Online Meetings 2.0

A Workshop from Area 55
Meeting Etiquette

★ Mute Yourself when Not speaking
  ○ BACKGROUND NOISE IS DISTRACTING
  ○ “Microphone” Button in Bottom Left Corner
  ○ Via Phone, use *6 to Toggle Mute/Unmute

★ To Speak, use the “Raise My Hand Feature”
  ○ CLICK “PARTICIPANTS” AT THE BOTTOM, AND BUTTONS WILL APPEAR

★ Report any Abusive Chat to the Host
AGENDA

★ Setting Up an Online Account
★ For AA Members: How to Get to Your Meeting
★ Protecting Anonymity
★ Best Practices & Suggestions for Meeting Hosts
★ Tradition 7 - A Virtual Basket
★ Security at your Meeting
★ Voting/Polling - Business Meeting
★ Q & A Session
How to Set up a Zoom Account & Meetings

George C.
Many Services are Available

- Zoom
- GoToMeeting
- WebEx
- Microsoft Teams

For this workshop, we will focus on Zoom.
Overview of Zoom’s Account & Pricing

★ A Free Account is limited to 40-minute meetings
   ○ Ideal for very quick Meetings
★ Pro Account is $14.99 per month
   ○ No Time Cap on Meetings
   ○ Limited to 100 participants
★ Business or Enterprise not cost-effective
   ○ Requires a minimum of 10 hosts
Registration is Easy

Create your account

All fields required

- First Name
- Last Name
- Email
- Create your password here
- Confirm Password

Order Summary

- Pro
  - 1 host
  - $14.99/mo/host
- Today's Charge
  - $14.99
  - before taxes
- Recurring monthly charge
  - $14.99
  - before taxes

Charges auto-renew
(unless cancelled before next renewal date)

Check out our Privacy Policy.

Already have an account? Sign in.

Continue

All amounts shown in U.S. dollars

Coupon Code
Apply
Review ALL of your Settings!!!

Personal Meeting ID

![Zoom personal meeting ID settings](image-url)
Host Key - Can Share with other Hosts
## Schedule a New Meeting

### Important Notice:
To preserve internet bandwidth and ensure that we are making the best use of global networks, you may experience intermittent availability of HD video during Zoom Meetings with 3 or more participants. Standard video capabilities will remain in place. If you are joining using a Zoom Room or Conference Room Connector, HD video will remain enabled.

<table>
<thead>
<tr>
<th>Upcoming Meetings</th>
<th>Previous Meetings</th>
<th>Personal Meeting Room</th>
<th>Meeting Templates</th>
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<tbody>
<tr>
<td><strong>Schedule a New Meeting</strong></td>
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<td>Start Time</td>
<td>Topic</td>
<td>Meeting ID</td>
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<tr>
<td>Today (Recurring) 06:00 PM</td>
<td>AA Live &amp; Let Live</td>
<td>731-837-528</td>
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<td>Tomorrow 09:30 PM</td>
<td>Raising the Bottom AA</td>
<td>432-308-1201</td>
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<td>Sat, Apr 4 (Recurring) 08:00 PM</td>
<td>AA Together We Can (TWC)</td>
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<td>Sun, Apr 5 01:00 PM</td>
<td>AREA 55 General Service Assembly</td>
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Meeting Setup - Tips

★ Password - REQUIRED
  ○ If you don’t assign one, Zoom will give you a random number
★ Turn off recording
★ Recurring Meetings - Easy to Set Up
  ○ Will assign a permanent meeting ID
★ Copy Invitations
★ Allow join by computer and phone (both) audio
★ Link can be generic or password-embedded
★ Call In# always the same (many numbers)
Account Settings - IMPORTANT!!

★ Go through each setting, change to your group’s preference.
  ○ Join Before Host
  ○ File Transfer - May want to upload a reading
  ○ Allow Co-Hosts
  ○ Mute participants unless unmuted by host
  ○ Disable or enable chat
  ○ Screen Sharing - maybe only the Host or Co-Host (Disable participants)
  ○ Breakout Rooms
  ○ Polling (for Business meetings)
  ○ Disable recording
  ○ “User Management” - can delegate setup of these settings
3 Accounts for Area 55 Use

- 3 Accounts for Use within Area 55
- Save $$
- Space Limited
- First Come First Serve
- Max 2 mtgs/week
- Must be an existing Group
- We will assign you an Meeting & ID & give host controls
- Time Limit - 2hrs

30 min before, 30 min after

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Example: ABC Group
12:30 AM - 1:30 PM
123-456-7890
Google

Area 55 Daily Mtg
2:00-3:00
482-088-376
Nathan K.

