

# San Jose SAA Trusted Servant Guide

Revised: 05 /13/2023

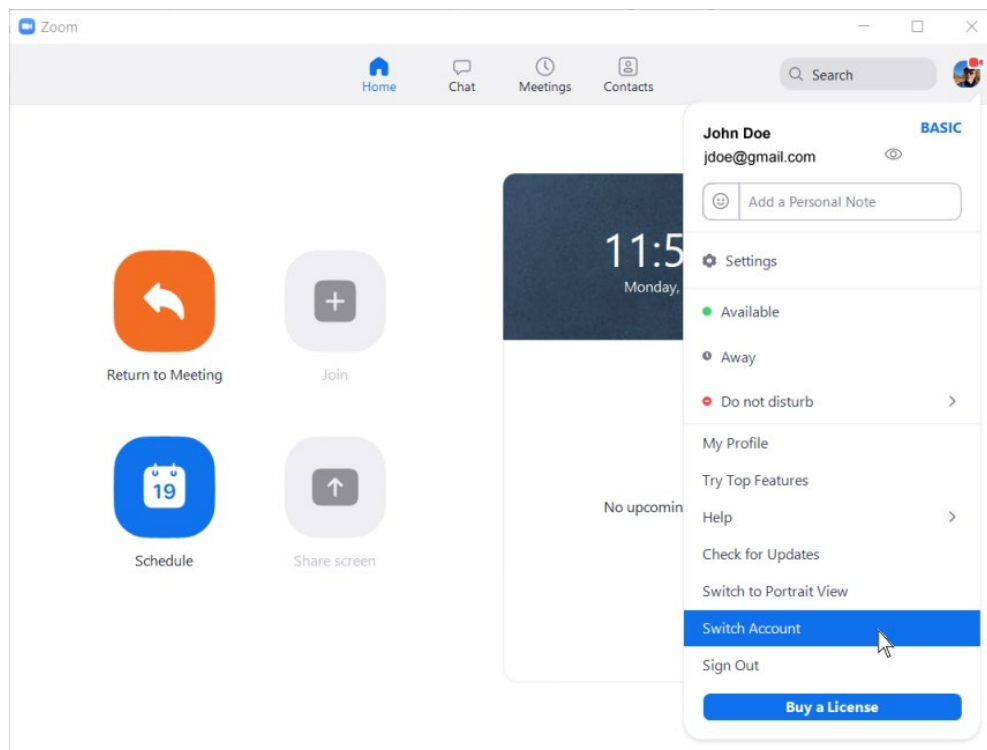
This document is intended to cover all of the procedures used by Trusted Servants to set up and carry out Zoom-based SAA Meetings.

## Logging In and Out as Trusted Servant

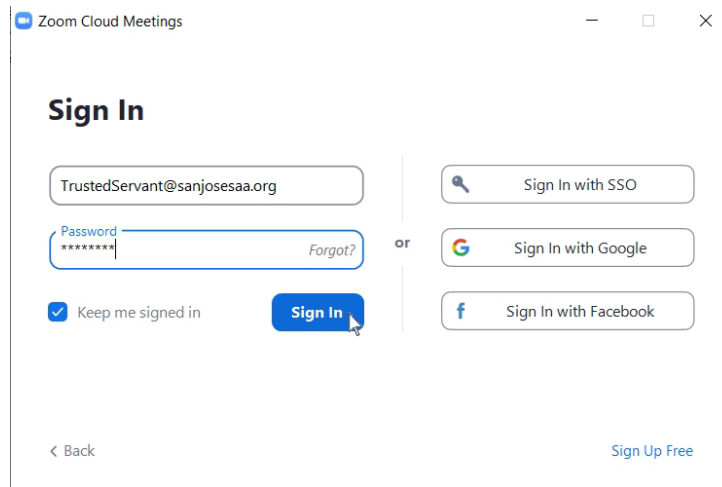
To enter a Zoom meeting and control it as the Host, you need to be logged into the SAA San Jose Zoom account. The ID/user name(e-mail) and password for this account is provided to those signed up to be Trusted Servants. If you normally have your own Zoom account, you should remember to switch back to that account after you leave the Zoom SAA meeting – being logged in under your own account allows you to have profile images and background images associated with your account show up as expected when you are attending Zoom meetings (SAA and otherwise) when *not* logged in as Trusted Servant. If you remain logged in as Trusted Servant after a meeting, you will be automatically logged out when another Trusted Servant logs in. You will still be able to attend meetings without being logged in, but your profile settings will not be active.

### Logging In/Switching Account

If you are normally logged in to Zoom as yourself, you can launch the Zoom app on your computer and use *Switch Account* to change to the Trusted Servant account. When in the Zoom app, click on the small profile picture at the upper right of the screen and a dropdown menu will appear where you can pick “Switch Account”:



This will bring you to a login screen where you can change the Login ID to `trustedservant@sanjosesaa.org`, (*this entry is not case-sensitive, so all lower case is fine*) then enter the password provided to log in as the Trusted Servant (*next page*):

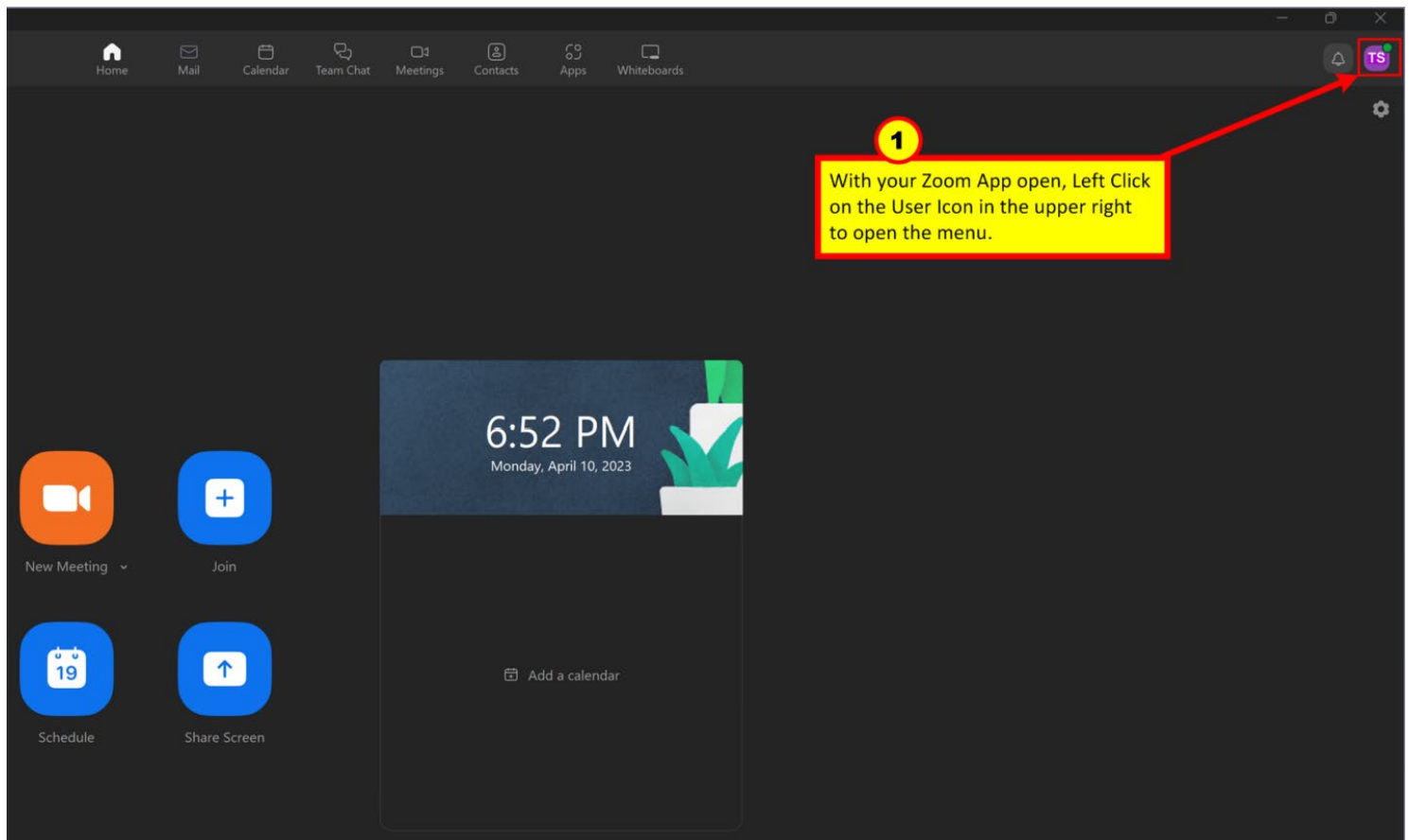


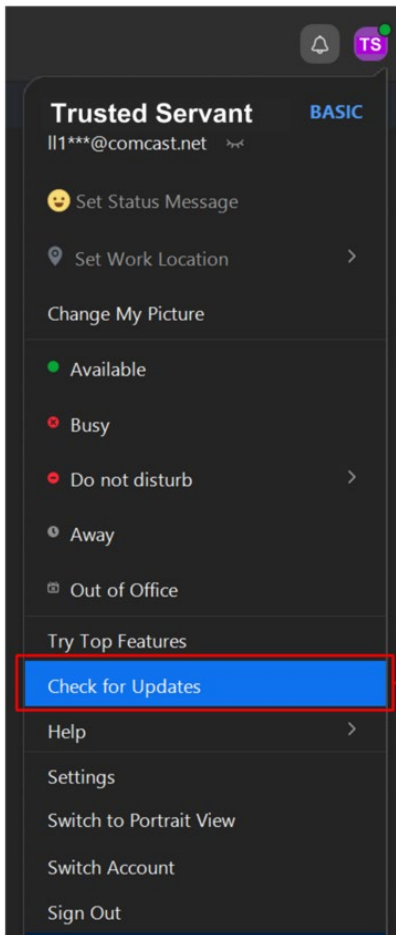
Just remember to return to this screen when the meeting is over and Switch Accounts back to your own login, so that your profile pictures and other settings are there for you the next time you join a meeting.

