

- **Do** require a password for all meetings and webinars conducted in Zoom. This will help to minimize intruders from gaining access to your conferences.
- **Do** make sure to control screen sharing capabilities within Zoom. We recommend you never give up control of your personal screen to anyone you are in a meeting with.
- **Do** have all attendees register prior to meeting on Zoom in order to dissuade Zoombombers from entering your meetings.
- **Do** discuss potential security and privacy concerns with your participants or company prior to using Zoom.
- **Do** review updated security notes posted by Zoom.
- **Don't** use video call if it is not required. When possible, it is recommended to refrain from using video conferencing in Zoom. Instead, simply dial into meetings, which limits the information you are required to provide.
- **Don't** allow participants to share their screen during any of your meetings.
- **Don't** forget to lock your meeting once you have confirmed all known participants have entered your meeting domain. Doing so will prevent intruders from gaining access during your meeting.

PERSONAL

Profile

Meetings

Webinars

Recordings

Settings

ADMIN

> User Management

> Room Management

> Account Management

> Advanced

REQUEST A DEMO 1.888.799.9666 RESOURCES SUPPORT

SCHEDULE A MEETING JOIN A MEETING HOST A MEETING

The following steps are for the computer web-based application, followed by the Android and iPhone.

Once you are signed into your Zoom account, look to the left of your screen and below "Personal," select "Settings" (shown here highlighted in red to the left.) On the screen you will see three tabs; "Meeting," "Recording," "Audio Conferencing," "Collaboration Devices" and "Zoom Apps." In the "Meetings" tab scroll down until you see the section shown below. It is recommended you always authenticate users and require a password when scheduling any meeting.

Meeting Recording Audio Conferencing Collaboration Devices Zoom Apps

Security Security

Schedule Meeting

In Meeting (Basic) Require that all meetings are secured with one security option

In Meeting (Advanced) Require that all meetings are secured with one of the following security options: a passcode, Waiting Room, or "Only authenticated users can join meetings". If no security option is enabled, Zoom will secure all meetings with Waiting Room. [Learn more](#)

Email Notification

Other

Waiting Room

When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host.

Meeting Passcode

All instant, and scheduled meetings that users can join via client, or room systems will be passcode-protected. The Personal Meeting ID (PMI) meetings are not included.

Require a passcode for meetings which have already been scheduled

Require passcode for participants joining by phone

A numeric passcode will be required for participants joining by phone if your meeting has a passcode. For meeting with an alphanumeric passcode, a numeric version will be generated.

Embed passcode in invite link for one-click join

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

Only authenticated users can join meetings from Web client

The participants need to authenticate prior to joining meetings from web client

Require a passcode for Personal Meeting ID (PMI)

Only meetings with Join Before Host enabled

All meetings using PMI

Embed passcode in invite link for one-click join

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

In response to criticisms of weak security and privacy, Zoom has modified passcode options. Zoom has pre-selected and locked user ability to toggle “Off” passcode options, thus making it more secure for users. We recommend you still verify these options are toggled “On,” as shown to the left. The last portion, “Only authenticated users can join meetings from Web client” allows users the option to toggle “On” or “Off.” We recommend you keep it toggled “On.”

To the left you will see a continuation of the password requirements and recommendations located in “Meeting.” We recommend you require meeting attendees to input the provided password and **not** to embed the password into the meeting link. We also recommend you use a “Pre-meeting Password” and not your “Personal Meeting ID.”

Require Encryption for 3rd Party Endpoints (H323/SIP)

Zoom requires encryption for all data between the Zoom cloud, Zoom client, and Zoom Room. Require encryption for 3rd party endpoints (H323/SIP).

Chat

Allow meeting participants to send a message visible to all participants

Prevent participants from saving chat

Private chat

Allow meeting participants to send a private 1:1 message to another participant.

Auto saving chats

Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.

File transfer

Hosts and participants can send files through the in-meeting chat.

Only allow specified file types

Screen sharing

Allow host and participants to share their screen or content during meetings


Disable desktop/screen share for users

Disable desktop or screen share in a meeting and only allow sharing of selected applications.


Also, we recommend you use end-to-end encryption whenever possible when using any device that holds your personal information, Zoom is no different. Note: Zoom’s encryption capabilities have been called into question on several occasions. Therefore, we recommend you watch what is documented on Zoom when in a meeting, as the meeting host’s encryption may not keep your information secure. While using chat features on Zoom, we recommend you not allow other attendees to save chats. In order to do this, scroll down until you see “Chat” (shown here to the left.) All configurations to the left are recommended for the “Chat” section. Scrolling past “Chat” you will find “File transfer” next in your “Meeting” tab. Due to Zoom’s lack of acceptable encryption and recent security issues, we recommend you not send files of any kind on Zoom.


