RUNNING AN ON-LINE AA MEETING USING ZOOM

This document is to help AA members who want to run an AA meeting via Zoom.   The AATimes team have a Zoom account that allows us to hold on-line meetings of up to 100 participants.   If you are interested in using that account, please contact us at zoom@aatimes.org.au if your group would like to participate letting us know the name of our group and the day/time/format of the meeting you would like to host.

If you want to use your own Zoom account then this guide should also help. Zoom accounts are free for meetings of up to 40 minutes and 100 participants and about $25/month for meetings of unlimited duration and less than 100 participants.

These instructions are designed around a standard ID meeting format, but you can can of course run whatever format suits you.
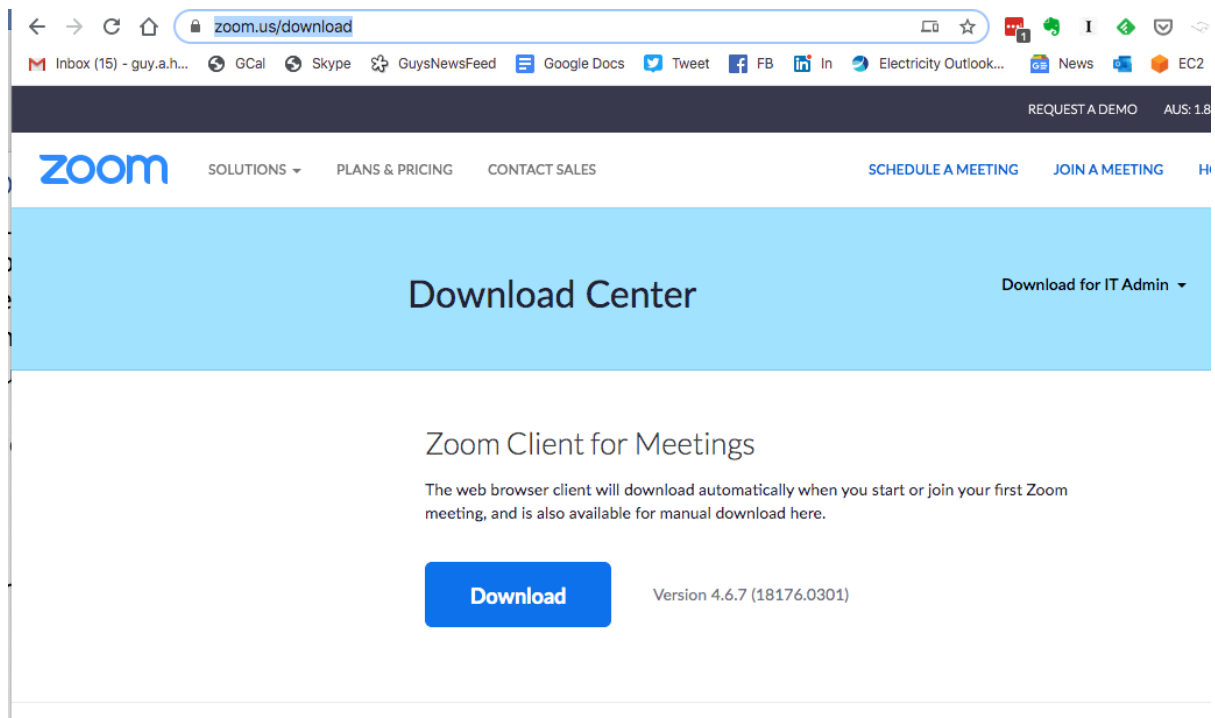
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CREATING A MEETING

First thing is to install the Zoom desktop client. This is available from https://zoom.us/download.

Once installed, open the zoom software by:
- (Windows) – Hold down the windows key, press "R" and type "zoom"
- (Mac) Hold down the command key and spacebar, and type "zoom"