Area 55 Daily Mtg
5:00-7:00
482-088-376
Yol P.

City Park Group
7-8am
Shared Account - Request a Slot

★ https://area55aa.org/online-meeting-request/

★ We’ll Post this link in the group chat
3 Accounts for Area 55 Use

To Set Up a Meeting using these new accounts, contact anyone on your Area 55 Ad Hoc Online Meetings Committee.

Josh D.  George C.  Julian M.  Nathan K.
Val P.  Wendy S.  Jim S.
For AA Members: How to Get to Your Meeting

Valerie P.
How to join a meeting from phone app

★ From Phone app
○ Click join
★ Enter ID
○ Click join again
• enter with or without video
• can be changed later

• swiping left tap to speak
• swipe right to see other participants
- mute/unmute available at bottom of the screen
- click on participants at bottom to be able to raise hand.
How to join a meeting from desktop app

1. Click “Join”
2. Enter ID
3. Click Join
Protecting Anonymity

Julian M.
How to make your name anonymous

★ Join a Meeting Screen
  ○ Join with a personal link name
  ○ Adjust your name to your liking
How to make your face anonymous

Option #1: Click the Join without video icon

Option #2: Hit the STOP VIDEO icon
Best Practices & Suggestions for Meeting Hosts

Wendy S. / Nathan K.
Have a Chair & Co-Chair

★ One person can focus on typical chairing duties, while the other focuses on Zoom Hosting duties such as screen sharing, lowering hands, chatting, or muting participants.

★ Host and Co-Host Controls in a Meeting
  ○ **Host**: Host controls allow you as the host to control various aspects of the Zoom Meeting, such as managing the participants.
  ○ **Co-Host**: The co-host feature allows the host to share hosting privileges with another user, allowing the co-host to manage the administrative side of the meeting, such as managing participants. The host must assign a co-host.
Have a Chair & Co-Chair

Enabling co-host

Account

To enable the Co-host feature for all members of your organization:

1. Sign into the Zoom web portal as an administrator with the privilege to edit Account settings, and click Account Settings.
2. Navigate to the Co-host option on the Meeting tab and verify that the setting is enabled.
   If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose Turn On to verify the change.
3. (Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click Lock to confirm the setting.
Have a Meeting Script for Chairperson

Example:

Welcome to the [Day of Week] Online Meeting for Area 55. My name is ________ and I am an alcoholic. Before we begin the meeting, we have some housekeeping announcements.

Please be sure to mute your microphone when you are not speaking. If you are calling in instead of using the Zoom app, please mute your phone. We ask everyone to take a moment to do that now. If the video or sound is choppy for you, try closing other applications and turning off other devices off your internet connection.

You can adjust your settings to heighten your anonymity at this meeting if you desire. You can hide your video by clicking “Stop Video” in the bottom left corner. You can also re-name yourself by clicking on “Participants” at the bottom of your screen, finding your name, and clicking “re-name.” Please adjust these settings to ensure a level of anonymity you are comfortable with.

Once the meeting begins, you can click “raise hand” in the participants tab if you would like to share. This will let the moderator know to call on you. You can also use the meeting chat for this. Please take a moment to practice this now.

Our group endeavors to provide a secure and welcoming virtual environment in which our meetings can take place. To help us make everyone feel comfortable in our meeting, we ask that group members and others refrain from contact with people they do not know during or after the meeting unless it is regarding recovery. We hope that we can work together to provide a safe meeting place for all attendees. This is in accordance with the first tradition, which states that “Each member of Alcoholics Anonymous is but a small part of a great whole. AA must continue to live or most of us will surely die. Hence, our common welfare comes first. But individual welfare follows close afterward.”

Also, please take the precautions you feel are necessary to ensure your own personal comfort. For example, please let the chairperson know if someone is sending inappropriate private messages during or after the meeting.

If you require a meeting slip, please send me your name and email address using the chat feature and I will email you a slip after the meeting.

I have asked ________ to read ___________
I have asked ________ to read ___________
“Handle readings however you see fit”

Are there any announcements or anniversaries?
Utilize Screen Share for Readings

★ Access readings in advance.
★ Readings are available from aa.org
★ Open multiple tabs in same browser so don’t have to switch your screen share:

![Open multiple tabs in the same browser](https://docs.google.com/document/d/1WCPNh7qgRSAyYLppKLUpS1plkhMUS5A6gPScs5GGRk/edit)

**HOW IT WORKS**
Restrict Screen Sharing to Host while in Zoom Session

To prevent participants from screen sharing:

1. In the host controls, click the arrow next to **Share Screen** and click **Advanced**.
Restrict Screen Sharing to Host

