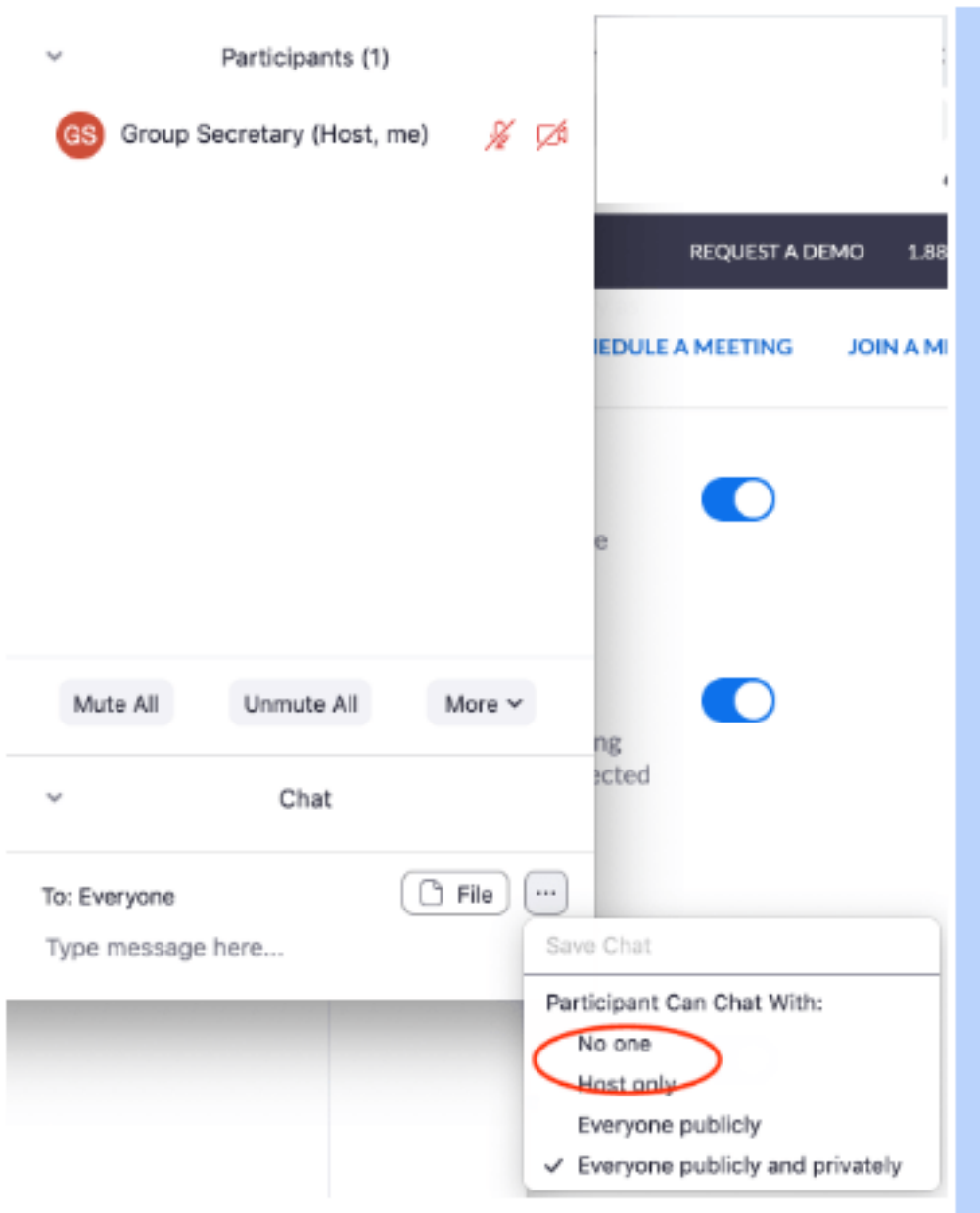
1. Go to the "Manage Participants" window at the bottom of the screen.

