Preventing Course Disruptions in Zoom

A Guide to Preventing Zoom Crashers

The worldwide pivot to remote delivery of instruction has led to reports of disruptions during Zoom class sessions from individuals who are not affiliated with ASU. This practice has been referred to more widely as "Zoombombing," and occurs when an individual gains unauthorized access to a Zoom session and uses features within the application to display obscene pictures or videos, exhibit inappropriate behavior or otherwise interrupt the class. Fortunately, this practice can be mitigated through a series of classroom policies and software settings. In addition to the suggestions outlined in the Best Practices for Zoom Classroom Management guide available on the Teaching Remotely at ASU website, faculty can now choose to set up their Zoom sessions to prevent access by individuals without asurite IDs.

Restricting Access in a Zoom Session to ASU students

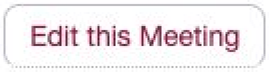
Restricting access in a Zoom session to only ASU students can significantly reduce course disruptions as students will be required to authenticate prior to joining the session using the same ASU credentials they use to login to other services such as MyASU. This will help ensure that all participants are accurately identified as members of the ASU learning community. ***Make sure you notify your class if you are using this option, so they can login to the Zoom session a couple minutes ahead of time to ensure they will have access when the class begins.***

Enabling ASU Authentication

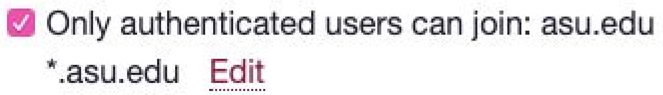
- Open a browser and go to https://asu.zoom.us.
- Select **Meetings** from the left menu.

- From the top menu select **Personal Meeting Room**.

- To edit your Personal Meeting Room settings scroll to the bottom and select **Edit this Meeting**.

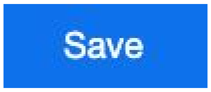


- You can enable "**Only authenticated users can join**" to force users to log into ASU Zoom. **NOTE:** This change is not available from Canvas Zoom integration. You will need to go to https://asu.zoom.us to make this change to your Personal Meeting Room and Zoom Meetings.


☑ Only authenticated users can join: asu.edu

*.asu.edu Edit

- Once you are completed enabling all the settings you wish to secure your Personal Meeting Room be sure to select the **Save** button at the bottom.



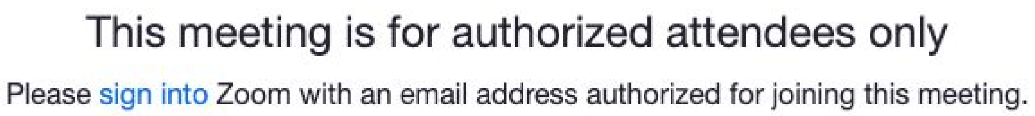
- You have enabled ASU Authentication in your Zoom session

What Students Will See

If users are not currently logged into ASU Zoom when joining a meeting that has **Only Authenticated User Can Join: ASU.EDU** in Zoom enabled, they will be provided with the following prompt when joining the Zoom meeting:

Student login

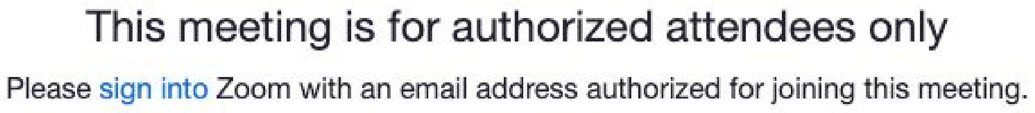
- In a browser, students will be sent to a page with the message as shown in the image below. They should select **sign into** and they will be taken to the ASU Web Authentication page to sign in using their **ASURITE username and password**. Once signed in they automatically join the meeting.


This meeting is for authorized attendees only

Please sign into Zoom with an email address authorized for joining this meeting.

- If they are using the Zoom app on their phone or computer they will receive the message as shown below. They should select **sign into and then select sign in with SSO**. Enter **asu.zoom.us** for the company domain and select **Continue.** They will be taken to the

ASU Web Authentication page to sign in using their **ASURITE username and password**.



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Please sign into Zoom with an email address authorized for joining this meeting.

- Once signed in they will automatically join the meeting.

Pros + Cons

Any software access restriction must balance the need for security with ease of use for the end user. While enabling this feature may solve some problems, it could create others depending on how you are structuring your class session. Below are some pros and cons for this approach.

Pros:

- Only individuals with ASU credentials (asurite ID) will be allowed to access the Zoom session. This will prevent non-ASU affiliated parties from entering your session and disrupting class activities.
- If you are taking attendance using the session participant report, the accuracy of that report should be greatly improved.
- If an incident does occur, there will be increased accountability for the offending individual as we will be able to identify them by their asurite ID.

Cons:

- Only individuals with ASU credentials (asurite ID) will be allowed to access the Zoom session. If you have a guest presenter who is not affiliated with ASU this might not be a good option as they will be unable to login to the Zoom session.
- If a student routinely has trouble logging into ASU services, they may have trouble with this process as well. We suggest these students try logging in a couple minutes early to ensure they are in the session and ready to go when class begins.
- This does not prevent students who are not signed up for the class from attending, but this is a similar situation to what you might encounter in an immersion classroom setting. Since all students access the Zoom session using their asurite credentials, disruptive students who are not part of the class roster can be identified and the matter can be referred to the Dean of Students.