*[An interesting note about this feature is that if you've already entered a meeting as yourself (not the Trusted Servant) and need to take over as host if a Trusted Servant doesn't show up, you can stay in the meeting while launching the Zoom app and using Switch Account, and you will suddenly become the Zoom host in the meeting that you're already in – there's no need to leave the meeting and come back to it when switching accounts.]*

### **Updating Zoom App.**

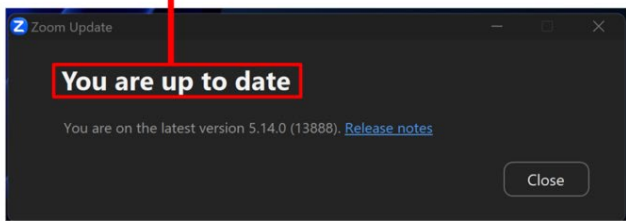
It is a good idea to keep your Zoom app up to date to ensure proper functionality. Updating needs to be done while you are not actively logged into a meeting as Host, as this involves downloading a file from Zoom, installing it and restarting the App. To update, open your App and follow these steps:



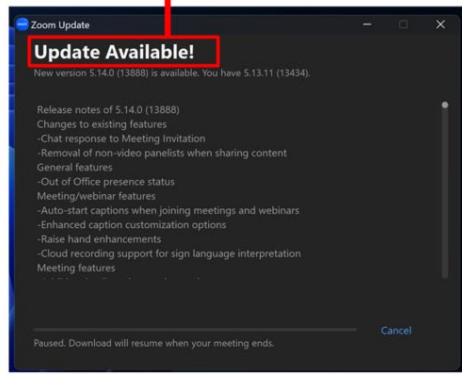


**2** Left-Click on **Check for Updates** to show the current status of the Zoom app on your computer ( two possible options will appear ).

**A** If your app is current, a **You are up to date** message will appear.



**B** If your app is out of date, an **Update Available!** message will appear. Follow the prompts to complete the update.



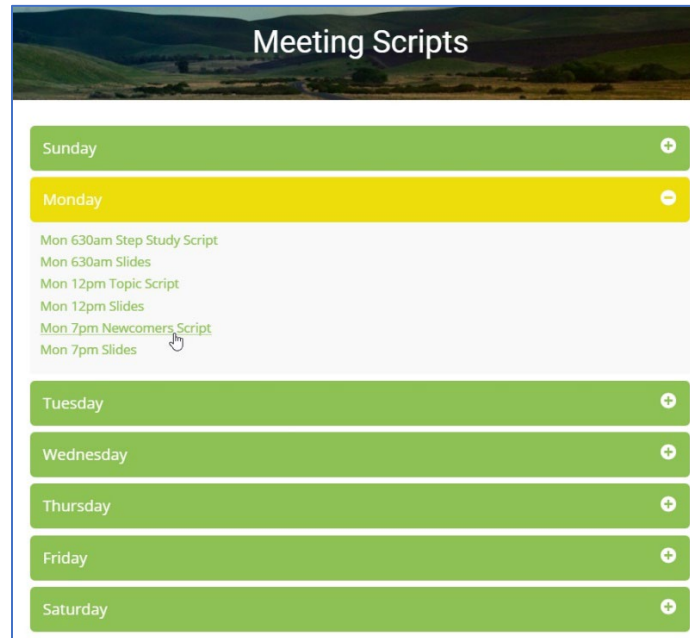
More detailed information can be found online at:  
<https://support.zoom.us/hc/en-us/articles/201362233-Updating-Zoom-to-the-latest-version>

## Resources - Scripts, Slides and Readings

*SanJoseSAA.org*

### Scripts and Slides

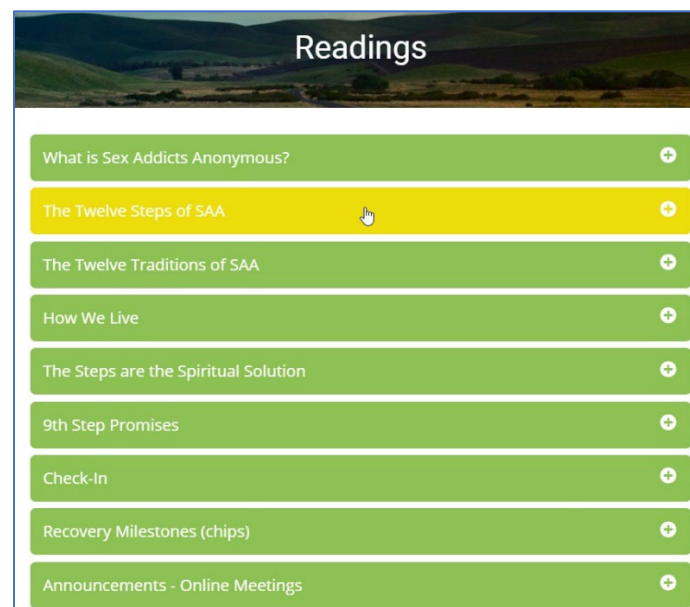
Meeting Scripts are provided at <https://sanjosesaa.org/meeting-scripts/>. Note that each day of the week has a different section, and there are links for both scripts and slides to share on screen for each day and meeting time:



**IMPORTANT NOTE:** It is good practice to regularly clear out your browser cache to ensure you get the most recently revised scripts and/or slides.

### Readings

The main readings for the meeting (except for the Green Book and Voices of Recovery) are provided at <https://sanjosesaa.org/readings/>. Clicking on a section heading will open that section and close any others:



## **SAA-Recovery.org**

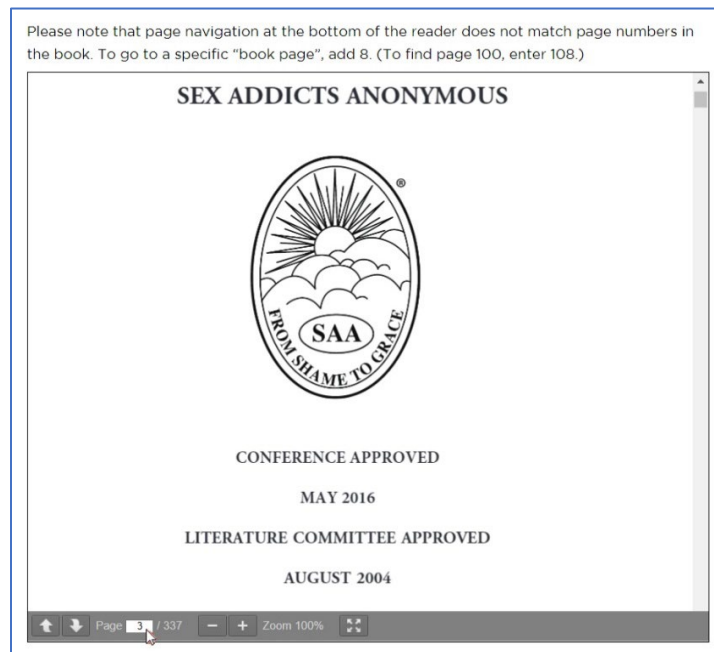
The SAA ISO (International Service Organization) web site has most of the SAA-approved literature available online, and this is where we get the Green Book and Voices of Recovery to display onscreen during meetings.

### **Green Book**

The *Green Book* is located at:

<https://saa-recovery.org/literature/sex-addicts-anonymous-green-book-saas-basic-text/>

When you launch the Green Book, it shows up in a reader screen that has a scrolling window within the browser:



At the bottom of the screen is a set of viewing controls:



You can use the Page Selector to jump to a page by clicking on the first page number and editing it – note that the page in this reader is eight pages ahead of the same page in the Green Book itself so, for example, if you want to go to page 60 of the Green Book, you would go to page 68 in the reader.