2. Click on “More.”
3. Click on “Allow Participants to Rename Themselves” and make sure the check mark is removed so the function is turned off.

Turn Off Chat

This function keeps disruptive attendees from being able to send offensive messages via chat.

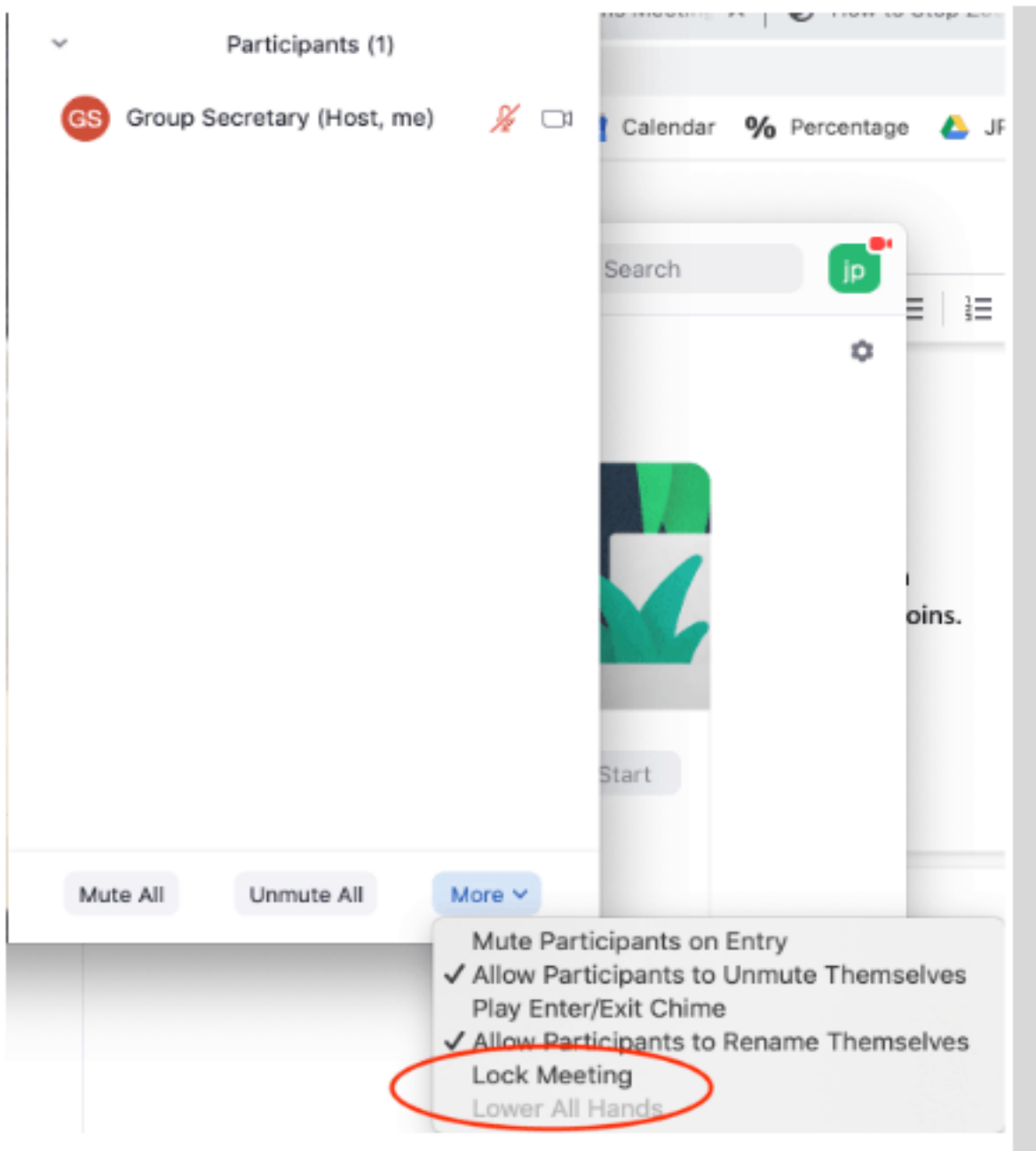
- Go to the "Manage Participants" window at the bottom of the screen.
- Click on the “...” button.
- Select “Participants can chat with: host only”



Lock the Meeting

After an attendee has been removed from the meeting or a meeting ended and restarted, the disruptive attendees can return under a new account. Thus, you may need to "Lock the Room" to disable any new people to join.

