Sharing the Central California Regional Video Conference Account

The sequence of sections in this document is not chronological. Instead, the first section is the section most members will probably use most frequently. Other necessary steps are included in the appendix.

Contents

How to install the Zoom application

To be the host of a Zoom meeting you need to install the Zoom application. It works best if you install it on a computer. It is awkward trying to host a meeting on a tablet. It is difficult to host a meeting from a cell phone.

- Open a browser on your computer.
- Connect to zoom.us.
    - Click on the "Resources" menu in the upper right corner of the screen.
    - Click on "Download Zoom Client."
    - Click on "Zoom Client for Meetings"
- Follow the application instructions to begin the installation.
    - After the download is complete, click on the "Zoominstaller.exe" to begin the installation.
    - Again, follow the instructions that will appear on the screen.

How to request access to the Zoom account

If a member of the CCR would like to use the regional Zoom account for Nar-Anon activity:

- Decide who will be responsible for the technology. This person, known as the Technical Moderator, will be responsible for opening, managing, and closing the Zoom room.
- Check the CCR reservations calendar on the Member Services > CCR Video Reservations page on the [CCR website](#).
  - Look to see if another group or event has already reserved that time.
  - If your preferred time is already taken, either negotiate with the other group, or pick another time.
  - Note - with the use of breakout rooms, it is possible for two groups to have some overlap if the technical moderator for the group is prepared for the complexity of this feature.
- Send an email to the CCR account administrator at ccrnfgca@gmail.com.
  - Give details about the events - is it a recurring group meeting, a regional committee meeting, or some other Nar-Anon event?
  - What time and day do you want to reserve?
    - For example, a group that meets at 7:00 p.m. on Thursdays might ask to use the license from 6:30 p.m. until 8:30 p.m. every Thursday.
    - Allow time in your reservation before and after the meeting for members to join early and stay after.
  - Provide the contact information for the Technical Moderator for the meeting.
    - The Technical Moderator will be responsible for ensuring the Zoom meeting is open.
    - The Technical Moderator will also monitor participation in the meeting and mute microphones, disable video or remove participants as needed.
    - The Technical Moderator is responsible for closing the meeting when it is over.
    - The Technical Moderator is responsible for signing out of the Zoom account so it is available for the next meeting.
    - The CCR TSS can provide training if requested.
- Wait for a reply email to confirm the reservation.
- Verify the information:
  - Check the CCR reservations calendar to confirm the meeting is shown on the calendar.
  - Ask the Technical Moderator to verify their Zoom access and host a test meeting.
- Give the meeting information to the participants.

How to connect to the Zoom meeting room

- It is recommended that the Technical Moderator use a computer because the host functions are easier to access with a computer.
  - It is possible to host with a tablet, but the controls are harder to find and a tablet displays fewer people on one screen. Using a tablet makes it difficult to see if people are raising their hands to be recognized. It also makes it more difficult to see disruptive people.
- Launch the Zoom application.
  - If you are already signed into Zoom then do the following:
    - In the upper right of the Zoom application, find the icon that indicates your status.
    - Click on the icon and a menu will appear.
    - Either click on the option to "Switch Account" or on the option to "Sign In."

- ○ Otherwise, a Zoom "Sign In" screen will appear
  - ○ Sign In to Zoom
    - ■ Enter the regional email account - ccrnfgca@gmail.com.
    - ■ Uncheck the box that says "Keep me logged in" because you want to free up the account for others to use when your meeting is over.
    - ■ Enter the password as given to you by the TSS.
    - ■ Click on the "sign in" button.
    - ■ If, for some reason, you cannot sign in, phone the appropriate TSS for help
- ● Join the Meeting
  - ○ Click on the Join button.
  - ○ Enter the meeting ID for your meeting.
  - ○ Verify the name you see is "Nar-Anon Central California Region."
  - ○ Verify the "Do not connect to audio" is turned off.
  - ○ Verify the "Turn off my video" is turned off.
  - ○ Click on the Join button.
- ● Moderate the meeting
  - ○ Please do not change any of the settings. This Zoom account is shared by many groups.
  - ○ By default, anyone entering the meeting will be placed in the waiting room.
    - ■ As "Zoom Host" you will see pop-up notes when anyone enters the waiting room.
    - ■ You can then admit the person to the main meeting room.
  - ○ As a "Zoom Host" you can:
    - ■ Share your screen. For example, you can display Conference Approved Literature, the meeting format, event flyers, and such.
    - ■ You can use the "Security" feature to remove a disruptive person. Note, if you remove someone from the meeting, they can never rejoin. Since the meetings in this region are sharing the same Meeting ID, you will be banning this person from participating in this region.
    - ■ If it is a large event, you can give other members "Co Host" authority.
  - ○ (This part of the document will be expanded at a later time.)
- ● Close the meeting when it is over
  - ○ As Technical Moderator, you need to stay in the meeting room until everyone is ready to leave.
  - ○ When appropriate, click on the "End" button in the lower right corner of the screen.
  - ○ Click on the option to "End Meeting for All."
  - ○ Now, sign out of Zoom.
    - ■ In the upper right of the Zoom application, find the icon that indicates your status.
    - ■ Click on the icon and a menu will appear.
    - ■ Either click on the option to "Sign Out."
    - ■ It is important to sign out so the account is available for the next group.
  - ○ Then close the Zoom application.

