



## How to join a Zoom Meeting

You do not need to have a Zoom account to participate in a Zoom meeting. However, it is a good idea to log on to Zoom and download the software and try it out prior to your mediation via Zoom.

1. You will receive an email invitation from the mediator. This invite will include a link to join the meeting, a meeting ID and password.
2. We recommend using a laptop/tablet rather than a smart phone if attending with video and audio. The experience is better. If attending by telephone only then you will log into the call using the phone number provided (see point 3 below).
3. At the time of the meeting (or a couple of minutes before) you simply need to **click on the link in the email** and **enter the Meeting ID** and **password** when prompted to do so if attending using a laptop/tablet. If attending via telephone use the phone number provided in the invitation email. **When entering your name please enter your forename and surname.** This will appear on the screen throughout the meeting so the mediator can identify all participants.
4. You will then enter a **virtual 'waiting room'**. This is so the mediator can see who has signed in and then allow all into the meeting. Once the mediator admits you from the waiting room, **click "Join with Computer Audio."**
5. When you enter, all will be dark for the moment. **To get audio and video, move your cursor towards the bottom of the screen, which will bring up a taskbar.** You will see **icons on the bottom left of your screen. Unmute and Video On. Ensure neither have a red line through.** If they do simply click on it to enable your sound and video.
6. During the meeting the mediator will be able to have all participants together in one room and split the parties into virtual breakout rooms. The mediator will make it clear when they are doing this. **When in a breakout room please do not leave it.** The mediator will bring you back into the main session when appropriate.

7. If you would like to message the mediator you can use the **chat** function or the **get help** function at the bottom of the screen. Alternatively, please call them on the mobile number provided if any problems.

If you have never used Zoom before it may be a good idea to watch some of the short tutorial videos available on their website as follows:

<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Or the 30 minutes Getting Started with Zoom video here –

<https://support.zoom.us/hc/en-us/articles/217214286-Watch-Recorded-Training-Sessions>

While Independent Mediators and the Mediator will take all proper steps available to them within the limitations of the proprietary software to ensure communications between the Parties and the Mediator remain confidential, they are unable to guarantee the security and confidentiality of the Zoom proprietary software itself. We would refer you to <https://support.zoom.us/hc/en-us/articles/201362063-Security-White-Paper> for information.