1. Go to the "Manage Participants" window at the bottom of the screen.
2. Click on "More."
3. Select "Lock Meeting."



After the meeting, consider looking at [Zoom Waiting Rooms](#) to allow an alternative to locking meetings.

Considerations on What Not To Do:

- Your group does not have to tolerate or make excuses for the behavior of the disrupting individuals. Each group is well within their rights to remove the disruptor, just as a group might at a face-to-face meeting. [Read the AA Pamphlet on Safety and AA: Our Common Welfare.](#)
- Online meeting disruptors use the anonymity of the internet to abuse people, promote violence, and create insecurity, not just in AA meetings, but everywhere. Their acts are harmful to victims. While we cannot stop them completely, we can do our part by not invalidating or excusing the harmful experience of our fellows.
- If this happens to your group, hold a business meeting and take a group conscience after the call to decompress and discuss how to handle the situation should it happen again. This will likely be more productive than sharing of opinions on how to handle the situation with a flood of chat messages or private chats to the meeting hosts.

Recommended Secretary script for online meeting:

- Please mute yourself while we open with the serenity prayer.
- Please keep yourself muted while not sharing during the meeting to avoid feedback and other disruption.
- The host may mute you if your mute is off while others are sharing but you will be able to unmute yourself to share.
- Please do not identify with your full name as the meeting is open to people all over the world. The host will change full last names to initial only for the groups safety.
- If the meeting is disrupted by any attendee, the host will mute the meeting and remove the party creating the disruption. After party/parties creating disruptions are removed the meeting will be unmuted and continue.

MANAGING MEETING PARTICIPANTS

Just as in the physical rooms, meetings on Zoom feature resentments, ringing phones, and other disturbances. In fact, some District 16 meetings, particularly women's meetings, are experiencing sexually predatory Zoom Bombers and violent behavior from meeting participants.

While this too can happen in physical meeting rooms, the anonymity of the internet provides a shield for the predators. Fortunately, while not possible to maintain absolute security, there are a number of features available to keep meetings safe.

These are suggestions only. It is up to the group conscious on what meeting settings to set for safe meeting management. As guidance, view the AA brochure: [View Safety and A.A. Meetings: Our Common Welfare](#)

Requiring Zoom Registration

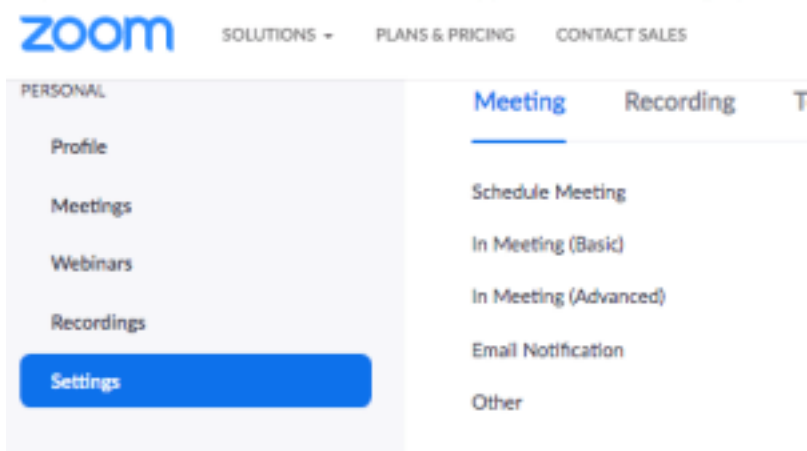
The highest level of safety that Zoom offers is requiring attendees to register a Zoom account to attend the meeting. It is up to the group conscious on whether to require registration and all of these settings. There is a concern that this setting will turn off newcomers. Consider the newcomer and fellows who attend a meeting that is disrupted.

