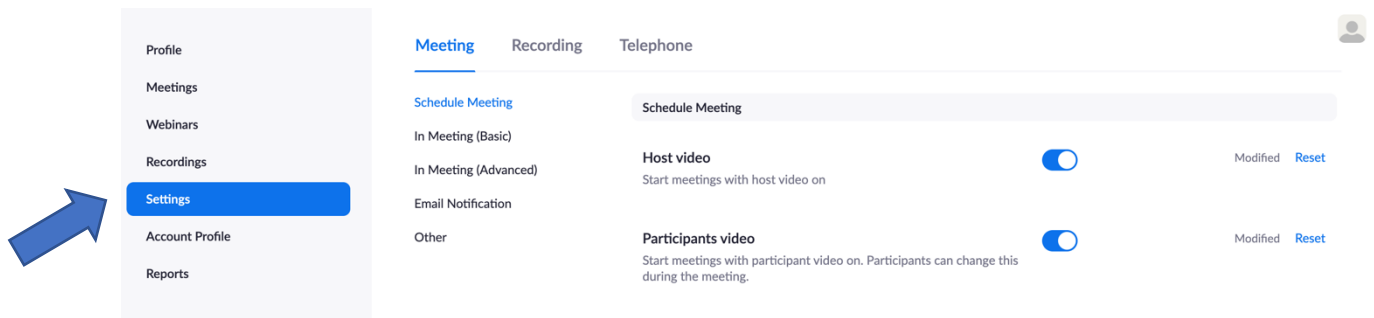


Zoom Mediation: Mediator Suggested Settings

1. Go to the “Settings” section on your Zoom page:



2. Note that the list of Zoom setting options is long. Comprised here is a number of functions relevant to online Mediation. Below are some recommendations.

DO:

- a. Turn on “Host video.”
- b. Turn on “Participant video.”
- c. Turn on “Telephone and Computer Audio.”
 - i. *It’s best practice to start with the video feature on for both the mediator and participants.*
 - ii. *It streamlines the process.*

DO NOT

- d. Allow participants to join the meeting before the host arrives.
 - i. *As the mediator and tone-setter, it is important for you to be there before anyone else arrives.*

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 ☐

Chat Function

3. Recommend enabling Chat function.

a. *For privacy purposes, ALWAYS ENABLE:*
“Prevent participants from saving chat.”

b. *Note: you may need to adjust your Recording Settings to prevent this. See here.*

Chat

Allow meeting participants to send a message visible to all participants



☒ Prevent participants from saving chat

You have enabled "Save chat messages from the meeting / webinar" in cloud recording. You can go to [Recording Settings](#) to turn it off and not share the chat along with the recording.

Private chat

Allow meeting participants to send a private 1:1 message to another participant.



4. Consider if you would like to enable Private Chat.

a. **Pros:**

- i. It may be helpful for a participant to have private correspondence with their attorney, or you as the mediator.

b. **Cons:**

- i. A participant may chat with another participant without your knowledge. Or, a private message could be sent to the whole group.

5. **NEVER** allow “Auto Saving Chats.”

- a. This function is akin to shredding mediation notes.

Auto saving chats

Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.



6. **DO ENABLE:** “Play Sound When Participant Joins or Leaves.”

- a. *This serves as a courtesy announcement that someone new has entered the room.*
- b. *This is particularly helpful for the breakout room function.*

Play sound when participants join or leave

Play sound when participants join or leave



☒ Heard by host and all attendees

☐ Heard by host only

When each participant joins by telephone

☐ Record and play their own voice

Why Chat?

Simple and quick way to communicate or update status. Ex: poor internet connection.

Avoid interrupting to ask questions.

Participant can privately tell the mediator that she wants to caucus.

Share access to information, like webpage links.

Screen Share Function

1. Turn on “Always Show Meeting Control Toolbar.”

- a. *If someone’s toolbar does not show up, encourage them to move their mouse over the bottom of their screen.*

Always show meeting control toolbar

Always show meeting controls during a meeting 



Show Zoom windows during screen share 



2. Allow “All Participants” the screen sharing capability.

- a. *This is helpful if participants want to share anything related to the mediation so that all can see.*

Screen sharing

Allow host and participants to share their screen or content during meetings



Who can share?

☐ Host Only ☒ All Participants 

Who can start sharing when someone else is sharing?

☒ Host Only ☐ All Participants 

Save

Cancel

3. Maintain “Host Only” for the prompt “Who Can Start Sharing When Someone Else is Sharing.”

- a. *As the mediator, it is best to maintain this sole capability.*

An Online Mediator’s Dream: The Breakout Room Function

1. **DEFINITELY DO** set up the “Breakout Room” capabilities.

- a. This feature allows you as the mediator to caucus with each of the participants, while still having the opportunity to participate in a joint session.
- b. This feature also allows participants the opportunity and privacy to meet with their own attorney in a separate room.
- c. *Note: This is why the “Play Sound When Participant Joins or Leaves” function is particularly important to turn on. (See No. 7 on Page 2).*

Breakout room

Allow host to split meeting participants into separate, smaller rooms



☒ Allow host to assign participants to breakout rooms when scheduling



Zoom: Make Access Easy

1. One way to create easy Zoom access is to turn on the “Show ‘Join From Your Browser’ link.”
 - a. This means that participants can join the meeting, even if they have not downloaded Zoom.

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