Login to the Zoom client using the your username/password. If you are using the AATimes account contact zoom@aatimes.org.au to get the account details. If you want to setup your own account visit https://zoom.us/signup.
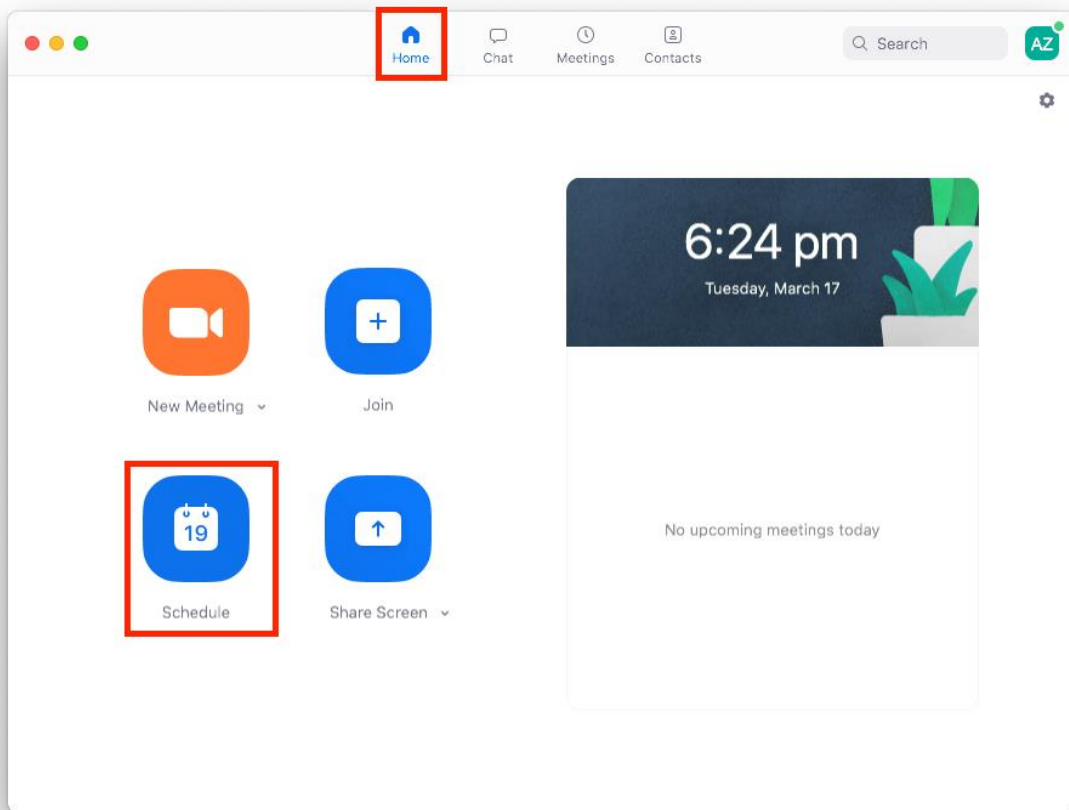
Once in the client, click the "Home" button, then "Schedule"

To create the meeting:
- Give the Meeting a meaningful name
- Select the date and time
- Click "Recurring meeting" if you want to hold the meeting every week (Please don't schedule daily meetings on the AATimes account to be considerate of other hosts)
- Uncheck "Require meeting password"
- Set Host Video ON, participants OFF
- Set Audio to "Computer Audio"
- Click the blue Schedule button

Your meeting should look something like this:

