

Secure conduct of public Zoom meetings

Unfortunately, there have been disruptions and inappropriate behavior by participants in KIT Zoom meetings. You have probably received this document because the access data for one of your meetings was made public. Regardless of whether you deliberately made the access data public or this was done by a third party, these instructions describe how you should react and how you can deal with disruptions in the meeting if the worst comes to the worst.

Cause of external interferers

At KIT, participants can take part in meetings anonymously; this data-saving use was deliberately chosen. Access to the meeting rooms is therefore possible without authentication. A meeting ID and an identification code are required to access a meeting. Both are the same for all participants and cannot usually be guessed. The link to the meeting rooms contains both pieces of information. It is therefore important that this access data is not made public, but is only passed on to specific participants. **Publication via social media should be avoided at all costs.** Ask your participants to help you so that they treat the access data as strictly confidential and do not pass it on to other people or publish it.

Prevent access by interferers

Change access data for the meeting and redistribute it confidentially

If the access data for your meeting has already been published on social media, this cannot be undone. You should **renew the link to the meeting**. To do this, you can change the identification code in the meeting settings and then redistribute the link to the meeting to authorized persons. You have two alternative procedures for this instead of sharing the meeting link on social media:

1. **Use a KIT event calendar** (<https://www.scc.kit.edu/wsm/kalender.php>) to manage registration management so that registered participants receive the link to the meeting by e-mail.
2. **Set up an event website and publish the access data for the meeting** here just a few minutes before the meeting starts. You can then link to this website in social media. In the web content management of the KIT (<https://www.scc.kit.edu/dienste/wcm.php>) the publication of pages for a publication period (<https://www.scc.kit.edu/wsm/erscheinungszeitraum.php>) can be automated for the duration of the meeting.

Larger events such as conferences or congresses can also be organized with the help of ASERV-VAM services (https://www.aserv.kit.edu/virtuelle_veranstaltungen.php). It is also possible to use a webinar license for Zoom without general speaking rights for participants in this way.

If neither of the two procedures can be implemented in the short term, you should at least be prepared for disruptors and corresponding interventions. The rest of the document describes this. Make sure you familiarize yourself with it in advance of the appointment.

Dealing with troublemakers during the event

Preparations to be able to react better to inappropriate behavior in the meeting

In the settings of your Zoom account on kit-lecture.zoom.us, you can make default settings to prevent disruptive persons from re-entering the room after a room ban:

1. Deactivate the rejoining of remote subscribers

Entfernten Teilnehmern den erneuten Beitritt erlauben

Gestattet zuvor entfernten Teilnehmern und Webinar Teilnehmern den erneuten Beitritt [?](#)

If you remove active participants with misbehavior from a meeting, Zoom will try to prevent them from rejoining. This is not a guarantee, but at least makes it more difficult for disruptive participants to disrupt again.

2. Use of the waiting room

In your profile settings, two options in the Security section should be set accordingly so that you can use the waiting room and the virtual rooms are not "open".

Wartezimmer

Wenn Teilnehmer einem Meeting beitreten, setzen Sie sie in einen Wartezimmer und weisen Sie den Host an, sie einzeln einzulassen. Wenn Sie den Wartezimmer freigeben, wird die Einstellung für den Eintritt von Teilnehmern vor dem Host automatisch gesperrt.

Beitritt vor Moderator

Teilnehmern die Teilnahme am Meeting vor Ankunft des Hosts erlauben

Always create Zoom meetings with a waiting room. This option is available when creating meetings.

Wartezimmer
Only users admitted by the host can join the meeting

This means that no participants can enter the meeting before you and become inappropriately active there unsupervised. As soon as you are in the meeting, you can let people into the waiting room from there and switch the waiting room on and off as required during the meeting.

3. Only release the presentation area selectively

The point of this measure is that only you as the lecturer can use the presentation area. At the same time, the settings are selected so that you can still give participants the opportunity to annotate or share their own screen content during the meeting.

Bildschirmübertragung

Hosts und Teilnehmern erlauben, ihren Bildschirm oder Inhalt während der Meetings freizugeben

Wer kann freigeben?

Nur Host Alle Teilnehmer [?](#)

Wer kann die Freigabe starten, wenn eine andere Person die Freigabe verwendet?

Nur Host Alle Teilnehmer [?](#)

With the two settings shown, you can enter the room first and start your presentation if you are using the waiting area at the same time. As long as this is active, other participants cannot share their own content. However, you can actively allow other people to share their screens during the session by ending your own sharing.