The Zoom Controls will let you enlarge or reduce the text within the window. For a better reading experience, you may wish to go to Full Page View which will let the inner window enlarge to fill the whole browser window, allowing a larger display to Zoom participants. If you do use Full Page View, do it *before* selecting the page you want to display, because the page displayed will change when you enlarge to Full Page View.

### **Voices of Recovery**

*Voices of Recovery*, the SAA Daily Meditation book, is located at:

<https://saa-recovery.org/literature/voices-recovery-daily-meditation-book/>

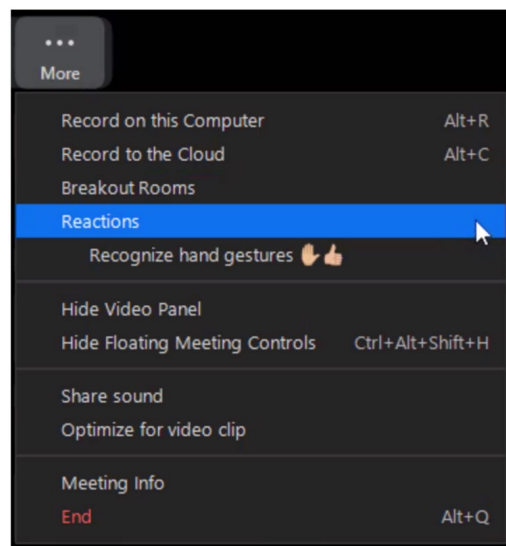
Viewing *Voices of Recovery* works the same as described above for the *Green Book*, except that the page offset is different – instead of being eight pages off, it’s only four pages off, so if you want to jump to page 100, you have to enter page 104.

## Zoom Host Tools

### Main Window Host Controls

Controls used in hosting a Zoom session are visible to the Host and Co-Host, but not the other participants. For the San Jose Zoom account, only Hosts and Co-Hosts are allowed to share their screen. While actively sharing the screen, the toolbar is not visible at the bottom of the screen, but at the top instead. It can also be relocated to another area of the screen by clicking on and dragging it. (If it blocks any information and/or tabs that you need to see.)

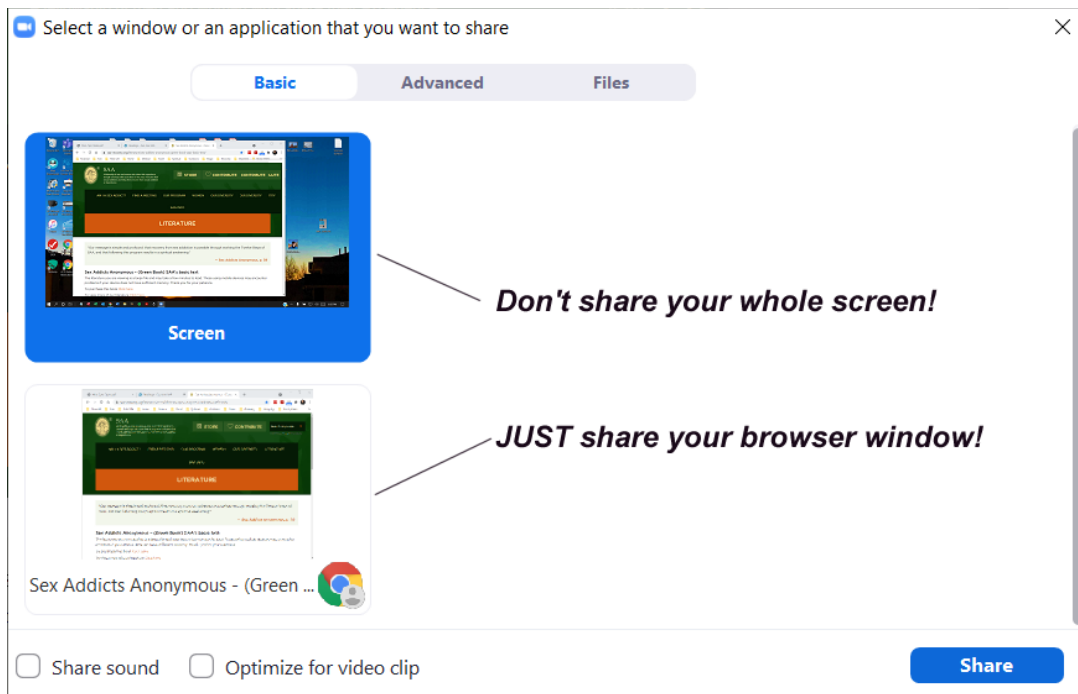
Only the Hosts’s toolbar has the “**More**” button, which contains some advanced features only visible to Hosts including the reactions tab enabling the host to use the raise hand feature to share:



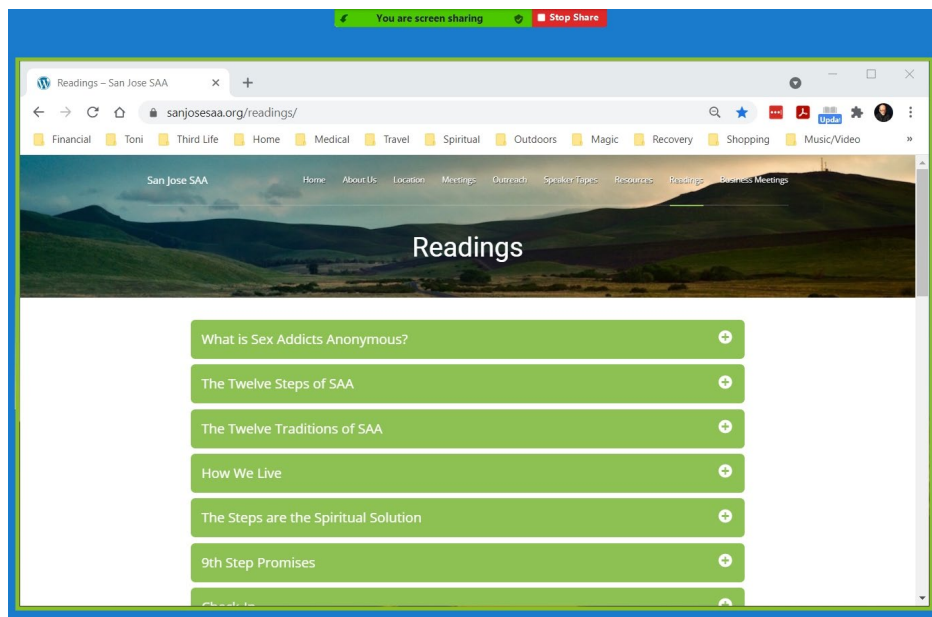
In addition to these controls, the Host (and Co-Hosts) can hover over any participant’s picture and a **Mute** button will appear for anyone not muted and a **lower hand** button will appear for anyone who has a raised hand (upon the participant being called upon, the host and/or co-host will have the ability to lower it for the participant).

### Screen sharing

When in the meeting, you can share the browser screen that you’re using to display the pages to be displayed. It’s important to note the difference between sharing *just* the browser screen and sharing the *whole* screen on your computer:



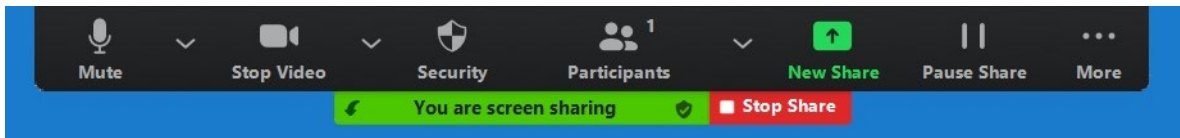
Note that when you enter screen sharing, your screen layout will change – the browser window being shared will be outlined in green, and meeting controls will move to the top of the screen, and participant videos will be displayed in a smaller floating window (not shown here):



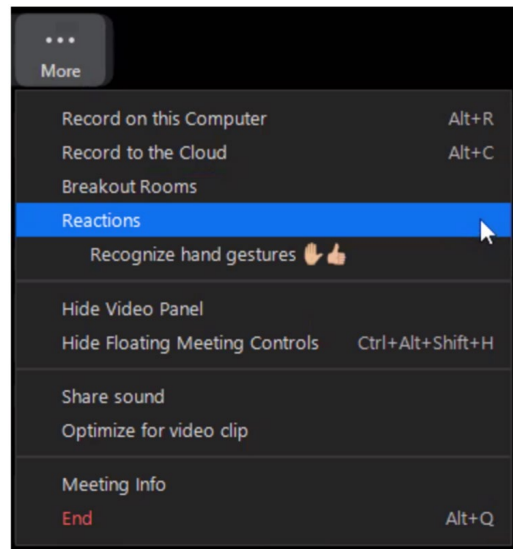
At the top of the screen is a small bar indicating that you're sharing your screen, and a **Stop Share** button. Click that button at any time to stop screen sharing and return to a normal layout:



If you hover over the controls at the top of the screen, a full set of controls will drop down into view, which will allow you to mute yourself, control your own video, launch the Participants window, as well as the **More** button:




As mentioned, the **More** button opens the menu with controls for Breakout Rooms and other advanced options:



### Assigning a Co-Host

It is advisable to assign a co-host to provide you with assistance when necessary. It is recommended that the securing a co-host is done before the meeting starts if possible.

