



ATTENDING MEDIATION BY ZOOM – QUICK GUIDE

Step 1 – Invitation

Diana Feil-Sharma of American Legal Video Solutions will send you an email invitation on behalf of Resolution Remedies. The invitation will include a link to access the videoconference, mediation details, and basic instructions. (This email will be followed by a second email providing a password.) Click on the link beneath “Join Zoom Meeting” at least 30 minutes before the mediation is set to begin, and follow the instructions to log in.

Step 2 – Waiting Room

After login, you will be placed into a virtual Waiting Room while we place attendees into their private virtual Conference Rooms. You will not be able to speak to or hear anyone else in the Waiting Room.

Step 3 – Private Conference Room

When you arrive in your Conference Room, you may find the others in your party are already there or still on their way. Only those in your room can hear your discussion. The mediator will visit your room to greet you, explain the next steps, and answer any procedural questions, as soon as possible after your arrival. Please be patient while the mediator and staff attend to all arrivals as quickly as they can.

Step 4 – Icons for Options and Preferences

Audio and Video – To allow others to see and hear you, be sure to turn on your audio and video with the blue buttons when prompted. You may mute your audio or turn off your video with the icons at the bottom center of your screen.

Participants – To see the people in your room.

Screen Share (Disabled) – For privacy and security, no one will be able to share his or her screen with the other participants.

Chat – To send group or individual texts to others in your private Conference Room.

Ask for Help – To ask the Host to come to your room or request an additional breakout room.

Leave Room (Disabled) – Although this option is disabled to ensure privacy in all rooms, you may ask the mediator to place you in another room, along with anyone else with whom you wish to speak privately.

Leave Meeting – To exit the meeting and leave Zoom entirely, use Leave Meeting.

***Off the Grid Assistance** – If you have lost access to the meeting, you may return to the invitation and click the link again. You may also text Diana to facilitate your return to the meeting: **707-357-2274**.

Step 5 – Private Sessions and Joint Conferencing

The mediator will enter and leave your private Conference Room as needed for discussion.

The mediator may invite you to another caucus space for a separate, private conversation. You will see the invitation pop up in the middle of your screen. Click to accept the invitation and to be moved the new room. The mediator will return you to your private room when finished.

The mediator may announce that participants are being moved into the Main Conference Room for a joint conference. Your group members will see a 1-minute countdown on their screens before the move occurs. You may use this time to finish any conversation, or simply click to be moved before the minute has elapsed.

Step 6 – Privacy and Security

Your Zoom mediations with us are Invitation Only. The invitation provides a link to invitees only, and no one can access the call without a link. We will never post links publicly.

Zoom now requires a password, which is sent under separate email for added security.

Note that you will receive your email invitation and password from American Legal Video Solutions with a copy to Resolution Remedies.

Resolution Remedies personally admits each attendee to the virtual conference rooms one at a time. If they are not on the guest list, we will not admit them.

We understand that Zoom itself does not expose your computer contents or passwords.

We understand that Zoom no longer sends anyone's data to Facebook.

Document sharing is disabled for everyone, including the mediator. You may share documents via email attachment, text, RightSignature, etc.

Screen sharing is disabled for everyone, including the mediator. Screen shots, screen sharing, and all other kinds of digital preservation of the mediation are strictly prohibited.

The recording feature is disabled for everyone, including the mediator. No one will be allowed to record any part of the proceedings.

All attendees will sign a confidentiality acknowledgment with Resolution Remedies prior to the mediation.

Step 7 – Signing the Settlement Agreement

Counsel will send Diana the final version of the settlement agreement that everyone has reviewed and wishes to sign.

If anyone prefers to sign on paper, they may do so, and counsel will include their signature pages with the settlement agreement that is sent to Diana.

Diana will prepare the final settlement agreement (and any signed pages) in RightSignature and email it to the signatories as needed.

Steps for online signature:

- 1) You will be prompted to provide your name and email address and then taken to the document for review and signature.
- 2) Add your name, signature, and today's date and then click Submit.
- 3) Next, you will receive an email requesting identity verification. Respond to that to complete the process.

RightSignature will notify Resolution Remedies when the document is fully executed, and we will circulate copies to all counsel, the mediator, and the Resolution Remedies file.