ACA SMR Tech Host Training Guide

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Definition: Tech Host Service Description
https://www.acamorning.org/technical-host/

Review Other Meeting Positions: Chair, Room Host, Room Moderator, Newcomer Greeter
https://www.acamorning.org/service-2/service/

Prerequisites for managing breakout rooms (you have to have the ability to create breakout rooms on your device to serve as an SMR Tech Host)
https://support.zoom.us/hc/en-us/articles/206476313-Managing-breakout-rooms

Tech Host Schedule Actions

We learn by doing, but…

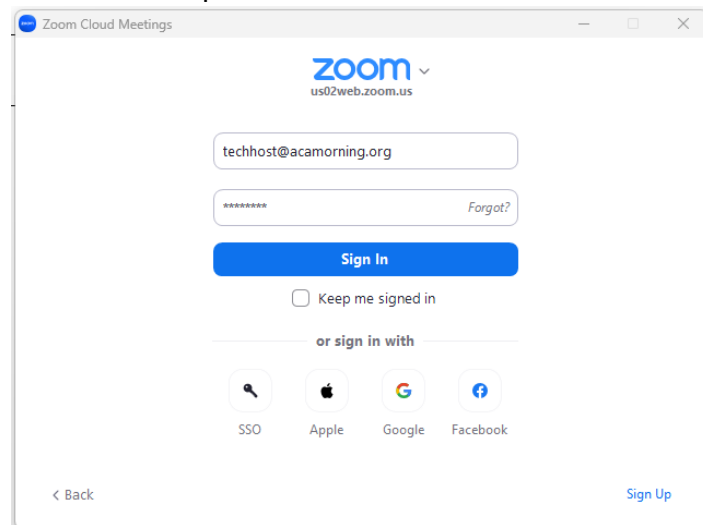| Time (ET)	Action
6:55 - 7:10	Check internet connection Close all non-meeting applications *Why?* It makes it easier to share screens as fewer options will show. Also, Zoom is a resource hog. *Recommended:* Restart your computer
7:00 - 7:10	Open the service schedule and identify by the day of the week the Chair (always Room 1 Host), Room Hosts, Room Moderators (if any), and the Newcomer Greeter https://www.acamorning.org/the-smr-service-schedule/
	Prepare for screen sharing during the meeting...or not *Option 1:* Ask the Chair or another Co-host to share the master slides and daily reading *Option 2:* Open the Meeting Slides and position the slide to the serenity prayer https://www.acamorning.org/meeting-materials/ Open the Strengthening My Recovery daily reading https://adultchildren.org/meditation/