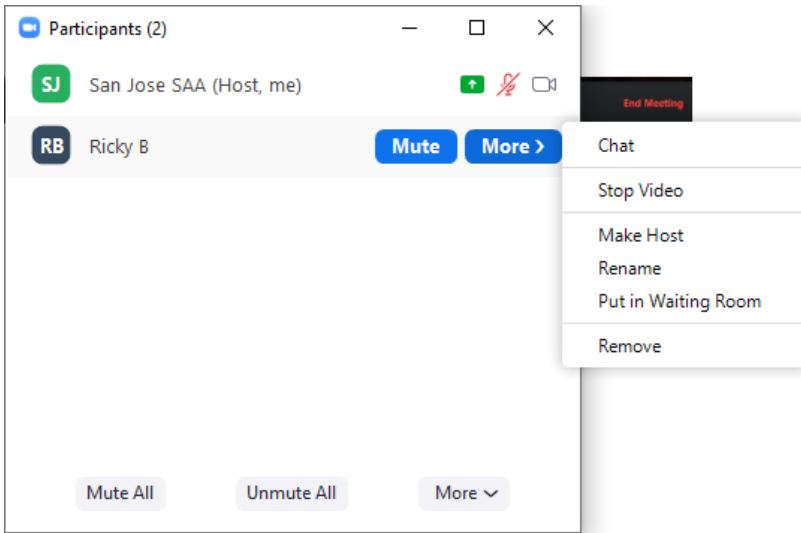
It is advisable to assign a Co-Host to help you keep people muted or lower hands after raised by a participant to share, especially during larger meetings, as it can be difficult to stay on top of this while reading from the script and juggling the screens you're sharing. To do this, hover over the picture of the person you want to assign as Co-Host and a blue button will appear in their picture: 

Click on the button and a dropdown menu will appear, and on that menu click on **Make Co-Host** (you can also do this in the Participants window, as mentioned earlier).

### Participants Window Host Controls

In the Participants window, Hosts and Co-Hosts have access to a *Mute All* button which will mute everyone in the meeting at once, and can also mute participants individually, assign people as co-hosts or as the host, stop their video, and even remove them from the meeting:



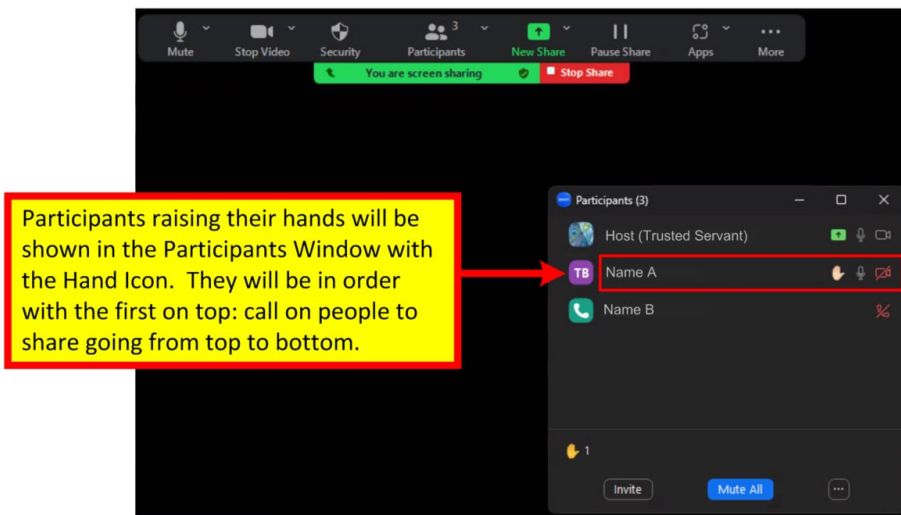


### Passing Host to another participant

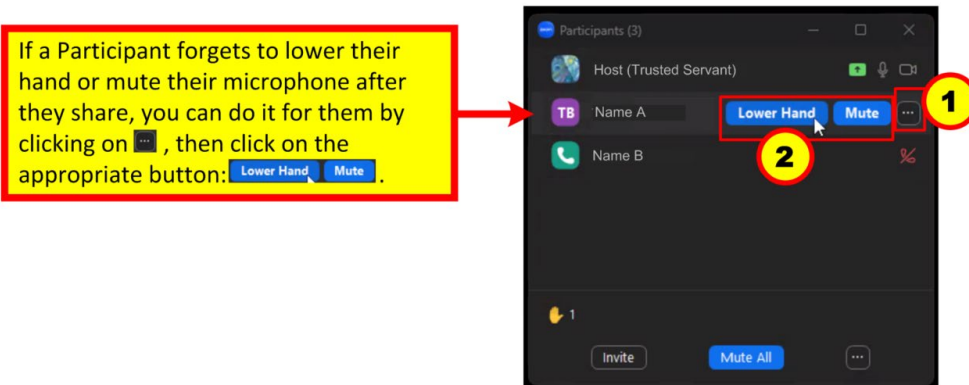
### Muting

Participants are automatically muted upon entry to the room by the default Zoom settings. If you hear background noise, you can tell where it's coming from because that participant's picture will be outlined in yellow (or show a yellow underline) – click the **Mute** link to mute that participant. It's important to keep on top of this, and because it may be difficult if there are many participants, the scripts advise that Hosts may want to assign a Co-Host before the meeting begins so that the Co-Host can help keep people muted when they're not sharing.

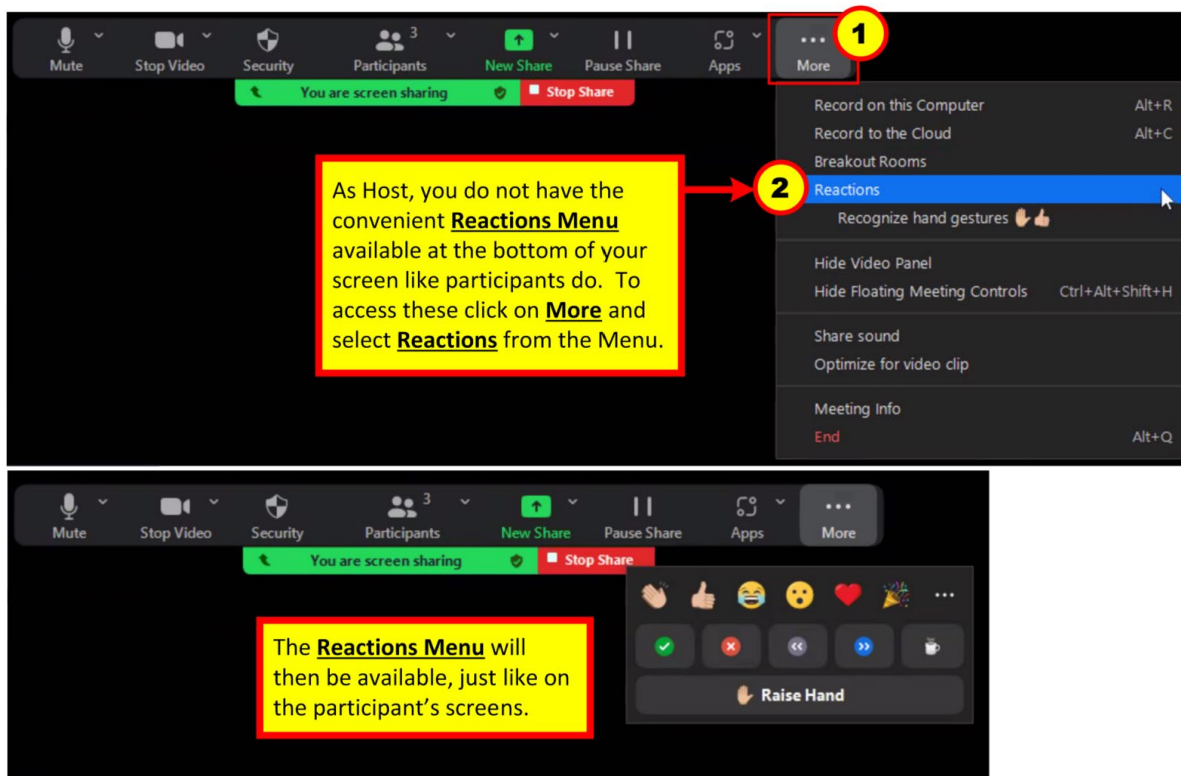
### Managing Handraising / Reactions



Participants raising their hands will be shown in the Participants Window with the Hand Icon. They will be in order with the first on top: call on people to share going from top to bottom.



If a Participant forgets to lower their hand or mute their microphone after they share, you can do it for them by clicking on , then click on the appropriate button: **Lower Hand** **Mute**.



## Conducting the Meeting

### *Different Scripts for Different Meetings*

Every meeting has slightly different content and a different script, so it's important to familiarize yourself with the scripts for any meetings that you'll be Trusted Servant for.

