

What is “Zoom Bombing?”

Media Manipulation and Sociotechnical Vulnerabilities

Hosted by **Joan Donovan, PhD**,
Research Director of the
Shorenstein Center and *Director* of
the Technology and Social Change
(TaSC) Research Project



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(image credit artist [Geoff Mcfetridge](#))

About

The Technology and Social Change (TaSC) Research Project

- + The **Technology and Social Change Research Project** (located at the Shorenstein Center) aims to understand how media manipulation is a means to control public conversation, derail democracy, & disrupt society.
- + The **Media Manipulation Case Book** aims to contribute to public literacy about media manipulation, political polarization, and content moderation.



Speakers

Today's webinar speakers will be:

- + **Dr. Joan Donovan**, Research Director, Shorenstein Center
- + **Gabby Lim**, Researcher, Technology and Social Change Research Project, Shorenstein Center
- + **Brian Friedberg**, Senior Researcher, Technology and Social Change Research Project, Shorenstein Center



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Overview

- ✓ **Joan Donovan** explains Zoom bombing and its roots in hacker cultures
- ✓ **Brian Friedberg** reviews recent cases of Zoom bombing
- ✓ **Gabby Lim** provides some tips for preventing Zoom bombing
- ✓ **Brian Friedberg** and **Gabby Lim** will provide tips for improving cybersecurity at home
- ✓ Q&A



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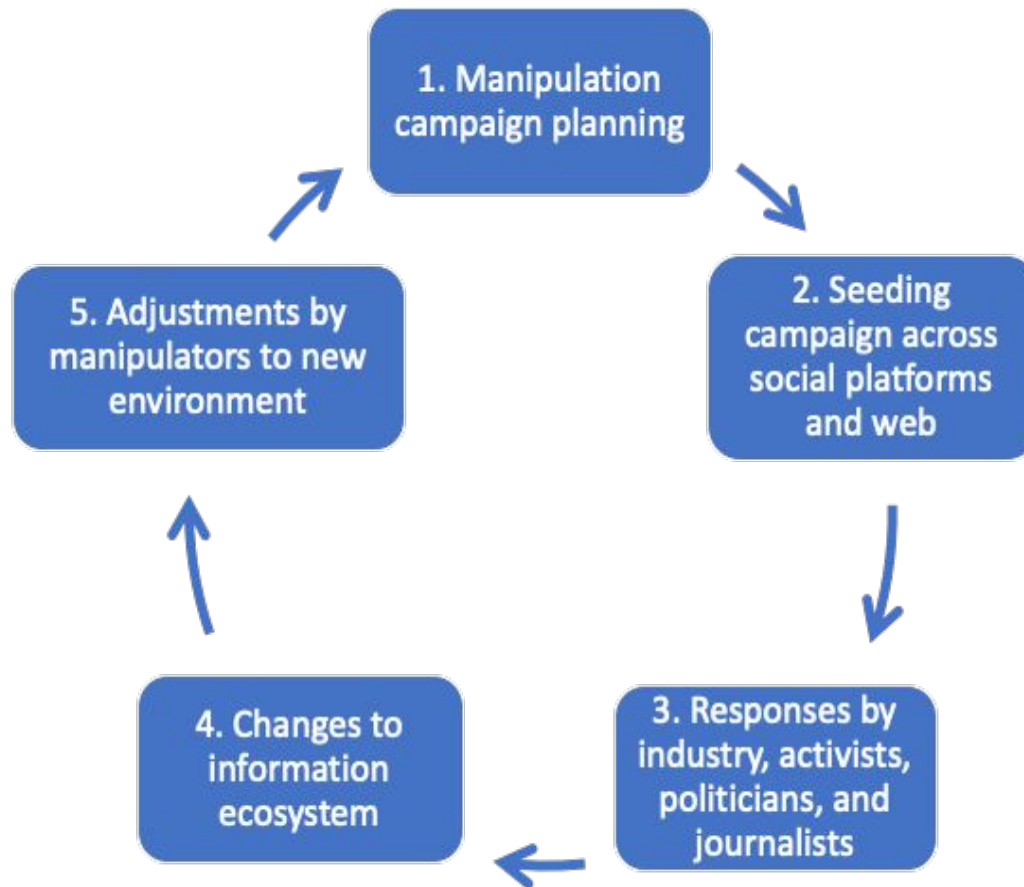
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Definitions

Zoom Bombing: The act of hijacking a virtual meeting disrupt communication, sometimes just for fun, but also for more targeted reasons

Sociotechnical Vulnerabilities: Sociocultural and technical conditions, that while not inherently vulnerabilities, when combined lead to unique exploits that can be taken advantage of by threat actors.

