




# Mediating Online via Zoom

Chuck Doran, MWI Mediator



# Purposes and Overview

- Welcome / Purposes
  - Topic Definition
  - Mediating Online
  - break
  - Q&A / Feedback
  - Discussion
  - Wrap-Up / Next Steps
- 

# Today's Session on Zoom

- Questions? Raise your hand using “Raise Hand” feature. Click on the icon labeled "Participants" at the bottom and click the button labeled "Raise Hand.” Lower when done by unclicking (Alt+Y / Option+Y)
- Mute on by default. To speak, press and hold spacebar. Release when done to go back to mute.
- Use Chat feature to ask questions during presentation. Best to send to everyone unless there's a reason to send privately.

# Topics to Cover



SETUP AND  
SETTINGS



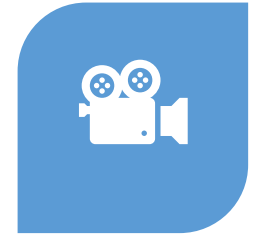
WORKING WITH  
PARTIES



DOCUMENT  
SIGNING AND  
SHARING



PRIVACY



BEST PRACTICES

# Poll



Search



**Note:** We are experiencing longer wait times than normal due to increased demand. You can still view answers to frequently asked questions or [contact us](#) but wait times may be longer than expected. Thank you for your patience.

Zoom Help Center > Getting Started > Frequently Asked Questions

Getting Started  
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Associate Agreement  
(BAA)  
Can I use Zoom on  
multiple devices?  
Zoom Video  
Communications  
Technical Support  
Virtual Background  
iOS Screen Sharing with  
the Zoom Desktop  
Client

Related articles

Scheduling meetings  
Virtual Background  
Zoom Video Tutorials  
Joining a Meeting  
Finding and Viewing  
Recordings

## Frequently Asked Questions

The following are answers to some of the most common questions or problems users come across. If you would like additional help getting started with Zoom, you can join our [Weekly Zoom Trainings](#).

Read common questions about:

- [Getting Started with Zoom](#)
- [Scheduling a Meeting](#)
- [Joining a Meeting](#)
- [Zoom Webinars](#)
- [Meeting and Webinar Features](#)
- [My Zoom Account](#)
- [Troubleshooting](#)

### Getting Started with Zoom

**Where do I download the latest version of Zoom?**

You can download the latest version of Zoom from our [Download Center](#). [Learn more about downloading Zoom.](#)

**How to I use Zoom on my PC or Mac?**

# Read The FAQs

- Comprehensive
- Addresses most issues

Zoom Help Center > Getting Started > Training

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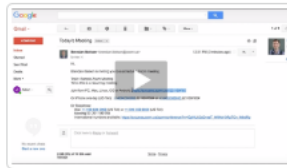
Joining a Meeting  
Live Training Webinars  
Scheduling meetings  
Host and Co-Host Controls  
in a Meeting  
Getting Started on Windows  
and Mac

## Zoom Video Tutorials

### View Live Training

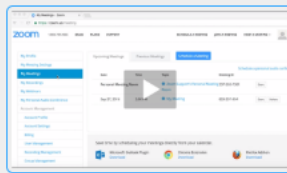
Please [click here](#) to register for upcoming live training or access recent recordings for Zoom Meetings, Webinars, Zoom Rooms and Administrators.

#### Zoom Meetings and Webinars



#### Join a Meeting

[Learn More](#)



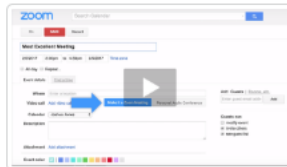
#### Scheduling a Meeting with Zoom Website

[Learn More](#)



#### Meeting Controls

[Learn More](#)



#### Scheduling a Meeting with Google Calendar

[Learn More](#)



