CWI Zoom Security Configuration Recommendations

Overview

Zoom video conferencing has rapidly become an integral enterprise tool for CWI. As such, we need to administrate the features and functionality of Zoom in a secure and consistent manner to provide stability and professional support.

As we move to an appropriate model for CWI, it is also a reality that we do not currently possess the deep experience and expertise necessary to fully provide the levels of support necessary to implement all the features available in the product. The most effective way to develop the expertise required is to deploy the tool in a methodical and intentional manner.

In addition, we are moving towards two models of Zoom deployment. One is to provide the basic remote meeting capabilities to maintain the business processes that deliver the services we provide to support CWI's operational practices. The other model is exploring the value Zoom provides, in conjunction with Blackboard Collaborate, for instructional delivery with students. Each of these requires different configuration and security models.

After reviewing the practices of other organizations that have been working longer than CWI with Zoom at this level, we are making the following configuration recommendations, and in some cases globally locking down requirements. However, we are minimizing global settings until the implications are fully understood. Each link below takes you to the associated basic recommended configuration steps.

Basic Security Configuration Recommendations

System Generated Meeting ID

There are two Meeting ID types. One is Personal ID and the other is Generate Automatically ID, which is randomly generated by the system.

- Personal ID – is essentially a continuously running meeting that anyone who has the ID, Personal Link, and password can join. Even when requiring a password, using a Personal ID exposes a security risk as the password, in clear text, is included in the invite. If anyone knows your Meeting ID they can type it in and try to join any meeting that might be running.
- **Generate Automatically** – is randomly created for each meeting you schedule. An encrypted password is also generated for the meeting and, along with embedding the password in the meeting link, allows invitees to enter the meeting without having to enter the password.

We are recommending **Generate Automatically** along with a global setting that requires a meeting password. This setting prevents automated Bots that are scouring the Internet for Zoom from breaking into any meetings and taking control or vandalizing the meeting by displaying inappropriate content. The random password will also be included in the invite text, which you should remove before sending.

Waiting Rooms

The Waiting Room is a virtual staging area that prevents people from joining a meeting until the host is ready. The host controls when and which participant can join a meeting. This is particularly important when protecting meetings with external participants. As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once. The Host can also move individuals or selected attendees back into the Waiting Room if desired.

We strongly recommend **CWI Instructors use the Waiting Room** functionality to protect the classroom from external class intrusions because of the potential with invited students forwarding the class meeting invite through social media, which has caused classroom disruptions across the country. Many instructors are also using the Waiting Room as an attendance verification tool.

The Instructor (Host) can customize the Title, Logo, and Message that appears in the Waiting Room, which allows the attendee to know they are in the right place. The Host can also send personal or group messages to attendees in the Waiting Room. Participants are not able to rename themselves to prevent assuming someone else's identity within Zoom.

Instruction Delivery Meeting Naming Conventions

We recommend that Instructors use the Class Identifier that is used in Blackboard as a prefix for each class that is scheduled to allow Class Meetings to be distinguished from CWI Operational Meetings. This is essential for the administration and support of Zoom across the institution.

Zoom Security Configuration Instructions

Meeting ID Configuration
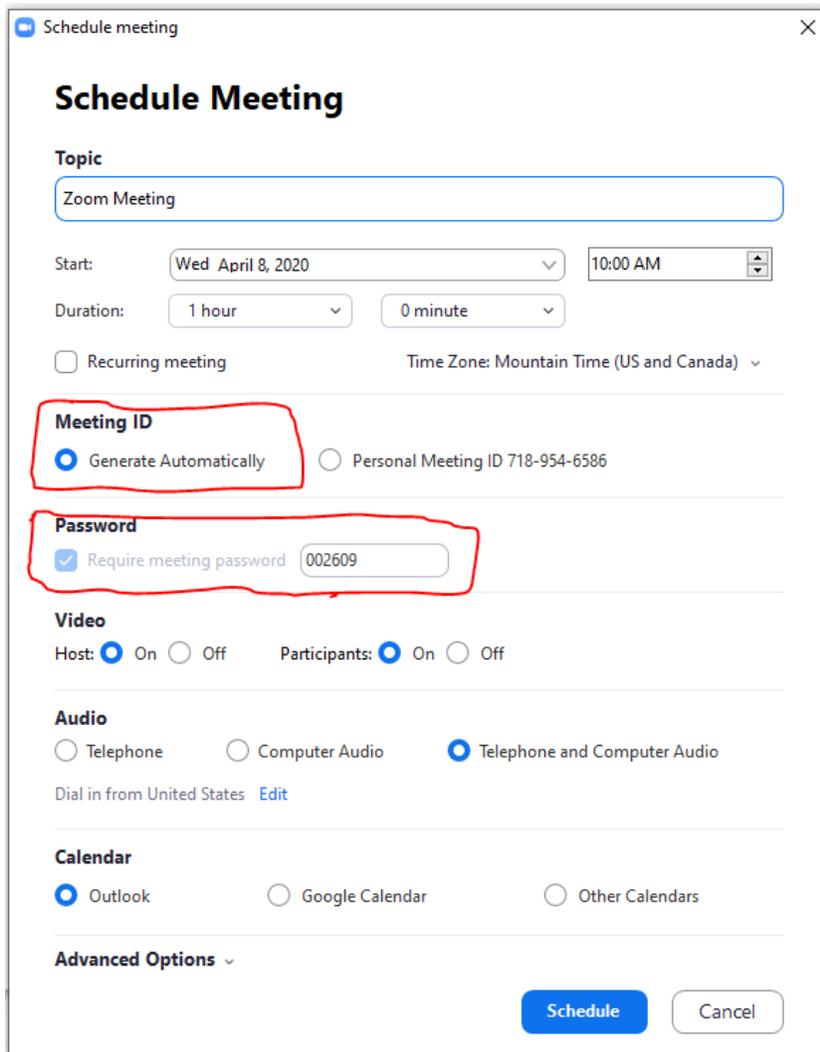
Waiting Room Configuration