INVITING PEOPLE TO THE MEETING

Once your meeting is setup, you can view its details on the "Meetings" section of the Zoom client:
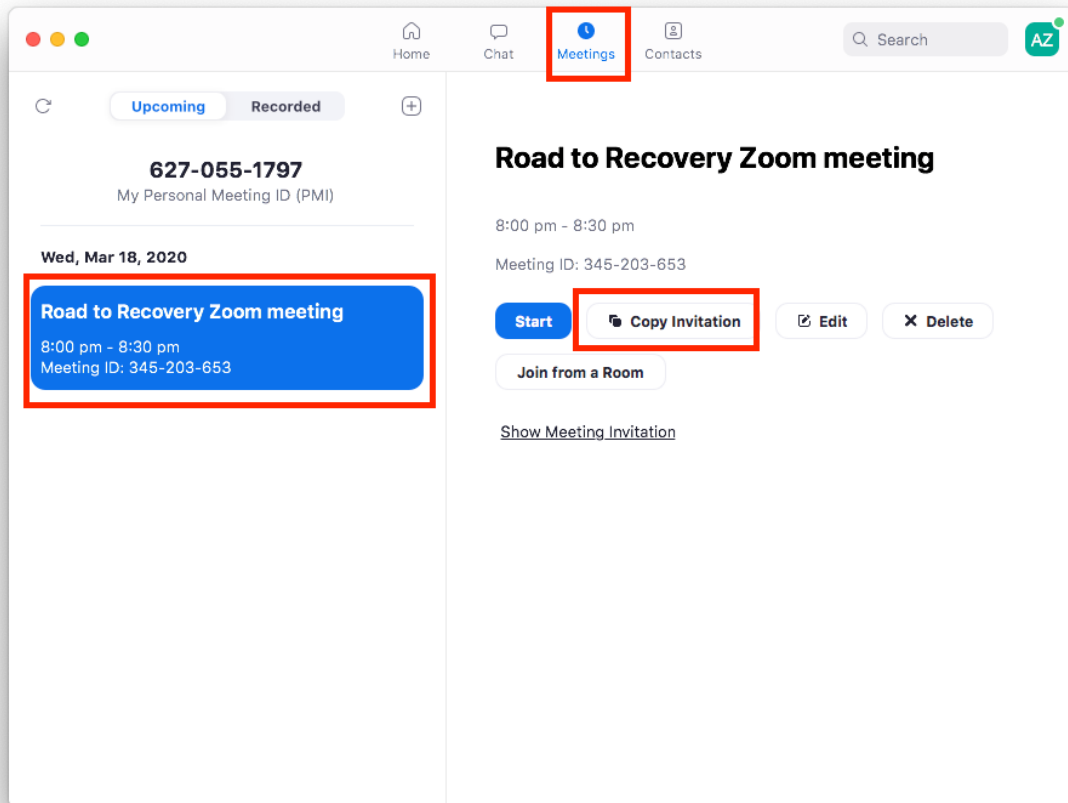
Click on your meeting, then "Copy Invitation". You will then have the meeting invitation in your clipboard. Copy it into an email, text or other document using Control-V (Windows) or Command-V (Mac). The meeting invitation looks like this:

> *AATimes Zoom is inviting you to a scheduled Zoom meeting.*
>
> *Topic: Road to Recovery Zoom meeting*
> *Time: Mar 18, 2020 08:00 PM Australia/Melbourne*
>
> *Join Zoom Meeting*
> *https://us04web.zoom.us/j/345203653*
>
> *Meeting ID: 345 203 653*

You might want to add your own text, for instance reminding members to pre-install the Zoom software or attaching on the "Instructions for attending a Zoom meeting" in this document.

STARTING THE MEETING

To start the meeting, click "start meeting" on the Zoom client. Make sure your web cam and headset or microphone are ready!
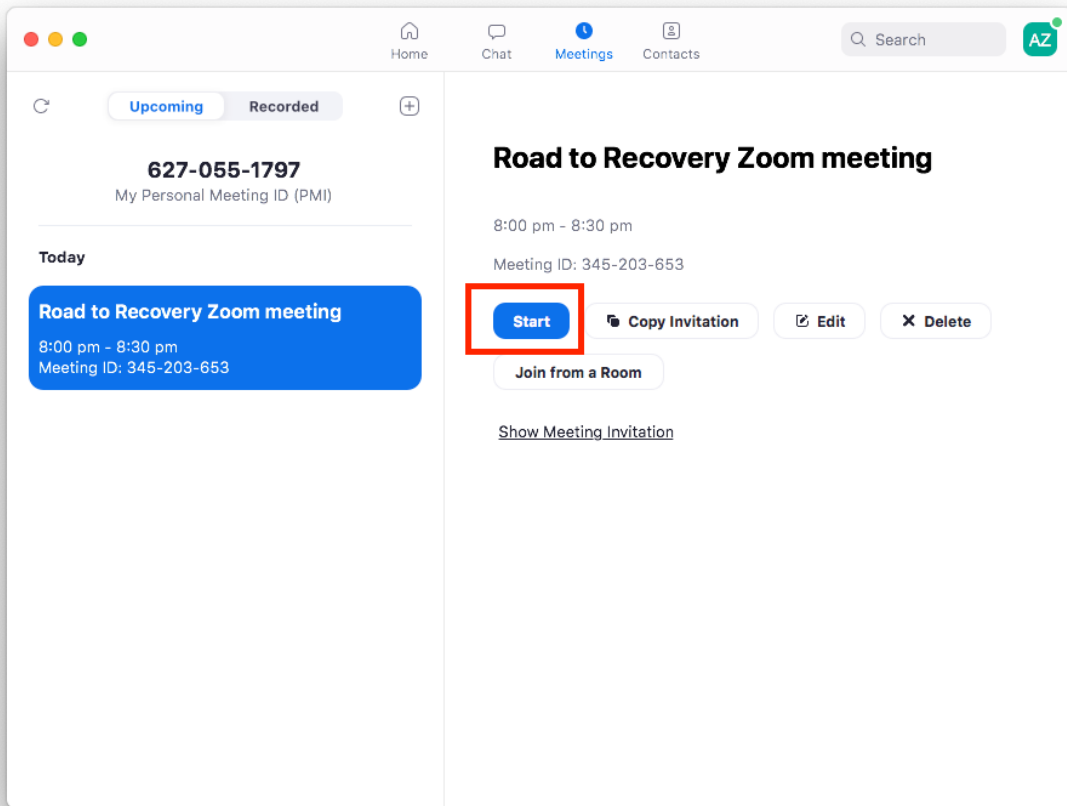
When you click Start, you'll probably see this dialogue:

