SGCASG ZOOM POLICY 2024

Zoom Administrator

Responsible for overseeing of all account aspects including settings and billing.

Responsible for informing all Users in our account about available online Zoom Training, such as ASG Volunteers Group, Zoom Support webinars and You Tube videos.

Manages all aspects of Zoom User accounts that are linked to our account. Able to answer most questions posed by Hosts, Zoom Users in our account and Zoom Attendees in our Meetings. Will contact Zoom Support when necessary to resolve issues.

Creates Zoom Policy and recommends policy changes to the CAB.

Zoom Users in our Chapter Account

The Chapter holds a User License in our account that is paid for with Chapter funds.

CAB members may have either a Basic (free) User account or have a Licensed (paid) User account. Users requesting a License will pay for their own license. Upon annual renewal, the CAB may allow for reimbursement at their discretion.

All Zoom Users will become familiar with using Zoom. For security reasons, all Users will use the most recent Zoom app/software version when logged in to their User account.

Zoom Hosts engaging in official Chapter Business
All Hosts starting a Zoom session for official Chapter business will register for a free, basic Zoom account and then must accept the invitation to join our Chapter's Zoom Account.

Chapter business is any meeting that is authorized to take place over Zoom by the CAB including CAB, NG, SIG and Event.

Hosts will complete Zoom Host and Zoom User Training offered on the Zoom website at no charge. They are encouraged to join the ASG Volunteer Group for ongoing mentoring.

Licensed Users in our Chapter's account become Zoom Hosts by default, When they join a Zoom Meeting being hosted by a Basic User in our account they automatically become the Host.

If the Zoom Meeting Leader loses her Hosting menu due to a Licensed User joining her meeting, then Licensed User (Host) should make the Meeting Leader the Host or Co-Host so the Meeting Leader has access to the Hosting Panel.

The Host manages the Zoom Menu and selects her Co-Host. She may opt to admit, remove and monitor the participants and the Chat room or she may delegate those duties to the Co-Host.

Zoom Hosts and Co-Host duties
In general, Zoom Meetings should always have a Host and Co-Host.

The Co-Host stands ready to fulfill Hosting Duties in the event that the Meeting Leader/Host leaves a Zoom Session. She stands ready to assist the Hosts in managing the Participants, Chat, Security, etc.

If only one Licensed User is present it is critical that she assign a Co-Host because should she leave the meeting, none of the remaining participants will have access to the Hosting Menu.

<u>Scheduling and Security of Zoom Sessions</u>
Only the Zoom Administrator and the Zoom Account Owner can enable and disable Waiting Room and Passcode security settings.

To maintain Zoom meeting security, Chapter Zoom meetings are to be scheduled by a *Licensed Chapter Zoom Account User* who is knowledgeable about the various Zoom Account, Zoom User and Zoom Meeting/Recording settings.

There are 80+ settings that can be enabled and edited prior to scheduling, some of which can be edited by the Meeting Hosts in a Zoom session. Users in our Account can schedule their own meetings and tweak all settings with the exception of the Waiting Room.

Sandi Dickenson
IT Administrator/Zoom Administrator