Next, scroll down to “Screen sharing.” We recommend you not allow the ability to screen share when in a meeting on Zoom. If you must allow screen sharing, we recommend that users control who can share screens and who can take control of those screens.

As you continue to scroll down, we recommend you disable the sections “Whiteboard” and “Remote control” (highlighted here in red). It is never recommended that Users give up control of their own computer to any other individual, whether it is a personal computer or company computer.

Whiteboard
Allow participants to share whiteboard during a meeting 

Remote control
During screen sharing, the person who is sharing can allow others to control the shared content

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

Allow participants to rename themselves
Allow meeting participants and webinar panelists to rename themselves. 

New to Zoom is a feature that allows participants to rejoin a meeting if they have been previously removed. It is important you turn this function to “off” in order to prevent users that might hack into your meetings, to continue to rejoin after you have identified and removed them. In order to do so simply scroll down past “Remote Control” and find “Allow removed participants to rejoin” and toggle it to “off.” It is also a good idea to not allow individuals to rename themselves in order to prevent any confusion from other participants.


Remote support
Allow meeting host to provide 1:1 remote support to another participant

Closed captioning
Allow host to type closed captions or assign a participant/third party device to add closed captions

Save Captions
Allow participants to save fully closed captions or transcripts

Far end camera control
Allow another user to take control of your camera during a meeting

Virtual background
Allow users to replace their background with any selected image. Choose or upload an image in the Zoom Desktop application settings.

Identify guest participants in the meeting/webinar
Participants who belong to your account can see that a guest (someone who does not belong to your account) is participating in the meeting/webinar. The Participants list indicates which attendees are guests. The guests themselves do not see that they are listed as guests. 

Once you have set the above recommendations, continue to scroll down until you find the “In Meetings (Advanced)” section. Here you will find a series of settings that need to be updated/checked to ensure they meet your specific security requirements. However, we recommend meeting attendees **not** participate in any third-party activities while on Zoom. We also recommend users **not** allow other users to take control of their camera while using Zoom. When setting up a meeting or webinar, it is important to ensure you are able to see “guests” who might be participating for both you and your contacts. If you scroll down, still in “In Meetings (Advanced),” you can enable the “Identify guest participants in the meeting/webinar” (shown to the left).

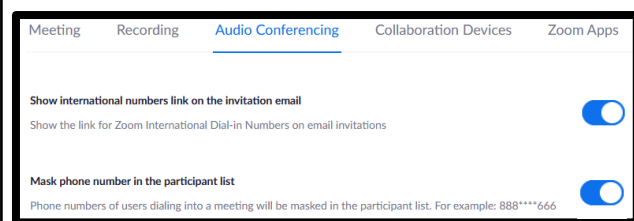
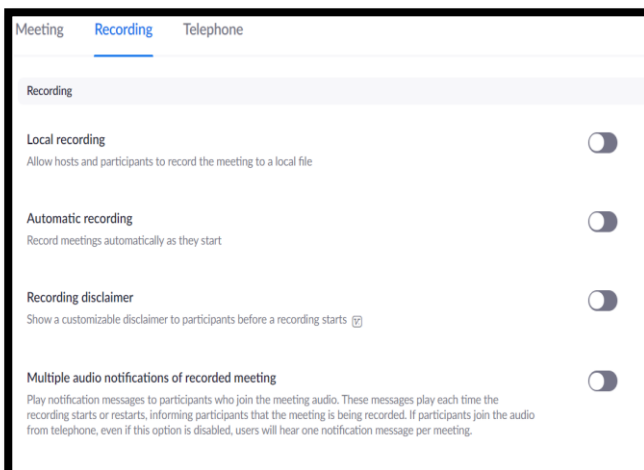
If you scroll all the way to the bottom of this section, you will find yet another new section on Zoom. This final section will allow you to blur any photos that are being made from users on smart devices in order to control proprietary information or other individuals who might be in attendance. If you are using Zoom for business functions it is important that you enable this function to ensure your companies privacy.

Other

Blur snapshot on iOS app switcher
Enable this option to hide potentially sensitive information on the app switcher screen from Zoom. This screen will be shown only when multiple apps are open.

