

**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](http://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.  
My cell is (310) 503-9867.**

**We are in this together!**