Zoom Defense Workshop

Balancing Accessibility and Security

Your Panelists

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Outline

Problem Statement
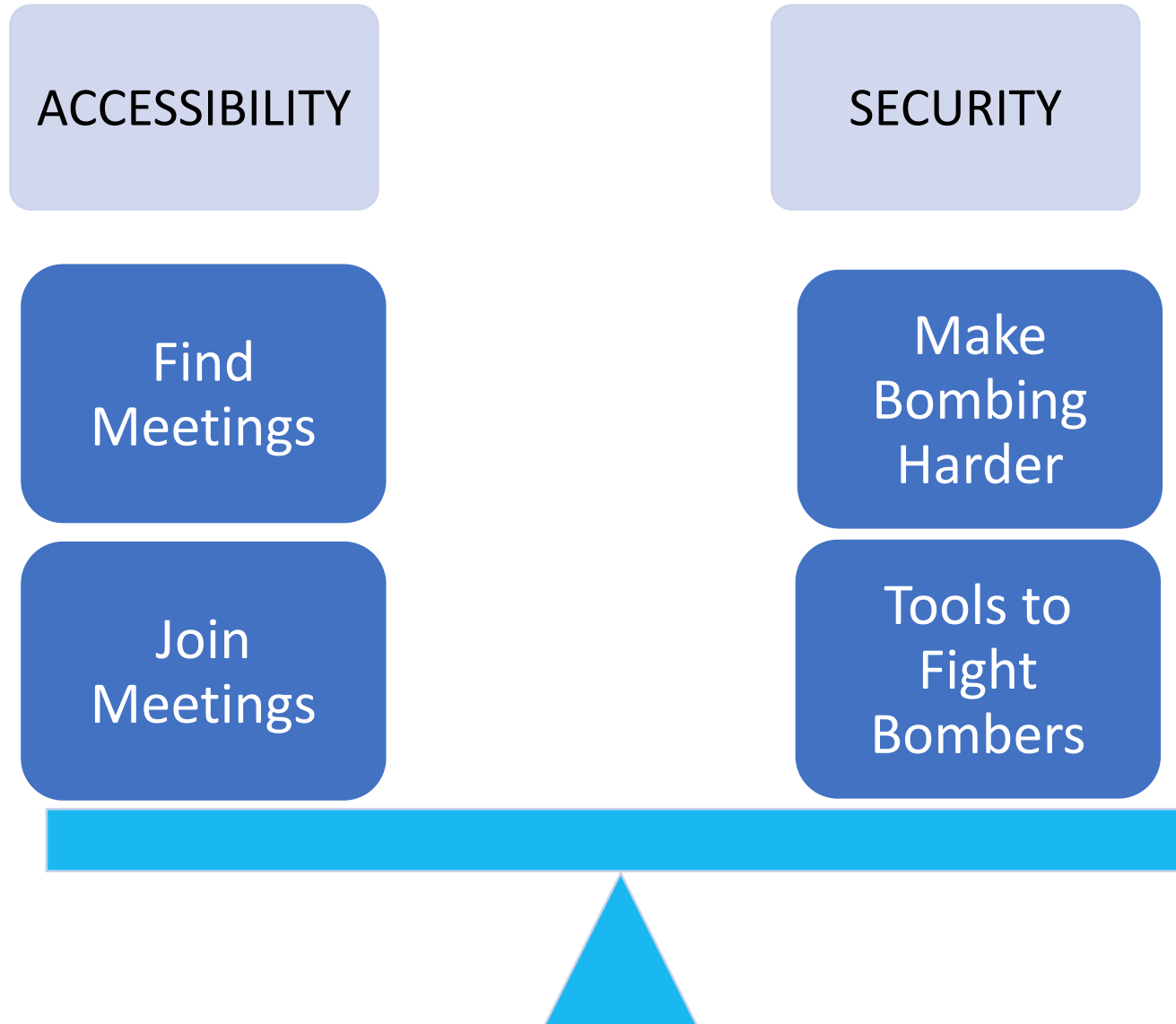
- How Bombers Attack
- Suggestions for Meeting Announcements

