

September, 2026

Handling Zoom Disruptors

A Facilitator Guide for RDG Meetings

Before It Happens: Quick Setup Check

- Waiting Room or “Only authenticated users” enabled for entry
- Screen share locked to “Only Host” (Share arrow → Advanced Sharing Options)
- Chat set to Host Only or Everyone Publicly (no private messaging) if needed
- Confirm you (or your co-host) are logged in as Host — the tools below require it

In the Moment: Responding to a Disruptor

For one disruptive person

1. Open the Participants panel
2. Hover over their name → click More
3. Select Remove (they can’t rejoin unless you’ve enabled that setting)

For a serious or fast-moving disruption

(multiple intruders, explicit content, hate speech)

1. Click the Security icon (or Host Tools) in the meeting toolbar
2. Select Suspend Participant Activities
3. Confirm — this immediately locks the meeting, mutes and disables everyone’s video, and turns off chat, screen share, and annotation
4. Once things are contained, remove the offending participant(s), then re-enable features individually to resume

Reporting the Disruptor to Zoom

Two ways to do this:

- Fastest: click the meeting info icon (top-left “i”) → Report → select the participant(s), choose a reason, optionally attach a screenshot → Submit
- Automatic: if you use Suspend Participant Activities, Zoom sends a report to its Trust & Safety team by default and will follow up with you by email for details

Reported participants are removed from the meeting as part of the report.

Checking In With the Room

After a minor disruption

(brief interruption, quickly resolved)

"I'm going to pause us for just a second. [handle it] Okay — thank you for your patience. Let's take one breath together before we pick back up. [pause] Everyone good to continue?"

After a more serious disruption

"I've removed that person and reported them to Zoom, so it's handled on that end. I know that was jarring to sit with. Let's take a moment — a few breaths, together. [pause] If anyone wants to say how that landed for them, or needs to step away for a minute, this is that kind of space. We'll pick back up whenever people are ready."

Keep the check-in short and let silence do some of the work — don't over-explain what happened, especially if it involved explicit or hateful content.

After the Meeting

- Note the incident (who, what, when) for your own record or to pass to the Virtual Events Committee
- If it's a recurring meeting, consider tightening settings before the next session (Waiting Room, locked screen share, restricted chat)