### *Selecting a Meeting Topic for some Meetings*

Certain meetings are Topic meetings where the Trusted Servant needs to select a reading (from the *Green Book*, *Voices of Recovery* or other SAA-approved Literature, which can be found at <https://saa-recovery.org/literature/>). NOTE: SAA San Jose does *NOT* read personal stories after page 101 in the *Green Book* as the content in them may be triggering to some participants.

### *Pre-Meeting Setup*

The best practice is to open a browser before the meeting begins and load the content needed into several separate browser tabs. Some Trusted Servants find it useful to print out the meeting script as this is *not* shared onscreen – if you do want to read it on your screen, you'll want it in a separate browser window from the browser used for screen sharing. Typically, most meetings will have three separate tabs in the browser ready for sharing: 1) the Meeting Slides, 2) The Readings page, and 3) the specific Reading, i.e., the *Green Book* or *Voices of Recovery*. It's important to know where you'll be starting the reading in the *Green Book* or *Voices of Recovery* and move to the correct page *before* starting the meeting. It is advisable to ensure that all other windows and tabs are closed prior to opening the meeting to prevent personal information from being displayed during screen sharing. Meditation meetings will use a timer for the fifteen minute meditation. There are several options for a timer available through Google. This will be probably another tab prepared during the pre-meeting setup for meditation meetings.

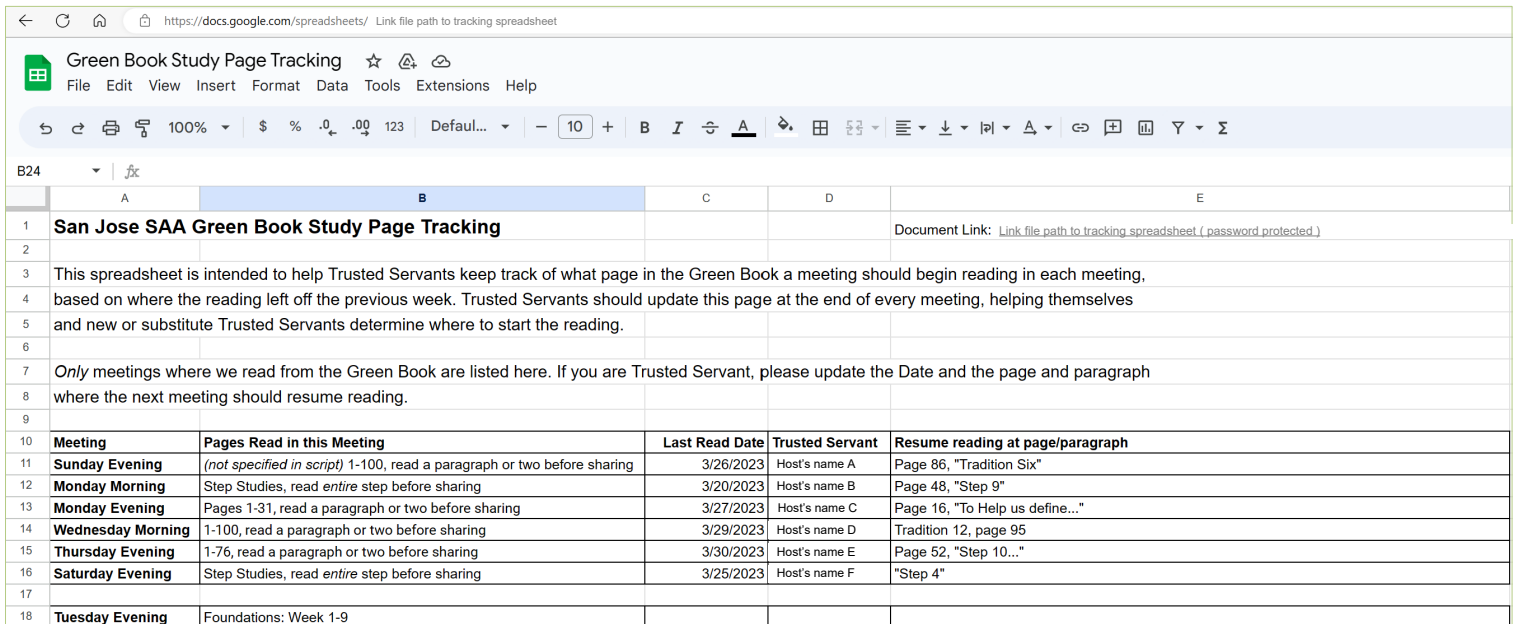
## After-Meeting Practices

It's customary to leave the meeting open after the closing so that people can continue to ask questions, share on SAA topics, or exchange phone numbers for support. If you cannot stay in the meeting and cannot leave it open with yourself muted and video off, please ask if someone who would like to stay would be willing to become host and then make them the host of the meeting (using the same technique as making a co-host but picking "Make Host" from the menu as shown above).

San Jose SAA has recently clarified boundaries around the after-meeting period, stressing that meeting boundaries will be observed at any time when the San Jose SAA Zoom room is in use.

## Tracking where reading left off for the next Trusted Servant

Many of the meetings each week feature readings from the SAA Green Book and may only involve reading a paragraph or two before sharing. In those cases, the Trusted Servant needs to know where the reading left off the previous week and where to start reading in the current week. It's important to keep track of this to keep the meetings running smoothly. When you facilitate a meeting, go into the **Greenbook Study Page Tracking Spreadsheet** and record the information for what part of the book was read during your meeting. You can do this after the conclusion of the meeting. This spreadsheet can be found at the Google Docs. page that you received access information for when you signed up as Trusted Servant.



The screenshot shows a Google Docs spreadsheet with the following content:

| Meeting           | Pages Read in this Meeting  | Last Read Date | Trusted Servant | Resume reading at page/paragraph |
|-------------------|---|----------------|-----------------|----------------------------------|
| Sunday Evening    | (not specified in script) 1-100, read a paragraph or two before sharing | 3/26/2023      | Host's name A   | Page 86, "Tradition Six"         |
| Monday Morning    | Step Studies, read <i>entire</i> step before sharing                    | 3/20/2023      | Host's name B   | Page 48, "Step 9"                |
| Monday Evening    | Pages 1-31, read a paragraph or two before sharing                      | 3/27/2023      | Host's name C   | Page 16, "To Help us define..."  |
| Wednesday Morning | 1-100, read a paragraph or two before sharing                           | 3/29/2023      | Host's name D   | Tradition 12, page 95            |
| Thursday Evening  | 1-76, read a paragraph or two before sharing                            | 3/30/2023      | Host's name E   | Page 52, "Step 10..."            |
| Saturday Evening  | Step Studies, read <i>entire</i> step before sharing                    | 3/25/2023      | Host's name F   | "Step 4"                         |
| Tuesday Evening   | Foundations: Week 1-9   |                |                 |                                  |

## Boundaries

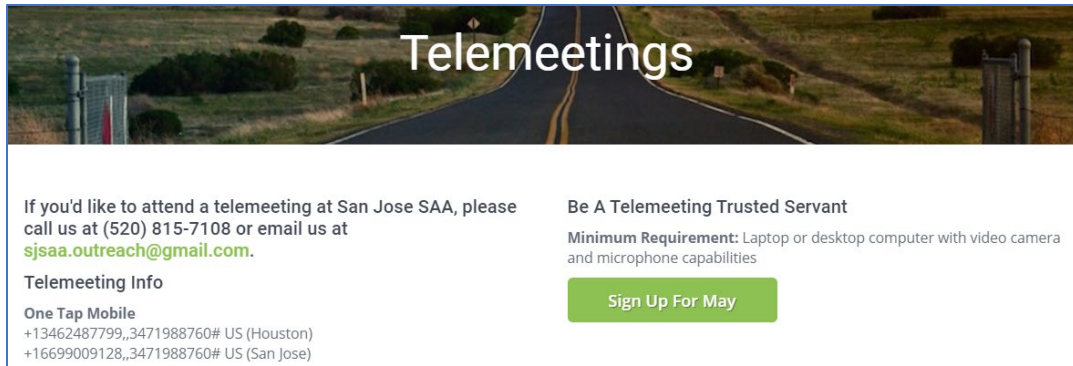
As noted previously, the Meeting Boundaries basically extend at all times people are in the San Jose Zoom Meeting space. There are slight adjustments noted in the script for the after-meeting regarding questions and reaching out to others directly for contact information, but generally, the boundaries hold at all times.

## Chat Feature Not Available

Some people may ask why Chat is not available in the San Jose SAA Zoom meetings. We know it is used in many other SAA groups, but the Group Conscience determined that Chat poses a risk of crosstalk behind the scenes between individuals during a meeting and may also pose a risk of some people receiving unwanted direct contacts from others that may be triggering or threaten their safety, and for these reasons, Chat is disabled in San Jose meetings.