Security – In Detail

- Suggested Meeting Settings
- How to Handle Bombers during a Meeting

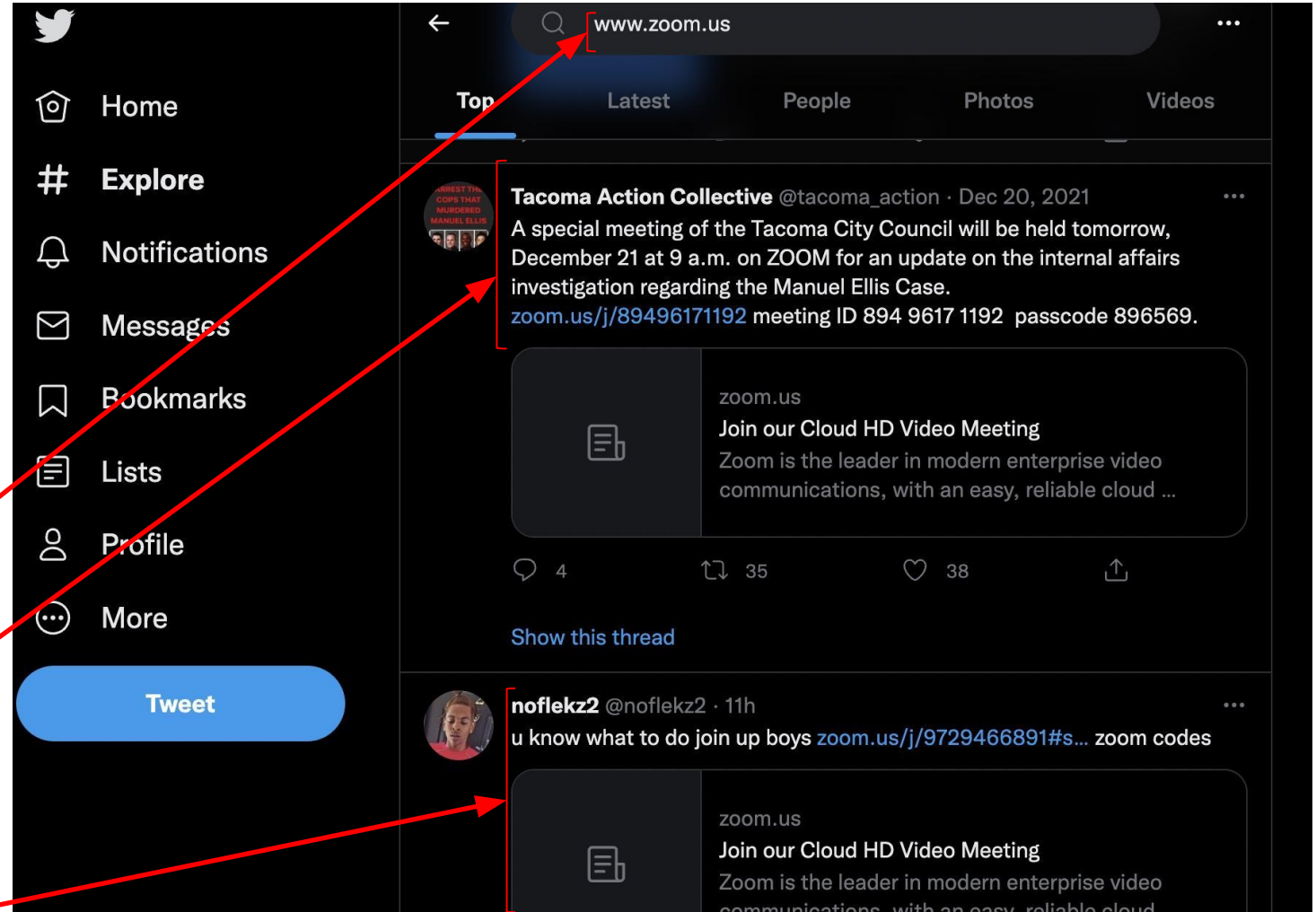## Demonstration

Questions

The Balance We Seek

ACCESSIBILITY

Find Meetings

Join Meetings

SECURITY

Make Bombing Harder

Tools to Fight Bombers

Here's an example of Search on Twitter

- A simple search on Twitter for the character string www.zoom.us.