Life Cycle of a Manipulation Campaign



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Media Manipulation

From Phone Mobs, Online Raids, to Zoom Bombing



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(image credit artist [Kotryna Zukauskaite](#))

THE MEDIA MANIPULATION CASE BOOK



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(image credit artist [Malika Favre](#))

Who are Zoom bombers?

+ Zoomers: Trolls, Gen Z students stuck at home



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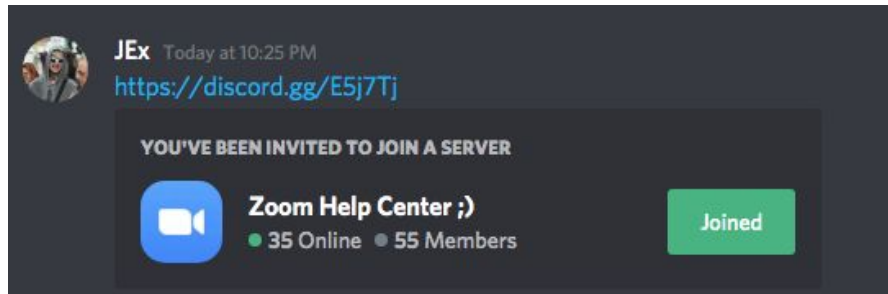
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Where are attacks coordinated?

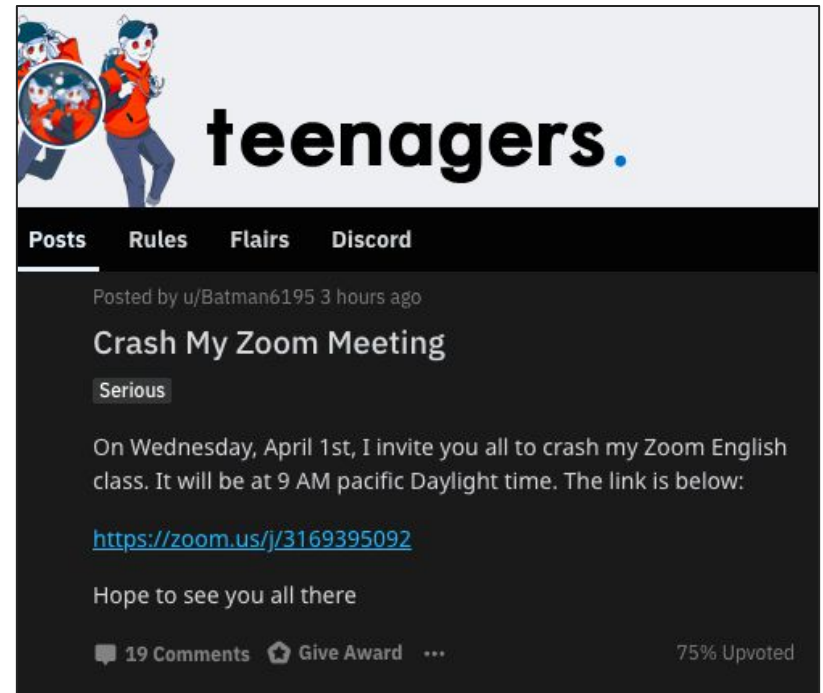
+ Discord, 4chan, Reddit, Private Messaging



4chan Post



Discord Server



Reddit Post



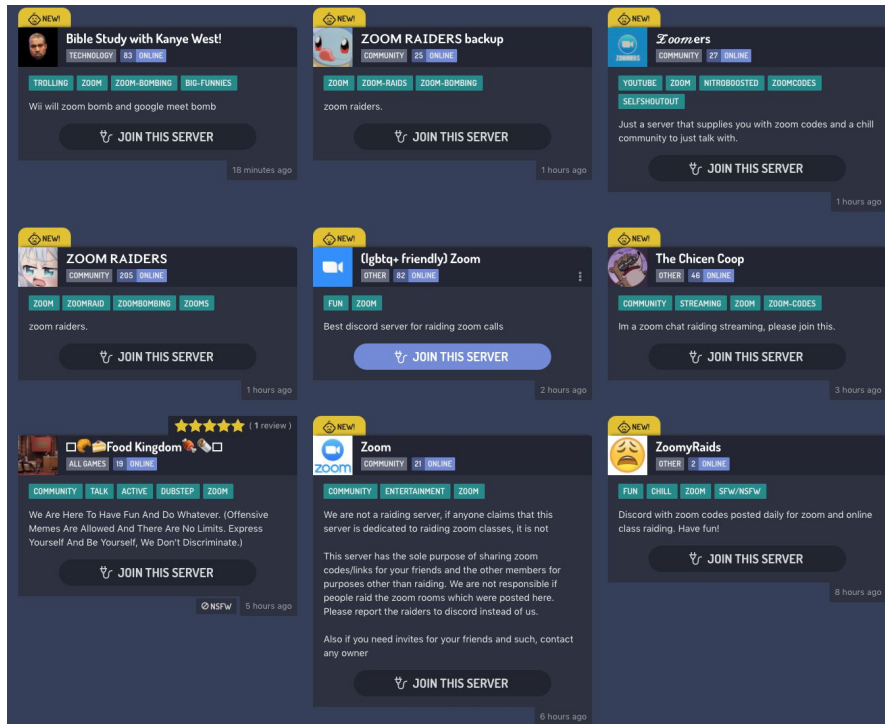
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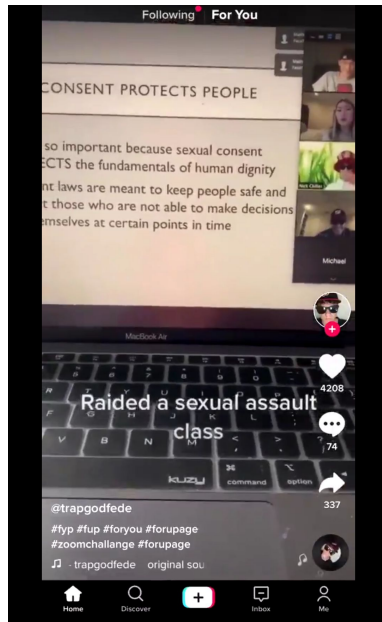
Where are attacks coordinated?

