



**EASTERN
AFRICA
SOCIAL AND
GENDER NORMS
LEARNING
COLLABORATIVE**

ONLINE PLAYBOOK

**A Guide to Keep Learning
Collaborative Members Safe Online**

September 2023

RECOMMENDED CITATION

Online Playbook. The Eastern Africa Social and Gender Norms Learning Collaborative, 2023.

ACKNOWLEDGEMENTS

This report was made possible by the generous donation of the William and Flora Hewlett Foundation. The contents of the report are the responsibility of the Eastern Africa Learning Collaborative and do not necessarily reflect the views of the William and Flora Hewlett Foundation.

Special thanks to all members of the Eastern Africa Learning Collaborative co-hosts, CARE International in Uganda and the School of Women and Gender Studies at Makerere University. A specific thanks to Moses Kasaga of Makerere University, who contributed to the development, writing, and reviewing of the report; and the Center on Gender Equity and Health (GEH) at the University of California San Diego (UCSD) for their work in coordinating and supporting the security playbook analysis, writing, editing, and design.

ABOUT THE EASTERN AFRICA SOCIAL AND GENDER NORMS LEARNING COLLABORATIVE

The Eastern Africa Social and Gender Norms Learning Collaborative (EALC) was founded in 2020 and is co-hosted by CARE International in Uganda and the School of Women and Gender Studies at Makerere University. The EALC is supported by the Center on Gender Equity and Health (GEH) at the University of California San Diego (UCSD) and is funded by the William and Flora Hewlett Foundation.

The EALC is aimed at building a network of practitioners, researchers, and evaluators in Eastern Africa to support social and gender norms programming, strengthen expertise at the implementation level, inform policy, and advance positive development outcomes. As of 2023, EALC participants come from eight countries: Uganda, Kenya, Tanzania, Rwanda, Ethiopia, Burundi, South Sudan, and the Democratic Republic of the Congo. Social Norms Learning Collaboratives are also established in Francophone Africa, Nigeria, and South Asia.



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GLOSSARY OF TERMS

Host	A participant who has been assigned administrative accesses and controls over the virtual meeting or webinar. They perform tasks such as scheduling the meeting, inviting participants, managing security controls, and usually facilitate discussions and overall flow of the meeting.
Application or app	A software program that enables users to access and utilize the program's features and functionalities on their devices, desktop or mobile.
Signing in	Logging into an existing account.
Signing up	Creating a new account with unique login credentials.
Recurring meeting	A scheduled meeting that repeats on a regular basis (i.e., daily, weekly, biweekly, monthly, etc.) using the same meeting details and settings for each occurrence.
Panelist	A participant in the online meeting that's been designated as a speaker or presenter.
Hacking	The act of gaining unauthorized access to data in a system, computer, or account.
Zoom Bombing	When un-invited participants enter and disrupt a virtual meeting. This could happen by spamming the chat with profanities or irrelevant information, or by taking full control of the screenshare/slides and presenting inappropriate material, or could include taking audio control of a meeting.
Troubleshooting	The process of identifying and fixing a technical problem.
Two-factor Authentication (2FA)	Identity and access management security method that requires two forms of identification (such as sending a code to an email address or cell phone number) to promote enhanced security for logging into platforms.
Encryption	A method by which information is converted into a secret or specific code to hide that information's meaning if accessed by someone external. For example, messages in WhatsApp have end-to-end encryption, meaning if someone were to illegally access them, they should be unable to read them.
Bandwidth	How much digital information one can receive every second based on one's WIFI. WIFI speed is how quickly materials can be downloaded or uploaded. To check bandwidth and WIFI speed, use a free service such as https://www.speedcheck.org/



INTRODUCTION

Purpose of this Playbook

This Playbook has been developed to help Eastern Africa Social and Gender Norms Learning Collaborative (EALC) members use digital platforms more appropriately for virtual meetings and/or webinars and share information in a timely and safe manner. The EALC utilizes Zoom for most of its virtual meetings, which is the main focus of this guide. However, many of the same approaches may be applied to other online platforms, such as Google Meet and Microsoft Teams. This Playbook was validated and reviewed by the EALC and created in collaboration with members based upon their needs and requests for additional information.

EALC ONLINE ENGAGEMENT PLATFORMS

Today's online market is full of options for video conferencing software and messaging platforms. These video conferencing platforms enable real-time communication, and collaboration for meetings or seminars with built-in features like chat, screen sharing, whiteboards, and recording. Since members are spread across geographies who frequently connect remotely, many of these platforms are regularly promoted and are essential to engagement. We have highlighted some of the most popular platforms below.

Video Conferencing Platforms



Zoom

Zoom is a web meeting software that affords flawless video, crystal audio, and instant sharing capabilities. It is simple to use and offers effective and reliable connectivity to users while also ensuring moderately secure communications. It is the video conferencing option that is mostly used and therefore will be the focus of the illustrations and demonstration in this playbook. Zoom has free options and paid subscriptions.



Microsoft Teams

Microsoft Teams also offers seamless efficiency and collaboration. It integrates Microsoft Office applications like Word, PowerPoint, and SharePoint and its design is exceptionally interactive. Microsoft Teams is a catch-all chat tool that enables users to launch video conferences directly from their chat. Microsoft Teams only has paid options, but may be more secure than other platforms.






Google Meet

Google Meet is an integrated part of Google's G suite productivity software. Google Meet enables improved sound and video quality and noise reduction. Individuals with a free Google account can host a meeting for up to 60 minutes without charge.



Video conferencing tools and their features compared:

 Zoom	 Microsoft Teams	 Google Meet
<ul style="list-style-type: none">• Screen sharing• HD Video & Audio• Recording• In-meeting white boards• Chat and messaging• SSL encryption• Unlimited meetings• Waiting rooms• Breakout rooms	<ul style="list-style-type: none">• Screen sharing• HD Video & Audio• Recording• File Sharing & Storage• Web word, Excel, PowerPoint• Chat integration	<ul style="list-style-type: none">• One click joining (join from browser)• Screen sharing• Google Suite integration• In-meeting white boards• Chat and messaging• Waiting rooms• Recording

Messaging Platforms

In addition to emailing systems, EALC members make use of messaging and social media platforms for real-time communications and sharing information in the form of updates and reminders. This helps members get in touch with each other whenever and wherever they like and get prompt feedback. There are a number of messaging platforms available for groups and one-on-one, some of which are paid and others free. Each platform varies in its degree of security as well. We have detailed below some of the options for messaging platforms.



Slack

Slack is a workspace tool that enables to connect users to exchange messages seamlessly. Its chats come in real-time and you get a searchable record for all your files stored on the cloud with the ability to integrate with other applications. Slack only has paid options, but all messages are secure, as only those with a formal invitation to a Slack team are able to join that team, and conversations can also be limited to specific individuals.



WhatsApp Messenger

This is an internationally available free cross-platform message system for exchanging centralized instant messages as well as video and audio calls. WhatsApp helps EALC members stay socially connected wherever they are located. WhatsApp has encrypted end-to-end messages, but large groups make it easy for spammers to join groups. For secure WhatsApp groups, we highly recommend every group have a moderator and standard rules (e.g. the type of relevant content that is permissible) that all members agree to adhere to when they join the group. If any of the rules are broken, a moderator should remove individuals immediately.



Twitter

Twitter is a free social networking site where members can broadcast public, short messages called tweets. The messages can be in form of text, videos, images, and links. The platforms are mainly used by the EALC for publicizing their activities to the public, or for holding twitter chats to discuss key and important events or themes. Twitter is not a chat communications platform, so much as a social media and networking platform.





LinkedIn

LinkedIn is a professional social networking platform that promotes connection between professional individuals and businesses, facilitates information sharing in the form of longer-form text, video, images, links, and supports job searching and career development opportunities.