Choose "Join with Computer Audio"

Managing participants

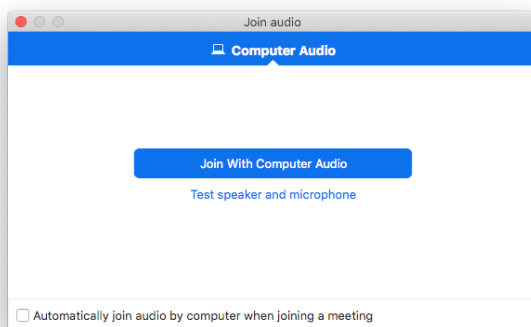It's best to mute all participants otherwise you'll have a cacophony of coughs, sighs and pets noises.   Select "Manage participants" then "Mute All", so that only you will be audible.
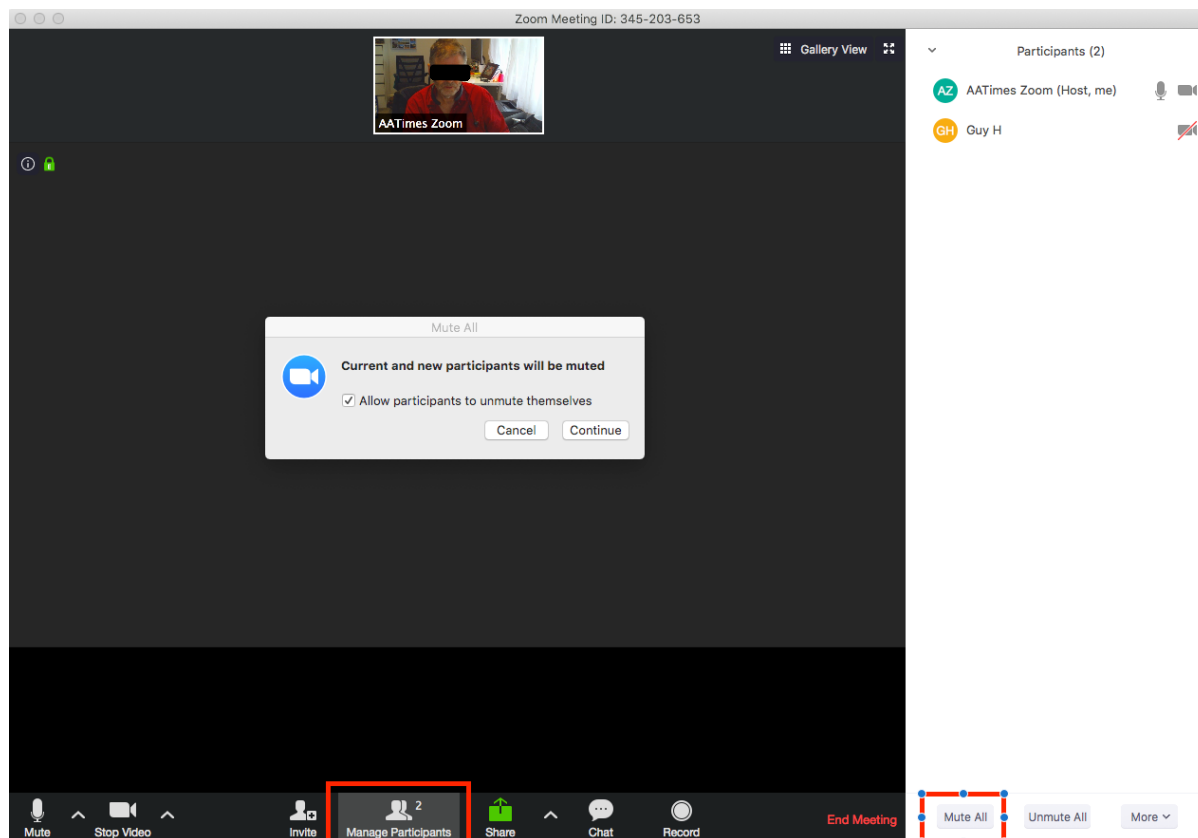
Suggested Introductory remarks