+ New Discord servers dedicated to Zoom bombing

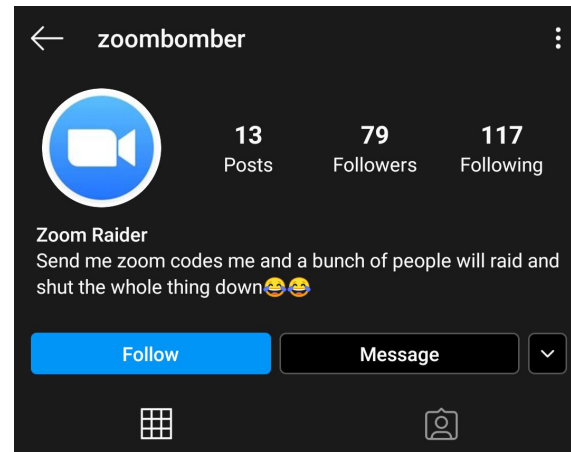


Where are the attacks shared?

+ Youtube, TikTok, Twitch, Twitter & Instagram



TikTok



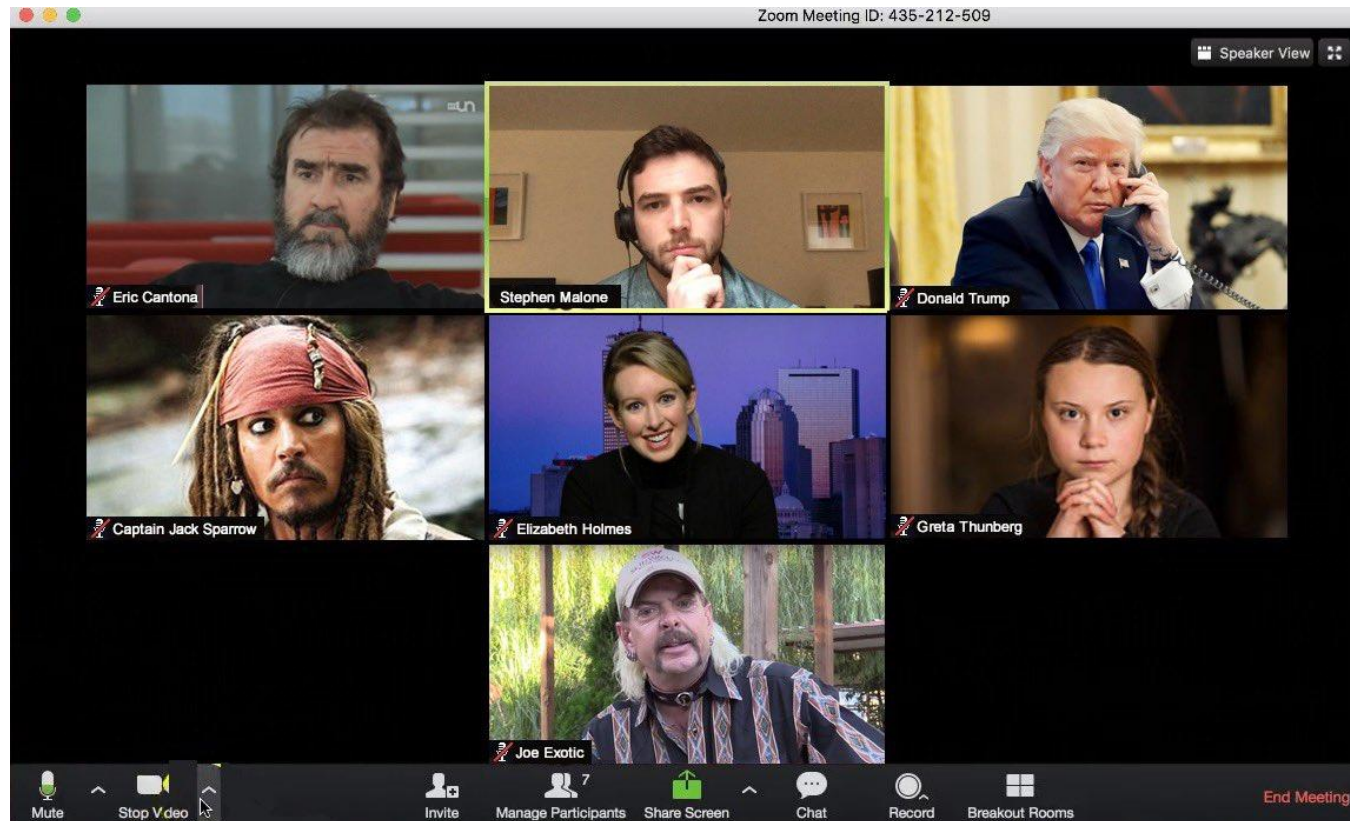
Instagram



Youtube

Networked harassment on Zoom

+ How should platforms and journalists respond?



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Tips to Prevent Zoom Bombing



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(image credit artist [Francesco Ciccolella](#))

An illustration of a person with dark skin and short hair, wearing a yellow shirt, holding a blue smartphone. Above their head is a large, stylized cloud composed of many white and blue speech bubbles of various sizes. The background is a solid blue color.

+ Tips

Tips to Prevent Zoom Bombing

Before the call - Centralize control

- ✓ Only allow hosts to control video/audio
- ✓ Begin call with all video/audio muted
- ✓ Only allow hosts to screen share
- ✓ Do not reuse old Zoom links
- ✓ Set chat setting so participants can only message the hosts

(image credit artist [Kotryna Zukauskaite](#))



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+ Tips

Tips to Prevent Zoom Bombing

Before the call - Raise barriers to entry

- ✓ Require registration
- ✓ Ask people to sign up for a Zoom account with a recognizable name or nickname
- ✓ Send link to the call about 30 mins ahead of time
- ✓ Add a meeting password
- ✓ Disable join before host

(image credit artist [Kotryna Zukauskaite](#))



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An illustration of a person with dark skin and a yellow shirt, holding a blue smartphone. Above their head is a large, stylized cloud of blue and white speech bubbles. A dark blue rectangular box with the text '+ Tips' is positioned in the upper left corner of the illustration.

+ Tips

Tips to Prevent Zoom Bombing

During the call:

