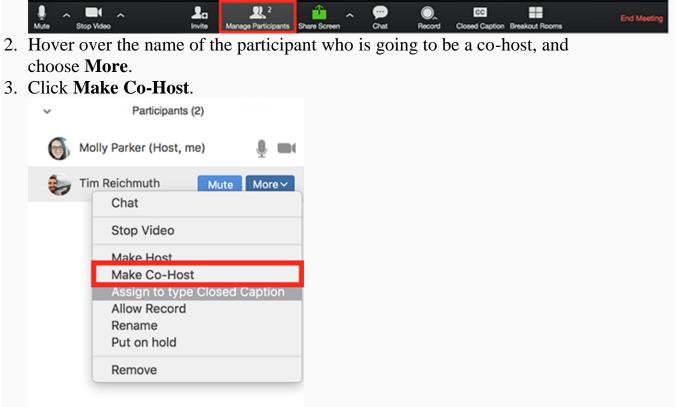
#### How to handle online meeting disruptions in the moment

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 fellows who have been dealing with these online meeting disruptors.

#### **Host and Co-Host**

Having a host and a co-host will be helpful in managing your meeting and potential disruptions. The host (secretary) can run the meeting as they normally would. The co-host can then manage the participants. Such as, unmuting people when it is their turn to speak and/or when they have raised their hand, allowing participants in from the waiting room, remove unwanted disrupters, etc. The host must assign a co-host. There is no limitation on the number of co-hosts you can have in a meeting or webinar.

- The host can make another participant a co-host through the Participants window.
  - 1. Click on **Manage Participants** in the meeting controls at the bottom of the Zoom window.



Co-hosts do not have access to the following controls as they are only available as host controls in a meeting:

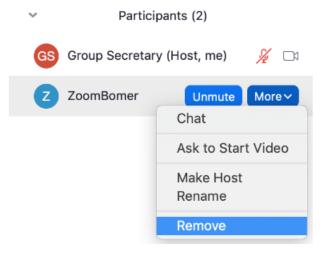
- End meeting for all participants
- Make another participant a co-host
- Start waiting room (co-hosts can place participants in waiting room or admit/remove participants from the waiting room)

Co-hosts also cannot start a meeting. If a host needs someone else to be able to start the meeting, they can assign an alternative host.

### **Remove the Offending Participant**

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

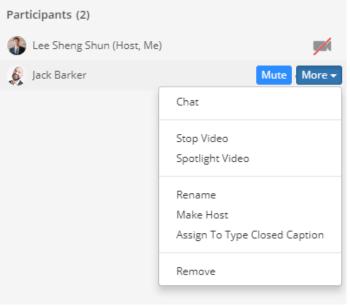
- Go to the Manage Participants window at the bottom of the screen.
- Find the name of the offending participant by either by scrolling or searching in the Manage Participants window.
- Select their name and click "More" and then "Remove."



### Stop a Participant's Video

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

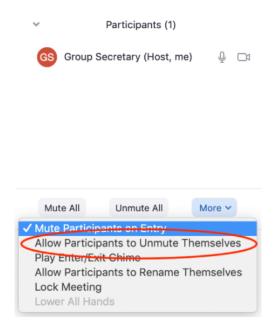
- Go to the Manage Participants window at the bottom of the screen.
- Click on "More"
- Click on "Stop Video."



#### 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.* 

- Go to the Manage Participants window at the bottom of the screen.
- Click on "More."
- Uncheck "Allow Participants to Unmute Themselves"



### **Prevent Participants From Renaming Themselves**

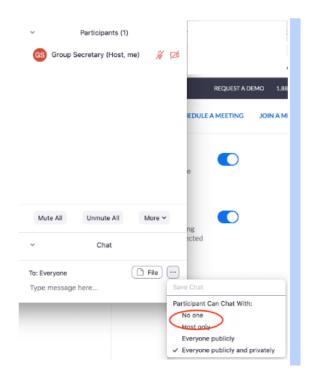
If people are using this function to have offensive slurs and violent words visible on the Participants window, you can uncheck this option to prevent them from showing renaming.

- Go to the Manage Participants window at the bottom of the screen.
- Click on "More."
- 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.

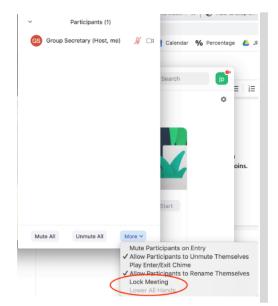
- Go to the Manage Participants window at the bottom of the screen.
- Click on the "…" button.
- Select "Participants can chat with: host only"



### 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.

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



After the meeting, consider looking at <u>Zoom Waiting Rooms</u> (<u>https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room</u>) to allow an alternative to locking meetings.