Making use of the messaging platforms:



Slack

- Rapid collaboration
- File sharing



WhatsApp

- Instant messages
- Group chats



Twitter

- Sharing outputs with the public
- Publicizing activities



LinkedIn

- Connection between professional individuals and businesses

Safety and privacy guidelines for EALC members on the use of messaging platforms:

The EALC encourages a sense of professionalism, respect, and privacy to members using the messaging platforms, and recommends the following guidelines:

- Be cautious while sharing personal information or sensitive data through messaging platforms, especially unknown contacts.
- Be careful with what you say and share. Everything online will be accessible to future or current employers, friends, and colleagues, even with an alias!
- Do not take or share photos without the subject's consent. This includes taking screenshots of videos during meetings.
- Engage members within business hours ideally 8 am-8 pm unless agreed otherwise. Many platforms have mechanisms to help schedule or schedule send messages, and also allow you to set yourself to quiet or silence notifications or groups.
- Do not use unnecessary abbreviations or jargon.
- Be respectful. Just because you are online does not mean the person on the other end of the screen is not still a human being, deserving of respect.
- Educate yourself about the platform's privacy policies and terms of service to understand how personal data is being stored.
- Keep messaging apps and devices up-to-date with the latest software updates to ensure security patches are applied.

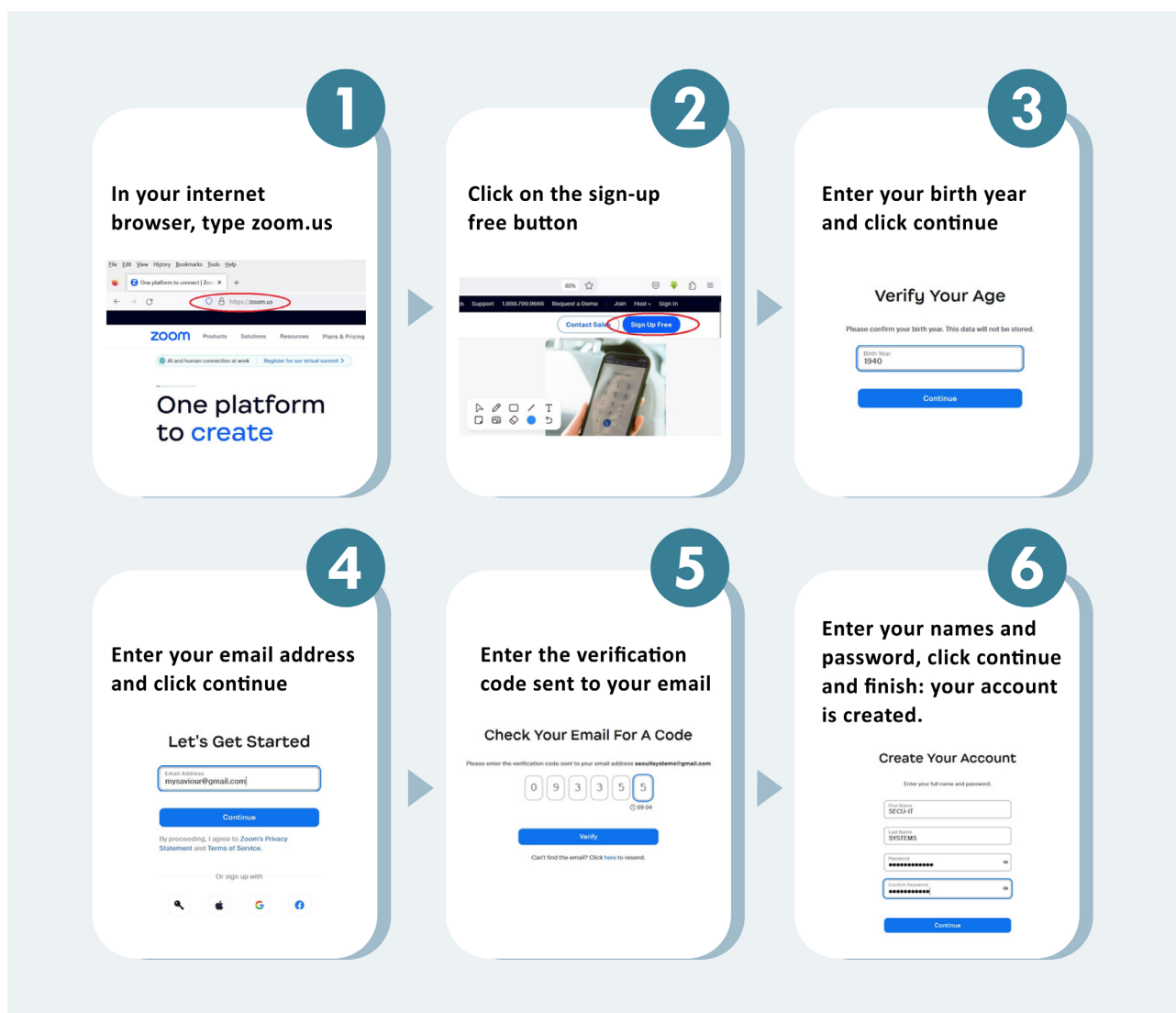


ZOOM SETUP AND MANAGEMENT GUIDELINES

Zoom is the video conferencing option that the EALC uses most for online meetings, seminars, and collaboration. The insights shared in this section are aimed at equipping EALC members and colleagues with basic tips in the management and use of Zoom.

