

# **SENY Area 49 TECH WORKSHOP**

**Date: Saturday July 11<sup>th</sup>, 2020**

**Time: 10AM – 12PM EST**

## **ZOOM TIPS**

**Presented by Justin K.**

### **Introduction:**

We are in an uncharted time in AA, and it has been truly remarkable to be witness to and part of groups that are finding innovating ways to continue meetings in safe virtual spaces and carry the message to alcoholics. It is truly a privilege to do this service.

As has been said, our meetings are meetings, they are simply conducted on different platforms. Just as I am sure there is no perfect meeting space, there is no perfect virtual platform on which to conduct our meeting. Each one has its pros and cons, and we continue to evolve as we move through these rapidly changing times. Today, I am focusing on tools for virtual rooms on Zoom platform because it is so widely used.

The Technology Committee suggested 26 different topics to cover in our time together, and I am grateful to be recovered enough to know this is not possible. As there is a variety of skill levels here today, I have prepared this extensive PDF that covers many of the issues that meetings face on Zoom platforms, and I hope it will answer many questions. I also know there may be lots of questions, and we will not have time for them all, but we have devised a system for submitting questions and will do our best to answer all of them.

Beyond some basics, today I am intending to focus my time on the following topics:

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## I. Basic Terminology and Basic Visuals

**A. PORTAL / APPLICATION** For *most* of the functions we will discuss today, there are two ways in which you will need to access Zoom: **Portal** and **Application**. In many instances, the first step is accessing the meeting's account through the **Portal** in order to enable the user to use the tools. The **Application** is where the tool can be switched on and off. So:

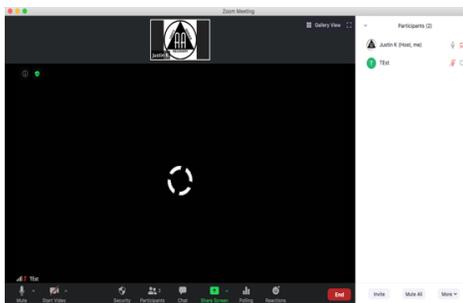
First – Enable the tool in the **Portal** (<https://zoom.us/signin>)\*

Second – Use the tool in the **Application**

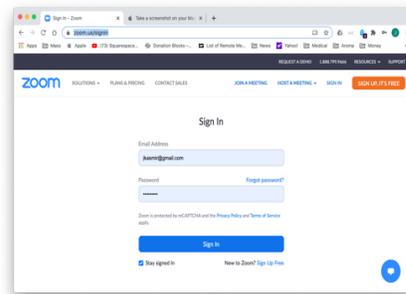
\*Within the portal view, there are several screens. I have done my best to identify changes that need to be made in a portal view and describe where they are.

**Generally Speaking, it is much easier to host/cohost from a computer, laptop or pad, rather than a phone.**

\*\* The explanations given are based on using a laptop or desktop computer, except where indicated, most of these features are accessible on other devices, it may just take some looking.



APPLICATION VIEW



PORTAL VIEW

**B. Hovering** – simply refers to placing your pointer over someone's name or photo

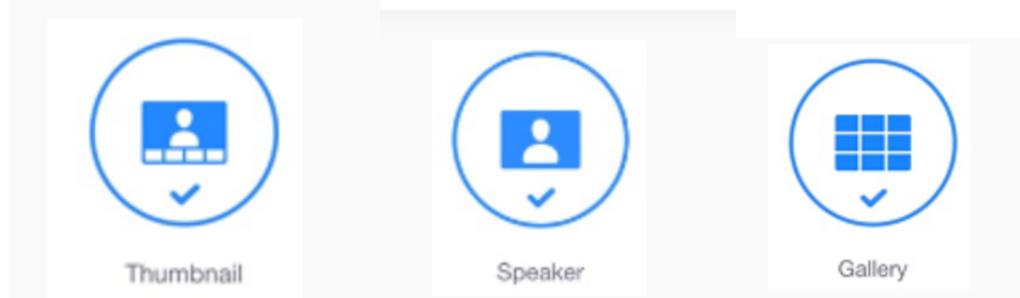
**C. Participant Window and Order of Participants**

In my experience, it is often easy to manage a meeting using the participant list, which is activated by pressing the participant window at the bottom of your screen. The ordering of participants is as follows:

- You
- The host (If you're not the host)
- Co-hosts
- Phone numbers with no names
- Unmuted participants (sorted alphabetically)
- Muted participants (sorted alphabetically)