How to respond to a disruptive person

It is the responsibility of the Technical Moderator to monitor participation in the meeting and minimize disruptions. Inadvertent disruptions arise when someone forgets to mute their microphone. Nar-Anon specific disruptions are described in the Nar-Anon pamphlet "Inappropriate and Disruptive Behavior" (S-326) and the "World Service Narateen Safety Policy and Guidelines" (S-332) section on "Meeting Safety and Member Conduct" for clarification. With virtual technology, a more invasive type of disruption has arisen when people who are not members intentionally disrupt a meeting.

Responding to an unintended disruption

- Occasionally a member will forget to mute their microphone or turn off their video when they are in a location with background distractions.
- It is worth while making a periodic announcement to ask members to mute their microphones when not speaking.
- As Technical Moderator you can mute a member's microphone, or turn off their video.
    - Open the Participants panel.
    - You can go to the bottom of the panel and click on "Mute All" to mute everyone. Only use this option with caution because this will also mute the person who is supposed to be speaking.
    - Alternatively, search for the person generating the background noise and hover over their name. You will see an option to "Mute" that specific person.
    - Click on the "Mute" button.
    - You can also hover over their name and click on the "More" button.
    - One of the "more" options is to "Step Video." Use this option with caution because the member will not be able to restart their video until you go back to "More" for this member and and "Ask to Start Video."

Responding to protocol issues

- A virtual Nar-Anon meeting is, first and foremost, a Nar-Anon meeting.
- Please respond to cross-talk, inappropriate sharing, by gently, but firmly bringing the meeting back to order.

Responding to intentional disruptions

- On occasion, someone causes a disruption that is not resolved by politely addressing the problem.
- As Technical Moderator, you can mute the person, turn off their video, and ask for a group conscience on what else to do. Occasionally the disruption calls for immediate action beyond muting and stopping video.
- As Technical Moderator, you can move a disruptive person to the Waiting Room by hovering over their name in the list of participants, clicking "More", and then clicking "Put in Waiting Room." Later, you can re-admit the person if that is appropriate. Or, you can simply leave them in the waiting room until the meeting closes and they are then automatically disconnected.
- As Technical Moderator, you can also remove a person from the meeting. You do this by hovering over their name in the list of participants, clicking "More", and then clicking "Remove." Use this option with

caution. Because our meetings are recurring - meaning we use the same meeting ID every week - it is possible the person will never again be able to join a meeting in our region.

Appendix - TSS will schedule the meetings

The TSS has access to both the Zoom account and the Google Calendar account. It therefore makes sense for the TSS to configure new meetings.

- Login to the Zoom account
    - Click on "Schedule"
    - Enter the time and day for the meeting. Click "recurring" if this meeting repeats.
    - Meeting ID - use the "Personal Meeting ID" so members in the region only need to remember one meeting ID.
    - Security - "Waiting Room"
    - Video - Host - On
    - Video - Participants - On
    - Audio - Telephone and Computer
    - Calendar - Google Calendar
    - Advanced Options - disable all.
    - Click "Save"

- Login to the Google account
    - Open the ccrnfgca@gmail.com Google Calendar
    - The first occurrence of the meeting should have been automatically added. If it is not there, then add it manually.
    - If this is a recurring meeting, then open the meeting details and set the recurrence schedule.

- Verify the meeting and optional recurrence appear correctly on the CCR website

Appendix - How to recover a locked account using the Host Key

If the previous Technical Moderator does not close the meeting and sign out, a meeting can continue.

