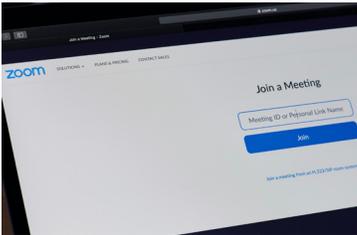


Get Connected!

Tips for Connecting and Interacting on Zoom

As *Your Partner in Resolution*, ADR Services, Inc. endeavors to provide the highest quality support to our clients to ensure a seamless virtual dispute resolution experience.

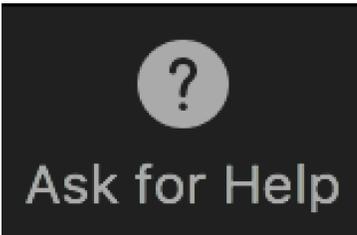


PREPARING FOR A ZOOM HEARING

To conduct a “tech check” prior to your meeting, join a Test Meeting at <https://www.zoom.us/test>. You will then be able to test your Internet connectivity, lighting, sound, and video quality.

WHAT TO EXPECT WHEN YOU JOIN

Once connected, you will enter an individual waiting room. Your assigned *ADR Services, Inc. Zoom Coordinator* will admit you, answer any questions and place you into a breakout room.



HOW TO CONTACT YOUR NEUTRAL

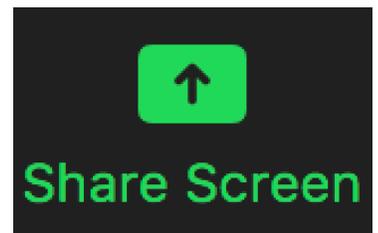
If you would like speak with your neutral directly, click “Ask for Help” at the bottom of your screen, which will alert the neutral that you are ready to speak with them. You can also text the neutral to advise them, as well.



HOW TO SHARE YOUR SCREEN



To share a document with everyone in your room, click “Share Screen” in the menu to either display your desktop, a whiteboard, Dropbox, Google Drive or Microsoft One Drive. To stop sharing, click the red “Stop Share” button at the top of your screen.



WHAT IF YOU BECOME DISCONNECTED?

If you are disconnected for any reason, you can re-enter the meeting by clicking the Zoom Link on your “Connecting to Zoom Hearing Tomorrow” email. You will enter the waiting room again, and then need to be re-admitted by the neutral. Please text the neutral so that they know to readmit you.

If you require assistance at any time, we invite you to reach out to your assigned ADR Services, Inc. Zoom Coordinator and our Zoom Task Force by emailing zoom@adrservices.com.

We look forward to working with you!