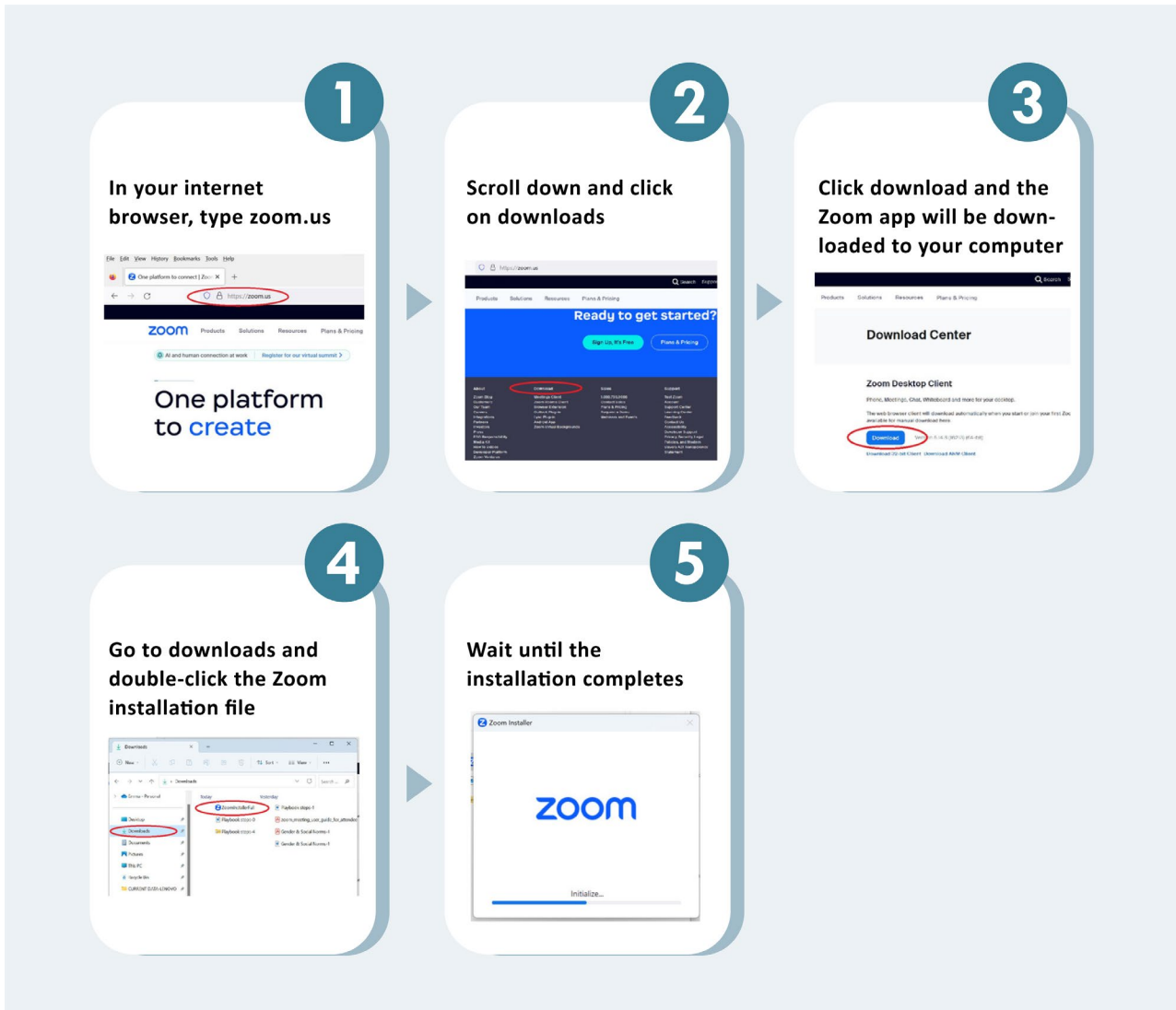
Creating a Zoom Account

One of the first steps in setting up Zoom is signing up or creating your Zoom account. While you may be able to access some Zoom meetings via your web browser without an account, it is highly recommended that you have a Zoom account before joining meetings for security purposes, and some meetings will only allow you to join if you have an account. Getting a Zoom account is free, and you can sign up on your mobile phone or computer. There are also many benefits to creating your own Zoom account. This includes (1) hosting a Zoom meeting, (2) joining meetings that are specific to zoom members, and (3) accessing and logging in to the Zoom app (see information about the Zoom app below). This is important because it enables you to host meetings. Follow the steps below to create a Zoom account.



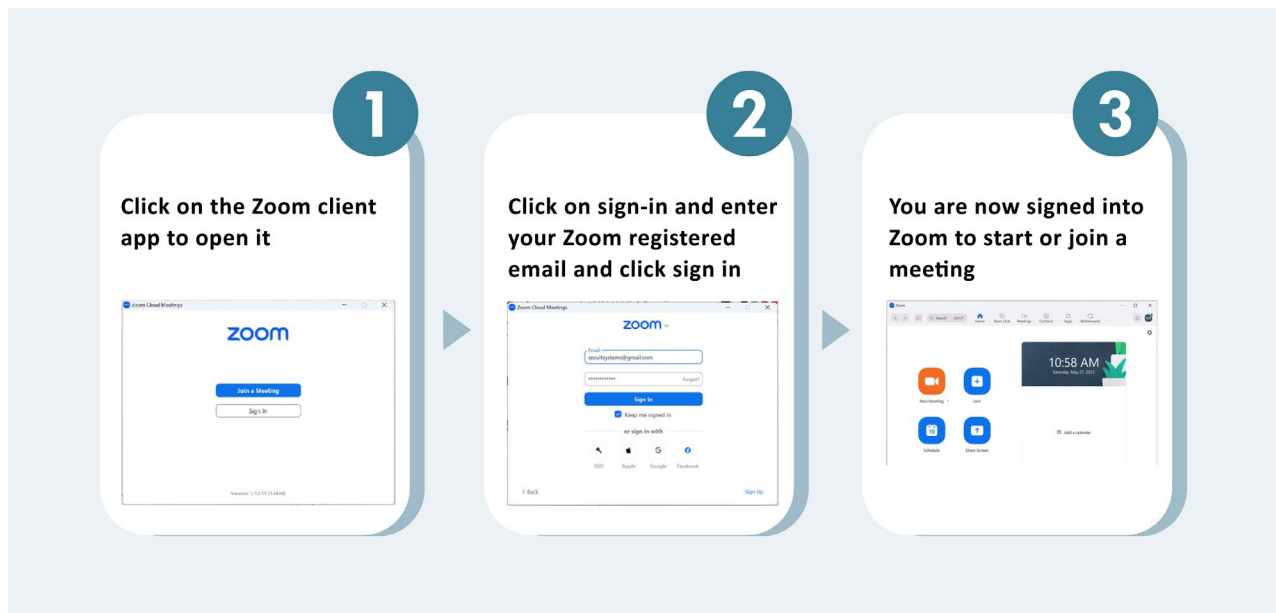
Downloading the Zoom Application

While you may be able to access Zoom meetings through your web browser, the best and most secure functionality occurs through the Zoom application (app). The Zoom app allows you to access all of your meetings and seamlessly join and start new meetings. The app can be downloaded on both your phone and your computer by following the steps below.



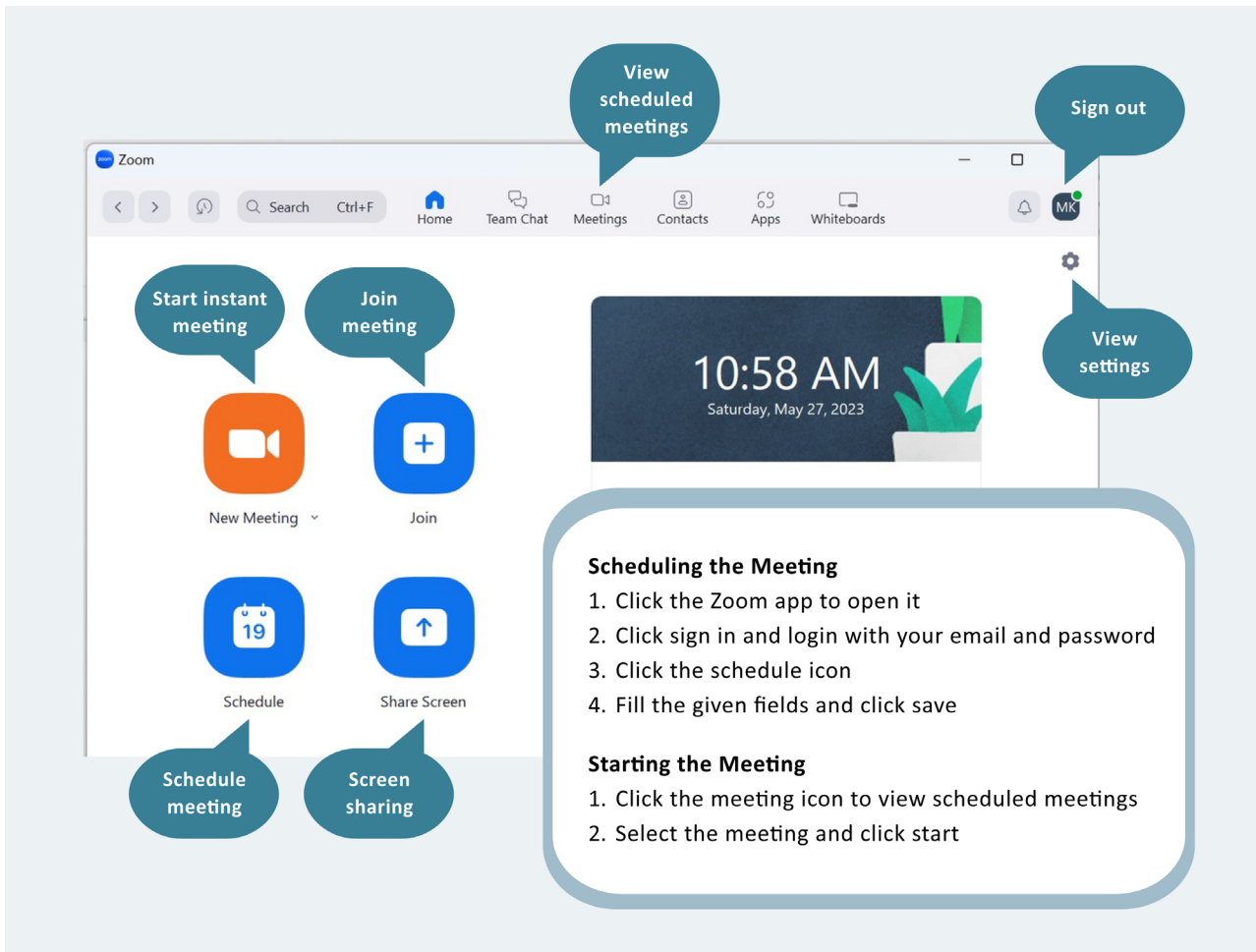
Signing into the Zoom Client Application

Before you are able to join or start a new Zoom meeting, you may need to sign into the Zoom application. Follow the steps below to sign into the Zoom client app to either start or join a meeting.