[Hosts Instructions on How to Require Registration](#)

Set Safe Meeting Default Settings

On the Zoom Settings page, turn off participant controls:

1. Sign into Zoom.us.
2. Click on the Settings link on the left.
3. On the right side of the page, in the “In Meeting (Basic)” section and turn off: *Autosaving chats, file transfer, screen sharing, annotations, whiteboard, and remote control.*
4. Go to the “In Meeting (Advanced)” section and turn off: *virtual background, far end camera control, auto-answer group in chat.*



Identify a Meeting Secretary AND a Co-Host

For starters, elect a co-host whose role is to shoulder the weight of maintaining order during the online meeting by managing the participants. This allows the meeting secretary to focus on the meeting, while the

co-host focuses on managing participants and the meeting controls. Co-hosts are assigned during a meeting and cannot start a meeting.

All groups are encouraged to have both a Zoom “Host” and “Co-Host” in every meeting as service positions. One host acts as the traditional chair while the other manages muting and hand raising, and can be free to handle meeting intrusions.

Assign a Co-Host

1. Sign into Zoom.us.
2. Click on the Settings link on the left of the screen.
3. Scroll down to the Co-host option on the Meeting tab and verify that the setting is enabled.
4. Turn on Co-Host. If a verification dialog displays, choose Turn On to verify the change.
5. [More instructions for setting up a co-host of a meeting in Zoom](#)

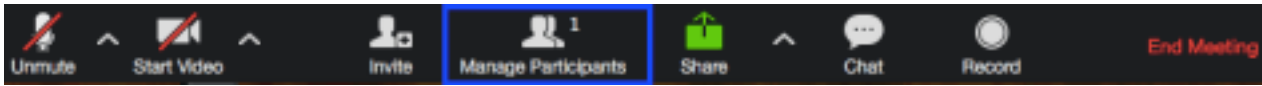
Zoom Co-Host

- Keep meeting safe
- Ask members to identify themselves by first name and last initial
- Rename members with their real first name
- Rename members by last initial
- Change phone numbers to names
- Gather member information for phone list and zoom updates
- Keep an eye on zoom bombers by scanning the gallery view
- Stop video if member is distracting group
- Stop video if member is being inappropriate
- Remind members to mute themselves
- Mute members that have background noise
- Manage the waiting room
- Remove disruptive members
- Lock the meeting with 10-15 minutes left
- Take notes

