

## Virtual community groups

During the coronavirus lockdown community groups cannot meet together physically. Here we describe two ways in which groups can still stay in touch and even have meetings and social events without physically coming together. The tools we describe are WhatsApp (group messaging) and Zoom (online and video meetings). They serve different purposes and many groups around the world have adopted both. Both are free in their basic forms, though they do of course require an internet connection.

### 1. *WhatsApp*

WhatsApp is a hugely popular messaging application that runs on any reasonably modern smartphone running iOS (iPhone) or Android (Samsung, etc.). As well as basic messaging it features:

- Send and receive messages with photos, video or audio
- Connect directly for a voice or video call of up to four people simultaneously
- Set up and manage closed groups of users who will all receive and be able to send messages within the group.

It is the groups feature of WhatsApp that is most useful to community groups:

1. Everyone in the group needs to download and install WhatsApp from the Apple or Google store. Your ID is your mobile phone number, so WhatsApp will not work on a PC or tablet.
2. When you install WhatsApp you can set up a nickname (e.g. "Willie"), a strapline (e.g. "Still learning") and a photograph.
3. WhatsApp has access to the contact details on your phone of others you know and who also have WhatsApp - you can also add new contacts directly.
4. To set up a group tap the three dots on the top-right of your screen and then "New group"

5. You can then add participants in your new group and give the group a name (e.g. "Bowls Club Committee")

6. When you selected the group you can click the three dots to edit group details and add or remove participants.

7. All members of the group can then message the entire group, including photos, audio or messages. Members can also message individuals in the group.

## **2. Zoom**

Zoom is a video conferencing application that runs on a PC, MAC, laptop, tablet or smartphone. You will need a microphone, loudspeakers and camera. They come built-in to smartphones, tablets and most laptops but you may need to purchase a webcam and loudspeaker for a PC or MAC.

The basic (free) version of Zoom includes:

- Multiway video conferencing for up to 100 participants
- Meetings limited to 40 minutes
- Full-screen (just the speaker visible) or gallery (everyone visible) mode
- Participants can join (audio only) by standard phone
- Individual participants can share their computer screen, for example to talk through a PowerPoint presentation
- To avoid everyone talking at once, the meeting host can turn on and off participants' microphones; participants can flag to the host if they wish to speak
- Other features include whiteboarding and on-screen messaging
- Meetings can be recorded.

Paid versions remove some of the restrictions (in particular meeting length), but are unnecessary to start with.

Here is an example of a Zoom screen:



To get started, the meeting host should download should the Zoom application only from a trusted source such as the official Zoom website. It is generally better for the host to use a PC or MAC but a mobile phone or tablet can also be used:

- PC or MAC users, browse to <https://zoom.us/signup> - you will be asked to set up a (free) account and can then get started.
- Smartphone or tablet users should download the zoom app from the Apple or Google store.

Once you have signed up, simply “start a meeting” – if you are using a PC or MAC you will be asked the first time to download an application. You will be able to e-mail joining details to your colleagues or copy joining information to

incorporate in a personal e-mail. You could also paste the joining link into a group WhatsApp (see above).

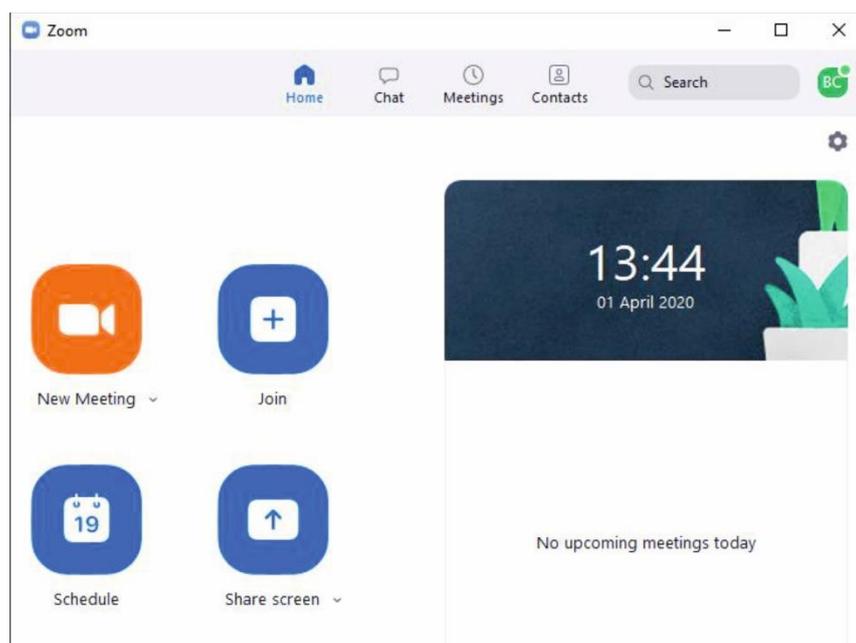
1. Structured meetings with a chair acting as host, presenting material and inviting members to speak as appropriate.
2. Informal “get-togethers” of either the whole group or a sub-group, with everyone able to chat – though some protocols may be needed for meetings of over a dozen participants.