Scheduling and Starting a Meeting

The following illustration gives the different features that a signed Zoom client application offers and the process of scheduling and starting a meeting.



Note: The meeting you schedule may be a one-off meeting or a recurring meeting. A recurring meeting is repeated using the same meeting ID and passcode. A recurring meeting will occur with specified times of repetition or be repeated for unlimited occurrences.

Safety tips for scheduling a meeting:

1. Take note of the date and time of the scheduled meeting to avoid wrong schedules.
2. Remember to enable either the waiting room or meeting password to secure the meeting.
3. Send the meeting link in time for good preparation of participants.
4. You may set the meeting to mute participants upon entry to avoid disruption.
5. Choose an appropriate location to hold your meeting (i.e. a quiet environment, especially if you need to speak).
6. You may set the meeting to record automatically either on the machine or in the cloud to avoid missing the recording.
7. Inform participants that the meeting is being recorded or seek their consent before starting the recording.



Types of Zoom Accounts

The features you have available depend on the type of Zoom account you operate. There are four types of accounts (also called Zoom Plans). These are Basic, Pro, Business, and Enterprise. Below is the summary of what the various accounts offer:

Basic	Pro	Business	Enterprise
<ul style="list-style-type: none">• Free• Meeting up to 40 minutes per meeting• 100 attendees per meeting• Whiteboard• Team chat• Mail and calendar	<ul style="list-style-type: none">• Paid• Meetings up to 30 hours per meeting• 100 attendees per meeting• Whiteboard• Team chat• Mail and calendar• Cloud storage 5GB• Essential apps	<ul style="list-style-type: none">• Paid• Meeting up to 30 hours per meeting• 300 attendees per meeting• Whiteboard• Team chat• Mail and calendar• Cloud storage 5GB• Essential apps• Rooms and webinars• Extra SSO managed domains	<ul style="list-style-type: none">• Paid• Meetings up to 30 hours per meeting• 1000 attendees per meeting• Whiteboard• Team chat• Unlimited cloud storage• Extra SSO managed domains• Phone• Translated captions• Rooms and webinars• Workspace reservation

Upgrading/Subscribing to Your Preferred Zoom Account

As needed, you can migrate from one type of account to another, such as moving from a Pro plan to a Business plan. Here is how to do it:

1. Sign into your Zoom account online.
2. Select account management and then choose the option billing.
3. Click the Current Plan tab and then choose Upgrade.
4. Select Upgrade to the desired plan.
5. Choose the number of licenses you will need and the payment plan.

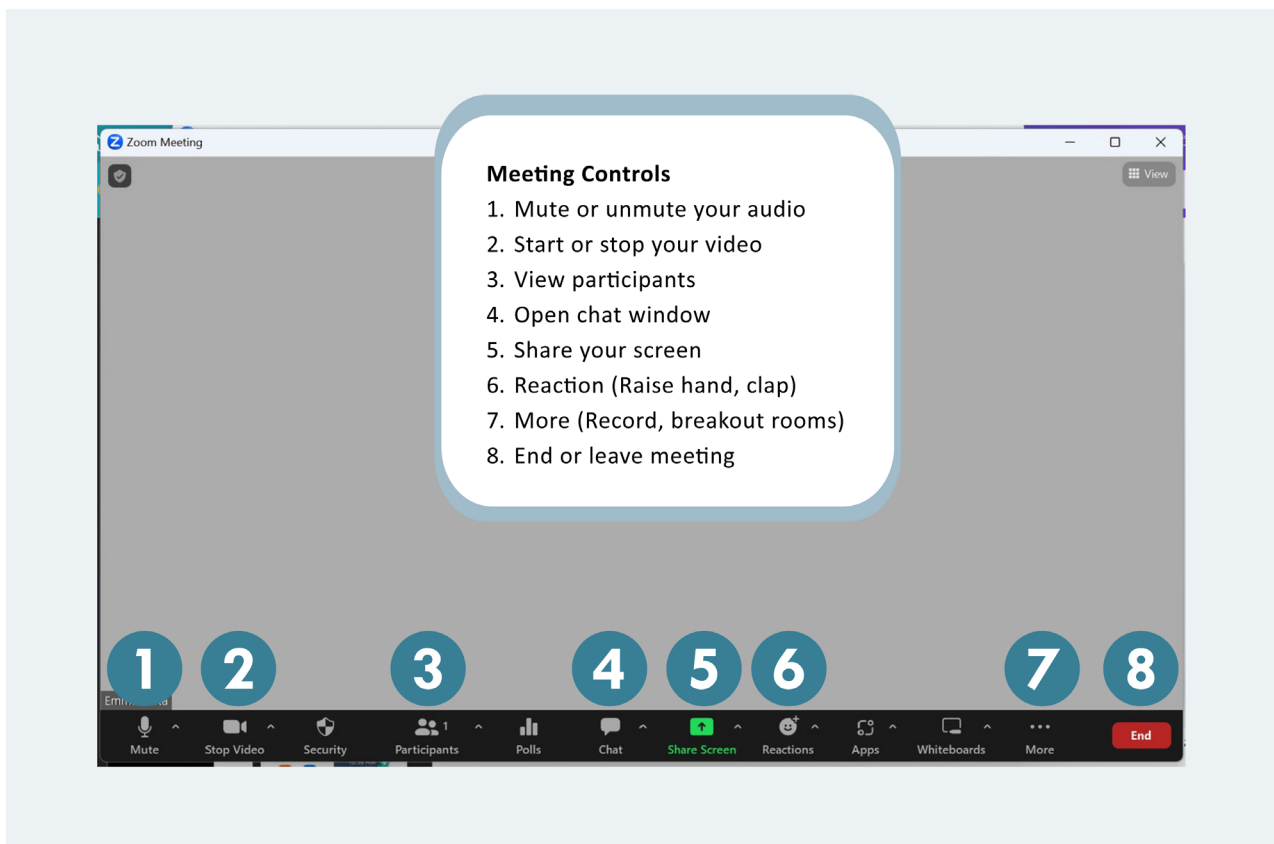
ZOOM MEETING MANAGEMENT GUIDELINES

All you need to manage a successful Zoom meeting either as a host or a participant is to be familiar with the different Zoom in-meeting features and their functions. Some of the key features of a Zoom meeting include the following:

1. Audio and sound
2. Video
3. Chat room
4. Participant manager
5. Screen sharing
6. Reactions
7. Break out rooms
8. Polls
9. Recording

Navigating the Zoom Meeting Interface

The figure below provides an overview of the various features and functions of the Zoom meeting interface to enable you to comfortably navigate Zoom.



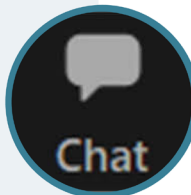
Navigating the Zoom Meeting

The figure below walks through steps on Zoom meeting management activities and processes.



Meeting Controls

1. Open the application to share
2. Click the sharing button on the meeting control menu
3. Select the screen or application to share
4. Click share
5. Click share computer sound if you are sharing a video or audio



Chatting in a Meeting

1. Click on Chat on the meeting control menu
2. A chat window will launch on the right side of the screen
3. Type your message in the field provided and press Enter to send your message
4. To address a message to a specific person, click on the dropdown arrow beside and select the intended recipient. The host can send messages to panelists, all attendees, or a specific individual.



