# OA FOOT STEPS INTERGROUP

## EMERGENCY ZOOM PROTOCOLS

When the Zoom intruders hit, they hit hard! At a recovery meeting, it can feel like a violation of our vulnerable selves. It is important to have strategies in place to mitigate the danger and to safeguard the interests of all those in attendance. This document has been designed to help navigate and manage these emergency situations as quickly as possible to ensure our meetings remain safe and secure, no matter what the Zoom intruders might throw at us!

**WHAT ARE ZOOM INTRUDERS & HOW DO THEY OPERATE?** These can be individuals or sometimes a swarm of people that come in and hijack a meeting with undesirable behaviors, such as pornographic words and images, racial slurs, abusive comments, and insults. We have determined that internet 'Zoom Intruders' sometimes send a scout ahead into a meeting. They come in to see what security features are in place. They will test the system to see what is available to them and they will also try to steal personal details such as names and phone numbers. If the meeting is not protected, they might launch an immediate intrusion or call in their friends to participate in a coordinated effort. We have also ascertained that if we take away their 'toys', or their ability to cause disruptions at a meeting, they get bored and move along. If our meetings are secured and monitored, the attacks may dissipate right away.
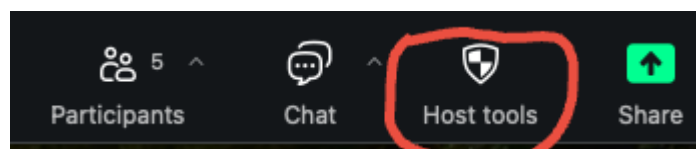
This suggestion is a last resort, if you feel that the meeting is out of control it should be considered as an option.

Please review the security page on the Foot Steps website (https://oafootsteps.com/security-committee/) for more information about security features, best practices, training and workshops.

# ZOOM INTRUDER ACTION PLAN

1. Click on <u>Host Tools</u> at the bottom of the screen and <u>Suspend Participant Activities</u>

2. Click <u>Suspend</u> then <u>Submit</u> then <u>Done</u>. (Don't worry about reading the text)

3. Pause and take a deep breath. You are not in a rush.

4. Watch participant numbers lower as Zoom intruders get bored and leave. {Breathe}

5. Scan screen for suspicious participants. Place known intruders in the waiting room. Private message co-hosts with any name[s] that you are uncertain of. {Breathe}

6. Reset Chat to <u>hosts and co-hosts</u> and type a short greeting to members. {Breathe}

7. Monitor chat box for leftover intruders. Look for insults and slurs. {Breathe}

8. When you feel comfortable, <u>Start Video</u> (under the Host Tools) and turn on your video to signal others to do so. {Breathe}

9. Keep other security features enabled. {Breathe}

10. Consider unlocking the meeting and allowing profile pictures.

11. Resume meeting. {Encourage everyone to breathe}