Introduce yourself:

> Hi, I'm Guy and I'm an alcoholic. I'll be chairing this online AA meeting. This meeting is an open meeting and all are welcome to attend.

> Let me quickly explain how the Zoom software works.   You can currently see me. If you want to show or hide your own video, hover your mouse over the screen and click the "Show Video" button at the bottom.

> I've got everybody muted at the moment. I can unmute you when needed, you can also unmute yourself by clicking "unmute" at the bottom left of the screen. Please don't do this unless it's your turn to speak.

> If you want to ask a question while the meeting is running or say hello to other members, click the "chat" button and type a message in the chat window at the bottom.   Let's take a minute to do that – everybody open the chat window and type in a welcome message.

If you want to raise your hand, click the participants button down the button, then click "raise hand". Let's practice doing that – click participants down the bottom of the window and click "raise hand".

After people have raised their hands, click the "lower all hands" button.
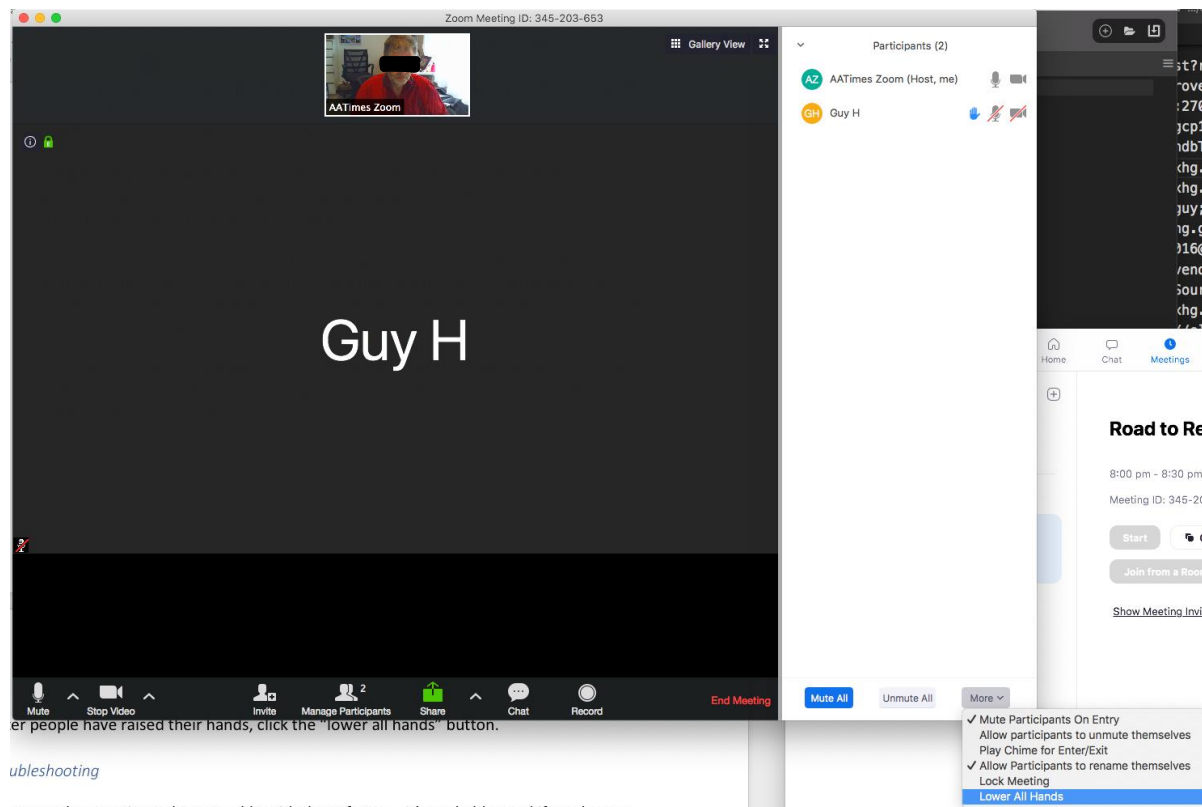
After the introduction, read the AA Preamble then read or ask someone to read "How it works".

