



“Zoom-Interference”

Preventing & Responding to Unwelcome Communication on Zoom

Since we have moved to a remote environment, some people have taken advantage of the new forum to enter and disrupt our virtual classroom and event spaces with behavior that is both unwelcome and can cause harm. The University is committed to providing a safe and welcoming environment for all members of our campus community. We encourage members of our campus community to review this resource to take steps to prevent and, if necessary, respond to this type of unwelcome Zoom communication. If you have any further questions, please contact equalopportunity@uchicago.edu, ATTN: OAE/ Zoom Interference.

1. How to prevent unwelcome interference in Zoom environment.

- **Avoid sharing any meeting link publicly** and instead send via email or calendar invitation.
- **Use a random meeting ID.** When hosting a public event, use a random meeting ID rather than your Personal Meeting ID. (Your Personal Meeting ID is like an ongoing meeting so any participant that has your personal meeting ID can join at any time.)
- **Password protect your meeting.** Require a password to join the meeting and share the password in a private message to attendees.
- **Use the waiting room** and admit only registered participants.
- **Consider additional measures**, which may vary depending on the needs of your specific class or event, such as:
 - **Enable only authenticated users to join**, which requires that participants have a University of Chicago Zoom account to join. (This setting will exclude non-University community members from joining so use only for internal events.)
 - **Restrict screen sharing.** Change the settings so that only you (the host) can share the screen.
 - **Turn off file transfer and annotation** (if not in use).
 - **Mute participants upon arrival** (or set so that only host can unmute).
 - **Disable chat and/or private chat.**
 - **Lock the meeting.**
 - **Disable “join before host.”**
- **Designate a participant other than the presenter to monitor and respond to** unwelcome interference using measures outlined here by making them a co-host.

For additional information, including how to use some of the Zoom features described above, visit the University’s IT Services overview of [Managing Zoom Meeting Security](#).

2. How to respond to unwelcome interference in Zoom environment.

- **Mute or disable participant video.**
- **Put the unwelcome participants on hold.** You may put unwelcome participants on hold by clicking on “Start Attendee on Hold” above the person’s video thumbnail; “Take Off Hold” will end the attendee hold.
- **Remove the unwelcome participants.** You also may remove people engaging in unwelcome interference by clicking “Remove” next to the person’s name on the Participants menu. (And if you remove the wrong person you may readmit participants as well from the same menu.)

3. **How to Report and Obtain Supportive Resources after the unwelcome interference.**

You may choose to report and/or seek out additional supportive resources after the incident, including by contacting:

- **Zoom.** You may report unwelcome and disruptive meeting participants for engaging in inappropriate behavior to Zoom’s Trust and Safety team for review during the meeting by clicking on “Report” under the Security icon on the meeting controls toolbar.
- **IT Services.** You also may report unwelcome and disruptive interference to the University’s IT Services. To make a report, email IT Security at security@uchicago.edu with as much information regarding the meeting and disruptive behavior as possible, including the Meeting ID, email address of the user or room that hosted the meeting, and date/ time/ time zone of the interference.
- **BEST.** The University’s [Bias Education & Support Team \(BEST\)](#) is a non-investigative body that provides emotional and administrative support to students affected by bias. You may file a report with BEST through the [online reporting form](#) or by [contacting a member of BEST via email](#).
- **Equal Opportunity Programs.** The Office of the Provost’s Equal Opportunity Programs responds to reports, provides support and resources, and offers resolution options for concerns raised under the University’s [Policy on Harassment, Discrimination and Sexual Misconduct](#) and [Policy on Title IX Sexual Harassment](#). You may file a report with EOP through the [online reporting form](#) or by [contacting a member of the EOP team via email](#).

For additional information, review IT Services’s video tutorial, [Halt a Zoom Disruption](#), and overview of [how to manage participants during a zoom meeting](#).

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