Manage Disruptive Participants During a Meeting

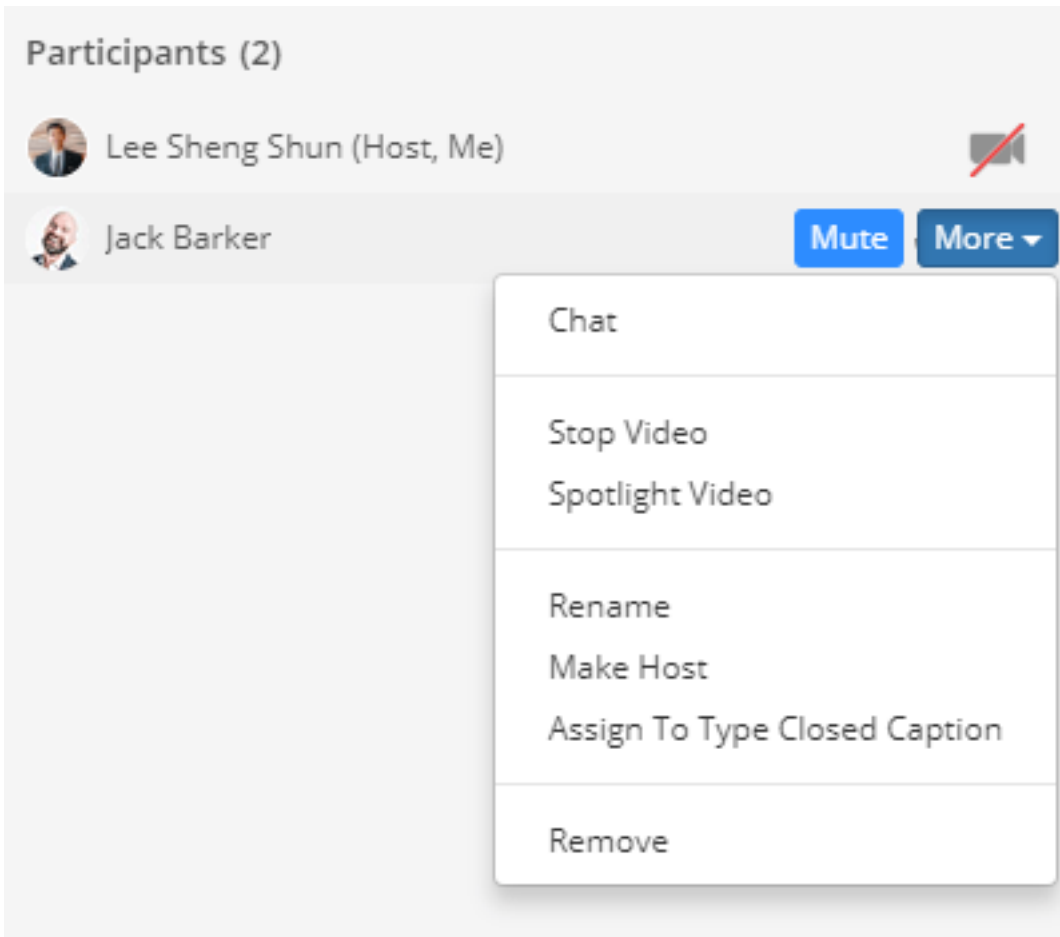
The Meeting Participants window offers control over most aspects of your meeting and those attending. Zoom has a [10 minute long video](#) that is recommended viewing for all meeting secretaries who host Zoom meetings and anyone who plans to co-host a meeting at any time. There are two sections of the Zoom meeting software that help you manage disruptive participants during a meeting: Manage Participants Window and Chat Settings.

Manage Participants Window



In the “Manage Participant’s” window, you can manage a disruptive participant.

1. Click on “Manage Participants” on the Zoom toolbar.
2. Find disruptive attendee’s name and then click “Mute” or “Stop Video.”
3. Click on “More” and select “Remove.”



Chat Settings



1. Click on Chats on the Zoom toolbar.
2. Click on the “More” button on the bottom of the Chat window.

3. Under “Allow Participants to Chat With” heading, select “Host Only” or “No One.”

Preventing “Share Screen” Abuse

1. To prevent “Share Screen” abuse, many groups allow only the hosts to share their screens. To limit the ability to share screen
2. Click the arrow next to “Share Screen”
3. Select “Advanced Sharing Options”
4. Selecting “Advanced Sharing Options...” brings up dialog box
5. Select “Host Only”

Suggested Other Zoom Features

Consider enabling the [Waiting Room](#) for your meeting. You then play an active role choosing who to allow into the room through the participants list.

Consider disabling [Join Before Host](#) to keep users out before the host arrives. When “Join Before Host” is enabled anyone can enter at anytime.

Consider restricting [In-Meeting Chat](#) to reach only host only during the meeting. Many meetings open it up for fellowship after the meeting.

