

Guideline and suggested actions in using Zoom securely

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A. Introduction

There is increasing concern on the security of Zoom meetings all around the world. CUSCS is aware of the issue and suggest the following guideline and actions to securely protect your Zoom meetings.

ITS will continue to review the development and provide new recommendation to all staff and teachers when appropriate.

B. Guideline and suggested actions in using Zoom Securely

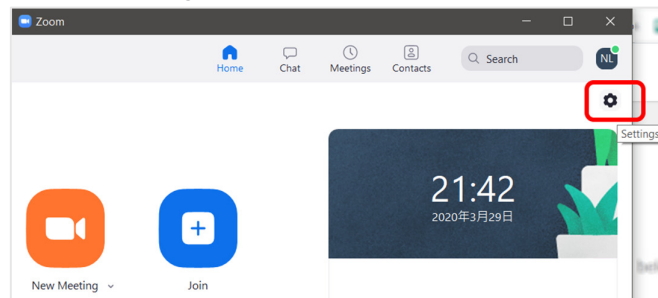
IMPORTANT: Adopt Security Settings and Options in using Zoom Securely

1. Do not share the meeting link and password publicly, but only send to the invited participants through private email, message or whatsapp etc
2. Avoid using Personal Meeting ID to host public event or meeting, but using a random generated Meeting ID instead
3. Do not share sensitive information in online meetings
4. Always update your Zoom clients/app with latest version
5. Adopt security options in managing the meetings
 - i. Use a random meeting ID instead of Personal Meeting ID whenever possible
 - ii. Always enable password for ALL meetings (*Section D*)
 - iii. Only allow Host to share screen by default (*Section H*)
6. Adopt security options in managing the participants
 - i. Disable "Join before Host" (*Section E*)
 - ii. Use Waiting Room to only allow invited participants to join (*Section F*)
 - iii. Stop participant video when required (*Section K*)
 - iv. Mute participant's voice (*Section J*)
 - v. Monitor the participant list and remove those unwanted or disruptive (*Section L*)
 - vi. Lock the meeting to stop new participant to join after meeting is started (*Section G*)
 - vii. Disable "Annotation" tool to avoid participants to use annotation tool when you sharing the screen (*Section I*)

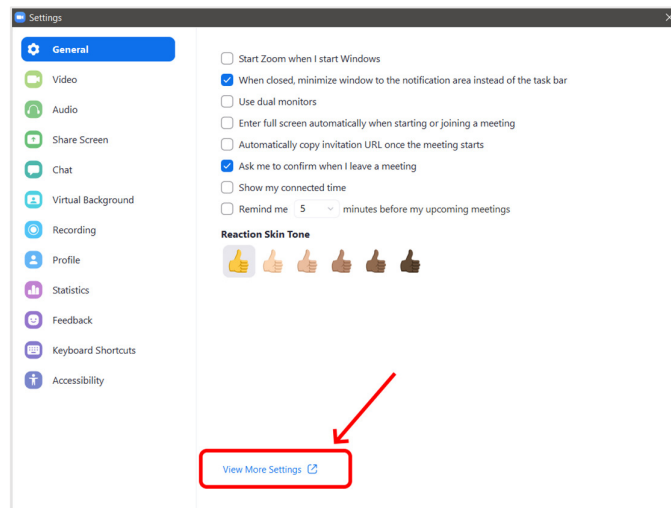
C. Sign in your Zoom Web Portal (for advanced settings)

Some of the advanced features listed here need to be enabled via your Zoom Web Portal. To access your Zoom Web Portal, please follow the steps below:

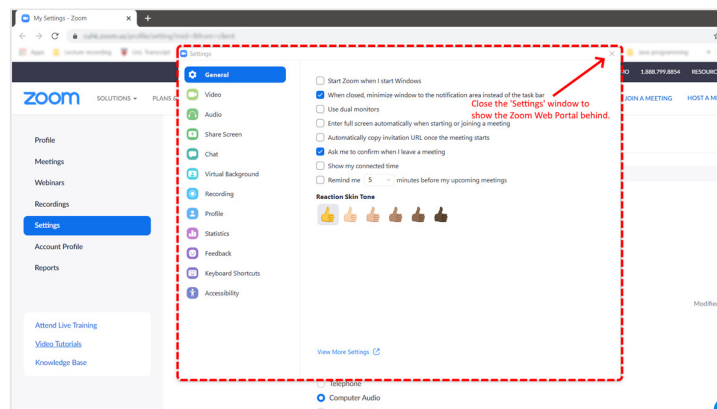
1. Sign in your Zoom desktop application as usual.
2. Click the 'Settings' icon.