2. Under **Who can share?** choose **Only Host**.

3. Close the window.
Utilize Chat for Announcements and File Sharing

Accessing the Chat in Meeting from a Desktop Device

Video Only or While Viewing a Screen Share

1. While in a meeting, click **Chat** in the meeting controls.

While Screen Sharing

1. While screen sharing, click **More** in the meeting controls. Choose **Chat**.

2. A floating chat window will appear.
Utilize Chat to Share Files

Upload any files/readings to the Group Chat, so participants can download the files/readings

2. Select More and choose the option to Share file in meeting to send a file.

3. The following indication will be seen once the file is successfully sent.
Utilize Chat for Announcements and/or Attendance Verification Requests

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**Zoom Group Chat**

From *Host* to *Everyone*:
If you require meeting attendance verification, using the chat feature, send me your name and e-mail address and I will e-mail the attendance verification after the meeting.

From *Me* to *Host*: *(Privately)*
My name is Jon Barleycorn. Please e-mail an attendance verification for this meeting to me at username@hostemail.com
Manage Participants Feature

Click **Manage Participants** in the host controls to display the participants list:
Mute All Participants Except Speaker

Because background noises are unnecessary distractions, mute all participants except the person currently speaking to eliminate as much background noise as possible.
Easy Does It

★ Progress, Not Perfection

○ There are many who are new to using video conferencing.
○ Ask your Higher Power for patience, love, and tolerance for yourself and others as we are all adjusting to new conditions.
○ Ask for help:
  ■ webmaster@area55aa.org
  ■ web.comm.chair@area55aa.org
  ■ recording.secretary@area55aa.org
  ■ delegate@area55aa.org
Tradition 7 - A Virtual Basket

Josh D./Wendy S.
Fully Self Supporting... Online

★ Current expenses + future expenses
★ Three levels of support
  ○ Directly to meeting
  ○ Directly to local service structure
  ○ Directly to AAWS
★ Some considerations
  ○ Online “baskets” should be established via group conscience
  ○ You can set up an account for your meeting online
    ■ Required: Minutes listing meeting officers, Tax ID Number (IRS form SS-4), Minimum Deposit, ID for treasurer/co-treasurer
  ○ Protect anonymity of donors/security of online system
Creating a “Basket” for your home group

- Multiple virtual payment Apps/Websites are available to link mobile/online payment to your group bank account
  - PayPal
  - Venmo
  - Cash App
  - Zelle

- According to the AA Group Treasurer pamphlet,
  - “Experience suggests that the treasurer is a likely choice to handle digital contributions, though some groups add more than one trusted servant to share the responsibilities or create a new service position to inform the group about digital payment options and assist other group members who are interested in contributing this way”
Paypal - www.paypal.com

Make tax time a little less taxing.
Find the resources you need to make filing your taxes easier and simplify the tasks of running your business.
PayPal is a secure, easy way to pay and get paid - sign up for free

- **Personal Account**
  - Personal account = Treasurer’s bank account
  - Shop online or send and receive money. All without sharing your payment info.

- **Business Account**
  - Business account = home group’s bank account
  - Accept PayPal and all cards online or at the register.
  - Send secure invoices to your customers.

Next
Creating Your Account

- Select email address, password
- Enter personal information
- Enter linked bank account information
Paypal.me

- Customized PayPal link you can share in your online meeting
- Visit paypal.me to create your custom link
Available
$49.30
Transfer Money
Add Money

You have an account alert
Help confirm your business
To help keep your account safe, you’ve already added them,

Recent activity
PayPal Activity
Available

$49.30

Transfer Money

- Instant Transfer
- Standard Transfer
- Check by Mail
You have an account alert

Help confirm your business identity
To help keep your account secure, please provide documents that confirm your business identity. If you've already added them, thanks. We'll email you once we've reviewed them.

Recent activity

<table>
<thead>
<tr>
<th>Payments received</th>
<th>Payments sent</th>
<th>Activity (including balance &amp; fees)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2:19 PM</td>
<td>Instant Withdraw to Bank Account</td>
<td>-$49.30 USD</td>
</tr>
<tr>
<td></td>
<td>Pending</td>
<td></td>
</tr>
<tr>
<td>Mar 31, 2020</td>
<td>Payment from</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>Mar 24, 2020</td>
<td>Payment from</td>
<td>$4.00 USD</td>
</tr>
<tr>
<td></td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>Mar 24, 2020</td>
<td>Payment from</td>
<td>$10.00 USD</td>
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<tr>
<td></td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>Mar 24, 2020</td>
<td>Payment from</td>
<td>$4.00 USD</td>
</tr>
<tr>
<td></td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>Mar 24, 2020</td>
<td>Payment from</td>
<td>$2.00 USD</td>
</tr>
<tr>
<td></td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>Mar 24, 2020</td>
<td>Payment from</td>
<td>$1.00 USD</td>
</tr>
<tr>
<td></td>
<td>Completed</td>
<td></td>
</tr>
</tbody>
</table>