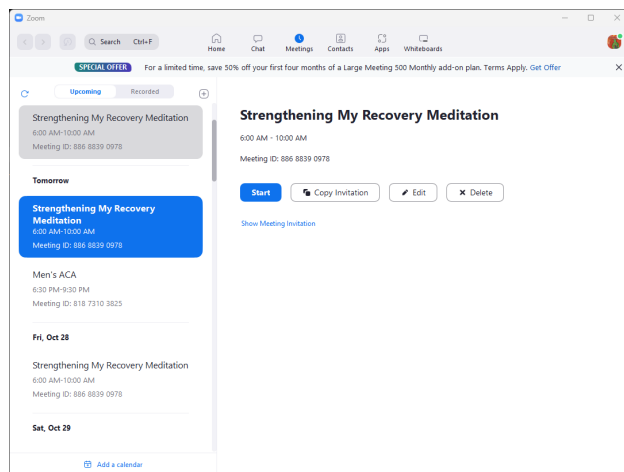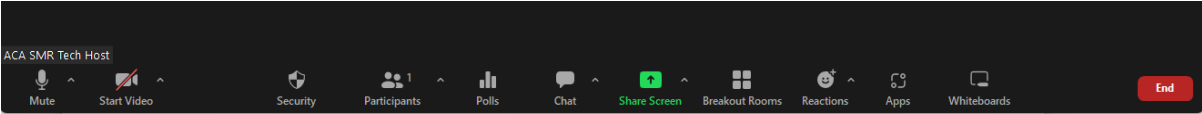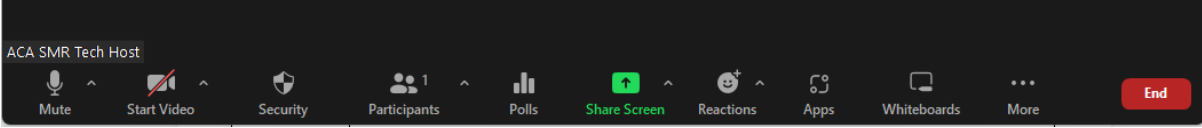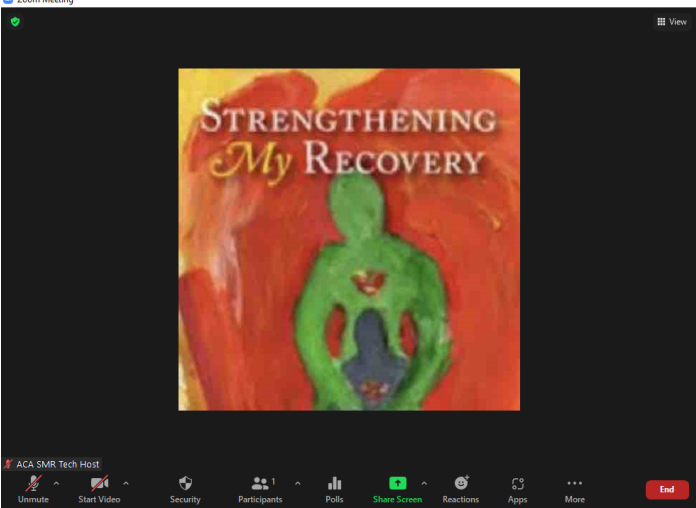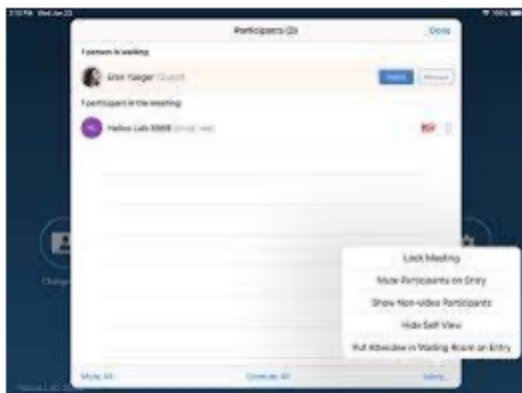|	
	Share screen tip: if the image you want to display does not show up, go to the window where the image is, then share screen again
7:10 - 7:14	Sign in to Zoom *Note 1:* Once you become an official SMR Tech Host, you will be provided with the username and password. If the Zoom application opens automatically to its Home screen, click on Meetings at the top and then click the blue Start button *Note 2:* If the Start button doesn't appear, simply Join the meeting from the Home screen.
7:10 - 7:15	Open the room by 7:15. *Note:* You may Tech Host with your Video on or off. It is YOUR choice. Tech Hosting requires

	concentration, so please choose what works best for you.	
7:15	Open the Participants list and Chat panel using the bottom menu bar	
	If you are not in Full Screen, you may not see the full menu. To see the hidden options, click More.	
	Once you open the Participant list and Chat panel, your screen should look like this.	
	Note: You can rename yourself if you choose. Otherwise you will remain named ACA SMR Tech Host.	
	Krista - Monday Tech Host	
7:15 - 7:35	Allow Participants in from the Waiting Room	
	Use the Search bar above the Participants list to continually search for scheduled Room Hosts.	
	Note: Search bar will not appear until there are multiple Participants in the meeting so don't panic if you do not see it immediately.	