**D. Gallery and Speaker View**

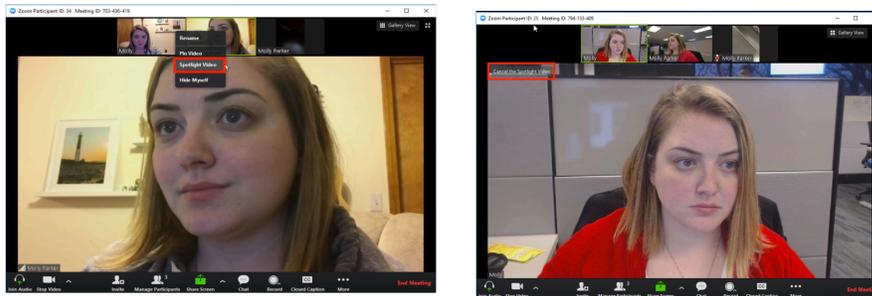
On any device, a participant may toggle between gallery view (akin to the Hollywood Squares or Muppet Show) and the Speaker view (where the individual speaking occupies a larger window than everyone else) and in some instances, a hybrid, Thumbnail view. In both instances, more participants can be seen by advancing pages.



## E. Spotlight Views

As you may have noticed, particularly in Speaker View, when someone else in the zoom room makes a noise, the speaker changes to the noise emitting person. Obviously, this can be very distracting during a speaker meeting. To avoid this problem, a host/cohost (discussed below) can prevent this movement by putting a speaker on “Spotlight View”

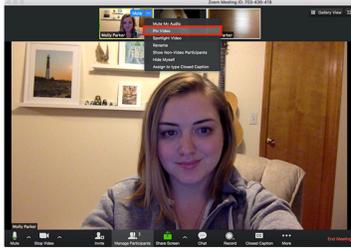
Spotlight view can be enacted or canceled by hovering over the person’s name or photo and selecting “more”. When a host/cohost places someone in spotlight view, it affects all participants.



## F. Pin Video

In the speaker view, there may be reasons for an individual member to focus on or view a member besides the speaker. For instance, in a meeting offering ASL, the interpreter, or a timekeeper. Any member, including hosts and co-hosts, may use the “Pin Video” option so that they will see this selected person. Unlike spotlight view, it only affects the individual viewer.

Pin Video can be enacted or canceled by hovering over the person’s name or photo and selecting “more”.



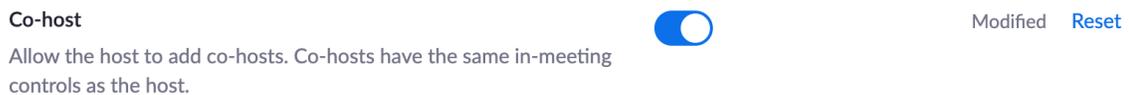
## II. Zoom Room Members (1) : Administrators, Hosts, Co-Hosts

**Administrators** – refers to persons who initially “start” the meeting from the portal site. They have all the same powers as a host (including transferring) and is the initial host. Unlike a host, an administrator can reclaim host and has power to enable tools via the portal.

**Hosts** –have access to all the same utilities that cohosts have, including security features, lower all hands, chatting controls, etc. Unlike a cohost, a host has the ability to transfer hosting to another person and to designate or undesignated cohosts in a meeting. There is no limit to the amount or number of cohosts one has in the meeting.

**Cohosts** have access to all the same tools as a host except does not have the abilities to transfer or name a host, nor can they designate or undesignated another cohost.

To **enable** cohosting, first, go the login to the **portal** view and modify **settings** to allow for cohosts; second, designate cohosts as explained above.



Designating someone as a host or cohost may be done by hovering over the person’s name (in the participant list) or picture (in gallery picture), and clicking “more” or the three dots.

Note, no one identified as a host or cohost as the ability to raise their digital hand during a meeting. If they wish to share at a meeting, usually they send a private text to the speaker or chair.

*While a meeting may only have one host, it can have an unlimited number of co-hosts. In my experience, chairing a meeting on zoom can be daunting because there is so much to monitor. Designating co-hosts is an easy way to facilitate smoothly running meetings and offers additional members to be of service.*

## III. Zoom Room Members (2): Host Keys and Alternate Hosts

**Host Keys** may be used in some meetings with certain entrance rules to allow someone to assume the hosting role. With some of the Zoom-wide upcoming changes scheduled for Fall 2020, it is unclear how/if host keys will be used.