Host Key Test 1 - automatic transfer of host privilege

- First - Open a meeting as the host using the regional Zoom account.
- Second - Join the meeting using a personal Zoom account.
- Both - Open the Participants panel and verify one host and one guest.
- First - Close the Zoom window without leaving or ending the meeting. (On a PC, you can do this using the Task Manager. On a cell phone or tablet, just clear the app from the list of active apps.)
- Second - Use the Participants panel to verify you are now the host. This confirms that the meeting will continue even if the host is disconnected.
- Second - Close the Zoom window without leaving or ending the meeting.

- First - Join the meeting using the regional email account.
- Second - Join the meeting using a personal Zoom account.
- Both - Open the Participants panel and verify the regional account is host again and one the other member is a participant with no host privileges. This confirms the host privilege remains with the account.
- First - Close the meeting.
- First - Sign out of the regional Zoom account.

Host Key Test 2 - automatic return of host privilege

- First - Open a meeting as the host using the regional Zoom account.
- Second - Join the meeting using a personal Zoom account.
- Both - Open the Participants panel and verify one host and one guest.
- First - Close the Zoom window without leaving or ending the meeting. (On a PC, you can do this using the Task Manager. On a cell phone or tablet, just clear the app from the list of active apps.)
- Second - Use the Participants panel to verify you are now the host.
- Second - Wait.
- First - Join the meeting using the regional email account.
- Both - Open the Participants panel and verify the regional account is host again and one the other member is a participant with no host privileges. This confirms the host privilege returns to the administrative account.
- First - Close the meeting.
- First - Sign out of the regional Zoom account.

If the settings are changed so that members can join before the host arrives, then it is possible for one of the participants to "claim host." This should not be necessary as long as we have the security settings to block meetings from starting before the host arrives. However, should it be necessary to claim host, the following process is provided by Zoom.

Quoting from the online Zoom help at
https://support.zoom.us/hc/en-us/articles/205172555-Using-your-host-key

"Follow these steps if you need to claim the host role when you join a meeting and join before host is enabled.

- Join the meeting.
- Click Participants.
- Click Claim Host at the bottom of the participants list.
- Enter your host key.
- Click Claim Host. Once the host key is verified, you will have host controls in the meeting."

Appendix - How to use Breakout Rooms for an event

Using breakout rooms allows participants to separate into smaller groups. This can be useful for several purposes. The two purposes described in this document are: events (this topic), and overlapping meetings (the subsequent topic).

It is possible to split a large gathering into smaller groups. For example, the participants in an event can all come together in the main room to listen to speakers. Then, they can separate into breakout rooms for small group discussion. The following describes the best practices recommendation formed by the efforts of several Nar-Anon regions.

- Coordinate the planning with the members who will be moderators in each breakout room.
    - It works best if each moderators puts an * in front of their screen name because the list of members will sort alphabetically and symbols like * and ! will sort to the top of the list.
- Once the meeting is underway, the Technical Moderator will create the breakout rooms.
    - Wait for members to join the meeting in the main room.
    - Click on the "Breakout Rooms" tool in the bottom toolbar.
    - Set the number of breakout rooms required for this purpose.
    - Be sure the "Automatically" option is selected.
    - Then click on "Create Rooms." This creates the rooms, but does not open them.
    - Anyone who is already in the main meeting will be randomly assigned to a breakout room.
    - You can then give each room a name if you choose.
        - Hover over the room name in the Breakout Rooms tool panel.
        - The option to "Rename" will then appear.
        - Click the "Rename" option and then rename the room.
    - If certain members are to be breakout room moderators, then scroll through the list of members in each room and use the "Move to" option if the moderator needs to be moved to a different room.
    - Announce to the meeting that breakout rooms are about to open and ask the members to "join" their assigned breakout room when they see a popup invitation.
    - When it is the appropriate time, click on the option to "Open aAll Rooms" button.
    - Members will then receive an invitation to join the breakout room.
    - As host, you will remain in the main room.
    - Work through the list of unassigned members and add them to breakout rooms.
    - Members can leave their breakout room and come back to the main room. Be prepared to help them with any issues they have encountered. The member can then rejoin the breakout room if they choose to do so.
    - As Host, you can also join any breakout room at any time, or type a message for every one in all rooms.
- When the breakout room sessions are scheduled to close, click on the option to "Close All Rooms."
    - The configured room assignments will remain.
    - If the intent is to randomly mix the room assignments, then click on the option to "Recreate", and go back to the previous main bullet point in this checklist.