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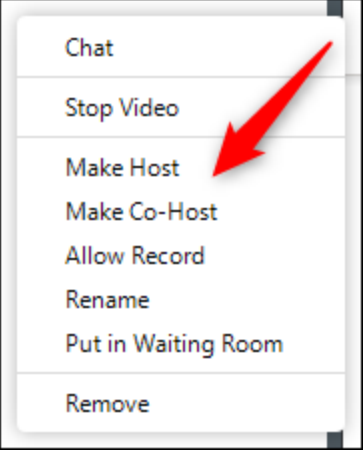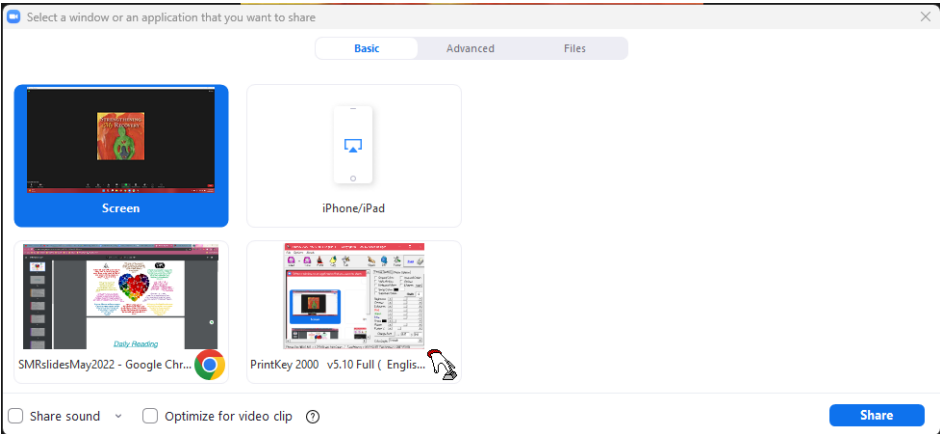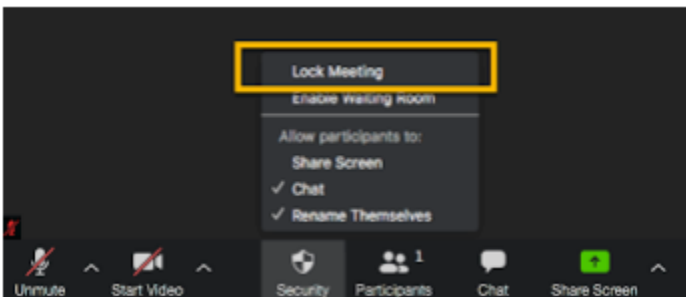|	
	SCREENSHOT HERE - I DON'T LIKE THE ONE I HAVE *Note 1*: Tech Host may ask a Co-host to… 1. Assist them in admitting Participants 2. Specifically ask Co-hosts NOT to admit Participants in. This is a matter of personal preference. Some Co-hosts who have been in service for a while will automatically allow Participants in. If, as a Tech Host you are uncomfortable with the assistance, you may draw a boundary here. It is YOUR choice. *Note 2:* If a participant in the Waiting Room is named with a device name (iPhone, Samsung Galaxy etc.) you may choose to message them and ask them (help them) to rename themselves with a "proper" name. However, be aware that not all Participants are looking at their device screen, so please don't assume that no answer means the Participant is a suspect character. You may simply allow the Participant into the meeting and ask them to rename themselves. *Note 3:* Zoom security is the responsibility of Every Participant in the meeting. *Note 4:* Our meeting has 250 - 300 participants on a daily basis.
7:15 - 7:35	Assign Co-host permission: Identify the Chair, Room Hosts, and Room Moderators (if any), and Newcomer Greeter from the schedule and assign each Co-host permission Click the blue More button next to the Participant's name and choose Make Co-Host