TROUBLESHOOTING

Some people are going to have trouble with the software. It's probably good if you have a second person in the meeting who can help people with that. The best way is for that 2nd person to be monitoring the chat window. There's a link to troubleshooting resources at the end of these instructions (TBD).

SHARING

When it's time to share, it's probably best to ask those who are willing to share to raise their hands if they are willing to share.

Pick a person who has their hand up, hover over their entry in the participants list and select "Unmute" and "lower hand":
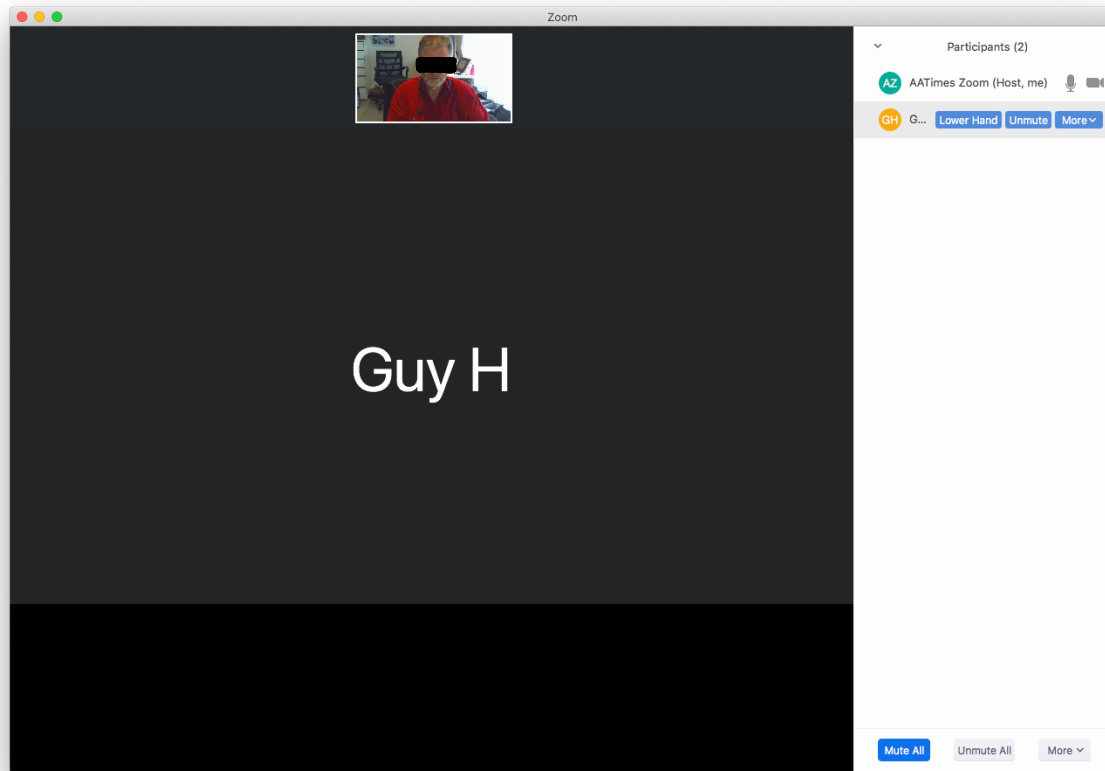
Then ask them if they'd like to share. If they say yes and don't have video enabled, ask them if you can enable the video.   Sharing is going to be a lot more effective with video, so if we should encourage members not be camera shy.

When the member has finished, thank them on behalf of the group and Mute them again.

Ending the meeting

End the meeting in the usual way, perhaps asking someone to do a reading, and reading out announcements relevant to the group.

Ask the members for a minute of silence. Then say something like:

> I will now unmute all participants. Will you join me in the serenity prayer?

Click "Unmute all" then start the prayer.