3. Click the 'View more settings' link.



4. Your Zoom Web Portal will be opened in a browser. But it may be blocked by 'Settings' windows. Please close the 'Settings' Window to show your Zoom Web Portal behind.

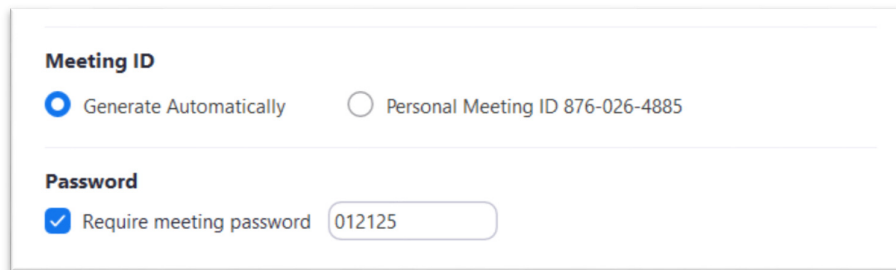


D. Password protect your Zoom Meetings

Always enable password protection for ALL of your Zoom Meetings. This greatly reduce the possibility of uninvited guests from entering the meeting room.

A. When scheduling a new meeting

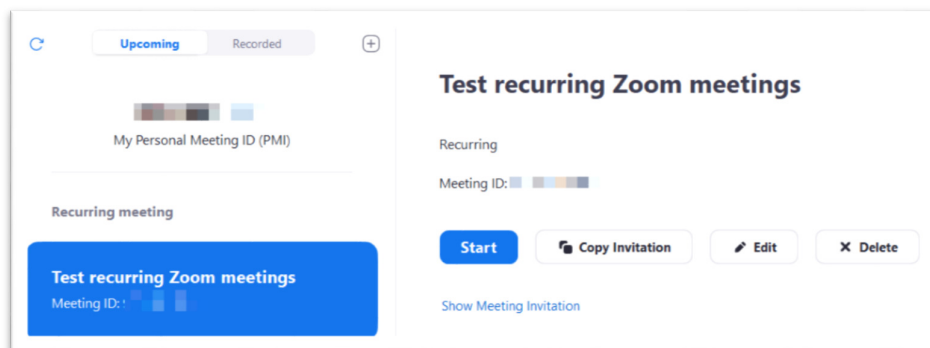
Enable the 'Require meeting password' checkbox, a password will be automatically generated. (If you are using your Personal Meeting ID (PMI), please specify your meeting password manually.)



The screenshot shows the 'Meeting ID' section with two radio buttons: 'Generate Automatically' (selected) and 'Personal Meeting ID 876-026-4885'. Below it, the 'Password' section has a checked checkbox for 'Require meeting password' and a text input field containing '012125'.

B. Edit your scheduled meetings

If you have a scheduled meeting without password, you can login your Zoom app, go to 'Meetings' and then the 'Upcoming' tab, select your meeting and click the 'Edit' button.

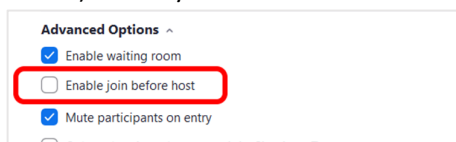


The screenshot shows the 'Upcoming' tab in the Zoom app. A meeting is selected, and the 'Edit' button is highlighted. The meeting details include 'Test recurring Zoom meetings', 'Recurring', and 'Meeting ID: [blurred]'. There are buttons for 'Start', 'Copy Invitation', 'Edit', and 'Delete', along with a 'Show Meeting Invitation' link.

Then enable the 'Require meeting password' check box and save. Remember to inform your participants the new password. (You can click the 'Show Meeting Invitation' and copy and paste the content.)

E. Disable 'Join before host'

Disabling the 'join before host' option, so that no one can enter the meeting room (and share screen) before you do.



The screenshot shows the 'Advanced Options' section with three checkboxes: 'Enable waiting room' (checked), 'Enable join before host' (unchecked and highlighted with a red box), and 'Mute participants on entry' (checked).

