



Video Conference Tips & Tricks

Holding mediations via video conference allows participants a more flexible environment and convenient scheduling. However, as with all technology, a few tips and tricks can make the process a lot easier. Feel free to reach out to us if you have any questions.

1. Before the Mediation

- a. Link & Wifi: check to see if you have received the video conference link from my office and instructions. Make sure you have sufficient wifi or cellular capability for the meeting.
- b. Hardware: If at all possible, attend the mediation video conference via a desktop or laptop computer. If you must use a mobile device or tablet, please be aware that you may not be able to see all of the participants while the conference is in session. Cellular can also have issues with video quality as well and you may have to turn off video to improve audio quality. If you are on a mobile device, you may have to flip back and forth between windows in order to see everyone in the session.
 - i. You can learn more about how to use Zoom successfully here:
<https://learning.zoom.us/learn>
- c. Software: updates happen often, so downloading the most recent version of Zoom before the mediation will help cut down on issues with the software.
 - i. Download the application here:
<https://zoom.us/download>

2. On the day of the Mediation

- a. Mediation Session: Try to log into the session 10 minutes or so prior to the meeting to make sure the link works and you have the most recent version of Zoom. If you cannot log in, check your wifi and make sure it is working. Call me if you continue to have link issues so we can make sure you have the correct link and see if there is anything else we can do to help.
- b. Please provide an alternate phone number to the mediator once you log into the meeting in case we get disconnected so they can call you back.
- c. Meeting Settings:
 - i. A quiet and private area is best for the mediation. If you take a break, best practices are to turn off audio and video. “Chat” features usually include everyone in the meeting, so consider that before entering comments into the chat.
- d. Ending the Mediation: click on the “leave now” button to make sure you have exited the session and audio/video connection has stopped.