# Review Settings

The screenshot shows the Zoom profile settings page at [zoom.us/profile/setting](https://zoom.us/profile/setting). The page is divided into a left sidebar and a main content area. The sidebar has two sections: 'PERSONAL' and 'ADMIN'. Under 'PERSONAL', the 'Settings' option is highlighted with a blue bar. Under 'ADMIN', there are links for 'Attend Live Training', 'Video Tutorials', and 'Knowledge Base'. The main content area has three tabs: 'Meeting', 'Recording', and 'Telephone'. The 'Meeting' tab is active. It contains a list of settings: 'Schedule Meeting', 'In Meeting (Basic)', 'In Meeting (Advanced)', 'Email Notification', and 'Other'. A blue arrow points to the 'Other' link. The 'Schedule Meeting' option is highlighted with a grey bar. The 'Host video' section is expanded, showing 'Start meetings with host video on'. The 'Participants video' section is expanded, showing 'Start meetings with participant video on. Participants can change this during the meeting.' The 'Audio Type' section is expanded, showing three options: 'Telephone and Computer Audio', 'Telephone', and 'Computer Audio', with 'Computer Audio' selected. The 'Join before host' section is expanded, showing 'Allow participants to join the meeting before the host arrives'. The 'Use Personal Meeting ID (PMI) when scheduling a meeting' section is expanded, showing 'You can visit [Personal Meeting Room](#) to change your Personal Meeting settings.'

zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES

**Important Notice:** To preserve internet bandwidth and ensure that we are making the best use of global networks, you may experience intermittent availability of HD video during Zoom Meetings with 3 or more participants remain in place. If you are joining using a Zoom Room or Conference Room Connector, HD video will remain enabled.

PERSONAL

- Profile
- Meetings
- Webinars
- Recordings
- Settings**

ADMIN

- > User Management
- > Room Management
- > Account Management
- > Advanced

[Attend Live Training](#)

[Video Tutorials](#)

[Knowledge Base](#)

Meeting Recording Telephone

[Schedule Meeting](#)

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

**Schedule Meeting**

**Host video**  
Start meetings with host video on

**Participants video**  
Start meetings with participant video on. Participants can change this during the meeting.

**Audio Type**  
Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Zoom audio.

- Telephone and Computer Audio
- Telephone
- Computer Audio

**Join before host**  
Allow participants to join the meeting before the host arrives

**Use Personal Meeting ID (PMI) when scheduling a meeting**  
You can visit [Personal Meeting Room](#) to change your Personal Meeting settings.

<https://zoom.us/profile/setting>



# Pre-Mediation Considerations

- Get email addresses of parties in advance
- Connect directly to modem (Ethernet Cable RJ45 Cat6) if possible (vs. wireless)
- Review settings (video/audio)
- Set up breakout rooms
- Turn off alerts
- Notetaking
- Forms (ATM / Agreement)
- Nourishment
- Coordinate with co-mediator (30 minutes in advance)
- Surroundings – visuals / people / greenscreen / lighting
- Dress