Managing Participants

1. Click on the Participants tab on the meeting control bar to open the participants window
2. Click on the desired participant to reveal the different actions
3. Mute/Unmute: Enables or disables the participant's microphone
4. Chat: Opens a chat window for sending and receiving messages
5. Rename: Changes a participant's name to be displayed in a meeting
6. Lower Hand: Lowers down a participant's hand



Recording a Meeting

Users can record meetings and listen to or watch them later. You have the option of recording in only audio format or video format.

1. While in the meeting as a host:
2. Click the Record button. It is found in the Zoom toolbar.
3. Choose the Record to the Cloud or This Computer option, the recording starts.
4. You can also Pause or Stop the recording



Using a Virtual Background

With Zoom, you can make use of virtual backgrounds. With virtual backgrounds, you can do away with messy backgrounds to give you a professional appearance in meetings.

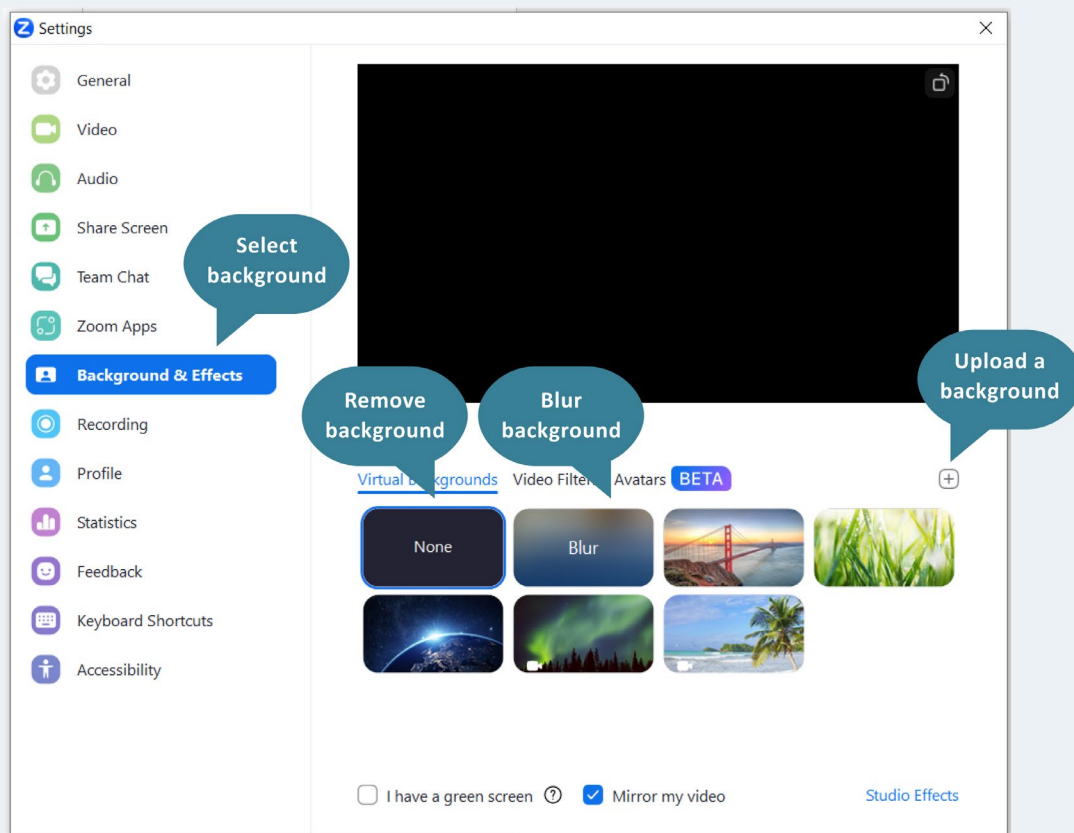
1. Log in to Zoom online
2. Click on your profile picture
3. Click on Settings
4. Select Virtual Background
5. Select an image from the options available or click + Upload your image or video



Using Virtual Backgrounds

With Zoom, you can make use of virtual backgrounds. With virtual backgrounds, you can do away with a messy backdrop or environment to give you a professional appearance at meetings. The steps are:

1. Log in to Zoom online
2. Click on your profile picture
3. Click on Settings
4. Select Virtual Background
5. Select an image from the options available or click + Upload Your Image or Video



Using Interactive Zoom Tools

Zoom has a number of interactive tools to encourage participation and engagement in meetings. Some of the most popular tools include polls, whiteboards, and breakout rooms.

Breakout Rooms

Consider using the Breakout Rooms function to split into discussions on specific topics or to allow for smaller groups working on the same topic. Note that breakouts require more facilitators.

Within Zoom, there are three distinct ways to assign participants to a breakout room.

- 1. Allow participants to select the room they want to join.**

Typically, this is most helpful when you are doing breakout rooms by topic or working group area and want participants to be able to select which room they attend. We suggest naming the breakout rooms based on the topic to make it easier for participants to select the room they wish to join.

- 2. Randomly assign participants to a room.**

This works best if you would like to truly have a random group of people in each breakout room. For example, if each room is going to be discussing the same topic or questions, this mechanism might work best.

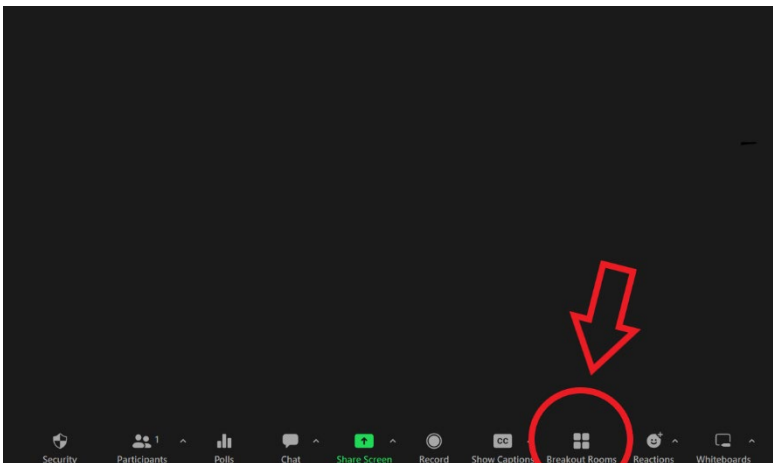
- 3. Individually assign specific participants to a different breakout room.**

Typically, hosts will assign specific participants when they know they want the breakout room structured in a specific way. For example, if you'd like a researcher, an implementor, and a funder all in one breakout room, the host would assign each to the same breakout room.

Only hosts or co-hosts are able to create and manage Breakout Rooms.

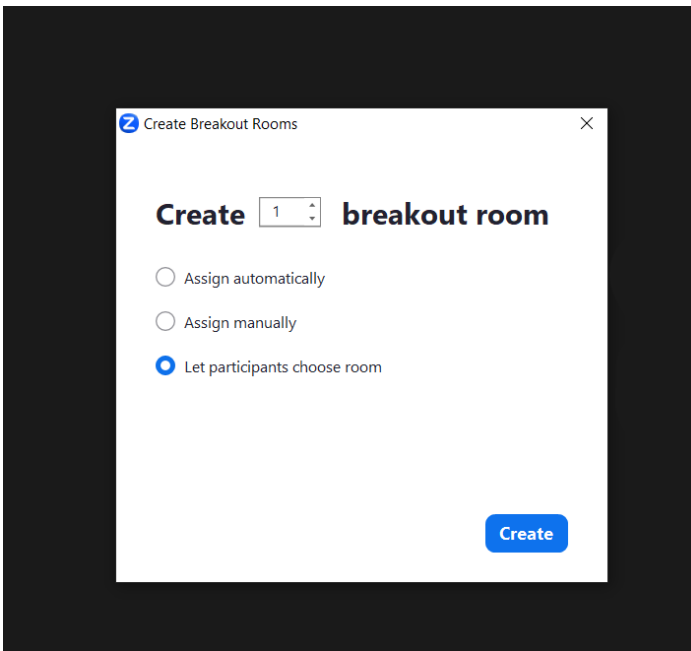
Step 1: Create a Breakout Room

To create a breakout room, click the Breakout Rooms button which will likely be at the bottom of a host or co-host's screen. See what the button looks like in the image below.