## Signing up as Trusted Servant

San Jose SAA uses a web site called *SignupGenius* for Trusted Servant and Step Story signups. The link for Trusted Servant signup can be found on the San Jose SAA Telemeetings page ([sanjosesaa.org/telemeetings/](http://sanjosesaa.org/telemeetings/)):



**Telemeetings**

If you'd like to attend a telemeeting at San Jose SAA, please call us at (520) 815-7108 or email us at [sjsaa.outreach@gmail.com](mailto:sjsaa.outreach@gmail.com).

Telemeeting Info

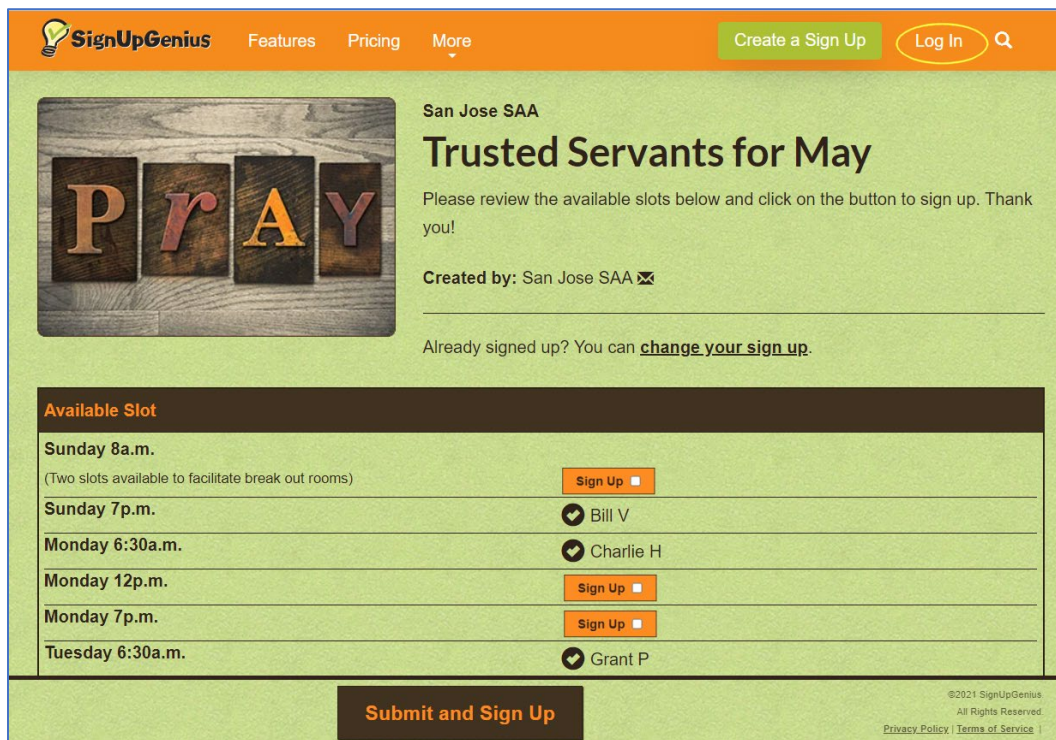
One Tap Mobile  
+13462487799,,3471988760# US (Houston)  
+16699009128,,3471988760# US (San Jose)

**Be A Telemeeting Trusted Servant**

Minimum Requirement: Laptop or desktop computer with video camera and microphone capabilities

[Sign Up For May](#)

When you click on the button to sign up, you'll be taken to the *SignupGenius* page for that month. Note that names will be displayed where people have already signed up, and a "Sign Up" checkbox for any unfilled meetings:



**SignupGenius** Features Pricing More [Create a Sign Up](#) [Log In](#)

**San Jose SAA**

## Trusted Servants for May

Please review the available slots below and click on the button to sign up. Thank you!

Created by: San Jose SAA ✉

Already signed up? You can [change your sign up](#).

| Available Slot   |                         |
|--|-------------------------|
| <b>Sunday 8a.m.</b><br>(Two slots available to facilitate break out rooms) | <a href="#">Sign Up</a> |
| <b>Sunday 7p.m.</b>  | ✓ Bill V                |
| <b>Monday 6:30a.m.</b>   | ✓ Charlie H             |
| <b>Monday 12p.m.</b>   | <a href="#">Sign Up</a> |
| <b>Monday 7p.m.</b>  | <a href="#">Sign Up</a> |
| <b>Tuesday 6:30a.m.</b>  | ✓ Grant P               |

[Submit and Sign Up](#)

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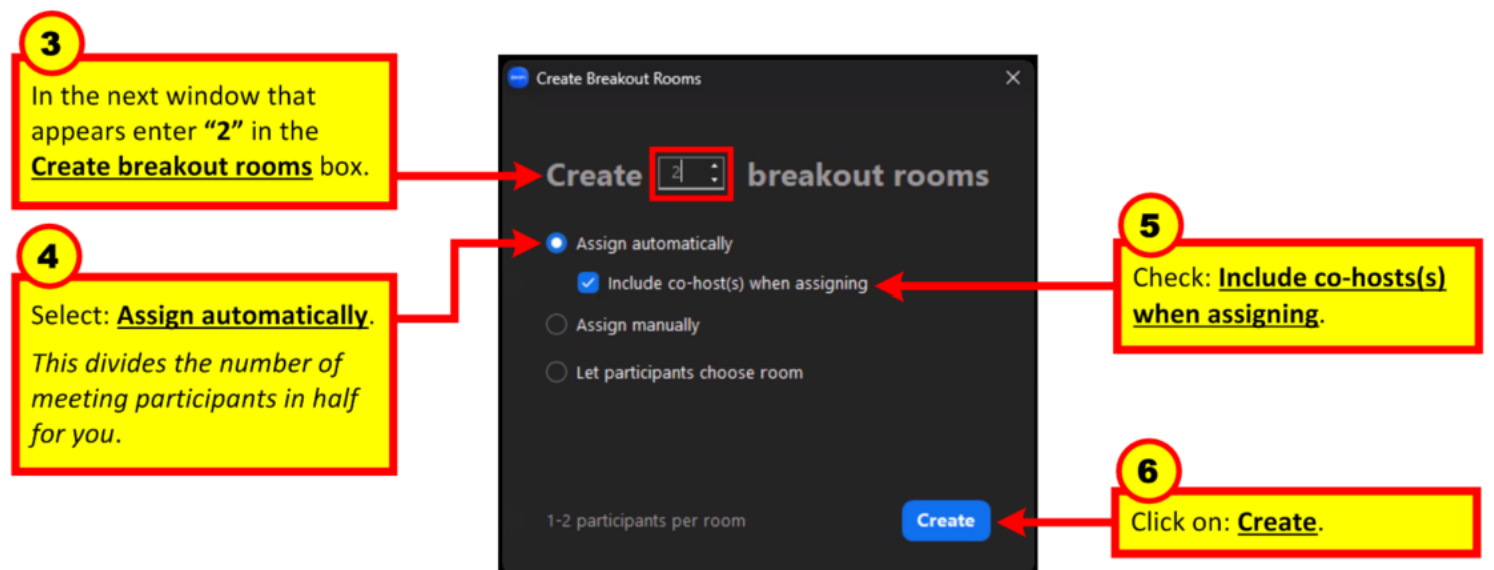
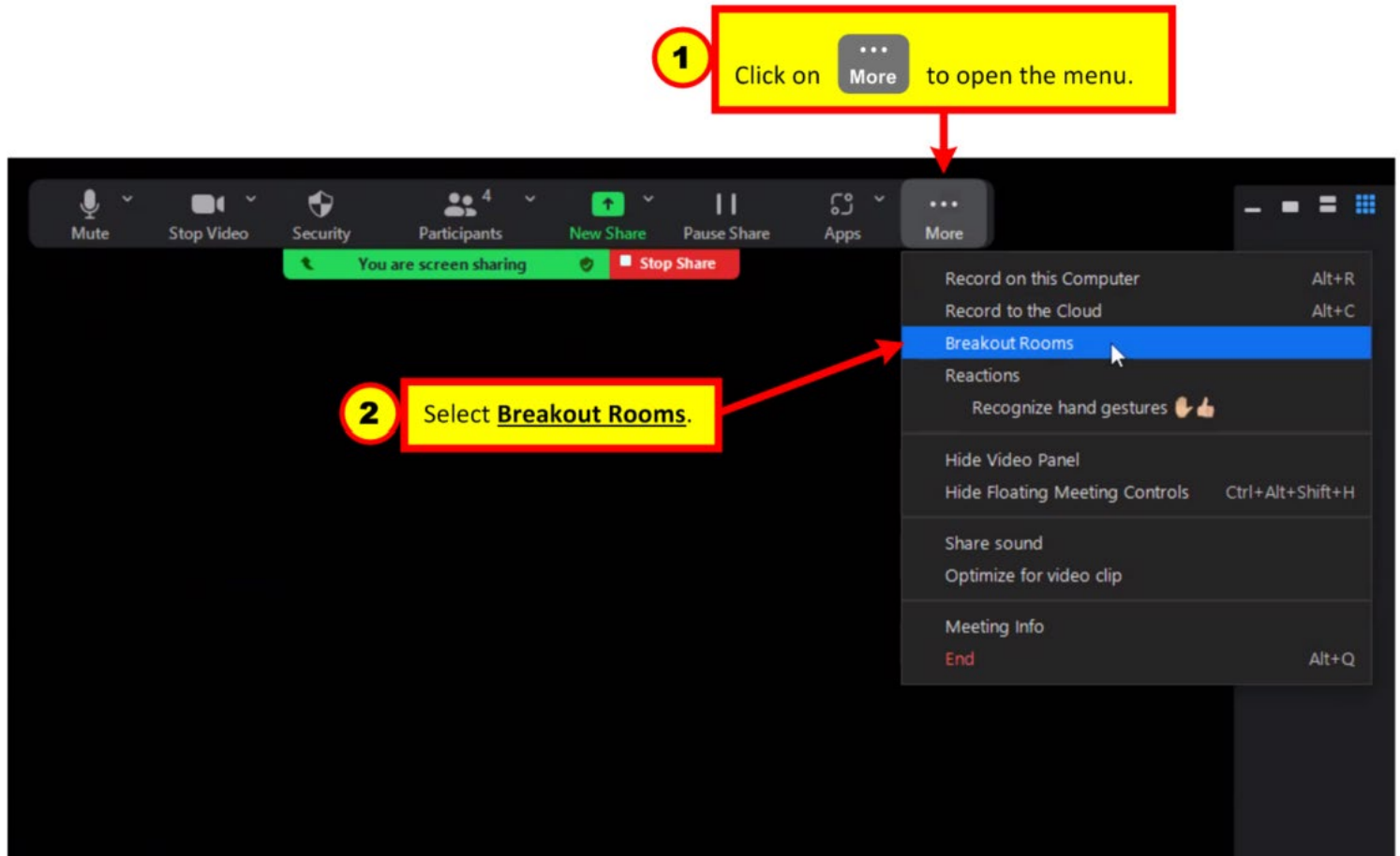
Note also that there is a "Log In" link at the top right of the page. It is strongly suggested that you register an account for yourself on *SignupGenius* before actually signing up for a day, and that you Log In before signing up for any date in the future (whether as Trusted Servant or for a Step Story). If you are logged in, you will be able to come back later and alter or delete your signup for a day if you suddenly realize that you have a conflict with that day and need to delete it and sign up for a different day. It is important to seek a replacement host should you become unavailable to fulfill the commitment.