F. Waiting room

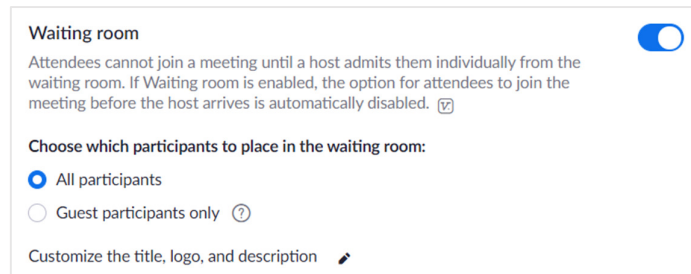
The Waiting Room feature allows the host to control when a participant joins the meeting. This is especially useful when you are hosting an event open to public. You can test your settings before admitting participants into the main meeting room. You can also block uninvited participants from entering the main meeting room.

As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once.

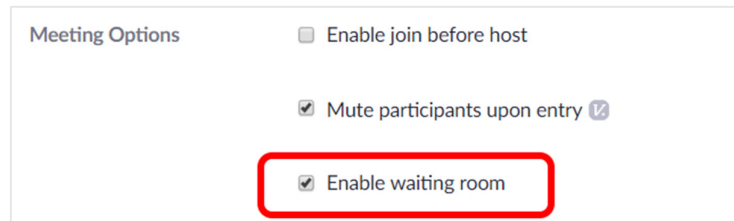
Enabling waiting room

To use the waiting feature, you need to:

1. Sign in to your Zoom Web portal, go to 'Settings > Meeting > In Meeting (Advanced) > Waiting Room' and enable it.

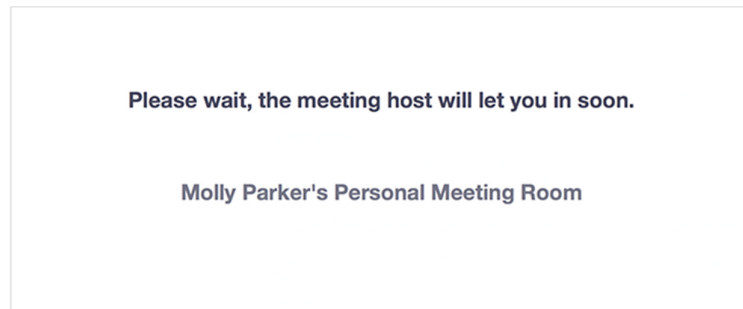


2. Once you have enabled 'Waiting Room' for your account, you will see the 'Enable waiting room' option when you schedule a new meeting.

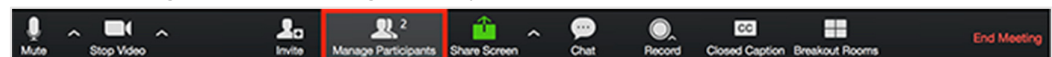


Managing the waiting room

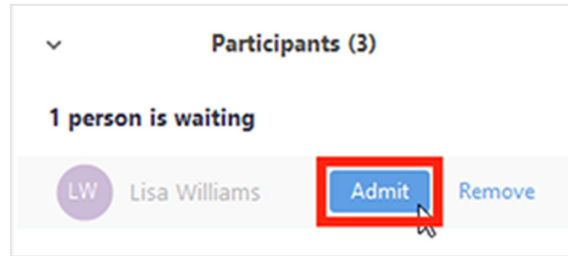
1. Participants will see the following screen when joining a meeting with Waiting Room enabled:



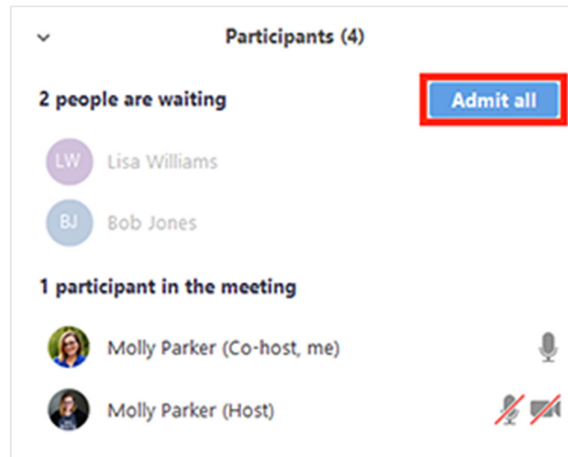
2. As the meeting host, click Manage Participants.