Step 2: Select Number of Breakout Rooms

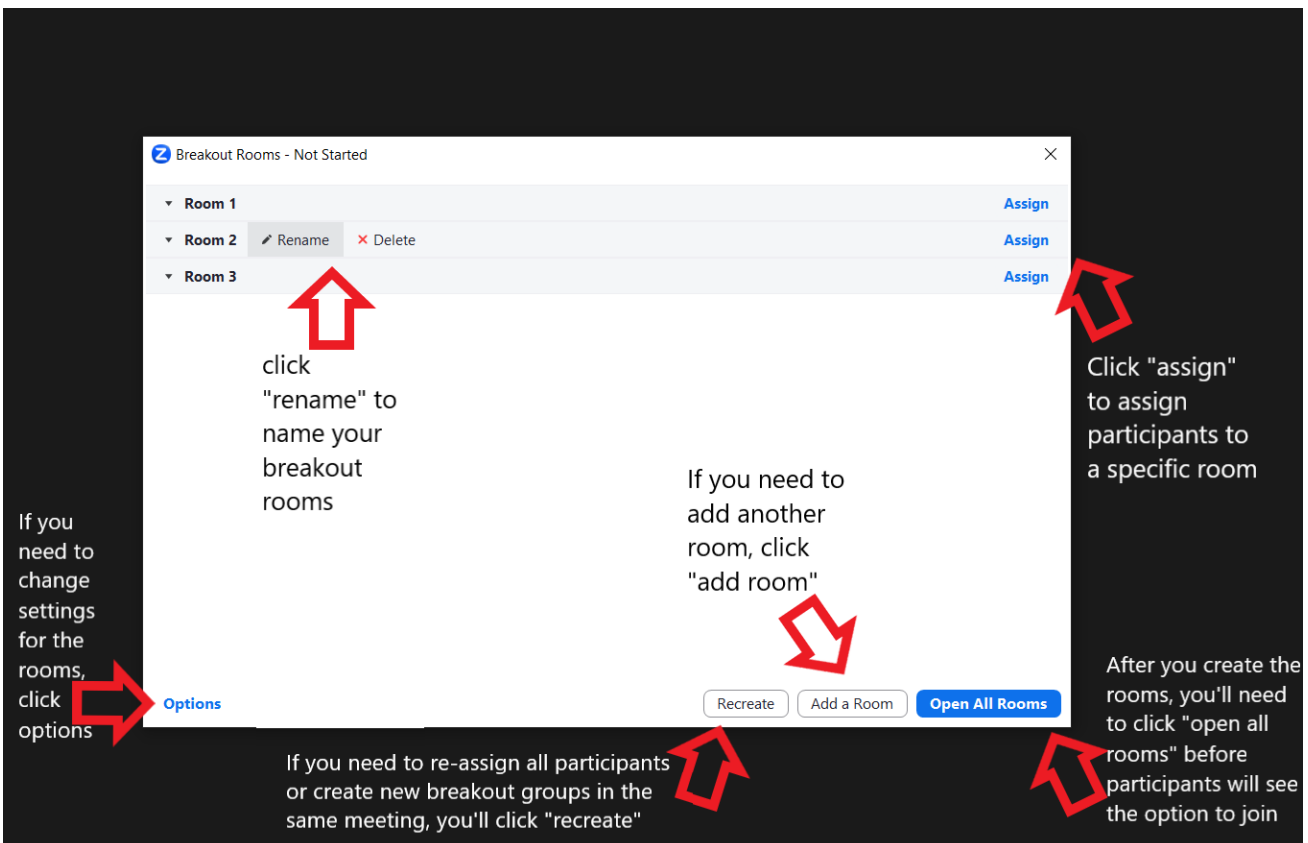
Once you click the Breakout Rooms button, a pop-up will appear that asks how many breakout rooms you want to create, and the way you'd like to assign participants (referenced above).



You will click Create after you have decided how many breakout rooms you would like and how you would like participants to join or be assigned.

Step 3: Set-up Breakout Rooms

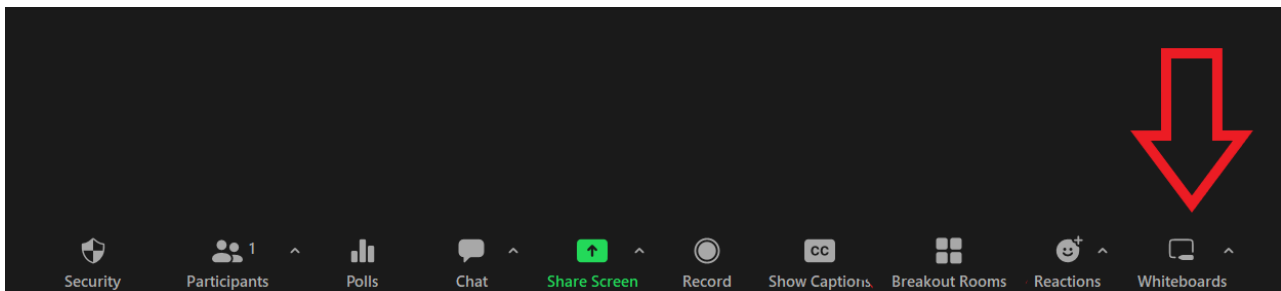
Then, another pop-up will appear to design and setup your breakout rooms. Keep in mind, the rooms will still not be launched until you follow all of these steps, and click Open All Rooms.



Zoom Whiteboards

Zoom Whiteboards are a useful tool that can be used both in Breakout Rooms and with a large group. This function mimics a regular whiteboard, and allows all participants to interact with the whiteboard, adding words, shapes, or images. Whiteboards are often used for brainstorming exercises, planning, or for some specific response activities. Zoom Whiteboards can be launched in a meeting by the host or other participants depending on your settings, but it is important to realize that opening a whiteboard in a Zoom meeting may put you at higher risk for inappropriate content being shared (since everyone in the meeting has access to editing the board). We highly recommend using Zoom Whiteboards for smaller meetings, or in facilitated breakout rooms, where someone can keep a close eye on the materials being put on the Zoom board. There are some settings that allow only the hosts to edit the whiteboard, which may be useful in a presentation brainstorming session (i.e. if you're taking suggestions from the group during a meeting and want a visual to record them). To encourage interaction, this is often best used in a collaborative way.

You can open Whiteboards by clicking the icon at the bottom of your screen, as depicted below.

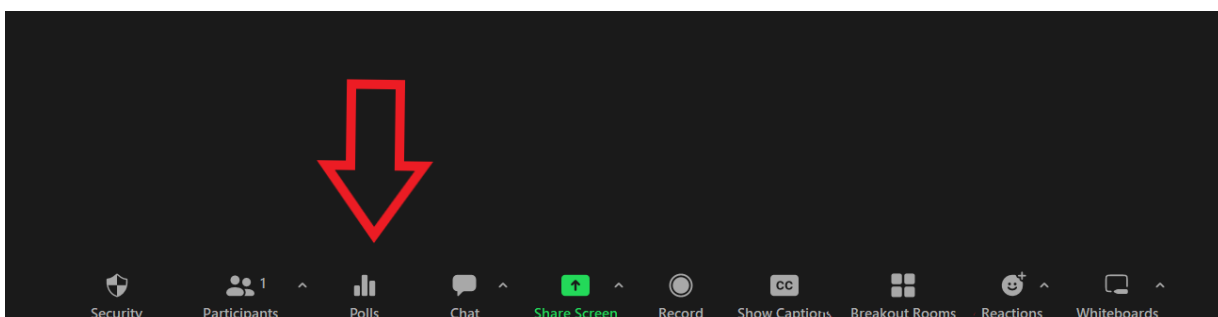


Zoom Polls

Polls are often a useful interactive tool to get the group engaged in the topic, and also to gauge how interactive the group may be at the beginning of a webinar or meeting. Polls can be used to ask specific questions about a topic, to get input on an idea, for voting on suggestions, or for an interactive icebreaker activity.