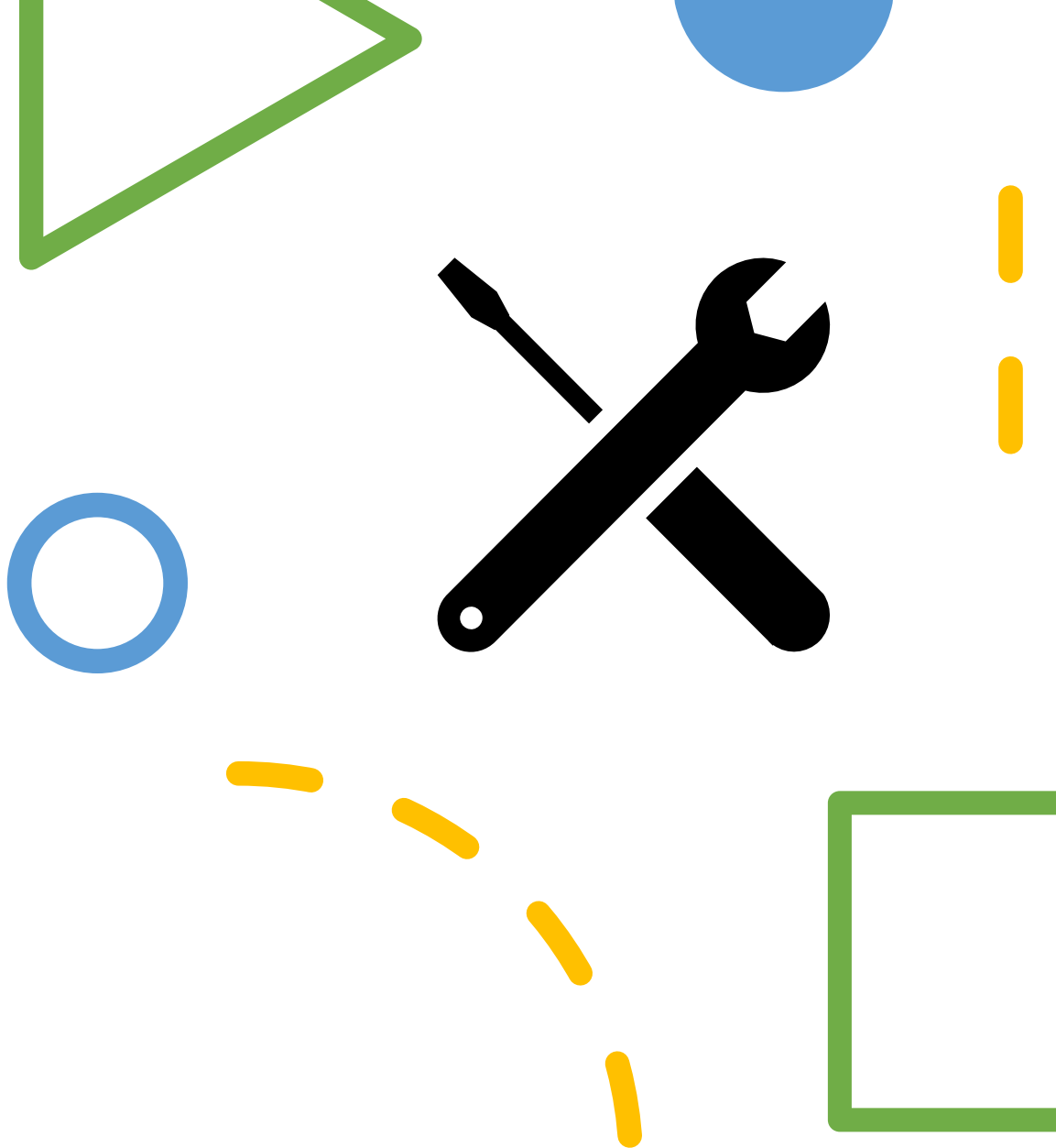


Visualize Zoom as if you're in a physical mediation: Three room types

Waiting Area = Reception

Main Session = Joint Sessions

Breakout Rooms = Private Caucus



# Waiting Area

My Settings - Zoom x how to print screen on only tab - x +

zoom.us/profile/setting

Apps ★ Bookmarks ↻ Customize Links ↻ Publicity Guarantee... ↻ sign up ↻ BooksandAuthors.net ↻ Photo editor online... ↻ Keep It! ↻ Scan My Photos: Ph... ↻ Glycemic Index ↻ downtown la ↻ Google Translate ↻ Imported ↻ You Are Not

REQUEST A DEMO

zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES SCHEDULE A MEETING JOIN

Schedule Meeting

In Meeting (Basic)

**In Meeting (Advanced)**

Email Notification

Other

**Allow users to select original sound in their client settings**

Allow users to select original sound during a meeting

**Waiting room**

Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. (?)

**Choose which participants to place in the waiting room:**

All participants

Guest participants only (?)

Customize the title, logo, and description ↗

**Show a "Join from your browser" link**

Allow participants to bypass the Zoom application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. Note that the meeting experience from the browser is limited

**Allow live streaming meetings**

Email Notification

**When a cloud recording is available**

Notify host when cloud recording is available

Send a copy to the person who scheduled the meeting/webinar for the host

**When attendees join meeting before host**

Notify host when participants join the meeting before them

# Breakout Rooms

- Create breakout rooms in advance (Plaintiff, Defendant, and Mediator(s)).
- Set breakout room countdown to 30 seconds (Breakout > Options > Set countdown)
- Turn off “Allow Participants to leave room at any time”
- As parties arrive in the waiting room, assign them to their rooms (i.e., Plaintiff or Defense) to meet and prepare
- Bring everyone back to the Main Room after everyone has arrived

# Mobile v. Desktop Platform

- Many features are hidden on the phone and iPad version of Zoom
- Ask parties to download Zoom app
- Familiarize yourself with the app by joining or hosting a meeting from your computer and phone