Other Suggestions for Setting Up Meetings to Keep Safe From Disruptive Attendees

- You can also take a group conscience regarding screen sharing, mute and unmute privileges, chat settings among participants and more.
- Make sure your zoom meeting is set up for anonymity by [disabling these settings](#)
- Hold a steering committee meeting using a private link sent to the meeting’s phone list. Take a group conscious on how to secure the meetings and keep them safe.
- Ensure that all meeting secretaries have access to Host controls so they can take control of the meeting when the safety of the members are compromised.
- Train the host/secretary on how to kick out attendees who become disruptive.
- For closed meetings: Consider using a private Zoom meeting link for the meeting and send only to phone list members.
- Newcomers: Consider hosting newcomer meetings with public links, but enable the Waiting Room, so the host/secretary has to allow everyone in the meeting.
- Public Information / Cooperation with the Professional Community Committees consider reaching out to local rehab centers and let them know about new safety protocols.

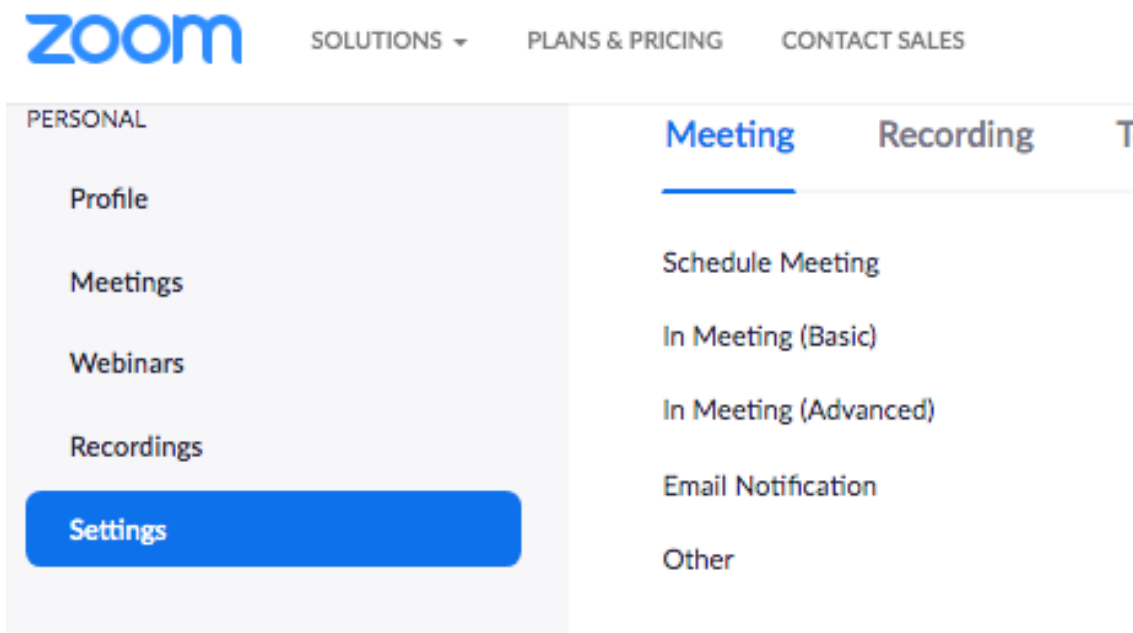
PROTECTING ANONYMITY AND DEFAULT SETTINGS IN ZOOM

With the rush to shift to online meetings, many of us did not take time to investigate what this meant to the spiritual foundation of our recovery - namely, anonymity. Now that online meetings are accessible, we want to pass on best practices for protecting anonymity. These have been curated from the membership and online resources. The default Zoom settings run counter to AA's spiritual foundation of anonymity. The meetings are publicly accessible and full names and faces are often displayed. Additionally, by default all Zoom meetings are recorded to the cloud. Turning that feature off is simple, fortunately.

