



Video Conferencing

There are different apps you can use to stream a service. These include Facebook, YouTube, Instagram and for more information on using social media apps please visit this [blog here](#).

This How to? looks at using video conferencing apps to broadcast a service. There are many different services available including:

- GoToMeeting
- CyberLink U Meeting
- Zoom Meetings
- BlueJeans
- Google Hangouts Meet
- Lifesize
- Skype

In addition, there are many apps and websites that are specially designed to support live event streaming with multiple participants.

This guide principally refers to Zoom Conferencing.

Zoom Video Communications is an American remote conferencing services company providing a remote conferencing service that combines video conferencing, online meetings, chat, and mobile collaboration.

On a video call, you can see a thumbnail video of each participant. You can also share your screen, send text messages to the group and share files and images.

How to use Zoom

For the best experience, access Zoom on a computer, either through your web browser or download the Zoom application. You can also download the Zoom app on Apple and Android devices.

There is a tiered pricing service starting with a free service to hold a conference for a maximum of 40 minutes and with a limit of 100 participants.

There is a discount available to charities who "need at least two hosts or want to use add-ons." An administrative fee applies along with a discounted monthly fee please click [here](#) for details.

For full information please visit the Zoom website [here](#).

Starting a zoom session

Once you have an account, login to Zoom in your web browser or downloaded app. You can then easily set a date/time and invite people to join your conference. You will be able to invite people by email to your conference or by giving out the code and password details in advance (see note on security below).

You can then conduct your conference.

You can host your conference from a mobile phone or computer.

Security

Conferences can be targeted by scammers or malicious users.

This is particularly where people have openly advertised the code and password for a conference which can result in people joining a meeting in order to disrupt your viewing. This may apply to other telephone and conferencing services.

We recommend that you do not advertise the call code and password directly, however invite people to email you to be given the access code to join the call. This has some advantages as you maintain/start one-to-one personal contact with people joining your service. It also enables you to follow up the contact later on, particularly important for new followers.

Zoom Security

Zoom's policy that "The host does not need to grant screen share access for another participant to share their screen." means anyone in your conference can suddenly share any content they have to all participants.

Therefore, as a Zoom host please change settings pre-meeting or in the in-call admin settings for Share Screen -> Advanced Sharing Settings, as follows:

- Change screensharing to "Host Only" before a call starts or as soon as they see the feature being abused.
- Disable "Join Before Host" so people can't cause trouble before you arrive.
- Enabling "Co-Host" so you can assign others to help moderate.
- Disable "File Transfer" so there's no digital virus sharing.
- Disable "Allow Removed Participants to Rejoin" so booted attendees can't slip back in.
- Turn off private chat.

You may also like to consider enabling the "waiting room" feature. This will notify you as host that someone is trying to join your meeting, and gives you the option to Admit or Decline their entry.

Please be aware that break out rooms can be difficult to manage as the conference host can not be 'in' all the break out rooms at once. If you use break out rooms please ensure you have a responsible person in each room that can ensure safeguarding protocols are followed and where possible over three people should be in each room.

Please note that meetings hosted on the free Zoom account are limited to 40 minutes. Paid accounts allow long meetings and for users to dial in by telephone either alongside a video link (very useful if you don't have superfast broadband) or as the sole means of participating (hosts need to be aware of telephone-only users and take extra care to include them).

Finally, please ensure all users are using the updated version of remote access/meeting applications. In January 2020, Zoom updated their software. In their security update, the teleconference software provider added passwords by default for meetings and disabled the ability to randomly scan for meetings to join.

Telephone Conferencing

As some our audiences do not have a laptop, mobile phone or good internet service. Please find below some information to set up services via the telephone.

We are not endorsing the companies below however they are worth investigating if you felt telephone conferencing was a good solution as each offers a free service.

Do please note that some free services use special access numbers (often beginning 08) that can be very expensive for people to dial from a home or mobile telephone. Ofcom requires that numbers beginning with 01, 02 and 03 are all charged in the same way and included as part of any inclusive call minutes or discount schemes – many people have inclusive calls with their home or mobile phone service.

[Whypay?](#) is a service offering a permanent telephone conference room with up to 50 participants - completely free of charge.

[Globalmeet](#) is another provider offering a free audio service.

[Ez talks](#) offers to host up to 100 participants for a 40 minutes limit on group meetings.

Finally, a Trello app is designed to upload a recorded sermon or service as a podcast. Your congregation can dial up by phone and listen in anytime. Full instructions are provided [here](#) and are (relatively) easy to follow.

Signing up for WhyPay

Visit the website <https://whypay.net/>

There are three plans: Free, Plus and Pro. WhyPay are waiving PLUS plan charges until July for users signing up with these codes: PLUSMONTHLY2JULY or PLUSANNUAL2JULY.

Sign up first for the free plan. You will need to provide an email address (for most communications) and mobile phone number (to recover your account if something goes wrong). To activate your account, check your email (you may need to look in the UPDATES tab or your SPAM / JUNK MAIL folder) and click the link to verify your email address and create a password. Make a note of your password. You are now logged in.

Click on "My Subscription" and select the monthly option. Apply the discount code.

Safeguarding

Whilst there are several platforms for online meetings, Zoom has proven to be a commonly used tool for connecting faith leaders and communities. Consider the following summary:

- Ensure that advice is given to only download Zoom directly from the your own website or email to avoid potential scams.
- Don't advertise the meeting ID and password on publicly accessible forums – instead try to send direct email invites.
- Use the 'waiting room' feature to better control access to the meeting.
- Lock the meeting once all are joined.
- Disable participant screen sharing.
- Do not record meetings unless absolutely necessary and with consent from all involved.
- Know how to expel a participant quickly and place a call 'on-hold' in the event of an incident or concern.

Conferencing and young people

We recommend that all churches observe the following in relation to video calling with young people:

1. As with any activity in church with children or young people, video conferencing should be properly risk assessed. Risk Assessments should be identified as should ways to manage those risks.
2. Video conferencing should be approved by the PCC, who should see the risk assessments as described above and ensure these risks have been identified and are being managed appropriately.
3. As with all other work with children and young people, we should ensure that the behaviour of those representing the church meets the 'Code of Safer Working Practice' standards during online communication and video calling.
4. We strongly recommend reserving video calling for group chats rather than making one-to-one video calls.
5. Please gain consent to participate as young people will be sharing personal data online. Please gain consent beforehand. If the person is under 13 consent will need to be from a parent/guardian. For children over 13 it is advisable to let parents/guardians know their children are engaging in video calling the church. Please be clear that personal data can also be collected by the conferencing application and each platform has their own privacy policy.
7. We recommend that at least two adult leaders are involved in any video call. Leaders should use a church-only email address and avoid using their personal contact details.

8. Use a unique, single use conference code every time. Do not use a private room conference code as the young person will be able to join all your other meetings at a later date.

Produced by the Communications Team 7th April 2020 (updated 16 November 2020), with support from The Revd Jeremy Parsons, The Revd Tiffer Robinson, Nigel Cook and Karen Galloway (Diocesan Safeguarding Manager).

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