# Gallery and Speaker Views



Zoom Meeting ID: 408-718-1750

Turn on Original Sound

Total non-video participants: 13

00:00:49 Speaker View

Priscilla Bando, Shan Clare, Simon Booth, Jules Park, Alex Kim, Dhanaj, Nalin Mishra, Bark, Steven Crosby, Winston Twa, Katie Williams, Dani Roman, Art Gilbreath, Waylon Betz, Sackit, Shawn Lan, Anby de Artola, Raphael Vella, Joanna Jiang, Bernita Senzig, Brett Little, Brian Spragg, Andy Kim, Elaine Ling, Evan Eyster, Alex Guerrero, Brock Bayuh, Eric Platt, David King, Chris Gleave, Heather Gould, James Desmond, George Gui, Jay Mohammed, Austin Stumpe, Jeffrey Faulmer, James Weidold, Janelle Spac, Dustin DeMayo, John Mentik, Katherine Sm, Katrina Tjai

Mute Stop Video Invite Manage Participants Polls Share Screen Chat Record Closed Caption Breakout Rooms More

End Meeting



# Shortcuts



Start a meeting quickly and then call the person with the meeting ID: usually top left hand of screen



Download outlook addon to directly set up meeting from outlook.



Mute or Unmute: Alt A or Hold Spacebar while speaking



Mute all: Alt M



Video on or off: Alt V



Gallery View: Alt F2

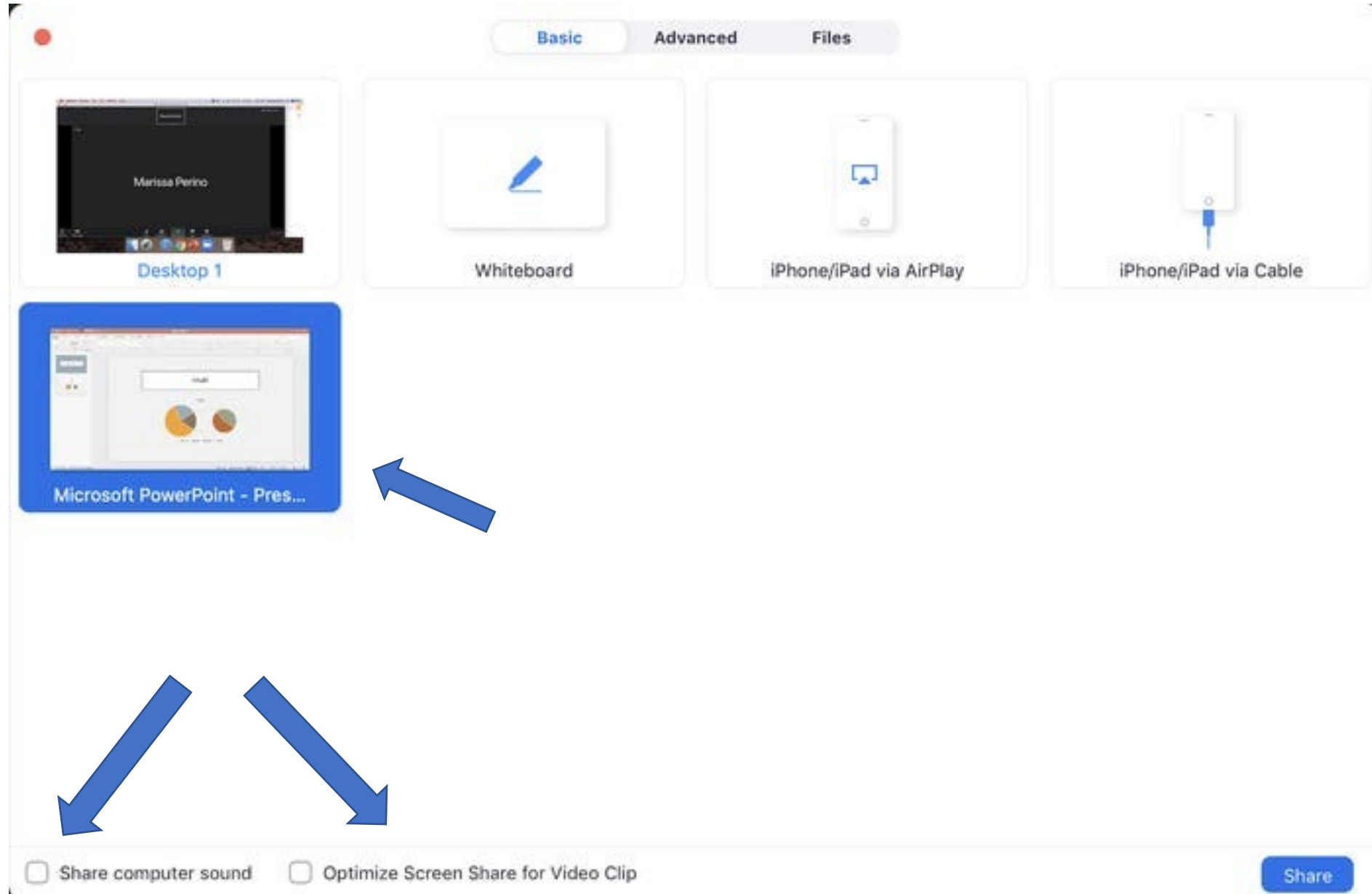


End Meeting: Alt Q

Additional shortcuts:

<https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-for-Zoom>

# Share Screen



# Security Considerations

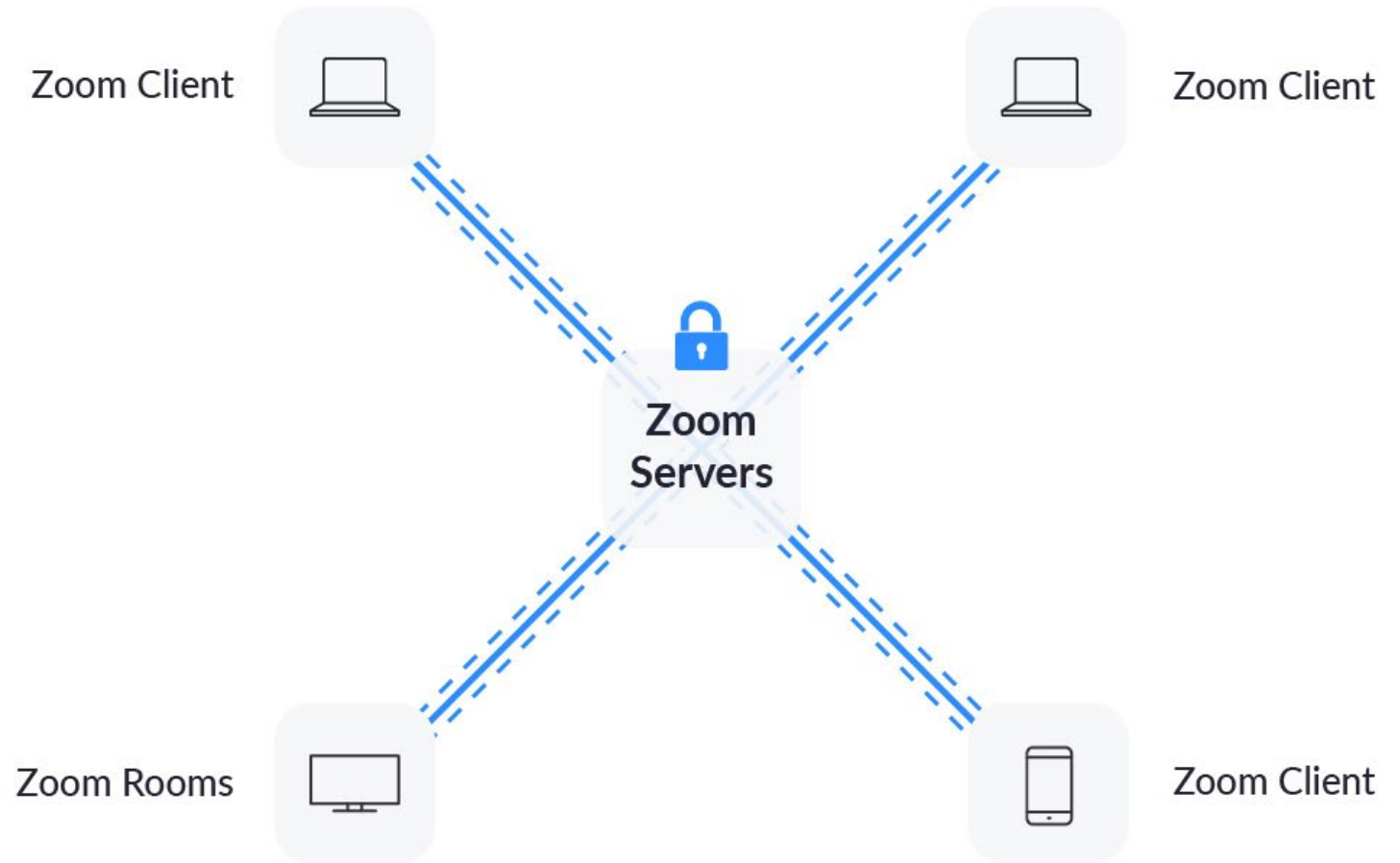
- Join before Host option (default off)
- Enable waiting room
- Password protection to enter / Lock after start
- Use Unique Meeting Identifier numbers (NO PMIs)
- No recording of session
- No saving chat
- Authenticated users only
- Verbalize above