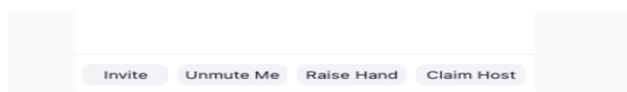
As we will soon discuss in security, a group can set their zoom room up so that no one may enter the room before the host. However, meetings that do not have this feature activated may utilize a host key. The host key is different than a meeting password and can be found in the portal page.

The Host Key can be found **portal** view on the **profile page** of the account *associated with meeting room*:



Note: The host key can be customized using the edit function.

The **claim host** button is located at the base of participant list in the **application**



**Simple solution:** One solution that I have seen groups use to avoid host key issues and allow the use of safety feature of no entry before the host is to have the zoom room account associated with a group's email instead of an individual and the login information is shared among the chairs (for more information, see below discussion of safety)

### Alternate Hosts

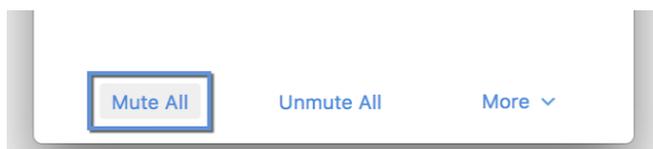
It is important to remember that "Alternate Host" refers to a very specific function on certain zoom accounts. In brief, if the hosting account allows for multiple licenses, the alternate host function allows for another licensee on the same account to open a meeting as a host. This is rarely used in my experience, if you have questions, please email me.

*From this point forward, most of the tools we will be discussing are accessible by administrators, hosts and co-hosts.*

## IV. Room Management: Basics

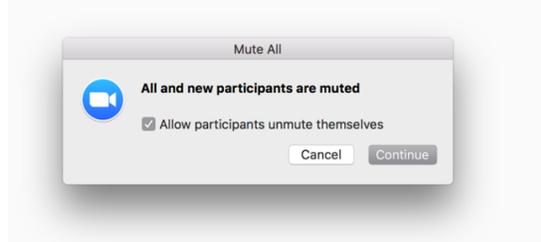
### A. Mute All/Unmute All (new rule) and Muting on entry

As a host or co-host, you are empowered to mute individual member, mute the entire group. The mute all button is located at the base of the participants list, on the right side of the screen.



Usually, when this button is pressed, a dialog box appears on screen asking whether participants be allowed to unmute themselves. The format of your meeting, e.g., a pitch meeting, may dictate whether allowing participants to unmute themselves is warranted.

At the same time, the groups, particularly those without meeting protections, may decide that allowing people to unmute themselves endangers the safety of the group or its members.



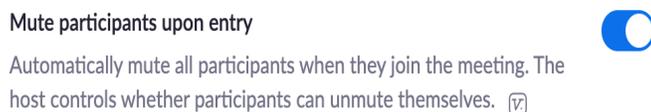
Hosts and co-hosts can always unmute themselves, regardless of whether unmuting is allowed.

*In the latest version of Zoom, unmute all is no longer an option, but technical notes indicate that this feature will return. In the current version of Zoom, when a host/cohost unmutes someone, the unmuted person usually needs to give consent.*

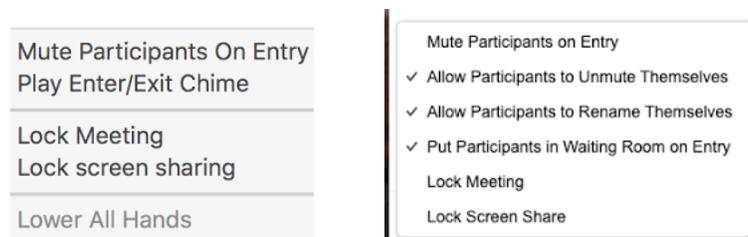
*In a show of hands meeting or meeting where people are chosen and the meeting does not allow people to unmute themselves, it may help to unmute the person before they are called on in order to prevent delays.*

**Muting on entry** is a fairly effective tool to prevent disturbances by latecomers. It is however, imperfect. As such, in my experience, it may be helpful to have a cohost in charge of muting people to prevent meeting disruption (including re-muting people after they speak).

Generally, in order to utilize the Mute on Entry feature, first it must be **enabled** in the portal screen.



Then, within the application screen, a host/cohost has the option to activate it in two places. Either at the base of the participant list or in the security shield located along the lower border of the screen.

