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THE BRIDGE BETWEEN CONFLICT AND CLOSURE

ZOOM INSTRUCTIONS

In preparation of your mediation, please do the following:

PRIOR MEDIATION:

- If you have not used Zoom before, please go to zoom.us to utilize their support programs for learning to navigate the platform. Zoom has a very helpful website.
- Zoom is accessible via tablet, iPad, smartphone, Mac & PC. The program can be run online; however, for optimal performance, please download the applicable app for your operating system or Zoom Cloud Meetings app for smartphones & iPad.
- Attorneys and clients should test well before the mediation to ensure audio and video is working.
- The Zoom platform can accommodate telephone conference if video is not available. The mediation confirmation email includes instructions for a teleconference call in.
- Prior to the mediation conference, you will receive an email with the Meeting ID, password and link to the Zoom conference. This email should be forwarded to each client/participant.

DAY OF MEDIATION:

- Plan accordingly by being in a private area, minimizing background noises or disruptions as much as possible.
- For a successful conference, participants should have a secure, reliable high-speed internet connection and a device with camera and microphone capabilities.
- 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.
- All attendees will arrive in the waiting room. The mediator will admit you into the meeting.
- NOTE: The mediator requests that everyone appears **with** audio and video.

If you experience any problems, please be sure to contact my case manager, Jennifer Strok, immediately at 727.377.1919.

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.

