**Guidelines for Zoom Serenity Keeper**

**Ensure you have a good Internet connection!!**

* FIRST Verify you have the latest version of the Zoom update before your scheduled time.
* To check your version of zoom.
* Open the Zoom desktop app.
* Click on your username icon.
* From the drop-down menu click on "Check for Updates..."
* Download the latest version and then re-open Zoom.
* **Please read all instructions before you begin your shift.**
* All shifts require a minimum 2-hour commitment.
* Sign to Zoom 10-15 minutes before your scheduled start time.
* Use air pods or headset to avoid sound bleed of background noise.
* **Description of duties** – ***Serenity Keeper*.**

*\*Depending on size of the event/meetings multiple Serenity Keepers may be needed.*

* A serenity keeper will serve a specific duty during the 2-hour commitment.
* Continuous monitoring to make sure persons; are appropriately dressed.
* There is no smoking or vaping, or other inappropriate pictures or images; also, watch for interrupters or bombers.
* Consider sending a warning to participant before turning off video.
* If you see any prohibited activity by any of the attendees, immediately turn off the participant’s video. Right-click on the three dots at the right top corner of the participant’s frame and click “Stop video,” (the person whose video is stopped will need to contact a Host/Co-Host to have their video turned back on).
* **Please become familiar with your role and the role of others on your shift.**

***\*There will be several Host/Co-Hosts. Support one another.***

1. Tech-Host - these are the highly technically skilled team of people who develop their own guidelines. Each technical team/person may be different depending on the style of the event.
2. The Co-Host-Chairperson - This is the person who facilitates the meeting, announces the speakers and coordinated, audio-visual content.
3. Waiting Room Greeter - The face and voice of NA Welcoming and identifying guest participants. This person requests all participants rename themselves upon entry to the main meeting with First Name, Last Initial, State if USA and Country if non USA, i.e., no “iPhone” or “Galaxy 10” “James T. Kirk,” we have to watch out for “interrupters.” Our Greeter is our first line of defense.
4. Breakout Room Information Support - providing NAWS information and support including the Recovery Companion App, how to make a one time and recurring contribution, as well as the NA Meeting Finder App. This person should also be proficient with navigating [na.org](http://na.org/).
5. Serenity Keepers - taking down video or offensive default photos. Our second line of defense. This person(s) must always watch videos & photos to make sure no one is using; no one is doing anything inappropriate while on video. Check videos & photos for violent and offensive profile photos. If it is questionable, immediately “turn off video.” If a participant wants to know why, invite them into a private chat to explain the reason-use discretion.

Rename yourself to include your volunteer position, ie. Franney-Chair, Franney-Greeter, Franney-BreakOut, Franney-Serenity

Once you are on Zoom, send a private message to notify the Tech-Host that you are present.  At the close of the meeting, the Tech-Host will make you a Co-Host.  Once you are a Co-Host, verify all of your Zoom support team members have Co-Host ability.

Do not hesitate to contact Tech-Host if you are having any difficulties.