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Zoom Service Updates for Improved Security

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UNIVERSITY OF CALIFORNIA

Associate Vice Chancellor for IT and Chief Information Officer

Dear Campus Community,

In a previous message about the incidents of Zoom bombing on campus, we committed to making **improvements to our Zoom service** in order to **strengthen security and privacy** settings as mechanisms to mitigate further acts of Zoom bombing. We are writing to provide an update to you about the specifics of those changes, which will be rolled out between now and the start of the fall semester.

The single most notable change is **starting Aug. 15, all participants and hosts will be required to sign into a Zoom account prior to joining meetings** hosted by UC Berkeley.

We realize this is a significant change, and may result in some disruption for people that are used to simply clicking on a link to join a meeting. However, the severity and frequency of Zoom bombing incidents, and the harm that they cause, makes this step necessary. Requiring everyone to sign into meetings ensures those who have joined the meeting are identifiable and avoids having anonymous users join your meeting.

Next Steps

- Use your CalNet ID to sign into Zoom. If you are signing into Zoom from your desktop, web browser, or mobile app, you can review detailed instructions here.
- Participants who are not eligible for a UC Berkeley-provided Zoom account can create a free, consumer Zoom account or can dial in via the phone.

You Play an Important Role in Avoiding Zoom Bombing

Any online meeting cannot be made fully secure by settings alone. Your actions are also critically important to prevent disruptions to your meetings. Key tips and best practices include:

- **Never post the connection details** for a videoconference on a public site or social media. Instead, distribute the details privately to people who RSVP.
- **Do not override the new security settings** described here. If you must switch back and forth between settings, consider using meeting templates.
- Consider **adding a waiting room** as an extra layer of security.
- Make sure you **know who a participant is before allowing them to share their screen.**

Review additional recommendations from the Information Security Office: Settings for Securing Zoom and the Office of Ethics: Privacy Considerations When Using Zoom.

Other Upcoming Security Cchanges

- Newly created meetings will have passcodes enabled so everyone joining the meeting will need to use the meeting code for entry.
- Participants will be muted upon entry to avoid audio disruption to meetings.
- Most campus users already sign into their Zoom account with their CalNet ID. For those who may use a separate username and password, signing in with your CalNet ID will become a requirement for all UC Berkeley-provided Zoom accounts starting in September/October 2020. The exact date will be announced closer to the implementation time. We strongly encourage all users to sign in with CalNet starting now in preparation for these changes.

For more details, you can view the full list of recent and upcoming Zoom changes, including implementation dates.

Please Continue to Report Zoom Bombing

If you have experienced Zoom bombing that attacks on the basis of race, gender, sexual orientation or other protected category, or is sexually explicit, we encourage you to report the incident to zoom-misuse@berkeley.edu or our Stop Hate website, along with the campus Office for the Prevention of Harassment and Discrimination. Again, campus leadership has zero tolerance for Zoom bombing of the sort we have described, and such incidents will be fully investigated.

We understand also that it can be disturbing and jarring to experience Zoom bombing. There are many campus resources for students, faculty, and staff if you wish to speak with someone about your experience.

- Students may contact UC Berkeley Counseling and Psychological Services (CAPS). Counselors are available for phone and video counseling appointments. There are also new online self-help tools. Visit the CAPS website or call (510) 642-9494 or, after-hours, (855) 817-5667. CAPS employs mental health professionals trained to support to individuals from a wide array of identities, including traditionally marginalized or disenfranchised groups.
- Students may also contact the Office of the Assistant Vice Chancellor and Dean of Students for help navigating resources: deanofstudents@berkeley.edu.
- Staff and faculty may take advantage of our Employee Assistance program for no-cost confidential counseling and referral.

Finally, please join us in upholding our campus Principles of Community. Thank you for your patience and understanding as we work to provide secure and welcoming environments for all members of our community.

Respectfully,

Jenn Stringer
Associate Vice Chancellor and Chief Information Officer

This message was sent to UC Berkeley faculty, staff and students.

If you are a manager who supervises UC Berkeley employees without email access, please circulate this information to all.

Please do not reply to this message

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