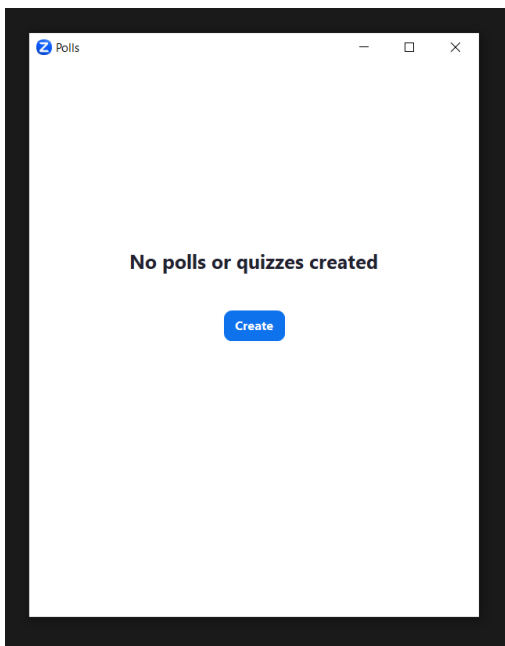
Step 1: Select the Polls button

To create a Poll, one must be host or co-host of a meeting. Click the Polls button at the bottom of your screen as depicted in the image below.



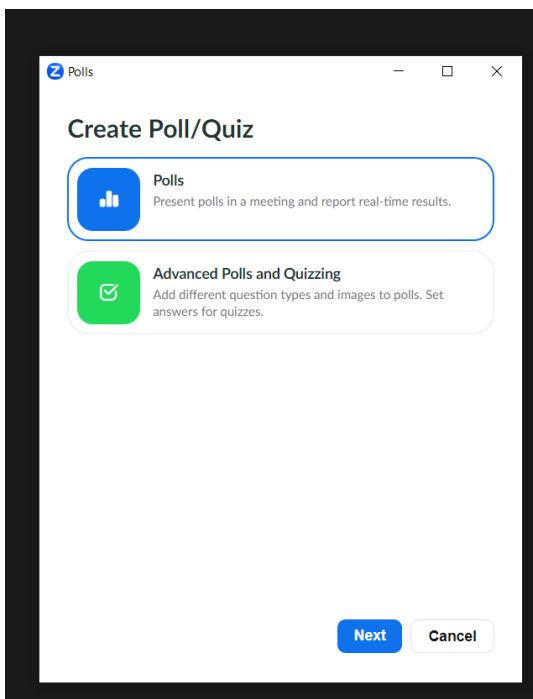
Step 2: Select "Create"

Next, you will see a pop-up that looks like the image depicted below. You will then select Create.



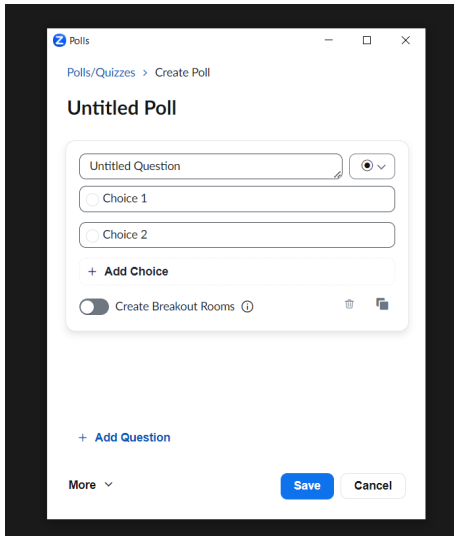
Step 3: Select Type of Poll

Next, you will see a pop-up asking the type of poll you would like to create. You will click Next, to move along.



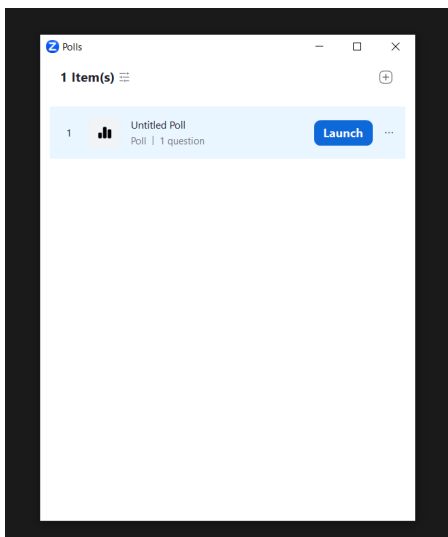
Step 4: Input Questions

You will then be presented with the option to input your questions and create your poll. You can create multiple questions, and also create breakout rooms associated with the way people respond to the poll. Once you have all of the polls you plan to launch in this meeting created, click Save.



Step 5: Launch Poll

After you save the questions, you will be taken to another page with the polls you have created. To launch a poll, you will need to hover your cursor over the quiz/poll until the blue launch button appears. Then, click Launch.



Step 6: End Poll

Once everyone has completed the poll, you can click End Poll and then Share Results to display the results with the group.



Zoom Webinars

The Meeting and Webinar platforms offer similar features and functionality, but have some key differences. Meetings are designed to be a collaborative event, where all participants can screen share, turn on their video and audio, and see who else is in attendance. Webinars are designed so that only the host and any designated panelists can share their video, audio, and screen.

Webinars allow view-only attendees, who can interact via Q&A, Chat, and answer polling questions. Webinar attendees cannot rename themselves.

Meetings vs. Webinars

Feature/Description	Meeting	Webinar
Best used for	<ul style="list-style-type: none"> • Normal meetings • Training groups 	<ul style="list-style-type: none"> • Big Events • Highly-secured sessions
Participant roles	<ul style="list-style-type: none"> • Host and co-host • Participant 	<ul style="list-style-type: none"> • Host and co-host • Panelist • Attendee
Audio sharing	<ul style="list-style-type: none"> • All participants can mute/unmute their audio • Host can mute or request to unmute participants • Host can set all participants to mute upon entry 	<ul style="list-style-type: none"> • Only the host and panelist can mute /unmute their audio • Attendees join in listen-only mode • Host can unmute one or more attendees
Video sharing	<ul style="list-style-type: none"> • All participants 	<ul style="list-style-type: none"> • Host and panelist
Capacity	<ul style="list-style-type: none"> • Between 100 to 1,000 depending on the plan 	<ul style="list-style-type: none"> • Between 500 to 50,000
Participants list	<ul style="list-style-type: none"> • Visible to all participants 	<ul style="list-style-type: none"> • Visible to only host and panelist
Chat	<ul style="list-style-type: none"> • In-meeting chat 	<ul style="list-style-type: none"> • Webinar chat, Q&A
Reactions	<ul style="list-style-type: none"> • Meeting reactions 	<ul style="list-style-type: none"> • Webinar reactions

Managing Webinars

Managing a webinar involves several special actions which include the following:

1. **Promoting an attendee to a panelist:** Some people in the attendee list can be promoted to a panelist to be able to share screens and videos.
2. **Allowing an attendee to talk:** An attendee will not be able to talk unless allowed by the host.
3. **Closing or opening the chat:** This enables/disables the chat window on the side of attendees.
4. **Changing roles:** This enables switching from host, co-host, and panelist to attendee.

Do all the above through the following actions:

1. Click on Participants to reveal the participants' list.
2. Hover your mouse cursor over a participant's names.
3. The desired functions will appear and you choose any as appropriate.



