

## PRE-MEDIATION ZOOM GUIDELINES

Please consider doing the following in preparation for the Zoom mediation session:

1. Plan accordingly by being in a private area minimizing background noises and disruptions as much as possible.
2. Appearances are expected to be with audio AND video.
3. If you have not used Zoom before, please visit [www.zoom.us](http://www.zoom.us), to utilize Zoom's support programs to familiarize yourself and your group with its functionalities. Zoom has a very helpful website. Attorneys and Clients should test the platform well before joining the meeting to ensure that both audio AND video is functional.
4. Plan accordingly so you may join the mediation session at the scheduled time. Please advise the Mediator in advance if circumstances dictate that you will join the mediation session after its commencement.
5. The following rooms will be utilized in our Zoom mediation:
  - a Joint Session Room for the initial appearance after you join the session from the virtual Waiting Room,
  - Plaintiff(s)/Claimant(s) Room(s),
  - Defendant(s)/Respondent(s) & Third & Fourth-party Defendant(s)/Respondent(s) Room(s),
  - Insurer(s)/Surety Room(s) • Mediator Conference Room(s).

### 6. Breakout Room Entry:

Once the Breakout Rooms are OPEN and you are assigned a room by the HOST, the ONLY WAY to enter your room is to:



Locate and click the JOIN BREAKOUT ROOM menu item on the Breakout Room icon, located at the top or bottom of your device; or,

Locate the Breakout Room pop-up icon, which will appear AFTER the Breakout Rooms are open.

7. Requesting the Mediator to Join Your Break-Out Room:

The Mediator is the Zoom HOST. Only the HOST (or Co-Host, as designated by the HOST) can go back and forth between rooms.

Once in a Break-Out Room, locate and then click the ASK HOST FOR HELP BUTTON, usually found next to the Break-Out Room icon at the top or bottom of the gallery view zoom screen. That sends a visual request to the Mediator to Join your Room. Only a SINGLE visual request is sent to the Mediator, regardless of the number of times the BUTTON is clicked. Accordingly, as an alternative, TEXT the Mediator at 305.725.0827, or send an email to [jfreud@msolinc.net](mailto:jfreud@msolinc.net), requesting assistance.

8. If you wish to exit the Zoom platform, or you are involuntarily disconnected, please go back to the Zoom-invitation email and rejoin.

9. *NO RECORDINGS*, either audio or video, are permitted.

10. Your patience and understanding are greatly appreciated. If you have questions prior to the mediation, please contact our administrator, Ashley Windham, at 305.371.9120, or [awindham@msolinc.net](mailto:awindham@msolinc.net). We look forward to seeing you at the mediation.