Calendar

◉ Outlook   ○ Google Calendar   ○ Other Calendars

Advanced Options ⌃

☑ Enable waiting room

☑ Enable join before host

☑ Mute participants on entry

☐ Only authenticated users can join: Sign in to Zoom

☐ Automatically record meeting

    Alternative hosts:

    Example:john@company.com;peter@school.edu

Schedule   Cancel

Waiting room

Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. Ⓥ

Choose which participants to place in the waiting room:

○ All participants

◉ Guest participants only ⑦

    ☐ Allow internal participants to admit guests from the waiting room if the host is not present

Save   Cancel

Customize the title, logo, and description ✎

Please wait, the meeting host will let you in soon.
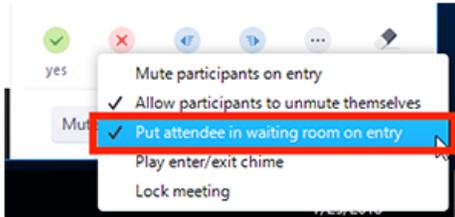
| Group Call

Meeting Messages

From to Everyone (in Waiting Room):
I will admit you in one moment.

Enabling or disabling Waiting Room during a meeting

1. As the meeting host, click **Manage Participants**.

2. Click **More** at the bottom of the participants' window and choose **Put Attendee in Waiting Room on Entry** to enable or disable the feature.
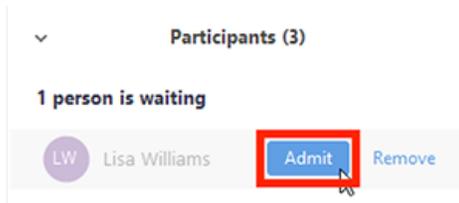

Admitting participants during a meeting

1. As the meeting host, click **Manage Participants**.

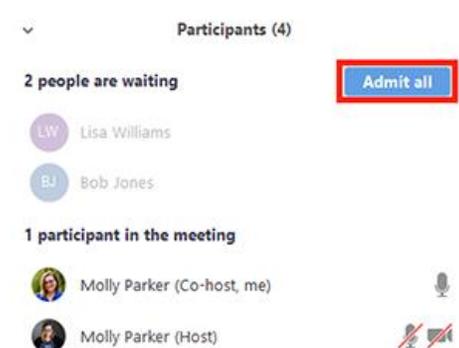2. Click **Admit** to have the participant join the meeting.

Admit all participants from the Waiting Room

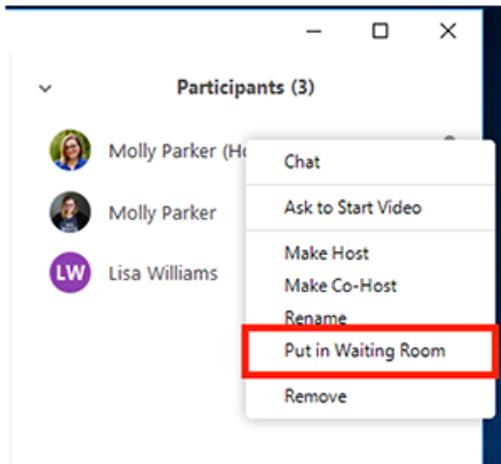1. As the meeting host, click **Manage Participants**.

2. Click **Admit all**.

Sending participants to the Waiting Room during a meeting

1. As the meeting host, click **Manage Participants**.

2. Click **More** next to the participant's name and choose **Put in Waiting Room**.

Instruction Delivery Meeting Naming

Schedule Meeting

Topic

2020SP-BIOL-100-001D

☑ Recurring meeting

Remember to check recurrence or repeat in your calendar invitation

Meeting ID

◉ Generate Automatically   ◯ Personal Meeting ID 718-954-6586

Password

☑ Require meeting password   013755

Video

Host: ◉ On ◯ Off   Participants: ◉ On ◯ Off