- There's a meeting on a Police Internal Affairs investigation (out of date).

- Then what could a bomber rallying the trolls.

Best Practices for Announcing Meetings

WHERE: On a website. Preferably not on Facebook or Twitter.

HOW: Using a hyperlink with embedded password.

THIS is better:

Join Zoom Meeting

https://us02web.zoom.us/j/84768662168

?pwd=L2xIcXpkZWXzdHlVZ3NYRWkybzRrUT09 ← This is the encoded, embedded password

THIS is worse:

Meeting ID: 8476 866 2168

Passcode: xxxyyyzzz

Suggestions for Zoom Meetings

Have TWO chairs. One is the regular Meeting Chair, and the other is the Zoom Host.

For large meetings, having Zoom co-hosts may be valuable.

First, Before the meeting: How the meetings settings should be set.

Zoom Host Settings

Passcodes are always a good idea, where practicable.

Meeting Passcode

All instant, and scheduled meetings that users can join via client, or room systems will be passcode-protected. The Personal Meeting ID (PMI) meetings are not included.

Personal Meeting ID (PMI) Passcode

All Personal Meeting ID (PMI) meetings that users can join via client, or room systems will be passcode-protected.

Require passcode for participants joining by phone

A numeric passcode will be required for participants joining by phone if your meeting has a passcode. For meeting with an alphanumeric passcode, a numeric version will be generated.

Turn on to make URLs with embedded passcodes.

Embed passcode in invite link for one-click join

Meeting passcode will be encrypted and included in the invite link to allow participants to join with just one click without having to enter the passcode.

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NEVER turn this on!

Allow removed participants to rejoin

Allow previously removed meeting participants and webinar panelists to rejoin [V]

Annotation and Whiteboard MUST be turned off!

Annotation

Allow host and participants to use annotation tools to add information to shared screens V̄

Whiteboard (Classic)

Allow host and participants to share whiteboard during a meeting V̄

Remote control

During screen sharing, the person who is sharing can allow others to control the shared content

Slide Control

During a presentation, the person who is sharing can allow others to control the PowerPoint or Keynote slide presentation V̄

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Danger! Virtual backgrounds and videos can be used for upsetting images, pornography, etc.

Turn these on with caution! Group Conscience topic.

Virtual background

Customize your background to keep your environment private from others in a meeting. This can be used with or without a green screen.

☑ Allow use of videos as virtual backgrounds ⑦

Manage 5 virtual background(s) ⑦

Video filters

Turn this option on to allow users to apply filters to their videos Ⓥ

Avatars

Enable this option to allow users to select an avatar that will be shown in meetings. Ⓥ

Waiting Room is useful for security, but its use can be decided by Group Conscience.

Waiting Room

When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host.

Waiting Room Options

The options you select here apply to meetings hosted by users who turned 'Waiting Room' on

✓ Everyone will go in the waiting room

Edit Options   Customize Waiting Room

Prefer this Off so that newcomers – who may not have Zoom login credentials – can join meetings.

Only authenticated meeting participants and webinar attendees can join meetings and webinars

Meeting participants and webinar attendees will need to authenticate prior to joining a session. Hosts can choose one of the options below when scheduling meetings or webinars.Learn more

Meetings & Webinar Authentication Options:

Sign in to Zoom (Default)   Edit   Hide in the Selection

☐   Allow authentication exception ⑦

If Waiting Room is enabled, phone-only users will be placed in the Waiting Room.

