

## **Web Meetings Do's and Don'ts**

Although the Trust have selected Microsoft Teams as their recommended secure web conferencing solution and staff members should use Teams for all audio and video conference meetings wherever possible, a number of other NHS organisations and other public sector bodies have selected alternative web meeting solutions, such as Zoom.

The Covid-19 pandemic has resulted in an explosion of Zoom users and Zoom meetings.

The surge in the popularity of Zoom has highlighted a number of IT security issues with their software and although Zoom has cleaned up its act to try and prevent Zoom-bombing (where cyber-criminals gate-crash meetings to disrupt them) there are still some risks associated with joining Zoom meetings. Staff members should be comfortable that any web meeting that they intend to join has been configured and shared securely and should be equally comfortable during the meeting that it remains secure and know what to do if they are concerned that it is no longer safe. To assist staff members with achieving these aims here are some simple Do's and Don'ts for Zoom meetings (although they apply broadly to any web meeting):

### **Do:**

1. Check that the meeting has been password protected which will prevent unwanted attendees and any Zoom-bombing
2. Ensure that you have signed into Zoom before joining a legitimate Zoom call
3. Anticipate the host locking the meeting once all attendees have arrived to prevent other unauthorised users from accessing the meeting even if the meeting details have been leaked
4. Be aware of unexpected people joining a meeting
5. Take care with file-sharing on web meetings, especially from attendees you don't know, as they might be harmful
6. Encourage the host, if possible to remove disruptive attendees from the meeting
7. Check for updates to the Zoom client regularly and ask the CITS Service Desk for assistance with this if necessary.

### **Don't:**

1. Host a Zoom meeting yourself – instead use Microsoft Teams
2. Forget to register with Zoom ahead of an externally-hosted Zoom meeting
3. Expect the meeting host to allow you to join the meeting before they have get set-up - the meeting host may make you wait in a meeting lobby before being let in
4. Stay in a Zoom meeting if you have any concerns about the safety and security of it

5. Be tempted to try and share your screen in a meeting that is hosted externally as the host should have disabled this option to reduce the risk of inappropriate material being shared
6. Be alarmed if the meeting host prevents disruptive attendees from re-joining a meeting.