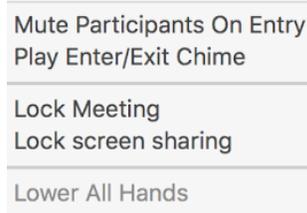


## B. Lowering Hands: Lower a single hand and lowering all hands

A host or cohost may lower a member's digital hand by hovering over their name (in the participant list) or picture and pressing the "more" button on the blue three dots.

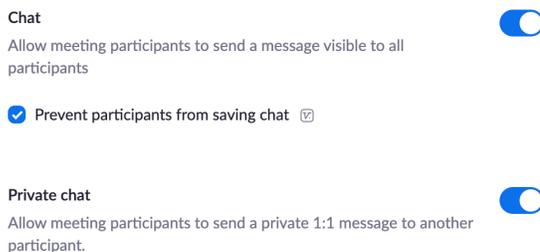
The ability to lower all hands is a helpful tool, particularly during a secretary's break or if the meeting pauses to recognize day counters, celebrants or burning desires.

"Lower all hands" is a feature in the pull-down menu of the more button at the bottom of the participant's list. Note, the "lower all hands" feature is only usable when hands are raised, otherwise it appears greyed out.

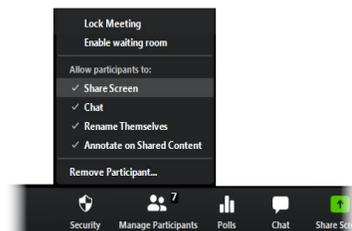


### C. Chat – enabling : pros/cons

A meeting may opt whether to use the chat feature and to what extent. Again, enabling the chat feature first requires the administrator to enable it in the **portal**. Then, hosts/cohosts can modify it as each meeting as necessary. In the **Application** there are two places to adjust chat features- in the chat window and in the security options:



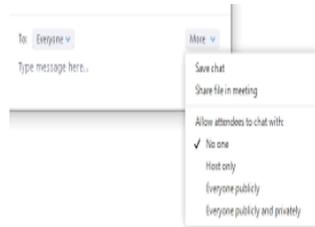
Then, hosts/cohosts can modify it as each meeting as necessary. In the **Application** there are two places to adjust chat features- in the security options and in the chat window



Chat allows texts to be sent to the entire group or individuals. Experience shows that it is a helpful tool in disseminating information such as announcements, virtual 7<sup>th</sup> tradition baskets, or links to websites for literature.

Some meetings may also use chat to reach out to new members and/or (as described below) connect to sponsorship chairs other trusted servants.

A host/cohost may limit the extent of chatting that occurs during a meeting to all people, public only, hosts and cohosts only, or no chat at all. These controls may be found in the chat window

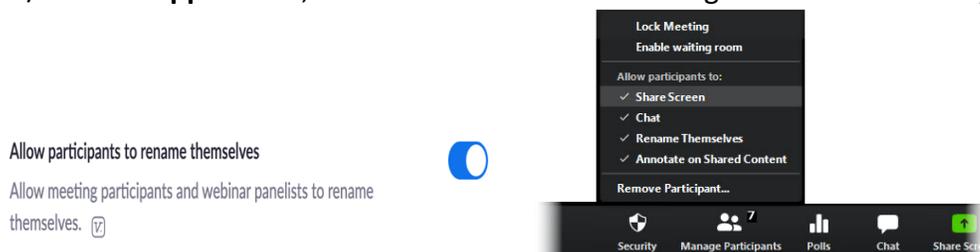


Experience has shown enabling the chat feature may lead to disruption or cross talk, and it may be prudent to place an announcement in a meeting script about crosstalk in the chat window.

#### D. Renaming Attendees : Anonymity and Safety

Our literature reminds us that when we use digital media, we are responsible for our own anonymity and that of others. Meetings often suggest members rename themselves to eliminate last names from being displayed in participant lists, **this is both for the anonymity and safety** of members, particularly if the meeting is infiltrated by trolls and/or bombers. Other meetings have included language in their scripts to say, “Please protect the anonymity of your fellows by participating in this on-line meeting privately and not in the presence of those outside our fellowship, unless such person has a desire to stop drinking.”

A host/cohost has the option to rename people in the room and may enable members to rename themselves. Again, there are adjustments that need to be made in the **portal** and **application**, to allow this to occur. In the **portal**, the “switch” can be found under meeting settings. In the host/cohost’s **application**, the “switch” to allow renaming is under the security shield.



As with muting individual members, it is achieved by hovering over their name (in the participant list) or picture and pressing the “more” button on the blue three dots.