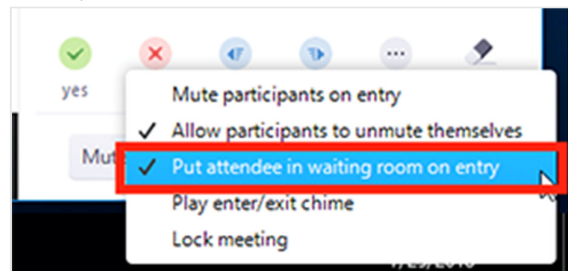
3. Click Admit to have the participant join the meeting.



4. OR click 'Admit all' to admit all people in the waiting room.



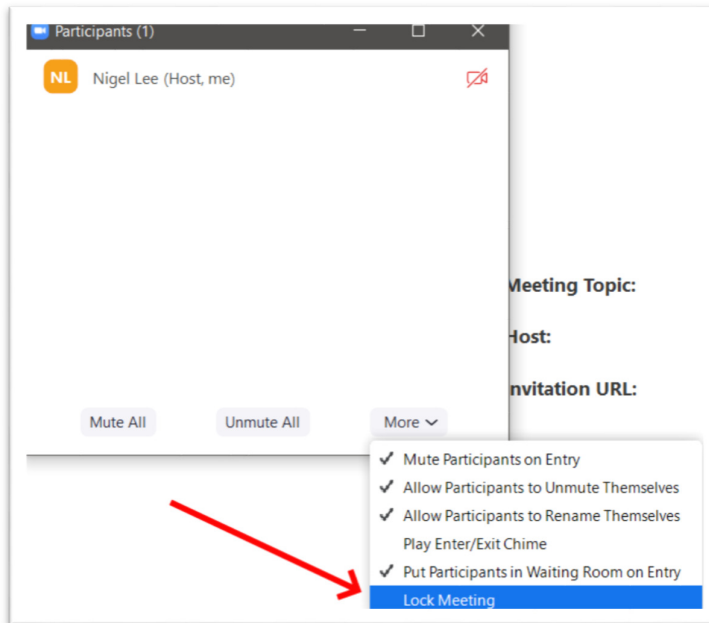
5. Once you started your meeting, you may want to admit those late comers directly to the main meeting room instead of the waiting room. You can click 'Manage Participants', and then disable the 'Put attendee in waiting room on entry' option.



6. For details, please visit:
<https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room>

G. Lock the meeting

Once all your intended participants have entered the meeting room. You may want to 'Lock' your meeting room so that no new participants can join. In the meeting, click Participants at the bottom of your Zoom window. In the Participants pop-up, click the button that says Lock Meeting. (Note: if a participant left the meeting room due to network failure, he/she will not be able to re-join your meeting until you unlocked your meeting.)

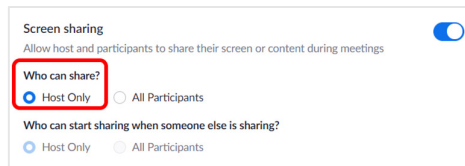


H. Only allow the host to share screen

Even if you have setup a password of your meeting, you are still not 100% safe. Especially if you are sharing your meeting link (with embedded password) to the public (e.g. a webinar for the open public). In such case, you should limit the 'share screen' function to the meeting host / co-host only.

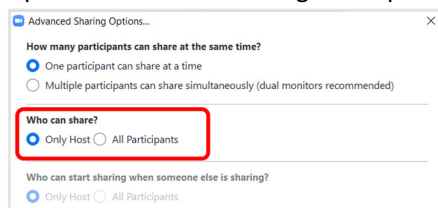
1. To make it your default setting:

Sign in your Zoom Web Portal. Click 'Settings > In Meeting (Basic) > Screen sharing', and then select 'Host Only' and save.



2. Change the option during a meeting:

Click the little arrow (^) next to the 'Share Screen' button and click 'Advanced Sharing Options...'. And then change the option of 'Who can share?' to 'Host only'.



I. Disable annotation tools

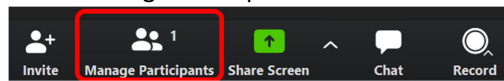
If you don't want your participants to use annotation tools when you share screen, you can disable it in your Zoom Web Portal.