Leave the audio unmuted for a few minutes, then thank the participants again, and press "End Meeting".
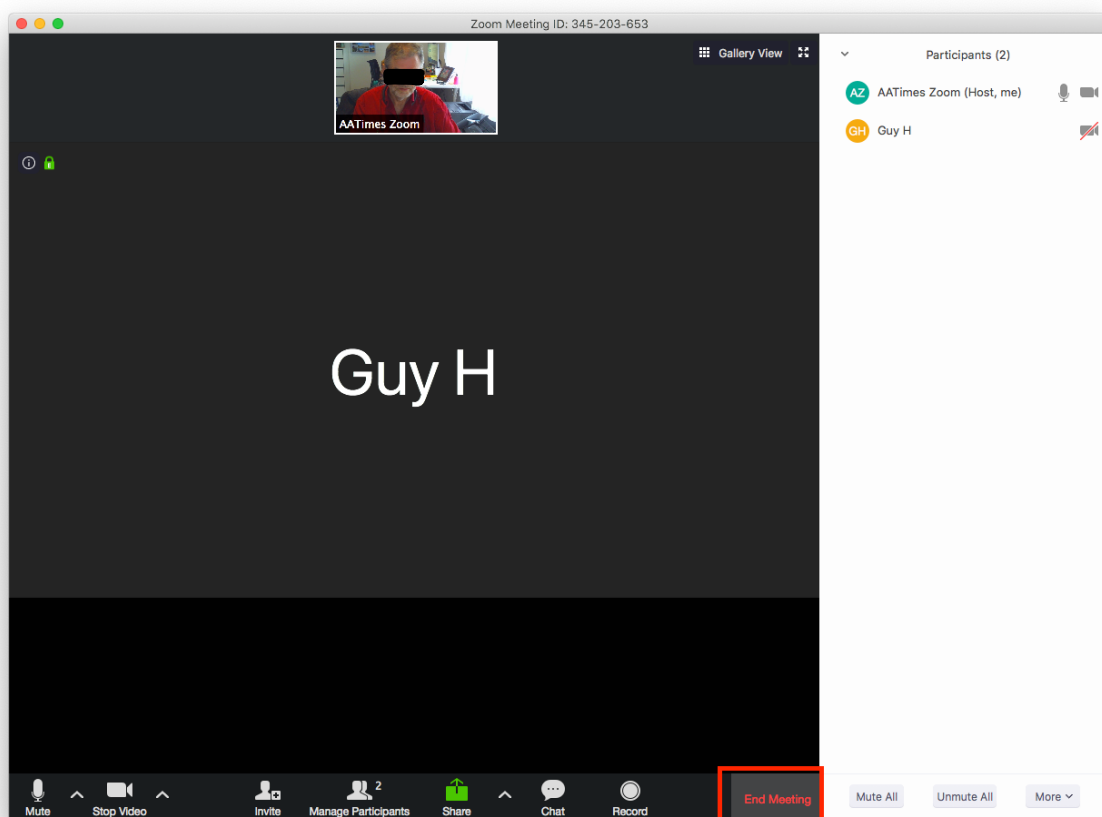
Anonymity

People don't have to have a Zoom account to join the meeting. However, some people might already be using Zoom for work, in which case they may be logging on using a visible email. We should encourage people to login anonymously if possible

Troubleshooting

Most problems in zoom meetings are with audio and visual devices. There's no easy way to fix an audio problem over

Zoom FAQ page: https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions

USEFUL KEYBOARD SHORTCUTS (WINDOWS)

- **F6**: Navigate among Zoom popup windows.
- **Ctrl+Alt+Shift**: Move focus to Zoom's meeting controls
- **Alt+M**: Mute/unmute audio for everyone except host **Note:** For the meeting host only
- **Alt+V**: Start/Stop Video
- **Alt+H**: Display/hide In-Meeting Chat panel
- **Alt+U**:Display/hide Participants panel
- **Alt+Y**: Raise/lower hand

USEFUL KEYBOARD SHORTCUTS (MAC)

- **Command(⌘)+Control+V**: Start Meeting
- **Command(⌘)+Control+M**: Mute audio for everyone except the host (only available to the host)
- **Command(⌘)+Control+U**: Unmute audio for everyone except host (only available to the host)
- **Command(⌘)+U**: Display/hide Participants panel
- **Command(⌘)+Shift+V**: Start/stop video
- **Command(⌘)+Shift+H**: Show/hide In-Meeting Chat Panel
- **Option+Y**: Raise hand/lower hand
- **Command(⌘)+W**: Prompt to End or Leave Meeting