



Your Partner in Resolution

VIRTUAL DISPUTE RESOLUTION GUIDELINES

At ADR Services, Inc., it is our goal to meet the needs of our clients and truly serve as *Your Partner in Resolution*. With this in mind, we have prepared these Virtual Dispute Resolution Guidelines to help you navigate through the process of participating in a mediation, arbitration, or discovery hearing online.

TECHNICAL REQUIREMENTS

Our online hearings are hosted via Zoom Meetings, a secure cloud-based video conferencing software. To participate in a virtual mediation, you will need access to the following equipment:

- Laptop or desktop computer with the following features:
 - Web camera
 - Microphone or telephone
 - Headphones (optional to reduce background noise)
- A strong, **secured** internet connection (do not use a public wi-fi network)

While it is encouraged that you participate in these virtual hearings via video conferencing, you may also participate telephonically. In this case you will simply need access to a telephone.

MAINTAINING CONFIDENTIALITY

In order to maintain the confidentiality of your hearings, we ask that you please adhere to the following guidelines:

- Please make sure that you are not in a public space, i.e. Starbucks
- Make sure you are in an enclosed, private room where outside parties cannot hear you
- Do not have third parties present during the video conference
- Use a secured internet connection (do not use a public wi-fi network)
- Recording the hearing is prohibited

PRIOR TO YOUR HEARING

Prior to your hearing, you will receive an email from our office which contains a link to the meeting and your Meeting ID.

Please click on the meeting link a few minutes prior to your hearing. You may be prompted to download the Zoom Meetings application on your computer.

If you are using your telephone for audio, you will be prompted to enter a Participant ID as well.

After you enter your Meeting ID, you will enter a virtual 'Waiting Room'. Once the host has logged in, he or she will admit you to the online meeting.

BREAK-OUT ROOMS

For mediations, each party will be placed into a separate virtual break-out room, similar to being placed in separate conference rooms for in-person hearings.

When you are in the break-out room, you will not be able to hear or see the other parties or the host.

Your mediator will join your break-out room to speak with your party. If he or she is with the other party in their break-out room, you will be on standby.

SCREENSHARING AND OTHER CAPABILITIES

Meeting participants will have the ability to share their screen. With this capability, you can share PowerPoint presentations, Word documents, photographs, or anything that may be on your screen.

WHAT TO DO IN CASE OF TECHNICAL DIFFICULTY

If you experience technical difficulty or lose your connection to the hearing:

- First, try to log back in to the meeting via your laptop, desktop computer, or telephone.
- If you are unable to log in, please contact your mediator.
- If you cannot reach your mediator, please contact the designated troubleshooting administrator named in the hearing notice email.