

Virtual Usher Duties:

Each Sunday, we will try to have four Ushers on duty:

- Lead Usher (can be WR or Chat)
- Outreach Usher (Chat)
- Chat
- WR (Waiting Room)

Lead Usher:

We will have a Lead Usher each Sunday. Lead Usher duties include:

- At 9:30, begin a text to all Ushers that morning (phone numbers included in the Virtual Usher Calendar)
- At 9:45, enter zoom service (use the link below) - Ask Sam (or responsible Tech Person) to give you your magical co-host powers. As you see your other Ushers coming into the service, remind Sam (or responsible Tech Person) to give them their magical co-host powers.
- At 10:00, enable Waiting Room by clicking on the Security Shield in the toolbar on the bottom of zoom screen
- During the Zoom Orientation, enter the appropriate Welcome to Albany UU text in the chat window (below)
- During Welcoming Guest and Visitors, enter the appropriate Welcome to Albany UU text in the chat window (below)
- During the Offering, enter the appropriate text in the chat window (below)
- Note the number of participants at its peak during the service and email that to Tammy: admin@albanyuu.org
- After service is over, disable the Waiting Room

Outreach Usher:

Important note: We need to be sensitive to how we ask guests in our service for more information. We don't want to be aggressive and for folks to feel unwelcome, but we do want to remain vigilant in protecting our services from unwanted "guests" who may mean to cause harm. It's a delicate balance that should be framed as Welcoming.

- Each Sunday one of the 4 Ushers will volunteer or be appointed by the Lead Usher as Outreach Usher. It is the responsibility of the Outreach Usher to private chat (using the language below or something similar) anyone that the Waiting Room Ushers alert them to, or they notice as they are monitoring zoom windows, and ask for further information about their identity. Each Sunday, we try to identify everyone in the service with their first and last name. It's not always possible, but it feels more welcoming and safe for everyone involved in the Sunday service.
- If you use the language below or something similar, and the person does not respond, that's ok. It could simply mean that they don't have their chat window open. Simply alert the other ushers to keep an eye on them.

- **Suggested Chat Language:**

Welcome to Albany UU, we're glad you're here. Please change your zoom name to your first and last name so that we may properly greet you (click the three dots on upper right of your zoom window) or allow me to do it for you. Thank you so much and enjoy the service!

Waiting Room Ushers:

Ushers responsible for the Waiting Room let folks into the service. Folks entering the Waiting Room will show up on your participants screen, if you have it open, or a popup bubble will show up alerting you that there is someone in the Waiting Room. Everyone should be let into the service **except** for the following:

- Anyone who enters the Waiting Room with a silly or offensive screen name
- Anyone who enters the Waiting Room with a very long number
- Anyone who enters the Waiting Room with an odd series of numbers that cannot be identified as a phone number.

It is also the responsibility of the Waiting Room Ushers to alert the Outreach Usher on the text thread of anyone they let in with just a first name, phone number, or someone they don't know or recognize.

Chat Ushers:

Chat Ushers monitor all individual Zoom windows, rename folks as needed, turn off any distracting video if necessary (this isn't done too often but can be if you notice a person inadvertently taking their phone with them to the bathroom 😊)

Resources:

Service Link info:

<https://tinyurl.com/AlbanyUU-SundayService>

To dial in by phone call: 1-929-436-2866 and enter

Meeting ID: 299 018 7785

Password: 0000

Link to attendance doc:

<https://www.dropbox.com/scl/fi/o7nfnq5qoidlvxabcgu15r/Online-Service-Attendance.xlsx?dl=0&rlkey=yicaei3nmr4qbxtrip3kzm5za>

Verbiage to use in Chat window:

During Zoom Orientation and Welcoming Guest and Visitors:

Welcome to Albany UU! Please tell us a little about yourself if you wish.

<http://members.albanyuu.org/wp/welcome-visitors/>

During the Offering:

If you'd like to make a contribution, here's where to do it online.

<https://tinyurl.com/albanyuu-donate>

You can also text your credit card donation to Albany UU! Simply text the dollar amount, space, purpose – for example: 20 offering OR 20 pledge. Text to: 844-976-2618. Learn more here:

http://members.albanyuu.org/wp/pdf/2020_GivePlus_Text_Quick_Guide-Vanco.pdf

Thank you so much for your support!

Language to use in private chat:

Welcome to Albany UU, we're glad you're here. Please change your zoom name to your first and last name so that we may properly greet you (click the three dots on upper right of your zoom window) or allow me to do it for you. Thank you so much and enjoy the service!

For your information, here's what language I use on our websites and publications reminding folks to change their names in a Zoom meeting. It changes the tone from a fearful security prospective to one of Welcoming.

Wearing your Zoom "Name Tag"

When signing into a Zoom worship service on a Sunday morning, you can't put on your traditional name tag to be welcoming to others, but you CAN rename your screen so that it displays your full name. This is the new way to practice hospitality with everyone who is part of the online worship service.

To change your screen name, look for three white dots, usually appearing in the upper right corner of your zoom window when you hover over it with your cursor. Click the dots, and a dropdown menu will appear. One of the options in the dropdown menu is "Rename." Click that option, and a box will pop up that displays the name currently showing in your Zoom window. If it's not your full name or names, change it to your name(s) and click the "Save" button.

If you have any questions, feel free to send an Usher a message in the Chat on a Sunday or email Tammy Hathaway - admin@albanyuu.org anytime. Thanks for taking this extra step to be welcoming!