E. **Renaming Trusted Servants:** Meetings also use renaming (often in conjunction with cohosting) to identify certain trusted servants, especially to newcomers, such as a sponsorship or literature chair, so that they can get connected.

Example: a meeting decides to limit chatting to hosts/cohosts only. A newcomer has a question about sponsorship. If the sponsorship chair has their title in the name, it is easier to locate them and reach out at any point during the meeting.

## V. Room Management II: Entry Before Host, Waiting Rooms/Questionnaires, Stop Video, Removal

### A. Entry before host

As a security measure, a group may prevent members from entering a zoom room until the host arrives. In my experience, many groups will ask their host(s) to open the rooms early for pre-meeting fellowship, in the same way that chairs and often asked to set up a physical meeting space before the meeting begins. Using this feature is helpful in ensuring that a zoom room is a safer space and prevents the room for being used for other purposes or from lurking trolls. To enable or disable joining before the host, the administrator must log into the **portal** and adjust the settings:



As mentioned previously, other groups use **host keys** to establish the host in a meeting. Where a group does not prevent members from entering before the host, the **host key** is essential.

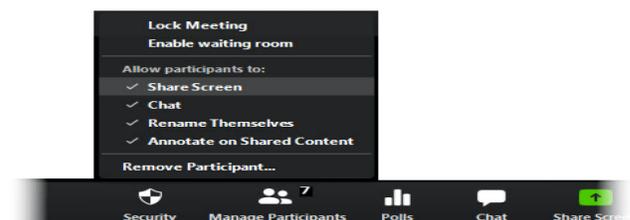
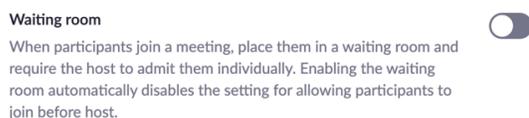
### B. Waiting Rooms/Questionnaires

As a security measure, the Zoom platform offers waiting rooms. As the name indicates, anyone seeking to enter the zoom room is placed in the waiting room and then granted access by a host or co-host. In my experience, a password (discussed below) is a more effective means of creating a secure room.

As a *screening method* to prevent disruptors from entering the meeting, a waiting room is, in my experience, not very effective because communication with members in a waiting room is not two-way, thereby making verification of a visitor or newcomer difficult.

That said, waiting rooms may be a useful tool as a holding place for potentially disruptive persons during meeting. However, a person placed in a waiting room may always sign out and log back into the meeting.

To enable waiting rooms, the administrator must first flip the “switch” in the **portal** to allow hosts and cohosts to use them. Then the host/cohost can enact them under the security shield settings



A host or cohost may place someone in a waiting room by hovering over their name in picture. When participants appear in the waiting room, alert window appears above the participant list in the host/cohosts' windows

Some other entities use questionnaires as a means to filter out unwelcome visitors. For our meeting purposes, this may not be an effective tool. First, given the information a questionnaire requires, some may feel their anonymity may be compromised. Second, fashioning a question that a newcomer or first timer would know, may prove difficult and as a deterrent to attending a meeting.

### C. Stop Video

Occasionally, a member of the group may be visually disruptive. Many groups have taken group consciences about smoking/vaping or being shirtless in a meeting on Zoom. If asking a person to refrain from this behavior is ineffective, the host or cohost may stop the person's video feed by hovering over their name (on the participant list) or picture and selecting the option to stop video

### D. Removal/Reporting

Removal is the **most extreme** option a host/cohost can use to take a person out of a meeting. Removal on zoom "attaches" to whatever device the person is using to log into the meeting. Thus, if someone is logged on via a laptop, they will be prevented from re-logging in on that laptop.

Currently, Zoom does not have a means for "un-removing" an individual member, it can only be done en masse (that is, all previously removed members will be allowed back in). Thus, removal should be used judiciously. The setting to allow removed members to return is in the administrator's **portal**:

Allow removed participants to rejoin   
Allows previously removed meeting participants and webinar panelists to rejoin 

Zoom recently enacted a reporting feature to allow hosts and cohosts to report disruptive actors. It is my understanding that when someone is reported, authorities are contacted. In order to utilize reporting, the administrator must enable the feature in **portal**:

Report participants to Zoom   
Hosts can report meeting participants for inappropriate behavior to Zoom's Trust and Safety team for review. This setting can be found on the Security icon on the meeting controls toolbar. 

