

## VIRTUAL MEDIATION INSTRUCTIONS

In preparation of your mediation, please do the following:

### PRIOR MEDIATION:

- If you have not used Zoom before, please go to [zoom.us](https://zoom.us) to utilize their support programs for learning to navigate the platform. Zoom has a very helpful website
- Attorneys and clients should test well before the mediation to ensure audio and video is working

### DAY OF MEDIATION:

- Plan accordingly by being in a private area, minimizing background noises or disruptions as much as possible
- Ensure that you are logged into your Zoom account
- Click the meeting-link in the confirmation email at least 5 minutes prior to the start time
- Upon entering the meeting, all attendees will be on mute. Please unmute by clicking the microphone in the lower left side of the screen
- NOTE: The mediator requests that everyone appears with audio and video

If you experience any problems, please be sure to contact my case manager, Maria MacKay, immediately at 713.877.8585.

### DURING MEDIATION:

The following rooms will be utilized in the Zoom mediation:

- a Main Room for the initial appearance after joining the session from the waiting room
- a Petitioner/Plaintiff Room
- a Respondent/Defendant Room
- Conference Room 3
- Conference Room 4

Your mediator will be host and be able to join all rooms and go back and forth between rooms. What you and your clients discuss or chat in either the Petitioner/Plaintiff or Respondent/Defendant room will always remain private.

If, for some reason, you get disconnected please go back to the invite/confirmation email and rejoin. At the end we will all reconvene in the Main Room and if an agreement is reached a recording will be made at that time. Other recordings are strictly not allowed.

Your patience and understanding is greatly appreciated. Looking forward to seeing you at the mediation.