View all
Venmo

- Similar to PayPal
- Requires email, phone number, bank information
- *Defaults to Public payments
  - These are visible to anyone
- Change your account settings to Private -------->
  - This will protect everyone’s anonymity
Contributions Directly to AAWS

- contribution.aa.org
- Google Search: AA Online Contributions
Direct AA Contributions

- contribution.aa.org
- Process very user friendly
- Your donation can be attributed to your home group
- **For questions or problems with Contributions Online:** Call: (212) 870-3400
- Email: contributions_info@aa.org
Supporting Local Service Structure

**Donations to Area 55 General Service**

To contribute/donate online:
https://area55aa.org/make-a-contribution/

To contribute/donate by mail:
Area 55 General Service
P.O. Box 401
Toledo, OH 43697

**Donations to Central Office**

To contribute/donate via Paypal:
toledoaa2017@outlook.com

To contribute/donate via CashApp:
$toledoaco

To contribute/donate by mail:
Alcoholics Anonymous Central Office
3328 Glanzman
Toledo, OH 43614
Ok, so how should we pass the basket???

- Include an announcement at the start of your meeting
- Post a link/instructions using the chat feature, once at the start of the meeting, again at the end of the meeting
- Have the host screen share a page with the information
From Me to Everyone:

Hey, support Tradition 7 here: paypal.me/yourgroup
Valuable Resources

Further Items to Check Out
Resources

★ Meeting Schedule Online
  ○ https://area55aa.org/meetings/

★ Online meeting request
  ○ https://area55aa.org/online-meeting-request

★ Document Resources for your Meeting
  ○ (Readings, Attendance Slip, etc)
  ○ E-mail your Ad Hoc Online Meetings Committee if you’d like a copy of these

★ Instructions
  ○ How to Use Zoom
  ○ Guidance and Tutorials from Zoom
Meeting Security

George C.
Zoom Bombing - What Is It?

★ People who purposely try to disrupt your meeting by:

★ **M**ute/Unmute *(Interrupting)*

★ **A**nnotating *(Posting on your Screen Share)*

★ **B**ackgrounds *(Inappropriate Videos/Pics)*

★ **C**hat *(Posting repeated inappropriate chat)*

★ **S**creen Sharing *(Takes over the meeting)*
Mute/Unmute (Interrupting)

2 Key Features:
- Mute Participants Upon Entry
- Don’t Allow Participants to Unmute Themselves
**Mute/Unmute (Interrupting)**

★ “Mute Participants Upon Entry”
★ UNSELECT “Allow Participants to Unmute Themselves”
Annotating (Posting on Your Screen Share)

If not secured, users can:
- Draw inappropriate pictures
- Type inappropriate things
- Share their Screen, which has inappropriate images on it
- Some settings allow users to “take control”
Annotating (Sharing/Interrupting Sharing)

- User Annotation
- Drawings
- Typing Texts
- “Take-Over” controls
★ Annnotating (Posting on Your Screen Share)

Account Management Setup
★ **Backgrounds (Inappropriate Videos/Pics)**

★ Watch via “Gallery View” as Host
★ If anyone has inappropriate backgrounds/videos, remove them from meeting
★ Can change account setting
Chat (Posting repeated inappropriate chat)

- As a host, you can control who a Participant can Chat with
  - Everyone in the Room Publicly & Privately
  - Everyone Publicly
  - Host Only
  - No One

- If “everyone”, someone can post lots of inappropriate material in seconds
Chat *(Posting repeated inappropriate chat)*

★ Select the “…” to the Right of Chat
  ○ Select the setting level
🌟 **Screen Sharing** *(Takes over the meeting)*