	Ideally, scheduled Co-hosts will come in with their room number assignment in their name. If they do not, rename them so that the 1st character of their name is their breakout room number (NG for Newcomer Greeter) 1 Krista NG Tim *Note:* Once a Participant has been assigned Co-host, they will show at the top of the Participant's list
7:25	Ponder Meeting Position staffing: Have the Chair and Room Hosts arrived and been assigned Co-host? Ideally, scheduled Room Hosts will come in before 7:25. However, if they don't, you are free to fill the vacant Room Host position with another volunteer. Also, if more breakout rooms are needed than are scheduled with Co-hosts (almost always), ask verbally or in a chat message for volunteers. Assign volunteers Co-host and rename them so the 1st character is their breakout room number. *Note:* Some trained Participants may be willing to serve ad hoc on any given day. They will come in with a "0" in front of their name or add it after a request for additional help is made. This makes willing meeting servants easy to identify. 0 Wendy
7:28ish	Confirm with the Chair who will show the initial and final slides (the Chair, the Tech Host, or another Co-host)?
7:30 - 7:35	If you will share the slides, click Share Screen from the bottom menu bar and choose the screen you want to share and click the blue Share button

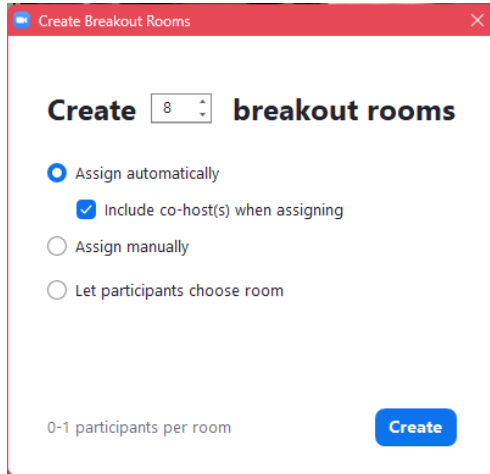# ACA SMR Tech Host Training Guide

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<td>7:30 - 7:35</td>
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Consider the number of breakout rooms the meeting will need

30 - 35 people per room is ideal

Participants Total / 30 - 35

Note 1: This is not an exact science. Don't sweat too hard over this.

Note 2: Anywhere from 35 - 60 people typically arrive between 7:30 and 7:35, so please keep this in mind when planning.

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<td>7:35 - 7:36</td>
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Lock the meeting

Click Security in the bottom menu bar and select Lock Meeting.

Note: Zoom Host and Co-host roles are able to lock/unlock the meeting in case you forget to unlock it after the Closing Prayer

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Create Breakout Rooms:

Click Breakout Rooms from the bottom menu bar (Remember you may have to first click
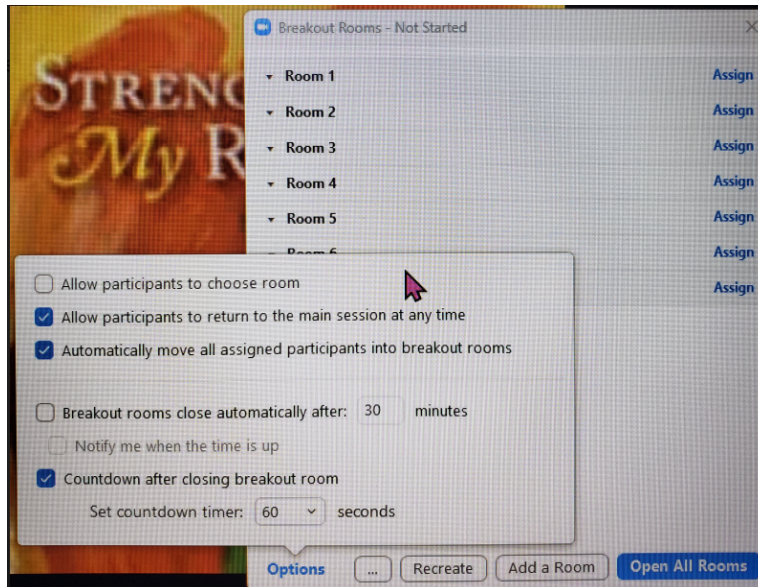
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More to get there)

The Create Breakout Rooms pop up window will appear. Click the up arrow to choose the desired number of Breakout Rooms. Then click Create.

Once the Rooms are created, click Options in the lower left-hand corner. Make sure the following boxes are checked.