○ If the intent is to reassign the same members to the same room, then simply wait for the appropriate time and ask members to click on the "Join Breakout Room" option in the bottom right of their screen.
○ When you end the meeting, the previous configuration of breakout rooms will vanish.

Appendix - How to use Breakout Rooms for overlapping meetings

It is possible to host multiple events at the same time within one Zoom meeting. For example, a business meeting can be scheduled to start at 6:00 p.m. After the meeting is called to order, all of the participants can move into a breakout room. Then members attending a 6:30 recovery meeting can enter into the main room and hold their meeting without being distracted by the business meeting going on simultaneously in the breakout room.

- Once the meeting is underway, the Technical Moderator will create the breakout room(s).
  ○ Wait for members to join the meeting in the main room.
  ○ Click on the "Breakout Rooms" tool in the bottom toolbar.
  ○ Set the number of breakout rooms required for this purpose - typically 1.
  ○ Be sure the "Automatically" option is selected.
  ○ Then click on "(Re)Create Rooms." This creates the rooms, but does not open them.
  ○ Announce to the meeting that breakout rooms are about to open and ask the members to "join" the breakout room when they see a popup invitation.
  ○ Then click on the option to "Open All Rooms" button.
  ○ Members will then receive an invitation to join the breakout room.
  ○ As host, you will remain in the main room.
  ○ Work through the list of unassigned members and add them to breakout rooms.
  ○ Once everyone is in the breakout room, you can either remain in the main room waiting for the next meeting to start, or join the breakout room and participate in that meeting.
  ○ As Host, you can also join any breakout room at any time, or type a message for every one in all rooms.

Appendix - TSS will acquire a renewable license

The TSS recommends a regional officer with access to the regional bank account do the following:

- Create another email account to link to this Zoom license. Consider ccrnfgca@gmail.com. The uses for this email account are:
  ○ To link to the Zoom account.
  ○ To link to a Google calendar which can be used to reserve the Zoom account for scheduled events.
  ○ Possibly useful if the CCR wants to add a group to the world service list of virtual meetings.
- Create a Zoom account linked to the new email account.
  ○ Pay for an annual Zoom Pro license using the regional banking information - $14.99/month with a discount when paying for a year ($179.88 minus the discount).

- ○ Set the plan to auto-renew.
  - ○ Note, the Pro plan limits events to 100 participants. However, it is possible to buy a large-event add-on if needed for $65 per month. While some regions had events earlier this year where participation exceeded 100 participants, most events in the past six weeks have been much closer to 100 simultaneously connected. (Re-evaluate the following sentence as it might not be accurate: Also, remember to buy and install the add-on before creating the meeting ID for the event, or the add-on will not work.)
- ● Share the information with the members of the CCR TSS so all four can access the email account and the Zoom account.

Appendix - TSS will configure the tools

- ● Email - The ccrnfgca@gmail.com email account receives notifications regarding:
  - ○ Members making requests to schedule a meeting.
  - ○ Members entering the waiting room during a time when there is no scheduled meeting.
  - ○ Security alerts - primarily linked to the Google email account, but occasionally linked to the Zoom account.
  - ○ As of now, Robert is monitoring this account on his computer and on his cell phone.

- ● Zoom - The Zoom account is:
  - ○ Linked to the ccrnfgca@gmail.com email account.
  - ○ Paid annually.
    - ■ It was originally configured with the outgoing Treasurer's personal credit card.
    - ■ It has been switched to the Secretary's personal credit card.
    - ■ The goal is to link it to a regional credit card managed by the new Treasurer.
  - ○ Shared:
    - ■ The implementation chosen by the region is to share the host access to this Zoom account with the members of the TSS.
    - ■ When requested, the TSS host meeting.
    - ■ When appropriate, the TSS will give Technical Moderators access to the account to host meetings for their groups.
  - ○ The technical configuration of the Zoom account is described in the next section in this document.

- ● Explore how to make the license reservation calendar visible on the CCR website.