1. Sign in to the Zoom web portal.
2. In the navigation panel, click Settings.
3. Click the Meeting tab.
4. Under Meeting (Basic), disable 'Annotation'.

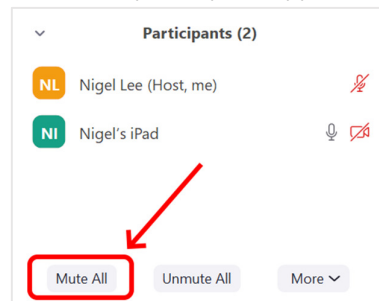
J. Mute participant's voice

It is recommended to MUTE ALL participants and only UNMUTE them when needed.

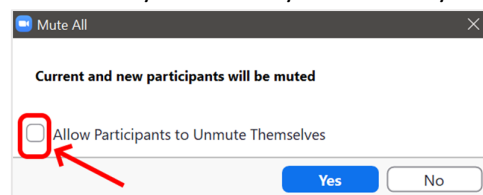
1. Click "Manage Participants" on Zoom Control Menu.



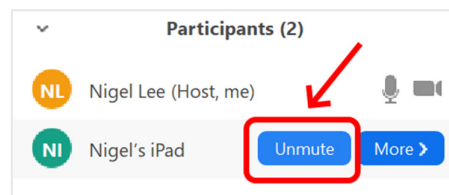
2. The 'Participants' pane appears. Click "Mute All".



3. Uncheck the "Allow Participants to Unmute Themselves" option, so that participant must be only unmuted by the host only.

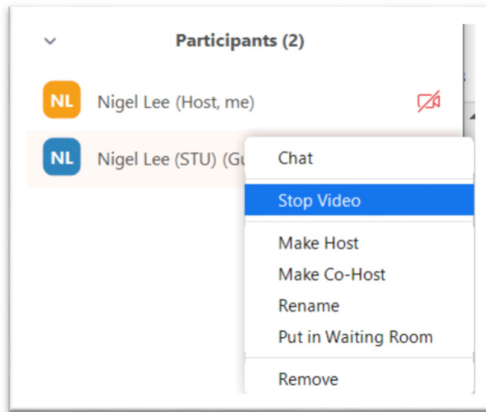


4. To unmute a participant, point to his name on the Participant pane and then click "Unmute".



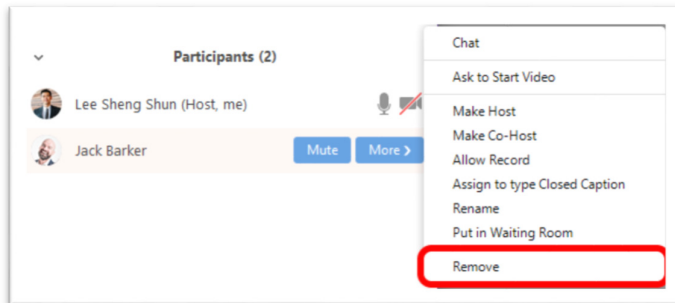
K. Stop participant's video

In case a participant is showing distracting content or inappropriate gestures in the session, you can click 'Manage Participants', hover over a participant and click 'More', then click 'Stop Video'.



L. Remove unwanted or disruptive participants


In case a troll really entered your meeting, don't panic. Stay calm, and remove him from the meeting as soon as possible. Right click on his/her name, and then click 'Remove'.



(In case you want to allow removed participants to re-join meetings, you can enable it on your Zoom Web Portal.)

1. Sign in to the Zoom web portal.
2. Click **Account Management** > **Account Settings** (if you are an account administrator) or **Settings** (if you are an account member).
3. Navigate to the **Meeting** tab > **In-Meeting (Basic)** options and switch on the **Allow removed participants** toggle.

Allow removed participants to rejoin

Allows previously removed meeting participants and webinar panelists to rejoin 

M. Support Contact

If you need any further information and support, please contact the CUSCS ITS support

zoom-admin@scs.cuhk.edu.hk

N. References

- Best Practices for Securing Your Virtual Classroom
<https://blog.zoom.us/wordpress/2020/03/27/best-practices-for-securing-your-virtual-classroom/>
- How to Keep Uninvited Guests Out of Your Zoom Event
<https://blog.zoom.us/wordpress/2020/03/20/keep-uninvited-guests-out-of-your-zoom-event/>