If Waiting Room is not enabled, phone dial-in only users will:

🔵 Be allowed to join the meeting

⚪ Be blocked from joining the meeting

Prefer Off so people can't be blocked by accidental domain blocking.

Block users in specific domains from joining meetings and webinars

Prefer Off so new people are not blocked.

Only authenticated users can join meetings from Web client

The participants need to authenticate prior to joining meetings from web client

Approve or block entry for users from specific countries/regions

Determine whether users from specific regions or countries can join meetings/webinars on your account by adding them to your Approved List or Blocked List. Blocking regions may limit CRC, Dial-in, Call Me, and Invite by Phone options for participants joining from those regions.

Zoom Host must have the toolbar to control the meeting effectively.

Always show meeting control toolbar

Always show meeting controls during a meeting [V.]

Show Zoom windows during screen share [V.]

For A.A. meetings, participants don't need to share the screen.

Screen sharing

Allow host and participants to share their screen or content during meetings

Who can share?

● Host Only   ○ All Participants (?)

Who can start sharing when someone else is sharing?

● Host Only   ○ All Participants (?)

Anonymity Issue: People should be able to change names to maintain their anonymity.

Allow users to change their name when joining a meeting

By disabling this setting, users will always use their name on profile page to join a meeting Ⓥ

Allow participants to rename themselves

Allow meeting participants and webinar panelists to rename themselves. Ⓥ

Allow host or co-host to rename participants in the waiting room

Participants will be notified of name change Ⓥ

Automated captions

Allow users to enable automated captions in these languages in meetings. ⓥ

Full transcript

Allow viewing of full transcript in the in-meeting side panel

Anonymity Issue: Saving transcripts can break anonymity.

Save Captions

Allow participants to save fully closed captions or transcripts

Have as many co-hosts as needed. Zero for small meetings, one or more for large.

These are up to Group Conscience.

Co-host

Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.

Meeting Polls/Quizzes

Allow host to add polls before or during a meeting [v.]

☐ Allow host to create advanced polls and quizzes [v.]

☐ Allow alternative host to add or edit polls and quizzes [v.]

Meeting Survey

Allow host to present survey to participants once a meeting has ended [v.]

In Meeting (Basic)

Require encryption for 3rd party endpoints (SIP/H.323)

By default, Zoom requires encryption for all data transferred between the Zoom cloud, Zoom client, and Zoom Room. Turn on this setting to require encryption for 3rd party endpoints (SIP/H.323) as well.

Allowing chats and private chats can be up to Group Conscience.

Chat

Allow meeting and webinar participants to send chat messages

By default, allow participants to chat with | Everyone and anyone directly ⌄ | [V]

Anonymity Issue: Do not allow chats to be saved.

☐ Allow users to save chats from the meeting [V]

Private chat

Allow meeting participants to send direct messages to other participants and allow webinar panelists to send direct messages to other panelists.

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Audio Type

Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Zoom audio.

- ⦿ Telephone and Computer Audio
- ◯ Telephone
- ◯ Computer Audio

Up to Group Conscience. Related to Waiting Room decision.

Allow participants to join before host

Allow participants to join the meeting before the host arrives

☐ Participants can join [5 minutes ⌄] before start time

Anonymity Issue: Saving chats can break member anonymity.

Auto saving chats

Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.

Sound notification when someone joins or leaves

Send files via meeting chat

Hosts and participants can send files through the in-meeting chat. ⊻

Anonymity Issue: Feedback to Zoom can break member anonymity.

Feedback to Zoom

Add a Feedback tab to the Windows Settings or Mac Preferences dialog, and also enable users to provide feedback to Zoom at the end of the meeting

During the Meeting: In Case of Trolls

If using Waiting Room:

- Be wary of odd names (e.g., "Romulus Octavius").
- Do not turn away an unknown, but "normal", name – it may be a newcomer.

Paying attention is most important.

Sophisticated trolls will have many identities.

Basic actions:

- Mute some or all participants.
- Remove participant(s).

Nuclear option: Suspend Participant Activities.

Questions???