PFLAG Virtual Support Group Meetings: Handling Doxxing and Trolling

Definitions:

- Doxxing: The act of revealing identifying information about someone online — their real name, address, workplace, phone number, or other identifying information.
- Trolling: Accessing online spaces to bully, incite panic or shock in productive participants, and use time and resources of hosts.

Best Practices for Creating Safe Virtual Support Spaces:

- Provide guidelines for participants about who can have the meeting invitation and how people can gain access.
  - Use a sign-up form or other vetting process. We have samples for you to use available at pflag.org/leader-resource/pflag-connects-educational-materials/.
- Choose a naming convention and share it with folks who have the Zoom log-in information.
  - First name, pronouns
  - First name, last initial
- Disable screen sharing for participants. Refer to this Zoom tutorial to learn more about how to do that.
- Familiarize yourself with Zoom's moderation tools. Refer to this Zoom tutorial to learn more about how to do that.
  - How to remove a participant
  - Muting participants
  - Blocking participants
  - Consider a co-host
  - Locking your meeting or using a waiting room
  - Password protecting your meeting
- In your ground rules ask that nobody record or screenshot the meeting in any way and provide clear guidelines for confidentiality.
- If a troll does get on the meeting, ask participants to ignore them and let them know someone is handling the situation. Remain calm and address the issue without bringing attention to the troll.
- If absolutely necessary, end your meeting early so participants do not have to endure abuse from trolls. If this happens, report it to PFLAG National staff immediately.