Appendix - Details about how to configure the Zoom account

Login to Zoom.us/profile

- Profile
  - Note the Personal Meeting ID - this is the ID that will remain constant and can be shared
  - Ensure the Time Zone is set for Pacific Time
  - Grant Zoom access to the Google Calendar and Google Contacts for the ccrnfgca@gmail.com account
  - Note the Host Key - this can be used to gain access if the previous person forgets to log out

- Settings
  - **Meeting:**
    - **Security:**
    - Waiting Room - yes - Zoom now requires you either use a waiting room or a meeting password
    - Waiting Room Options - "Everyone will go in the waiting room"
    - Customize Waiting Room - upload a cropped version of the small Nar-Anon logo
    - Require a passcode when scheduling new meetings - No (use waiting room instead)
    - Require a passcode for instant meetings - No (use waiting room instead)
    - Require a passcode for Personal Meeting ID - No (use waiting room instead)
    - Embed passcode in invite link for one-click join - yes
    - Require password for phone - No (use waiting room instead)
    - Only authenticated user can join meetings - no
    - Only authenticated user can join meetings from Web client - no

    - **Schedule Meeting:**
    - Host video - yes
    - Participants video - yes
    - Audio type (telephone and computer audio) - yes
    - Join before host - no
    - Enable Personal Meeting ID - yes
    - Use Personal Meeting ID (PMI) when scheduling a meeting - yes
    - Use Personal Meeting ID (PMI) when starting an instant meeting - yes
    - Mute participants upon entry - yes
    - Upcoming meeting reminder - no

    - **In Meeting (Basic)**
    - Require encryption for 3rd party endpoints - yes (NY AA recommends yes)
    - Chat - yes ("Leave chat settings enabled in main zoom settings. Then change them on the fly during the session." - advice from other regions)
    - Private chat - yes
    - Auto saving chats - no
    - Sound notification when someone joins or leaves - no
    - File transfer - yes (NY AA recommends no, but this has been useful)
    - Only allow specified file types - no
    - Feedback to Zoom - no
    - Display end-of-meeting experience feedback survey - no

- Co-hosts - yes
- Polling - no
- Always show meeting control toolbar - yes
- Show Zoom windows during screen share - yes
- Screen sharing - yes (NY AA recommends no, but this has been useful)
- Who can share? - Host Only
- Who can start sharing when someone else is sharing? (disabled)
- Disable desktop/screen share for users - yes
- Annotation - no
- Whiteboard - no
- Remote control - no
- Nonverbal feedback - yes
- Meeting reactions - yes
- Allow removed participants to rejoin - no
- Allow participants to rename themselves - yes
- Hide participant profile pictures in a meeting - no

- **In Meeting (Advanced)**
- Report participants to Zoom - yes
- Breakout room - yes
- Allow host to assign participants to breakout rooms when scheduling - yes
- Remote support - no
- Closed captioning - no
- Save captions - no
- Far end camera control - no
- Group HD video - no
- Virtual background - yes
- Allow use of videos for virtual backgrounds - yes
- Video filters - no
- Identify guest participants in the meeting/webinar - no
- Auto-answer group in chat - no
- Only show default email when sending email invites - no
- Use HTML format email for Outlook plugin - yes
- Allow users to select stereo audio in their client settings - no
- Allow users to select original sound in their client settings - no
- Select data center regions for meetings/webinars host by your account - no
- Show a "Join from your browser" link - yes
- Allow live streaming meetings - no
- Request permission to unmute - no

- **Email notifications:**
- When a cloud recording is available - yes
- Send a copy to the person who scheduled the meeting/webinar for the host - yes
- Send a copy to the Alternative Hosts

- When attendees join meeting before host - yes
- When a meeting is cancelled - yes
- When an alternative host is set or removed from a meeting - yes
- When someone scheduled a meeting for a host - yes
- When the cloud recording is going to be permanently deleted from trash - yes

- **Other:**
- Blur snapshot on IOS task switcher - yes
- Invitation email - English
- Schedule privilege:
- Assign scheduling privilege to - No one
- I can schedule for - No one

○ **Recording:**
- **Recording:**
- Local recording - no
- Cloud recording - yes (NY AA recommends no, but this has been useful)
    - Disable all the recording options except: Record an audio only file - yes
- Advanced cloud recording settings - disable everything
- Automatic recording - no
- IP Address Access Control - no
- Only authenticated users can view cloud recordings - no
- Require passcode to access shared cloud recordings - no
- Auto delete cloud recordings after days - no
- The host can delete cloud recordings - yes
- Recording disclaimer - no
- Multiple audio notifications of recorded meetings - yes

○ **Telephone:**
- Show international numbers link on the invitation email - yes
- Toll Call - yes
- Chose where most of the participants call into or call from the meeting - United States
- 3rd Party Audio - no
- Mask phone numbers in the participants list - yes
- Global Dial-in Countries Region - United States

Note - a quick summary of the some recommended security settings is available on a website hosted by another fellowship - https://www.nyintergroup.org/remote-meetings/note-on-anonymity-for-zoom-meetings/