## VI. Safety and Accessibility : Group Email Address, New Zoom Measure: Waiting Rooms/Passwords, Setting Up Passwords, Accessibility Issues, Facebook, Email and MailChimp

### A. Group Email Address

Zoom accounts are set up based on email addresses. In my experience it is prudent to use a group email address to set up an account rather than a member's individual account. First, it protects the anonymity of any individual members of the group. Second, we have seen zoom trolls and bombers infiltrate rooms set up through personal email accounts. Third, consistent with our Traditions, it is the property of the group and not beholden to a single member.

## B. New Zoom Measure : Waiting Room v. Passwords

In a July 7, 2020 email, announced that as of September 27, 2020 either waiting rooms or passwords would be mandatory for all meetings occurring on their platforms. I have seen both used in meetings, and in my experience, waiting rooms as a means for preventing disruptors in meetings, however they do have a place for potentially neutralizing disturbances in meetings (see above discussion of waiting rooms).

## C. Setting Up Passwords

Among the most effective ways to protect a meeting is using a password, it need not be a complicated one. Many groups have enacted passwords to prevent zoom bombers and trolls. In my experience, a zoom bombing can interrupt any serenity gained in a meeting and traumatize a newcomer. **Enacting a password does not prevent members from telephonically connecting to a meeting unless the meeting chooses to do so.** Moreover, in September, Zoom is planning to mandate passwords or waiting rooms for all meetings.

Enacting passwords for a scheduled meeting merely requires the administrator to log into the **portal** and select the meeting. Then edit the meeting and check the box that indicates "require meeting password." ***Where you have a recurring meeting, it is easy to edit all meetings and ensure the same password is used consistently.***

The image shows a screenshot of the Zoom meeting settings interface. At the top, there are four buttons: "Delete this Meeting" (blue), "Save as a Meeting Template" (blue), "Edit this Meeting" (grey), and "Start this Meeting" (blue). Below these buttons is a form for setting the meeting password. The "Meeting Password" field is set to "797838", and the "Require meeting password" checkbox is checked. Below the form is a confirmation dialog titled "Edit Meeting" with a close button (x). The dialog text reads: "You are editing a recurring meeting. Do you want to edit only this meeting, or all recurring meetings?". At the bottom of the dialog are three buttons: "Only this meeting" (blue), "All" (grey), and "Cancel" (grey).

D. **Accessibility issues -- auto-reply:** The accessibility question can be easily overcome by setting up a group email account with an autoreply giving out the password and/or a password embedded link. It is my experience with groups that zoom bombers will not put that much effort into trolling

a meeting. Many groups also place a suggestion into the email requesting that this information not be posted on social media.

To protect the virtual meeting space, many groups do not post a password embedded link on Intergroup or other AA Meeting Website. Instead they direct inquirers to send an email to the group email.

A *password embedded link* will contain the letters “pwd” in the link. For example:

<https://us02web.zoom.us/j/82645197540?pwd=Wjh6Yi9MbDBVSDE5U1Z0N1BGVFDyZz09>

To generate a password embedded link for a password protected meeting, the administrator via the **portal** would go into settings and toggle the section for password embedded link. Then, once enacted, the meeting link for a particular meeting should contain the password.

Embed password in invite link for one-click join



Meeting password will be encrypted and included in the invite link to allow participants to join with just one click without having to enter the password.

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Only occasionally do queries for passwords end up in a spam or junk mail folder. Again, this can be overcome by creating a service position to monitor the junk mailbox periodically

## E. Accessibility: Facebook, Email and MailChimp

In this era of virtual meeting spaces, we have seen some groups create special access Facebook groups (requiring an invitation) or using platforms such as MailChimp to create group email lists. In my experience, the Facebook approach presents two problems: first is the accessibility question: by requiring an invitation to join, is the group acting inclusively /exclusively? Second, the listing of members within a Facebook group and, perhaps more problematically, the algorithms of Facebook will often cull information to connect “people you may know.” In this regard, certain members anonymity may be compromised.

While programs like MailChimp may be imperfect (sometimes communications end up in junk mail), they are free effective means to create mailing lists because a group may set up a link to a “landing page” that members can access during meetings to signup. Further, MailChimp does not impose limits on the number of emails that can be sent in a day the way that programs such as Gmail does.