**EQUIPMENT:** In order to effectively facilitate a meeting as Host, the amount of content needed to be viewed simultaneously requires sufficient screen-space. For this reason, a small device, such as a cell phone will not work well, although it may be technically possible. A computer or laptop is preferable.

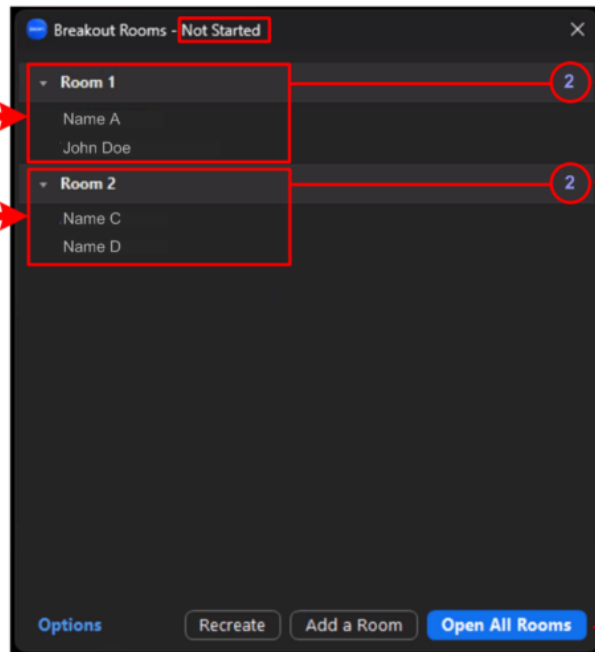
## Managing Breakout Rooms

Assign a Co-Host prior to opening the Breakout Rooms. Remind the co-host to display through screen sharing the Check-in Page as found on the Readings page of the San Jose SAA webpage. ( *It is advisable to have this dialogue prior to the meeting to ensure a smooth transition* ). For how to do this, see "[Assigning a Co-Host](#)" In the Zoom Host Tools section of this document.

### Assigning Breakout Rooms







Prior launching the breakout rooms this window will list the specific participants assigned to each room.

The number of participants assigned to each room is shown here.

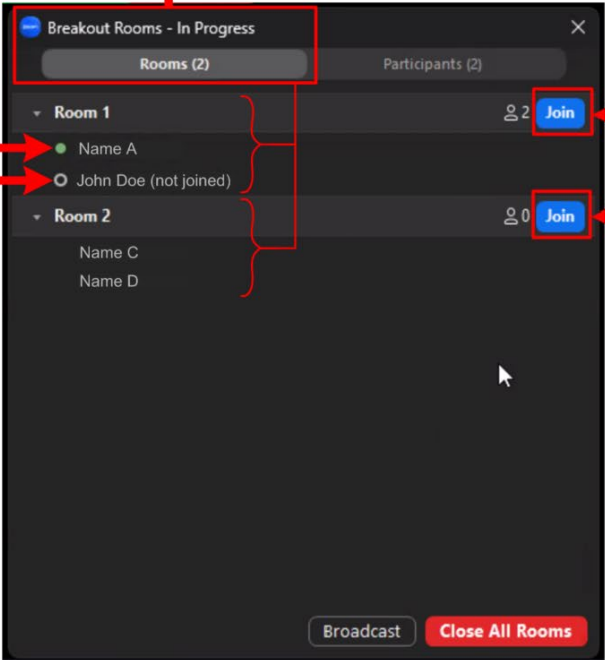
Once the participants lists are set, click **Open All Rooms** to launch the Breakout Room Sessions.

A prompt will then appear on each participant's screen asking them to Join the Breakout Room.

Once **Open All Rooms** is clicked, the meeting will become two separate Virtual Meeting Spaces that are independent of the Main Room.

The Green Dot next to the Participant indicates that they have joined the Breakout Room.

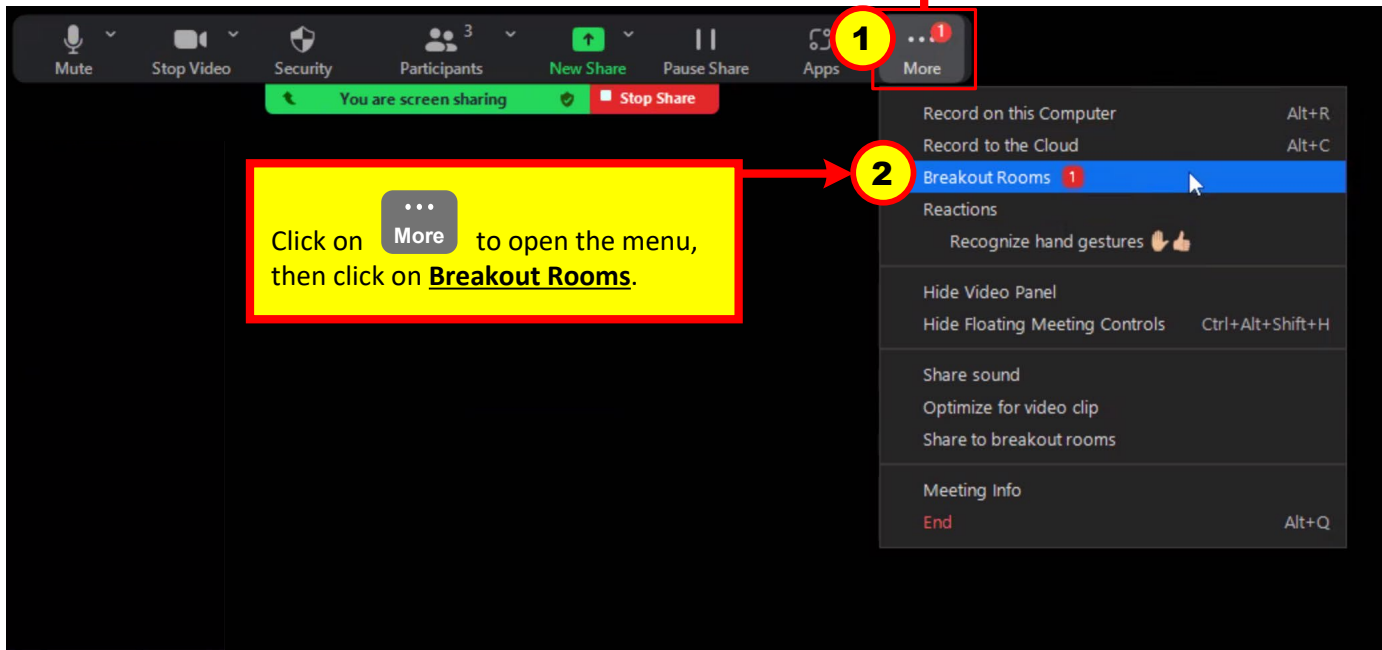
No Green Dot means that participants have not yet joined the Breakout Room. They will automatically be put in after a pre-set delay if they do not click on their "Join Breakout Room" prompt.



