

ZOOM-BOMBING: What to do if you find yourself hosting a meeting with malicious intruders

“Zoom-bombing” incidents are intended to be disruptive; since they typically involve offensive language and/or images, they may also be quite distressing. Establishing a protocol for how to respond—both in the moment and in subsequent meetings—will help your students/colleagues/participants feel supported and give them a sense of agency. Ultimately, the goals are to stop the behavior when it happens; follow up with participants to check in and remedy negative effects; and prevent such a situation from recurring.

RECOMMENDATIONS:

When the bombing incident occurs:

- Host closes the meeting. As soon as the incident is recognized as a Zoom-bombing, the host (or co-host) should announce that the meeting is ended and instruct participants, if appropriate, to wait for a personal email from the host for further instructions. If by chance a participant does not hear from the host within 15 minutes, they may contact the host via email.
 - **Note:** *If possible, it is helpful for the host/co-host to take some immediate notes about the incident, including the name of the “bomber” if available.*
- All participants immediately leave the meeting.
- If possible, host contacts participants, clarifying whether the group will reconvene immediately (via a new zoom link) or at a later time.
 - If a list of attendees is available, this subsequent contact should happen quickly (within 15 minutes).
 - If a list is not available, host may contact IT staff to request a report with this information. In this case, however, follow-up with participants will be delayed.

As soon as possible:

- Host reports the incident to IT.
 - Contact IT through Live Support Chat found at <https://help.skidmore.edu>. Live Support is located in the left-side navigation bar; if the word “Online” is green, then someone is available. Click on the icon to be connected.
 - If Live Support is not available, report the incident to IT by submitting a Help Desk ticket designated as High Priority. This can be done by going to <https://help.skidmore.edu>. In the ticket, provide the following if possible:
 - Date and time of the incident
 - Title of the meeting
 - Names of any hosts or co-hosts
 - What security settings were in place for the meeting
 - Details about how the event transpired. (For example, the host may recall specific words or names used by the bomber.)
 - IT will file a report with Zoom and keep the host informed about any results.

Following the bombing incident (i.e., if/when the group reconvenes):

- Host acknowledges the incident and the harm it caused.
- Depending on the situation, the group may decide collectively how to proceed. (In a class situation, the host/instructor may have to take more of a leading role.)
- If participants are interested in support services on campus, someone in the group may volunteer to share that information as appropriate. This may be done via Chat or in an email follow-up. (Again, in a class situation the host/instructor may have to take the lead.)
- Host reviews appropriate security measures to ensure the situation does not recur.
 - See [ZOOM Best Practices](#), developed by LEDS.

ADDITIONAL SUGGESTION:

- If you are teaching a class or leading a meeting that occurs regularly, review this protocol at the beginning of the term.