Suggested Meeting Setting Changes to Preserve Anonymity

Here are some suggested settings for your meeting to use. Please note that most, if not all, of *the settings below are not the Zoom default*:

1. Login to Zoom.us
2. Click on Settings.
3. Click on the Meeting subtab.



In the Zoom Settings section, under the Meeting subtab:

Scroll through the options in In Meeting (Basic) and In Meeting (Advanced) and change the following settings:

- Disable Host Video
- Enable Participants Video

- Audio Type - Telephone and Computer Audio
- Enable Join Before Host
- Disable Personal Meeting ID when scheduling a meeting
- Disable Personal Meeting ID when starting an instant meeting
- Disable Only Authenticated Users can join meetings
- Enable Require a Password - *keep it private and do not post it on the internet*
- Enable Require password for Instant Meeting
- Enable Require Password for Personal Meeting
- Disable Embedded Password
- Enable Required Password for Participants joining by phone
- Disable Mute Participants upon entry
- Disable Auto saving chats
- Disable File transfer
- Disable Feedback to Zoom
- Disable Screen sharing
- Disable desktop/screen share for users
- Disable Remote control
- Disable Virtual background - *While fun, some trolls have been showing up to online meeting with violent and pornographic images as their background.*

In the Zoom Settings section, under the Recording subtab:

- Disable Local recording
- Disable Cloud recording
- Disable Automatic recording

In the Zoom Settings section, under the Telephone subtab:

- Enable Mask Phone Number in the Participant List - *Hides personal phone numbers*

We will update this page with additional information as we learn it and encourage you to share tips and tricks with us that we can include.

BEST PRACTICES FOR A DIGITAL SEVENTH TRADITION

Online meeting spaces make it difficult to “pass the basket.” Some groups have set up digital contribution accounts with services like Venmo, PayPal, Google Pay, etc. to deal with this problem. Now might be a good time to review an essential piece of AA literature, [Self-Support: Where Money and Spirituality Mix](#).

Each group is autonomous and might consider taking a group conscience on whether digital contributions are an option, and which platform (or mix of platforms) best suits their groups' needs.

Why collect 7th Tradition for an online meeting?

- Our regular meeting locations still have operating expenses
- Our meetings facilities may rely on our regular rent to help pay their rent, utilities, and employees
- Meeting supplies will still be needed when our meetings reopen – coffee, paper products, literature, refreshments. And after an extended closure, we may experience a large influx of people who are motivated to re-join the fellowship in person.

- Central Office and the General Service Office still have operating expenses such as...
 - Websites – which we may now rely on more than ever!
 - Phone lines, rent and insurance on office space
 - Utility and other ongoing expenses
 - Paid Special Workers who deserve our continued support. Their compensation is crucial to their ability to serve us.

Let's continue to support these folks during the crisis. We realize that even though the immediate need for virtual connections is relatively inexpensive, the real expenses of our fellowship continues. Please consider continuing to practice our 7th Tradition and make contributions to the service entities that support your group - your Intergroup or Central Office, your District, Area and the General Services Office.

Our District and Area still have expenses ...

- Regular expenses to support the work of committees and events that will take place when the crisis has passed are still there.
- Web services support for groups
- Expenses for venues for events that have been cancelled may still need to be met, since any income from the event won't be there to support the pre-payment of reservations, cancellation fees, etc. The expense of re-arranging for venues to reschedule events is very real.
- Contributions to GSO can be made [here](#).

Planning for Digital Contributions and Understanding the role of treasurer

- Read [The A.A. Group Treasurer](#) to learn about the role of treasurer within the group. Here you will learn the importance of selecting a treasurer, how to safeguard and distribute group funds, what a “prudent reserve” is, and more!

Group bank account vs Treasurer’s personal account

- Your group likely has this sorted out already. For smaller groups, treasurers tend to use their personal bank account and account for group funds using a spreadsheet. A larger group might have a bank account established in the name of the group.
- *For more information on how to set up a group bank account, see this [Guide to Obtaining a Tax ID Number](#)*

Take a group conscience

- A group conscience is recommended as each member who wishes to contribute will need to open an account with the chosen service. Many members may already have a service they use and prefer.

Selecting a Digital Payment Platform

- [Google Pay](#), [Venmo](#), [PayPal](#), [Zelle](#), [Apple Pay](#), [Cash App](#), and [Stripe](#) are all viable options.

