

A.A. Meeting Online - Tech Host Guide

Tech Host Responsibilities

1. Start Meeting 15 minutes before scheduled start time.
2. Make chairperson Co-Host
3. Assign additional Co-Hosts (minimum of 2)
4. ENABLE: *Mute Participants upon Entry*
5. DISABLE: *Chat*
6. DISABLE: *Allow Participants to Unmute Themselves*
7. Manage Waiting Room
 - a. Admit known attendees
 - b. Verify unknown attendees and admit as appropriate
 - c. Pin suspected bombers and monitor
8. Manage Chat Room
 - a. Post chairperson script text as appropriate
 - b. Post *Attendance Verification* link
 - c. Post A.A. literature text (sections shared during meeting) as appropriate
 - d. Keep chat disabled until after opening share (at least 15 minutes)
 - e. Enable: *Chat* when meeting is open for sharing as appropriate
 - f. Post Tradition 7 (short form) and Meeting Basket link at meeting midpoint
9. Manage Meeting Sharing
 - a. Monitor raised hands of people who want to share
 - b. Send *Request to Unmute* when it's their turn to share
 - c. Lower hands when finished
10. Monitor chat for requests from participants (information, tech support, etc.)

What to do if a meeting is attacked

Expect explicit, obscene porn, lewd images, foul language and verbal abuse (often directed at the lead/chairperson to invoke chaos). First and foremost, remain calm. Shock is their primary goal. If you are calm, you can act quickly and decisively.

1. Mute All: Quickly go over to the participant list and click the “Mute All” button. In the popup window unselect ‘Allow Participants to Unmute Themselves’.

2. Stop their video: Go to the participant list and click MORE on their name (if their main offence is video you may want to do this first)

3. Click the *Host Tools* button at the bottom of your Zoom Window

- ENABLE Lock Meeting
- DISABLE Chat
- DISABLE Rename Themselves
- DISABLE Unmute Themselves
- REMOVE Participants
 - This will add a red REMOVE button next to each participant in the participant list
- IF NEEDED – Click ***Suspend Participant Activities***
 - Everyone will be muted, video and screen sharing stopped, apps disabled, and meeting will be locked.

- Remove bad actors from meeting. Once complete...
- Under Host Tools, re-enable video, unlock, and resume meeting.

4. Feel free at any time, unmuting yourself and your co-hosts, to inform the audience what you're doing (while attendees remain force-muted, things tend to get awkward), i.e. putting a temporary hold on the meeting while the problem is being addressed. Let them know to please raise their hand if they wish to speak and that the meeting will restart shortly.

During this hold period, have your co-host(s) along with you, click on "Participants". Go through and "Remove" all the obviously bad actors. You can also distinguish most of them from the names or images they post for themselves. Sometimes they will have video on, being their only chance left to show a shock video, with the camera pointing somewhere random like a ceiling fan.

Once you've experienced this a few times, it will be easier and troll groups will find your meeting "no fun" and will move on. Once all culprits have been successfully dealt with, feel free to resume the meeting and re-enable the chat.