# System Security

“...where all participants are using the Zoom app, no user content is available to Zoom’s servers or employees at any point during the transmission process.”

- Zoom Blog



# Technology might fail

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Create redundancies

---

Backup Video Service: Microsoft Teams, RingCentral, etc...

---

Set up conference line

---

Test Your Microphone and Camera Every Time You Start Zoom

---

Confirm cell phone numbers and emails with parties

---

Hardwire to Internet using ethernet cable

# Digital Accessibility

- Check assumptions
- Check biases
- ID resources – private computer access elsewhere?
- Conduct Tech-Check
- Other ideas?



# Document Signing



Email



Google Docs, AdobeSign, and  
DocuSign



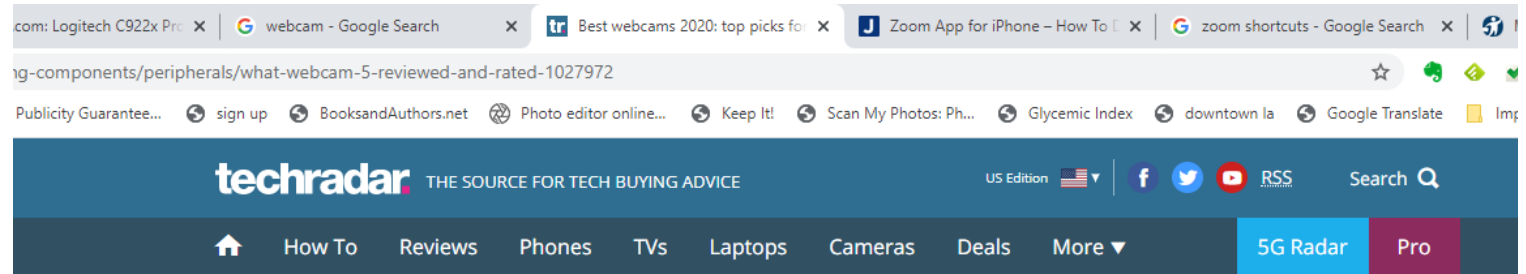
Document Sharing  
(OneDrive, Dropbox, Zoom, etc.)

Microphone and/or  
headset





# Camera



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## Best webcams 2020: top picks for working from home

By Carrie Marshall 11 days ago

What webcam has the best image quality?



(Image credit: Future)

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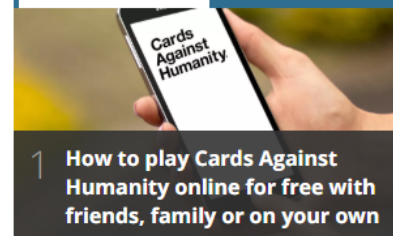
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Green Screen

# Lighting

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AMAZON AND COVID-19 We are giving priority to items that our customers need the most. You may experience shipping delays. Learn more on our FAQ page.

