

Ground Rules for Virtual Mediation
What you need to know

Get comfortable! You can sit in the privacy of your home or office --
We are just using some newer technology to help settle this dispute

What is the technology? Zoom is an online service that allows people to meet in groups

I have Zoom Pro, and it will allow us to meet together and separately, in joint session and in caucus

You need to download and install the software—go to www.zoom.us

What do you need to have in order to participate? You need to have a computer, phone or tablet with a secure and stable Internet connection

You do not want to use public WiFi, such as Starbucks or the library

Video requires a strong internet connection. If you do not want to be on video, you should say so—we can deal with that—you can call in and you can shut off the video

How do we start?

You will get an invitation from me by email to join a meeting and you will click on a link

It will be called Personal Meeting ID and it has a password also

The password is my cell phone number—having that number is also really helpful if anything goes wrong—you can call my cell

There is a call-in option for Zoom, too

If you have trouble with accessibility, you need to let me know in advance

Once you click on the link, you are shown a screen where you choose: join with computer audio

PLEASE CLICK ON THE LINK 10 TO 15 MINUTES EARLY TO BE SURE EVERYTHING ON YOUR END IS RUNNING RIGHT. CHECK YOUR AUDIO, VIDEO

The waiting room: At the beginning, you will enter a virtual waiting room --

It's not for talking with each other or seeing each other yet --

I start with that room because I want to be sure that everyone is connected --

I will try not to leave you there too long --

Once everyone is with us, I will lock the room so no one else can join the mediation --

Security and confidentiality:

**When we begin, we need to be sure that everyone states their names
We need to know that no one else is in the room with you**

No one may record the session—I do not record it either

That is to preserve the confidentiality of our process

**When you post a message in a Zoom conference, you need to be sure that only
the person you send it to sees it—it should not be forwarded to anyone else**

Joint session: Once we are all together, I will make some brief opening remarks

That is our “shakedown cruise”

Are we all able to participate?

**I want to be sure it is working for everyone—if you can’t hear and participate,
you need to tell me**

I will change the process if necessary to meet the needs of everyone

**What to expect as the session goes on: I will assign people to individual
Breakout rooms –**

**When you are in the breakout room, you will be with your lawyer(s) and I will
come in to join you at some point --**

What if there are technical problems?

If need be, we will use a telephone conference call, so that is our Plan B --

We need to make sure you have given me your phone number in advance

We are in this together!