

Zoom Mediation Resource and Reference Guide and FAQs

How to Join the Mediation/Get on Zoom.

Zoom is easy to access and learn. Once your remote mediation is scheduled, you will receive a confirming letter or email from us that contains a link saying “Join Zoom Mediation.” Simply click on that link. You may also go to www.zoom.us and open an account and download the desktop app at <https://zoom.us/client/latest/Zoom.pkg>. However, for the purpose of joining a video/remote mediation, you will only need a free Zoom account. You need not open a Zoom account to join the mediation. While you can use your browser and enter the website that way, we think that logging on through the Zoom desktop app is the best route with strongest encryption currently available. *Want to learn more?* You can find tutorials on using Zoom at <https://support.zoom.us/hc/en-us>.

Why Zoom?

We use Zoom because it is encrypted and has the features we think are best suited for a successful mediation, such as screen sharing, whiteboards, and breakout rooms, which we always use.

Connecting to the Internet.

For a remote mediation to be successful, your internet connection should be stable, secure, reliable, and fast. We recommend avoiding public internet connections, such as a library, coffee shop, or public place with Wi-Fi.

If you experience issues with video not loading or “catching,” first close other open apps on your computer or programs that may be sharing your internet connection. That should help make the connection more stable. Should your connection still remain unstable, we recommend that you mute your audio and then call in by phone so only the video part of the streaming data is on the Wi-Fi network.

Audio and Video Problems?

If you have audio trouble either hearing or being heard, check your audio to ensure that it is not set to “Mute” or turned off. (*Note: if you see a red slash across the microphone icon at the bottom left corner of your zoom window, it is likely turned off or muted*) – scroll to the popup bar at the bottom left corner of your zoom window. Make sure the correct microphone and speakers are selected by clicking on the “carrot” to the right of the microphone icon. You may need to try each of the available microphones and speakers until you find the ones that

work. *NOTE:* If the microphone you are using is separate, the source should be yours and not “the system.”

If you cannot see us, first check your video to ensure that it is not set to “off” (a red slash appears across the camera icon at the bottom left corner of your Zoom window). Next, make sure you have selected the correct camera by clicking on the “carrot” to the right of the camera icon. Again, you may need to try each of the available cameras until you find the correct one.

Contacting Me Privately During Mediation.

My cell number is 972-482-1316. You may call or text me at any time during the mediation, including to have a private caucus, or if you need a break for any other reason.

Tips for Making a Better Remote Mediation.

-Lighting.

In some instances, the lighting may make it difficult for you to be seen. This is particularly true if you are backlit. It is always better to have a light facing you and shining on or toward your face.

-Privacy Protection. To ensure your privacy, we recommend that you ensure that no confidential information can be seen in the background. Please turn off all notifications, particularly any that might reveal personal information. Similarly, should you decide to share your screen during the mediation, we recommend that you arrange your computer’s desktop so it only shows information that you are comfortable being seen by others.

-Interruptions and Distractions.

You should find a quiet area and be sure family members, pets, and others are aware you do shouldn’t be interrupted or disturbed.

Zoom Etiquette.

Because Zoom only captures audio from one person at a time, it is important not to talk over others. Let each person speak and finish before you begin speaking so we are sure to hear what everyone has to say. Disable all reminder buzzers, dings, etc. However, ensure that you phone or computer are still able to receive text messages with me, so we can continue to communicate by text as needed.

Finally, except for bathroom or food/drink breaks, it is preferable that you remain at or near your computer even when I am meeting with the other side. We don’t know how long I will be

with the other side or when I will return to your breakout room. Remaining readily available when I return will help keep things moving forward and not disrupt the flow.

Tablets and SmartPhones.

Zoom has options to use your smartphone and tablet through its apps, which you may also want to download for a backup in the event we run into technical difficulties.

Use of Breakout Rooms.

At the beginning of, or once the mediation starts, I typically place each client/counsel group into a breakout room separate and apart from the opposing parties and counsel. This breakout room is akin to having your own private conference room – once you are in your breakout room no one outside the room can hear any communications between the parties and their counsel (including me, unless I join the meeting, when you can see the person joining on your screen). You typically spend most, if not all, of the mediation, in this private, breakout room, and I then go back and forth between the breakout rooms during the mediation, exchanging information and offers. If the “chat” feature is disabled, which may be the case, and you need to communicate privately with anyone in your room, you may wish to text each other on your cell phone. You can also communicate with me when I am outside your room at 972 482-1316.

If you want to learn more about use of breakout rooms, this link helps explain them: <https://www.youtube.com/embed/jbPhhttps://www.youtube.com/embed/jbPpdyn16sY?rel=0&autoplay=1>.

Recordings Not Allowed.

As provided in the Mediation Agreement, no one is permitted to record any part of the mediation session. This is a confidential process and recordings are not allowed.

Phone Participation.

While it always preferable to have everyone participate with both video and audio, at times that is not possible. In those situations, you may still dial in and join as an audio participant. You can join the meeting as an audio participant only by dialing one of the phone numbers listed on your invitation and then entering the meeting ID and password.