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Back to results

**8" Selfie Ring Light with Tripod Stand & Cell Phone Holder for Live Stream/Makeup, UBeesize Mini Led Camera Ringlight for YouTube Video/Photography Compatible with iPhone Xs Max XR Android (Upgraded)**

by UBeesize  
★★★★☆ 7,309 ratings | 524 answered questions  
Amazon's Choice for "selfie light"

Price: **\$43.99** ✓prime & FREE Returns

Get \$125 off: Pay \$0.00 upon approval for the **Amazon Business Prime Card**. Terms apply.

- **Dimmable Ring Light** Featuring 3 color lighting modes: Warm Light (3000K), Cool White (4500K), and Day Light (6000K), and each mode has 11 brightness levels, 33 options in total. UBeesize ring light will meet all your needs in different circumstances. It is the perfect dimmable lighting to take away all the unflattering shadows. Dimming range: 1%-100%
- **Upgraded Tripod Stand** No-Twisting-To-Lock that collapses over time. UBeesize new tripod adopts quick-flip locks and weighted tripod base for increased stability so it won't tip over. Extends from 17.5" to 51" and made of high-quality aluminum, it can be adjusted to any length between to match your needs and last you for years!
- **Rotatable Phone Holder** You can easily adjust the phone holder to find one angle you desire (horizontal, vertical, high-angle, low-angle and more). The phone holder is spring-loaded and extends up to 3.6" wide, it is compatible with almost ALL smartphones with or without a case.
- **USB Powered** Works with most devices that support USB port, like laptop, PC, power bank, USB charger, AC adapter, and etc. There are four buttons on cords to power on/off, switch the lighting mode, and adjust brightness levels, it is easy to find your preferred options in seconds.
- **3-Years Replacement Service** UBeesize is a top brand in mobile photograph and all our products enjoy excellent after-sales service. To be more specific, any part in this ring light stand set (ring light, tripod stand and Bluetooth remote.) can be replaced for any quality issue.

New & Used (2) from **\$43.99** ✓prime FREE Shipping

**\$43.99**  
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**In Stock.**  
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# Scanning

The screenshot shows the Google Play Store interface. At the top, the Google Play logo is on the left, a search bar is in the center, and a user profile icon is on the right. Below the logo, the 'Apps' category is selected, and a sidebar menu is open, listing options like 'My apps', 'Shop', 'Games', 'Kids', 'Editors' Choice', 'Account', 'Payment methods', 'Play Points', 'My subscriptions', 'Redeem', 'Buy gift card', 'My wishlist', 'My Play activity', and 'Parent Guide'. The main content area displays the app 'Adobe Scan: PDF Scanner with OCR, PDF Creator' by Adobe Business. The app has a 5-star rating from 566,179 users and is marked as 'Everyone'. A green 'Installed' button is visible. Below the app title, there are three promotional cards: 'The free document scanner from Adobe', 'Clean up Remove imperfections and reuse forms', and 'Intellig Find scans ease'.

Google Play

Search

Categories ▾ Home Top charts New releases

Apps

My apps

Shop

Games

Kids

Editors' Choice

Account

Payment methods

Play Points New

My subscriptions

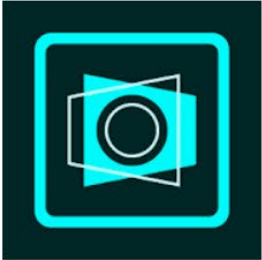
Redeem

Buy gift card

My wishlist

My Play activity

Parent Guide

 Adobe Scan: PDF Scanner with OCR, PDF Creator

Adobe Business


★★★★★ 566,179

Everyone

Offers in-app purchases

This app is compatible with your device.

Installed

 **The free document scanner from Adobe**

**Clean up**  
Remove imperfections and reuse forms

**Intellig**  
Find scans ease

# Building Trust Online

Settings: Turn on  
“Always Show  
Participant Name”

Eye Contact. When  
speaking, look at  
camera

Use chat and  
“broadcast to all” to  
inform parties

Create predictability  
by being transparent

When leaving the  
room let parties know  
what is happening  
and what to expect

Work on being  
comfortable with  
technology and  
multitasking

# Questions / Feedback

- Move to small group breakout rooms to come up with questions and feedback
- Choose spokesperson who will share one topic with the large group
- We'll bring you back in 10 minutes



Thank you!