**In-Meeting**

**Account Management Setup**

<table>
<thead>
<tr>
<th>Pricing</th>
<th>Contact Sales</th>
<th>Schedule A Meeting</th>
<th>Join A Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule Meeting</td>
<td>In Meeting (Basic)</td>
<td>In Meeting (Advanced)</td>
<td>Email Notification</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Always show meeting controls during a meeting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Show Zoom windows during screen share</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Screen sharing</td>
<td>Allow host and participants to share their screen or content during meetings</td>
<td></td>
</tr>
<tr>
<td>Who can share?</td>
<td></td>
<td>Host Only</td>
</tr>
<tr>
<td>Who can start sharing when someone else is sharing?</td>
<td></td>
<td>Host Only</td>
</tr>
<tr>
<td>Disable desktop/screen share for users</td>
<td>Disable desktop or screen share in a meeting and only allow sharing of selected applications</td>
<td></td>
</tr>
<tr>
<td>Annotation</td>
<td>Allow participants to use annotation tools to add information to shared screens</td>
<td></td>
</tr>
<tr>
<td>Whiteboard</td>
<td>Allow participants to share whiteboard during a meeting</td>
<td></td>
</tr>
</tbody>
</table>
Enabling the **WAITING ROOM**

- Once users join, they are placed in a waiting room. The host lets them in.
- You can decide to admit or remove the member.
- Zoom bombing RED flag: Multiple users join at the same time, unrecognized names.
- Waiting room also allows you time to “lock down settings” before admitting them.
Enabling the **WAITING ROOM**
★ WAITING ROOM

★ Can “admit” or “remove” member in waiting room
★ Can send the waiting room a message
★ Red Flag: When multiple people join at the same time, unrecognized names
WAITING ROOM

What the User Sees -->

Please wait, the meeting host will let you in soon

Raising the Bottom AA’s Personal Meeting Room
★ **Locking the Meeting**

★ If you lock the meeting, no one can join
★ You can tighten down the meeting without having to “lock it”
★ “Locking” meeting is the nuclear option to prevent unwanted visitors
Layered Approach to Meeting Security

★ BEFORE Meeting
  ○ Allow participants to unmute themselves

★ JUST PRIOR TO Meeting
  ○ Disallow participants to unmute themselves
  ○ Make sure participants are muted upon entry
  ○ Enable the Waiting Room

★ DURING the Meeting
  ○ You can generally loosen as the meeting continues
★ A quick note on Zoom-Bombers

★ If you have a secured meeting that they can’t interrupt, they will generally leave after a minute or two (not always)
★ If they come in late, some will immediately ask to speak in an effort to disrupt the meeting
Voting / 3rd Legacy Online

Josh D.
Multiple Options for Voting

★ Group Chat
★ Raise Hand Feature
★ Zoom Polling Option
Explaining Voting Procedures to Participants

- Can use screen share option to explain 3rd Legacy Voting
- No matter what method you use, ensure everyone’s voice is counted
  - This may require some people to vote using a different method than the rest
  - E.g., multiple people using one device
Group Chat Voting

- Can either be private message to chair or posted publicly in chat
- Suggestion - Post each motion before voting occurs and have each person label their vote
  - Without this, a constant stream of Yay / Nay will make it hard to tell which votes were cast for each motion
- Balance of transparency vs. influence of votes

From Me to Everyone:

Ballot 1: Motion to have purple t-shirts
1 - Yay
1 - Yay
1 - No
1 - Hell yeah let’s run this... purple shirts for life!

Ballot 2 - Motion to have $50 pizza budget
2 - yay
2 - yay
Raise Hand Voting

- Ensure no hands are raised prior to the vote
- Clearly state motion - may help to have everyone muted when motion is stated
- Have people keep hands raised until count is taken.
Raise Hand Voting

- Chair can use “clear all” option to lower everyone’s hands between ballots or between “for” and “against” votes
  - Ensures no one leaves their hand up and is counted twice
- Always make sure your number of votes equals your number of voters

** This method is difficult for people sharing a device, like Nicole and Josh
Polling Option Voting

- Built in Polling feature on Zoom that allows for accurate, anonymous voting
- Potentially best option, but requires direct account access
- Having “Host Key” is not enough to use this - you must have direct login access to the Zoom account to create polls
Polling Option Voting

- Select Polling at Bottom of Screen
Polling Option Voting

- Pop-up screen will appear - click “Add a Question”
  - If you created polling questions in advance, perhaps for a tabled motion or standard motion (e.g., to approve treasury report), the questions will appear here
● Adding a question launches a web browser
● You must be logged in to the Zoom account to add questions
Check this box at the top of the Add a Poll page if you want vote results come back anonymously - similar to ‘name in a hat’ voting.
Polling Option Voting

- Clicking “Save” at the bottom of the screen will allow you to launch the question on Zoom.
● Click “Launch Poll” when you are ready for voting to begin
Polling Voting Option

- Host will be able to see live results and can click “End Poll” once all votes are cast.
- Zoom does the math for you to determine percentages needed for 3rd Legacy Voting, if needed.
- Polling Option = lots of work, lots of results. May be best for important votes and position nominations.
Q & A Session
Thank You!

To access this presentation and other useful documents, visit: