

Zoom Mediation Resource and Reference Guide/ Frequently Asked Questions

How do I get on Zoom?

Zoom is easy to learn – just click on the meeting ID provided in the mediator’s separate email and select “join by computer,” although you may go to www.zoom.us and open an account and download the desktop app at <https://zoom.us/client/latest/Zoom.pkg>. Importantly:

- For our purposes a free account is all you’ll need, although you don’t have to open an account to participate.
- While you can log in through your browser using the Meeting ID and the Password provided in advance of the mediation, the desktop app provides the strongest encryption available.

How can I learn more?

- You can find Zoom tutorials at <https://support.zoom.us/hc/en-us>.

Why Zoom?

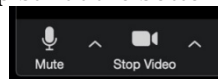
- It’s encrypted.
- It has capabilities we need to make our mediation successful:
 - breakout rooms
 - screen sharing
 - whiteboards.

What kind of internet connection do I need to have?

- It must be fast, stable, and secure -- no coffee shop or public wifi.
- If you are experiencing problems with videos “catching,” try closing other apps on your computer or others sharing your internet connection.
- If your connection continues to be unstable, mute your audio and then call in by phone so some of the data for the meeting isn’t on your wifi network.

I can’t hear, or you can’t hear me. What do I do?

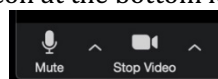
- If you’re having audio issues, make sure audio is not set to “off” or “mute” (a red slash across the microphone icon at the bottom left corner of your zoom window) – scroll to the popup bar at the bottom left corner of your zoom window – it looks like this:



- 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.
- If you are using a separate mic, the source should be yours and not “the system”.

I can’t see you. What do I do?

- If you’re having video issues, make sure video is not set to “off” (a red slash across the camera icon at the bottom left corner of your zoom window) – it looks like this:



- Make sure the correct camera is selected by clicking on the “carrot” to the right of the camera icon. You may need to try each of the available cameras until you find the one that works.

How do I communicate with you privately?

- The Mediator will provide you with their cell number at the beginning of the mediation so you can contact him/her directly and privately.
- If you need to speak with the Mediator privately during the mediation, or if you need to suggest a restroom break or for some other reason, please text him/her.

What are your tips for success?

- Appearance
 - Backlit participants are difficult to see – please face the light
 - Be sure confidential information can’t be seen in the background.
 - Turn off all notifications that reveal personal information.
 - You may choose to share your screen during the mediation, so you may want to clean up your computer’s desktop.
 - Find a quiet area and be sure family members, pets, and others are aware you shouldn’t be interrupted.
- Don’t talk over each other – Zoom only allows audio from one person at a time.
- Turn off all reminder buzzers, dings, etc. – but allow your phone to receive text messages so you can communicate with the Mediator and with others in your group.
- Stay near your computer even when the Mediator has gone in the other room so you will know when the Mediator returns to your breakout room.

Can I use my smartphone or my tablet?

- There are options to use Zoom smartphone and tablet apps and you may wish to download those apps as a backup in case of technical difficulties.
- Participating on a desktop or laptop with a strong, secure internet connection will make your experience much better.

How do breakout rooms work?

- A quick video at <https://www.youtube.com/embed/jbPpdyn16sY?rel=0&autoplay=1> shows what breakout rooms look like.
- Soon after the beginning of mediation, the Mediator will usually put each client/counsel group into a breakout room separate and apart from the opposing parties and counsel. This breakout room is the equivalent of a private conference room – while you are in your breakout room no one outside the room can hear any communications between the parties and their counsel (including the Mediator unless he/she joins the meeting and you see them on your screen). This room is where you most likely will spend the majority of your mediation. The Mediator will shuttle between breakout rooms over the course of the day.
- Note that for security reasons the Mediator may have disabled the chat feature. If you need to communicate privately with anyone in your room, we suggest texting one another on your cell phone. You can also communicate with the Mediator when he/she is not in your room by sending him/her a text to their cell.

Can I share a document or a presentation?

- Yes – the host (the Mediator) and with Mediator’s permission during the mediation (for security reasons) any attendee can screen share by clicking the “Share Screen” icon. The Mediator can help you with this feature during the mediation.
- A video at <https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen> demonstrates how to use this feature.
- When enabled by the Mediator the screen share function allows participants to show documents, PowerPoints, or other content on their computers to all participants in the mediation or just their group in their breakout room.