- ❖ Allow participants to return to the main session at any time.
- ❖ Automatically move all assigned participants into breakout rooms.
- ❖ Countdown after closing breakout rooms. (make sure Set countdown timer is set to 60 seconds)

ROOM HOSTS DO NOT AUTOMATICALLY GO TO THE ROOM THEY ARE HOSTING. Please remember, the naming convention (1, 2, 3, etc.) iis to help the Tech Hosts move the Room Hosts to the correct room MANUALLY.

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	Click out of the Options screen by clicking anywhere outside the pop up box. Begin the process of moving the Room Hosts to the correct Breakout Room. Look to the right of the Participants and you will see Move To and Exchange. Use the Move To to move Room Hosts to the correct room. SCREENSHOT HERE Once you have moved all the Room Hosts to the correct room, it is wise to double check your work by skimming the list. The Breakout Rooms sizes may be uneven at this point. You may even out the rooms if time permits.
7:37 - 7:40	The Chair will introduce you as the day's Tech Host. Read your portion of the meeting script. Once you have finished reading the script, click Open All Rooms. The Participants should be swept into their breakout rooms automatically. SCREENSHOT HERE If a Participant is not moved automatically, they may have a poor internet connection. TEST THIS
7:41 -	You are in the main room As people go to the breakout, the number of people in the main room will reduce. If the number of people in the main room is 1 or more, help the participants to go to the breakout rooms. Usually only 1-2 people are not sent to a breakout room because their device/software is not compatible with Zoom. Click on participants Click on unmute all Ask for participants to unmute Open breakout rooms, find participant in main room, try moving them to another room If you cannot communicate with the participant or get them to go into a breakout room, remove them from the meeting. On the remove screen, unclick "report to zoom."
All meeting	Safety: A Zoom Bomber is a person who attends a meeting for non-recovery reasons and/or to disrupt meetings. Sources: from entry-waiting room-device name, participant listdevice name, RH/M call you, or participant calls you Contact the participant-chat or unmute Say to them: your name suggests that you may not be here for this meeting's purpose. This meeting is an ACA recovery meeting. Why are you here? If ACA, please rename your name to your first name, last name 1st initial. Offer to rename them, rename them. If not ACA purpose or cannot make contact: Record their participant name (write it or screen shot) Remove them from the meeting Email the incident description to the Tech Scheduler Officer

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8:24	Close all breakout rooms Red Button that says Close All Rooms Note: You may want to set an alarm to alert you at 8:24 that it is time to close the breakout rooms.
8:25 - 8:30	Upon returning to the main room, if you agreed to show the slides, share the content of the slide As the chair announces each slide, move the slide forward
8:30ish	Once the Closing Prayer is read, click Security and select Unlock Meeting.
8:31	If you want to leave, please request another trusted servant (someone already in service) to take over as Host. Next to that volunteer's name, click More and select Make Host. If you stay until end of the meeting, when you leave, close the meeting for all participants

After you finish the training you may be…

1. Ready to start as a Tech Host.
Review the schedule. Email the Service Team to let the team know you want to be a Tech Host. Please include our First Name and Last initial, the specific week day(s) or weekend day(s), a start-date, and length of service (six months is suggested).

2. Want to practice
Practice within your own meeting. Create your own zoom account (free option) https://zoom.us/
Practice in another meeting besides ACA SMR by offering to be Tech Host.
Practice in our meeting. Before the meeting starts, alert the day's Tech Host that you want to practice. The Tech Host can make you a host or co-host and assign you Tech Host tasks such as admitting participants and renaming Co-hosts.

3. Decide Tech Hosting is not for you, and that is OKAY.

Additional Resources

Zoom Tutorials

Assigning Host/Cohost
https://support.zoom.us/hc/en-us/articles/206330935-Enabling-and-adding-a-co-host

A host can assign a co-host in the main room. You do not need to be in a breakout room. breakout rooms
https://support.zoom.us/hc/en-us/articles/206476313-Managing-Breakout-Rooms Security-Lock Meeting
https://support.zoom.us/hc/en-us/articles/360041848151-In-meeting-security-options