**1** As Host, select which room you want to join. ( You are not automatically assigned. ) If you have a Co-Host, make sure it is the room that the Co-Host is **NOT** in.

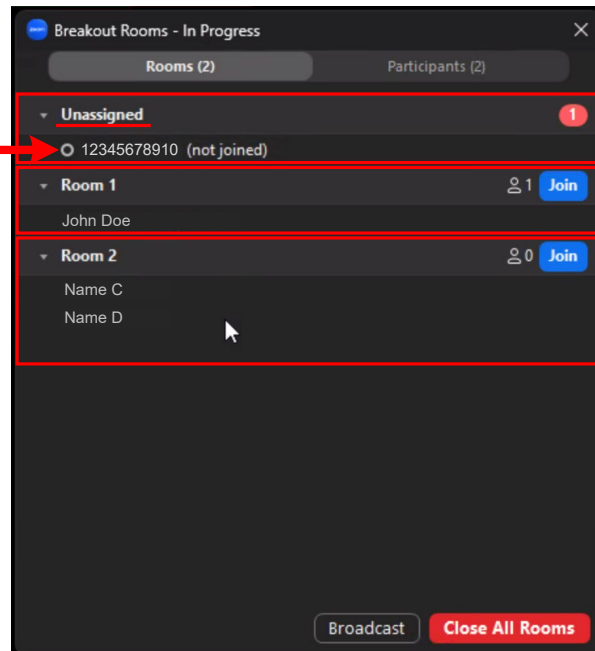
## While Breakout Rooms are in Progress

While Breakout Rooms are in progress, a number will be visible in **Red** if someone has logged into the meeting after you assigned the breakout rooms.



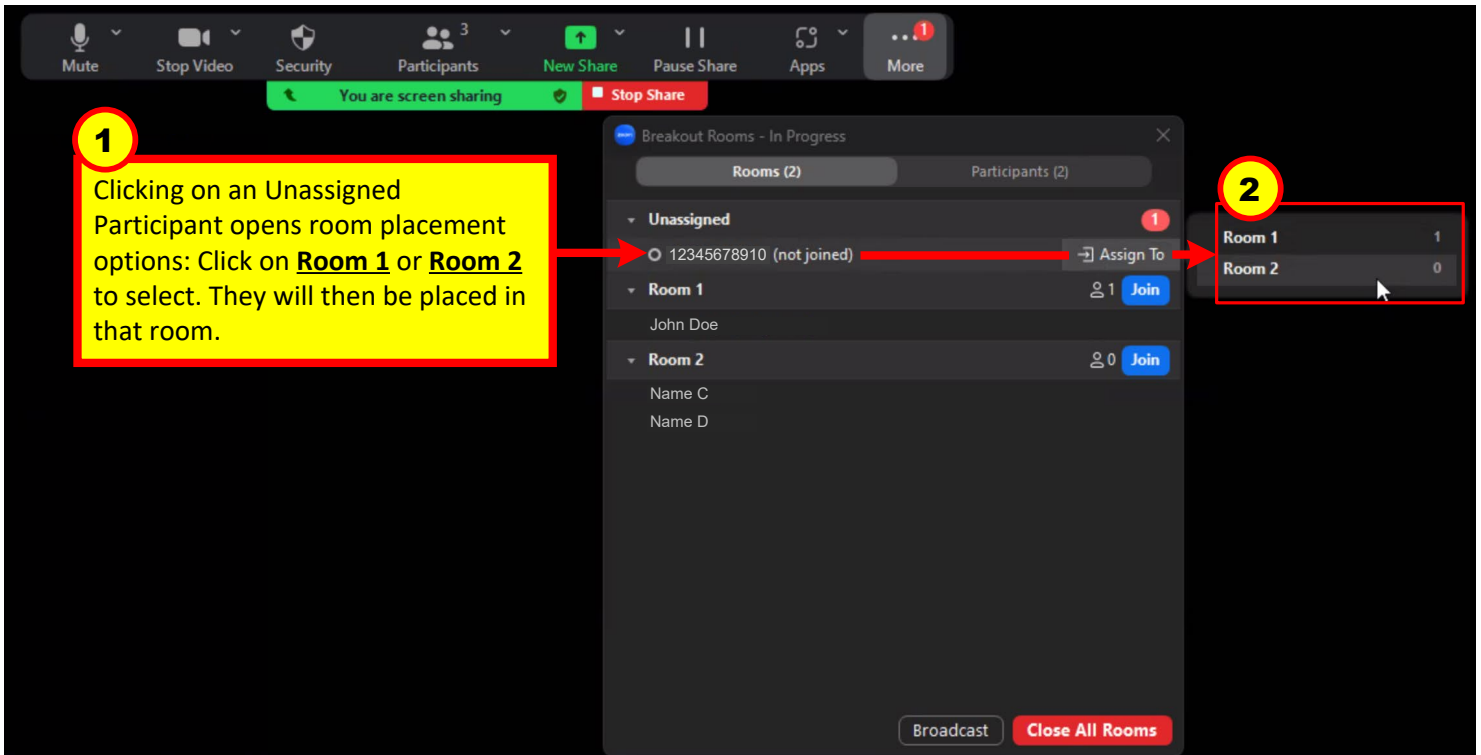
During Breakout Rooms the Main Room serves as a Virtual Lobby Space. This is where Unassigned Participants wait until they are assigned to a room.

Unassigned participants will be listed here. Click on their Name/Number to assign them to a room.



Room 1 participants listing

Room 2 participants listing

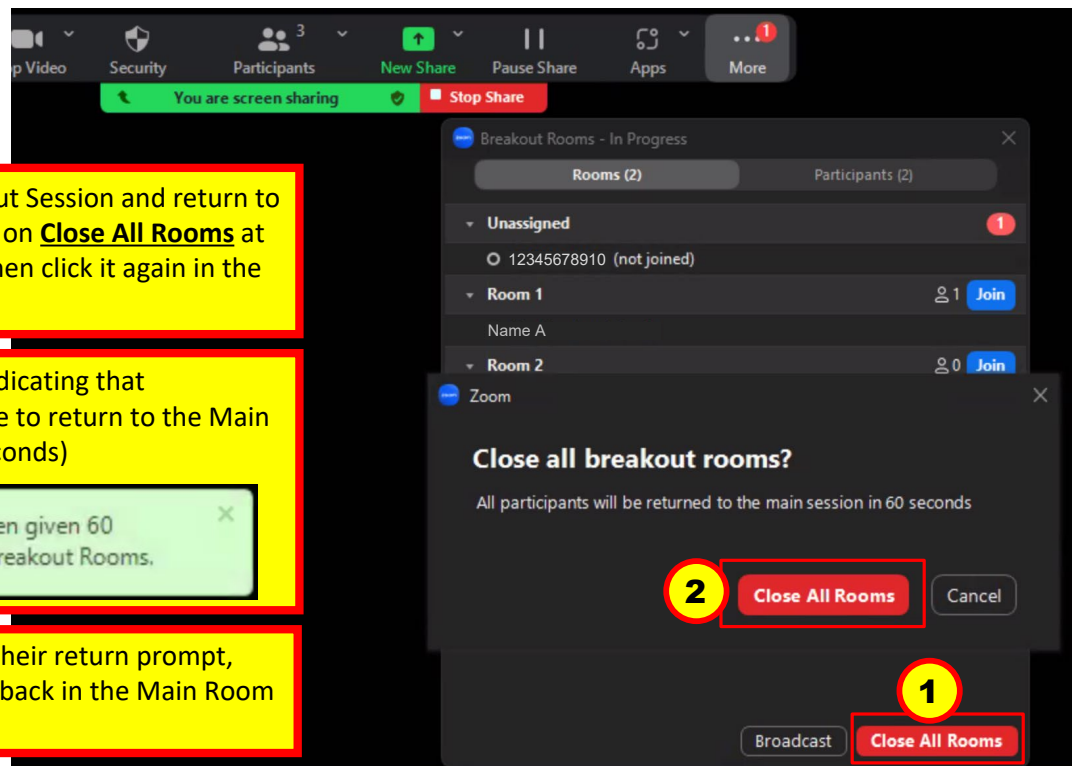


1

Clicking on an Unassigned Participant opens room placement options: Click on **Room 1** or **Room 2** to select. They will then be placed in that room.

2

## Ending Breakout Room Sessions



When it is time to end Breakout Session and return to the Main Meeting Room, click on **Close All Rooms** at the bottom of the window. Then click it again in the prompt that opens.

A message will then appear indicating that participants have a preset time to return to the Main Room. (Currently set to 30 Seconds)

All participants have been given 60 seconds to leave their Breakout Rooms.

If Participants do not click on their return prompt, they will automatically be put back in the Main Room after the preset delay.

More detailed information can be found online at:  
<https://support.zoom.us/hc/en-us/articles/206476313-Managing-breakout-rooms>