You can select one or multiple

- A group can agree to use just one service, but larger groups may even want to consider multiple options for their members. Consider the costs and benefits of each platform. Each service has varying fees for money transfers depending on the users’ chosen method of payment (debit, credit, checking account, etc.). Some may have a more user-friendly interface than others.

Set Up the Digital Payment Platform

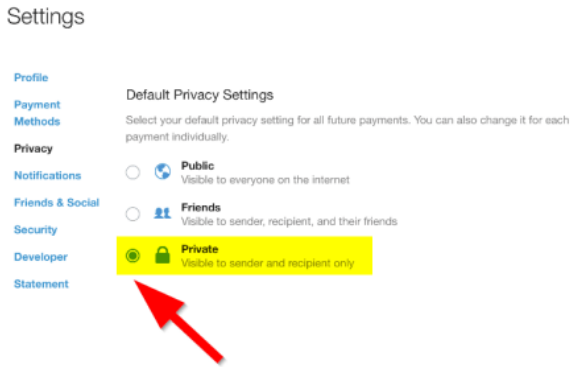
- Choose a username that is easy and intuitive for the group. If the username is an email, avoid using your personal email if it reveals your full name as that will compromise your anonymity.

Security

- Create a strong password for the app and ensure your mobile device used to access the app also has a passcode. If possible, set up two-factor authentication for added security. Also, be cautious when publishing the username associated with your group’s account. We recommend NOT placing this information in the meeting information online and, instead, sharing it in the chat text during your online meeting.

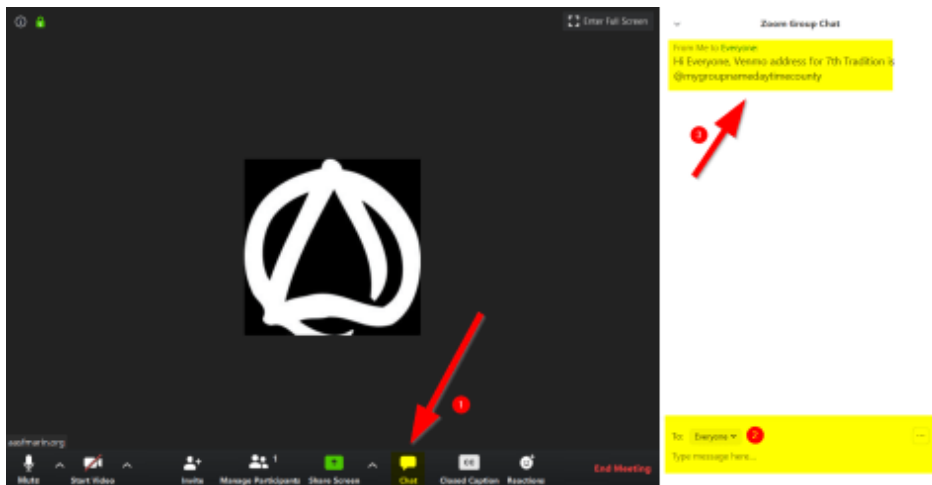
Privacy

- Learn the app's privacy settings! Some digital payment platforms have social components that you may want to disable to protect anonymity. If you use Venmo, you can set the Default Privacy Settings to Private (visible to sender and recipient only) and every payment, *regardless of the sender's setting*, will remain private.



Collecting 7th Tradition Digital Contributions

- During the 7th Tradition break in a meeting, the treasurer can post the contribution instructions to the meeting Chat window. Usually, it is the selected platform and an ID for that meeting.



- At that time, you can use or access the platform if you use it or go to the platform website to register and/or download it.

We are Responsible

It is unfortunate that we have a need to address this issue, but doing so and keeping online meetings going will do more to allow the sick and suffering alcoholic to find us than taking meetings underground will. Keep in mind our Responsibility Statement:

I am responsible

When anyone, anywhere

Reaches out for help

I want the hand of A.A. always to be there

And for that

I am responsible