- ✓ Keep everyone's audio/video off (except for the hosts)
- ✓ Lock the meeting after participants have joined
- ✓ Avoid sharing sensitive information

(image credit artist [Kotryna Zukauskaite](#))



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An illustration of a person with dark skin and a yellow shirt, holding a blue smartphone. Above their head is a large, stylized cloud of speech bubbles in various shades of blue and white. A dark blue rectangular box with the text '+ Tips' is positioned in the upper left corner of the illustration.

+ Tips

Tips to Prevent Zoom Bombing

After the call - if you've been zoombombed:

- ✓ Gather evidence (screenshots, Zoom recording, chat logs, participant list)
- ✓ Report event to local IT admin and Zoom
- ✓ Remove all Zoom links from website and public calendars
- ✓ Don't feed the trolls - refrain from reacting in the moment or publicly

(image credit artist [Kotryna Zukauskaite](#))



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Cyberhealth

Cyber attacks on the rise

- + There has been an uptick in hacking attempts worldwide.
- + WHO & CISA report cyber attacks exploiting COVID-19.
- + Scammers are exploiting the infodemic and impersonating the CDC.
- + Be wary of other trolling campaigns targeting public officials, educators and journalists.

Tips and resources

- + Protect your accounts with secure password management
- + Be alert for hacking, phishing and impersonation
- + Practice safe browsing
- + Check in on the cyberhealth of friends and family



Democracy During a Pandemic



Joan Donovan



Setti Warren



Nancy Gibbs



Rob Faris

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+ Stay in Touch

Thank You!

Sign up for Meme War Weekly
shorensteincenter.org/memewar

For more information contact
manipulation@hks.harvard.edu



Learn more about TaSC and the Media
Manipulation Case Book [here](#)



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