### ***3. And finally***

There are other messaging and video conferencing applications that may suit you better. For example, if you have a Google GSuite account then Google Meet may work well for you. If you have Microsoft Office 365 account then the same applies to Microsoft Teams.

### ***4. Appendix – how to host an instant Zoom meeting***

1. Sign up and download and install the Zoom client from Zoom.us
2. Launch the Zoom home screen



### 3. Click “New Meeting”

You will be invited to turn on your camera and microphone and will see yourself, together with a toolbar at the bottom of the screen:



### 4. The controls at the bottom of the screen are:

- Turn your microphone and camera on and off
- Invite others to your meeting – click and copy invitation (this is easier than sending email invitations directly)
- Manage the list of participants who have already joined your meeting
- Share your screen rather than your picture with participants – you will be given the opportunity to choose which screen
- Send and receive on-screen messages to all participants
- Record the meeting to your PC
- Raise a flag in a meeting

5. To invite others, simply paste the invitation (see above) into an email and send it to those you wish to join

6. Look at the participant list to see who has joined.

# Keeping Zoom Sessions Private and Safe

## *What is Zoombombing?*

This is a security issues that has been discovered within the Zoom technology.

Zoombombing, also known as Zoom squatting. This happens when an unauthorized user joins a Zoom conference, either by guessing the Zoom meeting ID number, reusing a Zoom meeting ID from a previous meeting, or using a Zoom ID received from someone else. In the latter case, the Zoom meeting ID may have been shared with the Zoombomber by someone who was actually invited to the meeting or circulated among Zoombombers online.

Most Zoombombing incidents can be prevented with a little careful attention on the part of the user. If you are using Zoom, or any web conference software it is strongly encouraged that they review their meeting settings and reduce the approvals allowed for their meeting attendees.

## Schedule a Meeting

### Topic

My new more secure meeting

### Date

3/27/2020 ▾

11:30 AM ▾

to

3/27/2020 ▾

12:00 PM ▾

Recurring meeting

Time Zone: Pacific Time (US and Canada) ▾

### Meeting ID

Generate Automatically

Personal Meeting ID XXX-XXX-XXX

### Password

Require meeting password

XXXXXX



Set your meeting ID to generate automatically and always require a password.

## ***Keep your Zoom meetings secure***

Here are tips for keeping your Zoom meetings secure and free from Zoombombers. Keep in mind that many of these tips apply to other teleconferencing tools as well.

1. Generate a unique meeting ID. Using your personal ID for meetings is like having an open-door policy—anyone can pop in at any time. Granted, it's convenient and easy to remember. However, if a Zoombomber successfully guesses your personal ID, they can drop in on your meetings whenever they want or even share your meeting ID with others.
2. Set a password for each meeting. Even if you have a unique meeting ID, an invited participant can still share your meeting ID with someone outside your organization. Adding a password to your meeting is one more layer of security you can add to keep interlopers out.
3. Allow signed-in users only. With this option, it won't matter if Zoombombers have the meeting ID—even the password. This setting requires everyone to be signed in to Zoom using the email they were invited through.
4. Use the waiting room. With the waiting room, the meeting doesn't start until the host arrives and adds everyone to the meeting. Attendees in the waiting room can't communicate with each other while they're in the waiting room. This gives you one additional layer of manual verification, before anyone can join your meeting.
5. Enable the chime when users join or leave the meeting. The chime ensures no one can join your meeting undetected. The chime is usually on by default, so you may want to check to make sure you haven't turned it off in your settings.
6. Lock the room once the meeting has begun. Once all expected attendees have joined, lock the meeting. It seems simple, but it's another easy way to keep Zoombombing at bay. In the participants pop-up box, you will see a button that says Lock Meeting.
7. Limit screen sharing. Before the meeting starts, you can restrict who can share their screen to just the host. And during the meeting, you can change this setting on the fly, in case a participant ends up needing to show something. By default, screen sharing in Zoom meetings is limited

to the host. You can change this if you need to allow other attendees to share their screens.

These issues are not unique to Zoom and can affect other video apps too.