



**IN PLACE OF STRIFE**  
The Mediation Chambers

**Client Guide to Remote Mediation**

# Remote Mediation Basics

## Mediating online or by phone

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There are a number of ways which we can continue to mediate remotely. We would suggest using Zoom as being the best alternative to a face-to-face mediation and all our mediators have access to Zoom <https://zoom.us/>. However, if you don't want to use Zoom, we can also mediate by phone, Facetime, Skype or a mix of these methods. It might be, for example, that some of the parties are participating via Zoom whilst others might be on speaker phone or similar. The key is to ensure that all parties feel comfortable with the communication methods being used. If you have any further questions or want guidance on the best methods to use please do not hesitate to get in touch.

### **Zoom**

Zoom allows us to run mediations online by video and telephone with any number of parties by the use of joint meetings and what are called 'Breakout Rooms'. We have set out below some information to enable you to become familiar with Zoom and set yourself up to use it effectively.

#### **What do I need to use Zoom?**

You first need to download the latest version of Zoom from their Download Center. [Learn more about downloading Zoom.](#)

**After downloading Zoom, [learn how to use the Zoom Desktop Client.](#)**

#### **Do I need a Zoom account?**

No you don't need a Zoom account in order to use Zoom. Your mediator will send you a link which you will click on when it is time to join a meeting.

### **Joining a Meeting**

#### **How do I join a Zoom meeting?**

You can join a meeting by clicking the meeting link or going to [join.zoom.us](https://join.zoom.us) and entering in the meeting ID. [Learn more about joining a meeting.](#)

#### **How do I join computer/device audio?**

On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. [Learn more about connecting your audio.](#)

**Can I Use Bluetooth Headset?**

Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.

**Do I have to have a webcam to join on Zoom?**

While you are not required to have a webcam to join a Zoom Meeting or Webinar, you will not be able to transmit video of yourself. You will continue to be able to listen and speak during the meeting, share your screen, and view the webcam video of other participants.

You will want to ensure that you have your full name on your profile so that participants, including the mediator can identify you. This can be done during a call by clicking on the blue button in the top right of your image and selecting rename.

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## Meeting features & troubleshooting

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### Meeting Features

#### How do I share my screen?

Click Share in your meeting and choose the screen that you would like to share. [Learn more about sharing your screen.](#)

#### What are Breakout Rooms?

Breakout rooms are the online version of your own private room at a mediation. The host, usually the mediator, will be able to place certain individuals in a breakout room together and will then be able to join and leave the room as necessary.

More information on participating in breakout rooms can be found here: <https://support.zoom.us/hc/en-us/articles/115005769646-Participating-in-Breakout-Rooms>

Do note that users joined via the web client (i.e. using your browser without having downloaded any software or plug-ins), Chromebooks/Chrome OS or Zoom Rooms are unable to join Breakout Rooms. As a result we do suggest that you download the relevant software from Zoom before your meeting.

### Troubleshooting

#### My video/camera isn't working.

[Read tips on troubleshooting a camera that won't start or show video.](#)

In our experience a video that isn't working properly means a poor or shaky internet connection. You may need to check your connection or connect by cable rather than relying on WiFi. Also ensure that all your internet tabs are closed and you aren't running any unnecessary applications.

#### There is echo in my meeting.

Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. [Learn about common causes of audio echo.](#)

#### Audio isn't working on my mobile device.

[Read tips on troubleshooting audio that isn't working on your iOS or Android device.](#)

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## Tips for preparation

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### **Attendees**

Consider who is most necessary to be at the mediation and keep attendees to a minimum. The smaller the group the easier it will be to manage the mediation.

If circumstances allow, consider being in the same location as others from your side. Private conversations will be easier that way.

### **Technology**

Download the Zoom app here: <https://zoom.us/support/download>

Ensure that your computer/phone connection is stable. If you need to test your equipment you can do so via this link: <https://zoom.us/test>

### **Room**

Ensure that your room is comfortable and appropriately sound-proofed.

### **Before the mediation**

All parties will be asked to, as usual, sign the Mediation Agreement which binds all parties to, most importantly, confidentiality. Our standard Mediation Agreement has been slightly amended to cater for Remote Mediation.

### **During the mediation**

Take care to ensure that, before private conversations are had, that you are 'in' your breakout room.


If you wish to contact the mediator whilst in your breakout room you can "Ask for Help" which can be found via a button at the bottom of your Zoom screen. This will invite the mediator into your Breakout Room. Make sure that you tell the mediator, whether by voice or by using the chat feature on Zoom, if you or others enter or leave the room. It is important that the mediator knows who is there or not.

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## Finding more information

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The Zoom website has a great source of video tutorials and guidance on how to utilize Zoom effectively. More information can be found [here](#).



We are here to assist in every way possible. Please do not hesitate to call us on 0333 014 4575 for more information.

# IN PLACE OF STRIFE

## The Mediation Chambers

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### The International Dispute Resolution Centre

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