

What is Zoom? Zoom is an on-line video-conferencing system that allows parties to securely participate in meetings via the internet.

Is Zoom secure? Zoom sessions are encrypted for your security. That said, mediation session participants should be careful to secure their environment for mediation. Do not participate in a mediation session from a public place where others can hear you discuss your case.

How do I access Zoom? Generally, you only need a strong internet connection to access a Zoom session using the link provided for the mediation, but it is possible to download an application on your computer from the Zoom website: www.zoom.us

Can I use a smart phone? It is not preferred. Mediation sessions last a long time and typically people on phones become tired of holding the device after a time. Additionally, because the video frame is small, phone participants often find themselves out of the video shot.

Can I use an iPad? iPads are generally not preferred for similar reasons to phones, but it is less of an issue. Make sure you have a stable location to prop up the iPad for the duration of the mediation.

Do I have to have a video camera? Yes, mediating by Zoom is already a strain on the ability of people to communicate effectively to participate in the mediation process. Participating where you cannot be seen makes that situation even more challenging. For that reason, MK ADR requires all participants to participate by live video.

Do I need an internet connection? Yes, Zoom sessions are conducted over the internet and, because they incorporate video and voice transmission, a fast internet connection is required.

Do I need a power source if I am on a wireless device? Yes, mediation sessions are lengthy and almost always longer than the full battery life of even the newest wireless devices.

Is a tutorial available for Zoom? Yes. Visit the Zoom support page: [Home - Zoom Support](https://support.zoom.us/hc/en-us) and type in “zoom tutorial” for a video library of instructions for using Zoom.

What can I do for help with video issues? Zoom offers self-help guidance: [Troubleshooting Video Issues - Zoom Support](https://support.zoom.us/hc/en-us/articles/201362533-Troubleshooting-Video-Issues-Zoom-Support)

What can I do for help with audio issues? Zoom offers self-help guidance: [Troubleshooting Audio Issues - Zoom Support](https://support.zoom.us/hc/en-us/articles/201362533-Troubleshooting-Audio-Issues-Zoom-Support)

What do I do if I cannot connect? First, contact your counsel for guidance. If you are counsel or cannot reach your counsel, please contact the mediator at 469-320-6063.

Will I have to see the other side on Zoom? Unless the parties have agreed to a joint session, the mediator will try diligently to prevent parties from being forced to see one another through the use of “breakout rooms.” Breakout rooms are separate video conference sessions between a small group of the overall participants in the mediation session. For most of the mediation, you will be in a break out room with your mediation team.

Can I record the mediation? No. Participants are prohibited from recording any part of the mediation session.

Will the mediation be recorded? No. Neither the participants nor the mediator are permitted to record the mediation session.