STATE OF NEW MEXICO
PUBLIC EDUCATION DEPARTMENT
300 DON GASPAR
SANTA FE, NEW MEXICO 87501-2786
Telephone (505) 827-5800
www.ped.state.nm.us

RYAN STEWART, ED.L.D.
SECRETARY DESIGNATE OF EDUCATION

MICHELLE LUJAN GRISHAM
GOVERNOR

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MEMORANDUM

TO: All PED Staff

FROM: Richard Trujillo, Acting Chief Information Officer
Adan Delgado, Deputy Secretary of Finance and Operations

RE: **Steps to Take to Increase Security of Zoom Meetings**

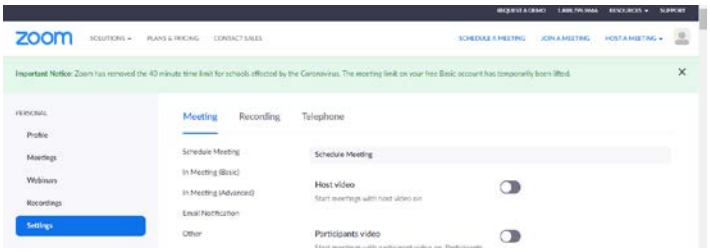
As many PED staff have transitioned to working from home, we know that video teleconferencing may play a role in how you meet with your PED colleagues and external customers and complete your work. One popular free platform, Zoom, was recently highlighted in the media for security issues that may put meeting and user privacy at risk. Zoom has rushed to address security concerns with the use of its platform, however, we would like to remind you to work with your managers to identify the best way to use teleconferencing, including Zoom meetings, and to take all possible steps to ensure the privacy of your meetings. This memo offers guidance specific to the use of Zoom, which could help to improve security when using the platform.

- **DO NOT** advertise Zoom meetings on public websites.
- **DO NOT** forward a Zoom invitation you receive unless permitted to do so by the meeting organizer.
- **DO NOT** click on links that are shared via Chat, unless the meeting host specifically asks participants to do so.

- **DO** review guidance and information from Zoom, which is frequently updating its features and guidance for users. Guidance is frequently provided via email to users from support@zoom.us and may also be accessed at its Knowledge Center

- **DO** require a password when setting up a meeting and ensure that participants verify their identify if you do not recognize them or if only their phone number is shown. This may not apply in closed meetings among PED colleagues.

- **DO** review your default Zoom meeting settings. Please note that these recommendations will vary depending on whether the Zoom account you are using is your personal account or a shared PED account and whether the meeting you are organizing or attending includes any non-PED participants. Meetings that include only PED participants could allow for less stringent measures:
    - The following settings are recommended to help prevent uninvited participation or file sharing in your Zoom meetings. From your Zoom account homepage, navigate to **Personal** (left side) > **Settings** > **Meeting** (center of page):



    - Under **Meeting**, scroll down and make the following changes to your settings:
        - DISABLE (turn off):
            - **Join before host**
            - **File Transfer** – or limit the type of files
            - **Screen Sharing** - or limit who can share
            - **Allow removed participants to rejoin**
        - ENABLE (turn on):
            - **Require a password for instant meetings**
            - **Require password for participants joining by phone**
            - **Allow host to put attendee on hold**
            - **Waiting Room**
                - **Waiting room** is an important tool that allows a meeting host to control when each participant joins a meeting. Again, this may not be necessary in meetings attended only by PED staff members or a PED group, such as the PED Equity Council. Zoom recently communicated this guidance on waiting rooms and provided this video on using waiting rooms.

- Under **Recording**, if your account allows recordings:
  - DISABLE (turn off):
    - **Viewers can download**
  - ENABLE (turn on):
    - **Only authenticated users can view**
    - **Require password to access recordings**

- In addition to reviewing the above default meeting settings, you should consider security controls applicable to individual meetings.
  - **Prevent sharing of participants' screens.** In a Zoom meeting, click the small arrow to the right of the green Share button. From the menu, select **Advanced Sharing Options.** Under **Who can share?** select **Only Host.**
  - **Control other participant behaviors.** In a Zoom meeting, click the Participants button to open a list of participants. At the bottom-right corner of the list, click "More" to open a menu. Adjust options as necessary, including **Allow Participants to Unmute Themselves, Put attendee in waiting room upon entry, Lock meeting.**
  - **Remove participants for inappropriate behavior.** In a Zoom meeting, click the Participants button to open a list of participants. In the participant list, hover over the name of a participant you wish to remove, then click More, to the right. At the bottom of the menu, select Remove, and click OK to remove the participant.

- **Additional Resources:**
  - The guidance in this document was taken in part from informative and helpful resources compiled by the University of Washington, which can be found here. Please note that some of the features described in that resource are specific to the university and may not be available with your Zoom account.
  - Zoom also offers resources for users via its blog and live video demos, which provide helpful information, including security tips.
  - Zoom's support team may be reached at support@zoom.us