4. Prevent annotations on shares or in the whiteboard

Annotation

Ermöglicht für Host und Teilnehmer das Einsetzen von Angaben zu freigegebenen Bildschirmen über Beschriftungswerkzeuge [?](#)

Sichern freigegebener Bildschirme mit Anmerkungen [?](#)

Standardmäßig kann nur der Benutzer, der den Bildschirm freigibt, Anmerkungen machen

With the setting shown, you can use annotations on the slides or on the whiteboard yourself, but participants cannot use them to disturb you. In the meeting, you can still allow annotations from participants in the sharing toolbar for specific phases of the interaction.

5. Prevent further sources of interference

In your profile, deactivate the option for participants to rename themselves and thus possibly give themselves inappropriate names. Hosts can still rename people in the participant list in the meeting.

Teilnehmern erlauben, sich umzubenennen

Erlauben Sie den Meetingteilnehmern und Diskussionsteilnehmern der Webinare, sich selbst umzubenennen. ⓘ

6. Switch off the option to rejoin for remote participants.

Entfernten Teilnehmern den erneuten Beitritt erlauben

Gestattet zuvor entfernten Teilnehmern und Webinar Teilnehmern den erneuten Beitritt ⓘ

This is not perfect protection against people who have been deliberately removed from the meeting coming back in with a different device, for example, but it does make it more difficult for them.

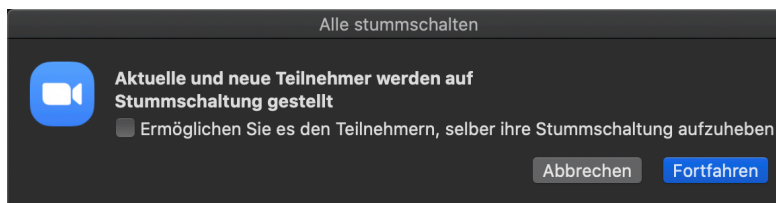
In addition, it is assumed that meeting rooms are used as described in the Zoom instructions https://www.zml.kit.edu/downloads/Anleitung_Zoom-Vorlesungen-halten.pdf and, for example, that participants are muted by default during the meeting.

Interventions during the event

If one or more incidents occur during a meeting, immediate and consistent action should be taken.

1. Mute all participants by default

Activate the participant view in the meeting by clicking on "Participants" in the Zoom control bar to display all participants present. If Zoom is in full screen mode, the participant list is displayed as a separate window. Click on "Mute all" at the bottom of the participant list, a dialog will appear.



Be sure to uncheck the box "Allow participants to unmute themselves". Click on "Continue". Participants can now no longer switch on their own microphone. Make presenters into co-hosts in the participant list so that they can use their microphone.

2. Using the focus mode and the spotlight function

With the Focus mode available on the New Year page, you can display only the video image of the participants you have selected for all participants. The article <https://support.zoom.us/hc/en-us/articles/360061113751-Using-focus-mode> describes how to use Focus Mode and Spotlight in combination.

3. Immediate action active addressing and sanctions

Address the misconduct immediately. Please point out that this cannot be tolerated and is particularly detrimental to all participants in the interests of mutual respect, cooperation and trust.

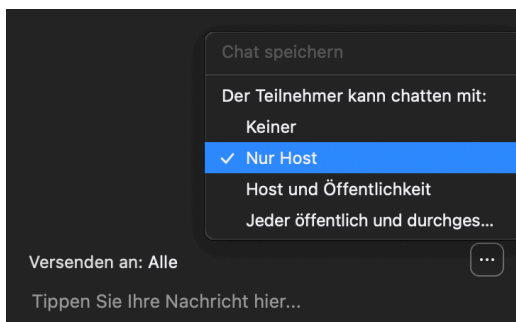
Expel the disruptive person from the room by removing them from the list of meeting participants.

4. Deny disruptive persons re-entry to the meeting

If the disruptive person re-enters the meeting and disrupts again despite being removed, you can activate the meeting waiting room in the list of participants. They will then remain there and cannot re-enter the room. Please note that participants with connection problems could also try to re-enter the meeting and would then also be trapped in the waiting room. If you have a co-moderator, they can also let individual people out of the waiting room.

5. Prevent disruption in the chat

The chat is a good tool for asking questions during the meeting. However, side conversations or inappropriate behavior there can be very disruptive. You can restrict the chat at the bottom right of the meeting so that questions can only be asked to the host, but are no longer visible to the general public.



Infos & Contact

Last update: 18.01.2022

License notice



This guide for the creation of digital teaching material from the Center for Media Learning (ZML) at the Karlsruhe Institute of Technology (KIT) is licensed under a Creative Commons Attribution 4.0 International License.

Impressum

Publisher Karlsruher Institut für Technologie (KIT) Kaiserstraße 12 76131 Karlsruhe

Contact Karl-Friedrich-Str. 17 76133 Karlsruhe Deutschland Tel.: +49 721 608-48200 Fax: +49 721 608-48210 E-Mail: info@zml.kit.edu