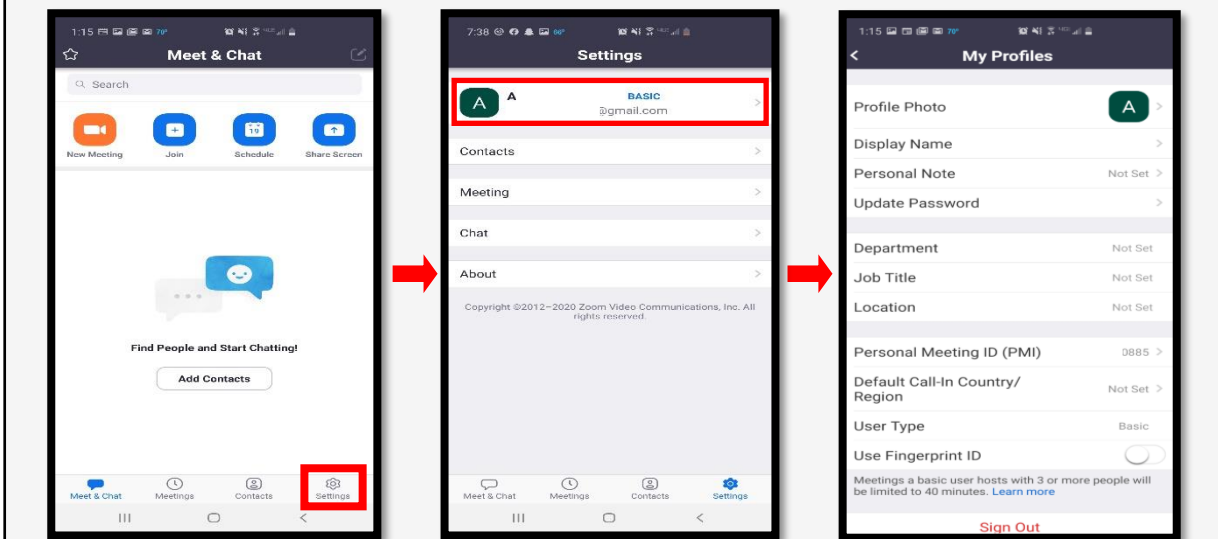
Now, scroll back to the very top of the screen and select “Recording” from the menu option (shown to the right, selected in blue).

Though there are not very many selections to go through, it is still very important to review all your settings here and enable or disable any features you see fit. It is recommended you disable most, and preferably all, features located in the “Recording” section. The only exception here would be the very last feature, which is more of a personal preference than a security issue. It is recommended you **not** allow anyone to record your meetings.



Head back up to the menu and select “Audio Conferencing” to review the final settings here. First, it is recommended that you mask meeting attendees’ phone numbers. In order to do this, simply toggle the “Mask phone number in the participant list” to enable (shown to the left in red).

When using Zoom on your smartphone there are a few security and privacy settings that should be considered for safe use. Though it is not recommended for use on your smart phone, should you choose, there are a few settings to consider here. On both the Android and iPhone, look to the lower right of your screen and select “Settings” (shown below to the left in red). Next, select your name/email from the top of the screen to take you to your profile page. NOTE: iPhone Users, before selecting your name/email you can look to the lower portion of your screen to “Enable” or (recommended) “Disable” any “Siri Shortcuts” related to this application. In your “My Profiles” section, review each individual section and ensure no personal information has been provided. It is recommended you use initials for your “Display Name,” write no “Personal Notes” about yourself and not fill in any other personal information about yourself or the company you are affiliated with unless otherwise directed.



Do you think your account may have been compromised or hacked? Have you noticed any of the following:

- Unexpected calls or messages made or received from your account.
- Any Direct Messages sent from your account you did not initiate.
- Other account behaviors you didn't perform or approve (like following, unfollowing, blocking, etc).
- A notification from Zoom stating your account may be compromised.
- A notification from Zoom stating your account information (bio, name, etc.) has changed.
- Your password is no longer working, or you are being prompted to reset it. *If this occurs it is highly recommended you sign-in online and change your password immediately.

If you said "Yes" to any of the above, it is recommended you immediately do the following actions:

- Delete any unwanted messages that were posted while your account was compromised.
- Scan your computers for viruses and malware, especially if unauthorized account behaviors continue to be posted after you've changed your password.
- Make sure to change your password. Always use a strong password you haven't used elsewhere and would be difficult to guess.
- Consider using login verification (if you haven't done so already,) instead of relying on just a password. Login verification introduces a second check to make sure you and only you can access your Zoom account. Note: Two Factor Authentication for Zoom ONLY works on the web-based app and only if you are an admin or if the admin has set it up for you.
- Be sure to check your email is secure. It may be worth changing the password to both your Zoom account and the email associated with your Zoom account.

If you need to report a violation of Zoom's Terms of Service follow this link:

<https://support.zoom.us/hc/en-us/articles/200613919-Report-Terms-Of-Use-Violation>.

If you would like to terminate your account, follow this link: <https://zoom.us/account>.

If you still need help or have questions, you can always contact

Zoom using their Support site at: <https://support.zoom.us/hc/en-us/articles/201362003>.

Important Information Regarding Zoom: If your Zoom meeting gets "Zoombombed" there are a few things that can be done. First you can lock them out by going to the "Participants List" in the navigation bar and select "more." Next click "Lock Meeting" to prevent any additional intruders from entering your meeting, which will also allow you to remove individuals without them being able to regain access.

If you are less worried about the intruder and more worried about the disruption, follow the same path but to the "Participants List" and scroll down to select "Mute All Controls." This option is not recommended for privacy and security concerns.