

Judicate West's Best Practices for Virtual Mediation

* While Zoom seems to be the most popular option, Judicate West offers other virtual platforms such as BlueJeans and WebEx. *

TECHNOLOGY

- A.** You do not need a Zoom account to connect.
 - To connect via video: you'll need access to a computer/laptop with a webcam, or at least a smartphone/tablet with its audio working.
 - Joining is as simple as clicking on a link and opening an app from Zoom.
 - Alternatively, you can also join the Zoom Pro conference by phone only with the call-in number, meeting ID, and password provided to you.
- B.** Test the strength of your Wi-Fi or ethernet signal prior to the mediation to make sure there are no issues with connectivity. Make sure that the bandwidth will support the video conference if others are also using the internet.
- C.** Close any other applications that use your device's camera/microphone, as it may cause issues with Zoom properly detecting equipment.
- D.** Firewalls: If you are logging in to a session using a company or firm computer, a firewall may prevent you from accessing Zoom. If there is an issue in that regard, please contact your IT department for assistance prior to your scheduled mediation. As a workaround, you can use a personal computer, tablet, or smartphone.
- E.** If you would like to test your device's compatibility with Zoom, visit zoom.us/test. If there are complications with your test session, please reach out to zoom@judicatewest.com to schedule a complimentary test session with us.

SECURITY AND CONFIDENTIALITY

- A.** We utilize Zoom Pro and use automatically generated meeting IDs in addition to randomized passwords as enhanced security measures.
- B.** We provide e-signature service via DocuSign to make the confidentiality form easier for you and your clients. Please provide your Case Manager with email addresses for ALL participants (attorneys, claims professionals, company representatives, clients, etc.) so we may forward the DocuSign enabled sign-in and confidentiality forms.
- C.** Confidentiality: The virtual process is held to the same standard of mediation confidentiality as in-person sessions. Photos or recordings are forbidden.
- D.** Make disclosures of any other person(s) in the room or who are listening in.

BEFORE THE MEDIATION

- A.** Please provide Judicate West with:
 - The names and email addresses of all participants on your side.
 - Your cell phone number. Effective use of email or text in conjunction with video conferencing can be a big help for your mediator and can help keep you from having to sit in front of your computer for extended periods of time.
 - Return yours and your clients signed confidentiality acknowledgements that were previously sent via DocuSign.
- B.** If you have a JW Client Portal Account, you can join your session directly by clicking "Join Session" on your home page. Please note, this feature is only available for attorneys and claims professionals. If you would like to register for your complimentary JW Client Portal Account, please click [HERE](#). Registration only takes a few minutes.
 - If you do not have a JW Client Portal Account, simply click on the link previously provided to you via email. Links are sent out one week prior to the mediation and again 3-days prior to your session date.
- C.** Sign in to your Zoom room at least 15 minutes early to ensure everything is working properly.

DURING THE MEDIATION

- A.** Do not click "leave meeting," unless you plan to exit the session completely. If you are stepping away, simply mute yourself and click "stop video," on the lower left corner of the Zoom application.
- B.** If you happen to get disconnected, click on the link you were provided with to log back in.
- C.** Should you need any assistance during the mediation, please email our Client Experience Team at ces@judicatewest.com.
- D.** Eye contact is ideal and therefore do your best to look at the camera when speaking.

REMINDER

Just as in a live session, it is expected that all parties appear at the mediation. If your client is only appearing telephonically, it is necessary to provide advance notice in writing to all other parties and the mediator.



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