



A LIMITED LIABILITY COMPANY

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ZOOM DISPUTE RESOLUTION GUIDELINES

TECHNICAL REQUIREMENTS

To participate in a zoom.us mediation, you will need access to the following equipment:

- Laptop or desktop computer or mobile phone with the following:
 1. Web camera
 2. Microphone
- A strong, secured internet connection - You can check your internet speed by going to <https://www.speedtest.net> (just click that link or write **speedtest.net** in your browser). Your download and upload speed must be at least 1.5 Mbps.
- A printer (to print out agreement) and a scanner app or fax, or some means of scanning and returning your signed agreement
- If you do not have access to any or all of these technical requirements, call the Case Manager to see if alternatives can be arranged.
- **We are encouraging all participants to use video conferencing, however if all parties agree, you may also participate via a landline telephone (instructions for connecting will be provided in the zoom.us invitation to the meeting).**

MAINTAINING CONFIDENTIALITY

In order to maintain confidentiality of your hearings, we ask that you agree to observe the following protocol:

- Conduct zoom calls in a private space
- Do not have third parties present during the conference
- Recording of the hearing is prohibited

PRIOR TO YOUR ZOOM CONFERENCE

- You will receive an email invitation to your Zoom meeting. Please follow the instructions on the invitation to connect to your meeting. When you connect to your meeting, you will enter a virtual “waiting room”. Once the host has logged in, he or she will admit you in the online meeting. Be patient, your presence is visible to the host/mediator. The mediator will let you in to the mediation once everyone is present and ready.

BREAK-OUT ROOMS & SCREENSHARING

- For mediations, each party may be placed into separate virtual breakout rooms. Breakout rooms are like separate conference rooms. You can see on your device who is in your breakout room. What you say or share in that breakout room will be limited to only those in that breakout room. Additional breakout rooms can be created as needed. Your mediator will be the host and can set up the breakout rooms and who will be in each room. You will be able to see when the mediator or anyone else enters or leaves your room. Meeting participants can share documents, photographs, video, or a whiteboard via a screensharing feature of zoom.us.

TECHNICAL SUPPORT – Technical difficulty or lost connections

- Try to log out and back in
- Contact your mediator by telephone at **NUMBER**, and if you cannot reach the mediator, contact the Case Manager – **NAME & NUMBER**.