## VII. Other Special Features: Screen Sharing, Breakout Rooms and Polling

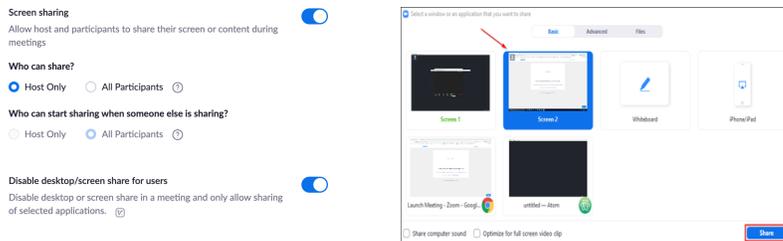
### A. Screen Sharing – helpful in literature meetings

Screen sharing is a useful tool in literature meetings or when asking members to read literature (promises, preamble etc).

To prevent disruption or display of inappropriate imagery, experience shows that limiting screen sharing to hosts and cohosts, eliminates this problem.

Screen sharing must first be activated in the **portal** by the administrator, then the host/cohost can limit accessibility in the **application**. Hosts may choose which screen on their computer to share.

In order to share a specific screen, it must be open before screen share is activated. Stopping a screen share is achieved by pressing “stop share” at the top of the screen.



## B. Breakout Rooms

Meetings on a zoom platform have the ability to create breakout rooms. Breakout rooms essentially divide the room into smaller groups that may facilitate more intimacy and sharing in a larger meeting. In order to utilize this feature, it must be activated in the **portal** by the administrator, then the host can manage the rooms in the **application**.



It is possible to have one person (such as a speaker or meeting chair) “broadcast” to all persons in breakout rooms simultaneously. This is akin to a school PA system making announcements in every classroom. Further, it is possible to have cohosts move between breakout rooms.

Zoom allows hosts to either customize breakout rooms or randomize who goes into each room. Breakout rooms can be utilized at any point during a meeting and can be undone at any point to bring everyone back to a single room.

At present, there is no way for an attendee to move between breakout rooms unless they are a host or cohost. Therefore, if a person attends the meeting with a friend, short of customizing the breakout room, there is no way to ensure the two people would remain in the same breakout room.

According to the most recent information from Zoom, there are important limitations with regard to breakout rooms:

- Only the host can assign participants to breakout rooms. The co-host can leave and join any breakout room only if they join a breakout room assigned to them by the host. *In the event your meeting has a breakout room manager position (separate from the meeting chair), the easiest fix is to have the chair be listed as a cohost and the breakout room manager be listed as the host (as discussed above, the abilities these two roles have in the course of a meeting is virtually identical.)*

- Accessibility - Users joined into the Zoom meeting from the Zoom Mobile App can participate in breakout rooms but **cannot manage them**. Users joined using Chromebooks/Chrome OS or Zoom Rooms are unable to join breakout Rooms, but the main room can be used as an alternative session for these users.

Some large literature (non-speaker) meetings are starting to use breakout rooms meetings to allow for more people to share. Two such meetings, upwards of 150 begin the meeting together, for literature to be read and then are randomly divided into breakout rooms to have smaller spaces to share.

As fellowship before a meeting is often difficult on zoom, ostensibly, a group could also do pre-meeting fellowship in smaller breakout rooms, particularly to allow newcomers to make connections and then come together for the meeting itself.

### C. Polling

In my experience, one of the most challenging types of meeting on the zoom platform is a business meeting because voting by a show of hands is incredibly challenging: some people don't use digital hands, some people change their minds so counting becomes a challenge. Equally as problematic is that seeing how others vote may influence votes and cause resentments.

Solution: Polling (demonstration).

**Note:** One of the only limitations to voting via polls is that at present, persons calling in via telephone cannot participate.

#### **How to set up polling (basics):**

Polls may only be set up for scheduled meetings.

First, the administrator must enable polling in the **portal** usually under the Settings tab:

#### Polling

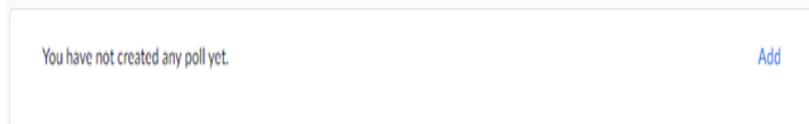
Add 'Polls' to the meeting controls. This allows the host to survey the attendees. 



Second, to create the poll, the administrator goes to the Meetings page and click on the scheduled meeting, which will bring up the meeting management page.

Third, scroll down to the bottom of the meeting management page to find the Poll option.