SECURITY AND TROUBLESHOOTING

Troubleshooting

Troubleshooting is a process of identifying a technical problem and solving it. Like any other system, there are several problems that Zoom can encounter during a meeting, disrupting seamless experience for the participant. Such problems may include the following:

Common Problems and How to Fix Them

Problem	Possible causes	How to fix
Video or audio not working	<ul style="list-style-type: none">• Not joining with audio or video• Camera or microphone being used by another app• Not permitting the Zoom app to use the device's camera or microphone• It could also be a problem with the headset or device being used	<ul style="list-style-type: none">• Always click join with audio/video• Close other apps that may be using the device's microphone or camera• Ensure Zoom has permission to use the camera and microphone
Echo during the meeting	<ul style="list-style-type: none">• Audio for two devices in the same room on• Speakers for two devices in the same room on• Could also be the obvious network connection is not stable	<ul style="list-style-type: none">• Let participants in the same meeting stay apart• Only one device in the same room has audio and the rest leave audio
Problems sharing a screen	<ul style="list-style-type: none">• Poor internet connection• Screen share is bandwidth consuming	<ul style="list-style-type: none">• Ensure you have a good internet connection• Try to stop the video when sharing to save bandwidth
Zoom call dropping	<ul style="list-style-type: none">• Poor internet connection• Poor device optimization due to many apps open	<ul style="list-style-type: none">• Ensure you have a good internet connection• Try to use a cable connection other than a wireless connection• Turn off or join without a video
Missing features	<ul style="list-style-type: none">• Joining through browser• Browser functionality is always limited	<ul style="list-style-type: none">• Download and install the Zoom app• Zoom offers all features• Always join or host meetings through the app
Background noise	<ul style="list-style-type: none">• Leaving participants' audio on	<ul style="list-style-type: none">• Mute participants one at a time• The host can mute all participants• Set muting participants upon entry• You may remove a participant



Security

Zoom Bombing

Zoom bombing is one of the common threats to Zoom Meetings. The traumatic nature of this kind of attack makes it imperative that EALC members know best practices in preventing and managing such an occurrence. This section shares guidance on preventing a Zoom bombing before it occurs.

Unfortunately, as our security measures grow in sophistication, so does the sophistication and complexity of the attacks. Recognizing this problem, consider the following counsel to manage and recover from a Zoom bombing in the instructional context. Knowing these tips can give you the confidence to handle an incident, while minimizing its traumatic impact on meeting participants.

What is Zoom Bombing?

Zoom Bombing occurs when uninvited participants enter and disrupt a virtual meeting. Intruders can hijack and take full control of the meeting's video and audio to show disturbing images and spew offensive slurs. These disruptions can be highly traumatizing for all participants, but sometimes Zoom bombers target a specific person or group of people in the meeting with hate speech and threats of violence. Selecting the right security presets in Zoom Meeting settings can help to avoid Zoom Bombings.

How to Prevent Zoom Bombing

The following security features can be set up in advance of a session to reduce the vulnerability of your Zoom sessions:

1. Generate a random (unique) meeting ID for each meeting you create.
2. Require participant authentication through a password, email sign-in, or two-factor authentication.
3. Turn on the waiting room feature and enable mute upon entry.
4. Lock the meeting once all attendees are present so others cannot join, even if they have the session meeting ID and password.
5. If available, assign a co-host or alternative host who can remove uninvited participants.

How to Prepare to Handle a Zoom Bombing

Establishing and sharing a plan for how you and your participants would respond should a meeting interruption occur can give you peace of mind and will prepare you to minimize the impact on participants. The Emergency Zoom Bombing response guidelines include the following:

1. Review your response protocol with the meeting team and decide who will act (mute and remove participant, end the meeting, etc.) if the interruption is due to Zoom Bombing.
2. Decide how you will inform participants where they should look for information from you about what to do next if they are forced to end a Zoom meeting early (EALC announcement, email, WhatsApp message, etc.).
3. Plan how you will reconnect to process the event (new Zoom link, discussion board, etc.).



How to Manage a Zoom Bombing

If, despite your best efforts, Zoom Bombers enter your meeting, act quickly to follow these steps:

1. Use **ALT+M** to mute all audio until you can remove the participant.
2. If needed, disable the Allow Participants to Unmute Themselves option.
3. Remove the participant from the meeting.
4. End the meeting for all participants, if necessary.

How to Recover from A Zoom Bombing

Zoom bombings can be upsetting for all participants, not just those targeted by intruders. Though you may feel uncomfortable doing so, you must take steps to help participants process and recover from a Zoom Bombing.

1. **Send an immediate follow-up message** to participants acknowledging the disruption and its negative effect on the learning environment.
2. **Condemn the incident** and any offensive content shared.
3. **Assure participants** that you are committed to maintaining a healthy learning environment.
4. **Acknowledge** that these incidents affect us all differently.
5. **Demonstrate that you care** about how the incident affected participants' well-being by checking in with them.
6. **Invite participants to share what they need from you** to feel comfortable in the environment again.
7. Explain how you **plan to tighten security** for future meetings.
8. **Check back in with your participants** one and/or several weeks later to follow up on their processing of the incident as well as their general well-being.

SECURITY AND TROUBLESHOOTING

Apart from knowing how to use Zoom as a tool, it is important to be equipped with techniques to organize and hold an effective online meeting. The EALC has developed a set of guidelines to help members organize a successful online meeting.

Invitations/Communications

- Try to send an invitation email at least three weeks in advance of an event.
- Promote the event in the weeks before using various communication channels that attendees are likely to use.
- Consider sending a reminder to register after one week, a reminder one week before and/or one day before, and in the morning/day of the meeting.
- Consider drafting/preparing the follow-up email before the event so it is ready to send quickly. Include presentation slides, recordings, notes, next steps, and any other relevant materials. Ideally, follow-up emails are sent the next day.



Scheduling

- Think of your target audience and bring up a world time clock to check for an appropriate time across time zones. Ideally, the time would fall within the average work day across your key time zones.
- Avoid Mondays and Fridays (because people forget or have too much to do).
- Consider events from other projects or organizations already scheduled such as conferences, webinars, etc. to avoid scheduling at the same time.
- Send a calendar hold invitation for panelists for the time before the meeting when they should join in advance to prepare and double check audio and video settings.

Agenda Setting

- It is always advisable to set an agenda for any meetings, including online meetings and webinars. This allows for appropriate and timely meeting management.
- Consider that a question and answer time likely requires 30 minutes or more. If time is off schedule, look for other places in the meeting to save time as you go.
- Introductions take longer than one may think, especially if the presenter waits past the start time for others to join (we recommend just starting on time regardless, especially if there will be a recording available).
- When holding introductions, it might be worth considering having the lead facilitator call on people for introductions rather than waiting for someone to step in to talk, as it may be timelier. Alternatively, using the chat for introductions also works well in short meetings with many participants.

Note-taking

Taking notes during meetings is typically helpful for briefing invited participants who are unable to attend, or for recording key actions required after the meeting. Below are a number of tips and suggestions for meeting note-taking.

- Consider developing a template before the event so note-takers know what is important; should they capture exact/close quotes and cite the speaker? Should they capture action items and discussion/decision points? Make sure the note-takers see the template before the meeting and know the purpose of their notes. It can be helpful to take notes on a Google document for real-time access and review.
- If using Google Sheets for breakout rooms, label the tabs with group numbers and facilitator names to avoid confusion. You can also use a formula to auto-populate cells from breakout rooms into a summary sheet to share during the plenary.

CONCLUSION

Successful online meetings require a consolidated effort of all involved—participants and hosts alike. Preparing for important roles—such as hosting, chairing, monitoring, note-taking, and voices of expertise and thought leadership—support a safe, lively, and participatory event. With the globally-connected world that we live in today, regular online communication is inevitable. The sooner we embrace it and learn how to facilitate it securely, the faster we will be able to move and learn within our area of interest—specifically gender and social norms.

