Yale *Poorvu Center for Teaching and Learning*

Zoom Security for Yale Events

This resource outlines steps event organizers can take before and during Zoom events
to enhance security as well as supports available should an incident occur during your event.

Planning Your Event

- Update to the latest version of Zoom to ensure you have the most recent security features.
- Keep meeting information private; avoid posting Zoom links on public websites or social media.
- Limit who can annotate and share screens, videos, audio or files.
- Limit who can record.
- Enable at least one security option while setting up your meeting:
  - Passcodes
  - Authentication
  - Waiting room
- Consider using a registration system to ensure only participants have access to meeting links and to obtain participant contact information for any follow-up communication:
  - Zoom registration
  - Yale Connect/Campus Groups - When creating/editing an event, under "Who can see the event location" select "Only display to users who are registered." For Yale Connect support, contact yaleconnect.support@yale.edu.
  - Your own sign-in form or survey - Use contact information you collect to email participants the meeting link directly rather than posting publicly.
- Become familiar with in-the-moment security features (below) and practice navigating to these controls during a calm moment in advance of the event.
- Consider explicitly delegating meeting security as a task to a person helping you during the event. Make that an individual a co-host and encourage that individual to familiarize themselves with Zoom security features.

During Your Event

- Familiarize yourself with the Zoom Security features available within live meeting controls:
  - Remove participant from meeting
  - Report participant to Zoom
  - Use the "Suspend Participant Activity" option if a zoom bombing is suspected:
    - Co-hosts will not be affected
    - Meeting will continue
    - Allows time to report and remove offenders

Follow-up After an Incident

- The first priority is the well-being of event participants and hosts:

Immediately after the incident (while still in the event)

- As you regain control of the room, denounce and name the actions by their intent and impact (e.g. sexist, racist, pornographic, homophobic, etc.).
- Provide space for all to pause, reflect and process before and if proceeding. Depending on the audience, you might invite participants to write about their reactions privately or publicly, or to step away as needed.

Follow-up communication (after the event)

- Explicitly acknowledge the impact and harm of the incident.
- Provide options for support applicable to the event audience (see list below).
- Look to other follow-up examples from the Yale community, such as the [Community Update provided by the Office for LGBTQ Resources (February 2021)](#).

- Report the Zoom incident to the [Yale Police Department](#). The Yale police can obtain information from Zoom by contacting lawenforcement@zoom.us.

- Guided by the specific incident and audience, event organizers may consider reaching out to the following campus resources for additional support and guidance:
  - [Office of Institutional Equity and Access](#)
  - [Title IX Coordinators](#)
  - [Deans' Designees](#)
  - [Sexual Harassment and Assault Response & Education (SHARE)](#)
  - [Mental Health & Counseling](#)
  - [Employee Assistance Program](#)
  - [Chaplain's office](#)

Additional Resources

- Poorvu Center - [Securing Your Live Zoom Sessions](#)
- Yale ITS - [Yale Audio & Videoconferencing: Secure Zoom meetings](#)
- Zoom - [Best Practices for Securing Your Zoom Meetings](#)
- *Inside Higher Ed* - May 5, 2020 - ["A Plan for Resisting Zoombombing"](#)

Questions?

- Instructors who are looking for Zoom assistance for their teaching may contact the Poorvu Center at askpoorvucenter@yale.edu.
- Inquiries about Zoom Security features and Yale ITS policies more generally should be directed to helpdesk@yale.edu.

Last Updated May 7, 2021 | To provide feedback on this resource, please contact askpoorvucenter@yale.edu.