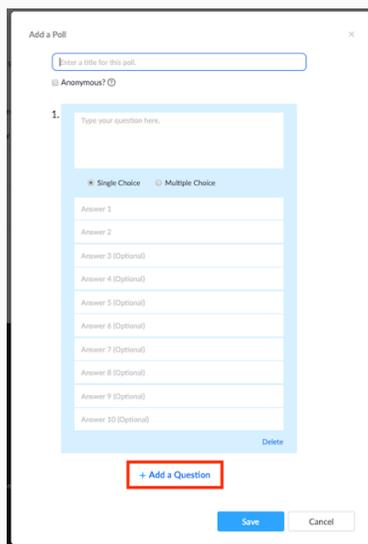
Click Add to begin creating the poll.



Enter a title and your first question.

- The administrator has the option to check the box to make the poll anonymous, which will keep the participant's polling information anonymous in the meeting and in the reports.
- There is also an option to allow a single choice answer or a multiple choice answer, i.e., participants can choose multiple answers).

Type in the answers to your question and click Save at the bottom. In order to save the polls for future use (meetings to replace service positions), I suggest filling in two options for the first two answers, both of which can be changed before the poll is launched.

A screenshot of the "Add a Poll" form. At the top, there is a title input field with the placeholder "Enter a title for this poll." Below it is a checkbox labeled "Anonymous?" with a "0" next to it. The main section is numbered "1." and contains a "Type your question here." text area. Below the question area are two radio buttons: "Single Choice" (selected) and "Multiple Choice". Underneath are ten answer input fields, labeled "Answer 1" through "Answer 10 (Optional)". A "Delete" button is located at the bottom right of the answer list. At the bottom of the form, there is a blue "Save" button and a "Cancel" button. A red box highlights the "+ Add a Question" button.

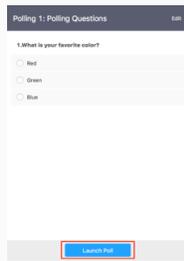
You can add more polls by clicking the add poll button repeatedly. **Note:** You can only create a max of 25 polls for a single meeting. **Note also:** In my experience for filling service positions (described more fully below), a separate poll is needed for each position the group is trying to fill; merely adding a question to a single poll will not work.

### How to launch polling

Start the scheduled Zoom meeting that has polling enabled. Either the host/cohost click Polls in the meeting controls.



Select the poll you would like to launch.

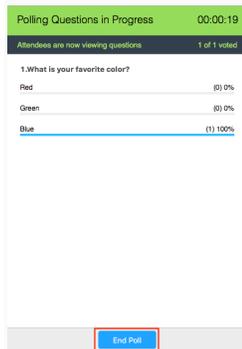


Click Launch Poll .

NOTE: Hosts/Cohosts cannot vote because they will be able to see the results as they are tabulated. Experience has shown that this can be overcome by having cohosts privately texting the meeting counter their vote.

NOTE: At present, there is no way for someone calling in on a telephone to vote.

While the poll is launched, the host will be able to see the results as they are tallied



Once you would like to stop the poll, click End Poll.

When the poll ends, the host has to option to “show results.” In my experience, meetings do not share the results of the vote; the host just announces the results.

### **POLLING AND TRUSTED SERVANT ELECTIONS:**

Polling is an effective tool for conducting group elections for trusted servants. In my experience, where a group has several positions to fill, it is helpful to draft the polls in advance of the elections with “place holders” for the choices. When I have been the administrator of polls for elections, in advance I prepare a ballot for each position and describe the position and suggested sobriety requirement in the question part of the ballot along with two placeholders for answers (which is required to save the ballot).

On the day of the meeting, I login as administrator and make the chair the host. Then, in the course of the business meeting, as persons stand as nominees for position, I would add them to the ballot (in place of the place holders) save the ballot and launch the poll. The chair found it most effective to leave the poll open for approximately 30 seconds and do a five second oral countdown before the poll closed.

## **VIII. CLOSING**

In closing, I would like to thank all of the people who have helped put this conference together and all of you for being of service just by showing up today. Neither zoom nor virtual meetings are perfect, and neither are we. However, there are gifts and opportunities. One of the things my sponsors and the fellowship constantly reminds me of is that we never have to go through anything alone. The same is true in the virtual rooms, especially in a service capacity. Within our own groups, as we have alluded to today, there are lots of service opportunities, beyond the traditional roles. Fellows could be of service lowering virtual hands, checking the group email (and spam), reaching out to newcomers, and countless other ways. In my experience, the more we can put into the zoom meetings, the more effective we can be at carrying out our primary purpose. Thank you for my sobriety and the privilege of being of service today.