

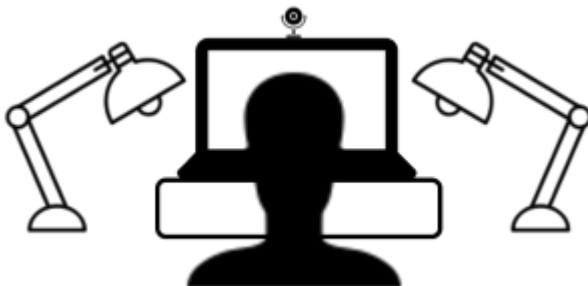
ZOOM QUICK READ

Setting Up

1. Your camera should be at eye level. You want a straight on face shot, not looking up your nose.
2. Remember to remain central to the camera shot and look at the camera when talking to the audience.



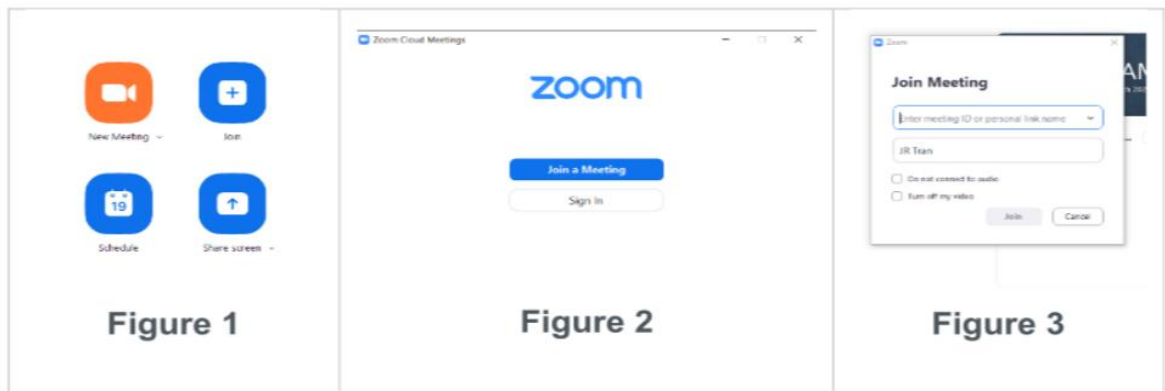
3. Your webcam will need good lighting to make you look your best. Avoid bright light behind you, including windows. If you have a portable lamp, I suggest you place it behind your camera, positioned to light your face evenly. It might not be directly at you but reflected off a wall for example;



Joining a Call

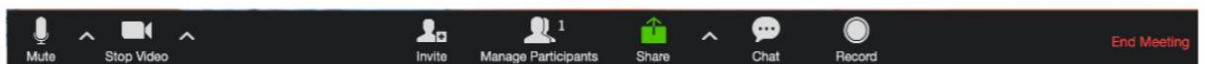
4. You can join the Zoom meeting in two ways.
 - a. First, you can click on the link in your calendar/invitation, which will open Zoom on your device and take you to the meeting.

b. Second, you can open Zoom on the app (Fig 1) or via the website <https://zoom.us> (Fig 2) and press 'Join' and type in the 'Meeting ID'



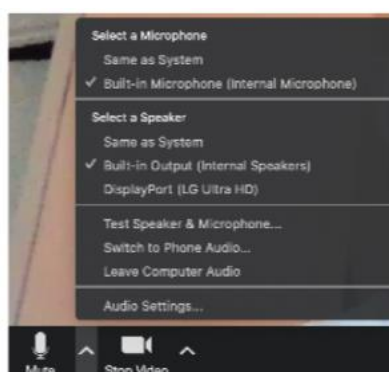
5. You will initially be placed in a virtual waiting room.

6. Zoom has a menu toolbar at the bottom of the screen like this;

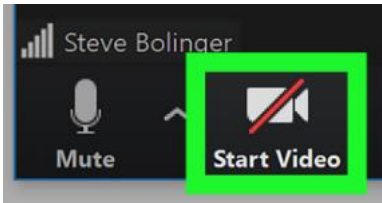


7. If you pull your cursor to the bottom of the screen the toolbar will pop up. Lock it in place by clicking: The carrot to the right of Stop Video > Video Settings > Accessibility > Always show meeting controls.

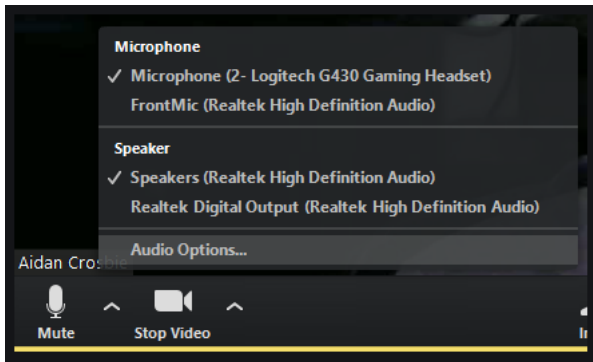
8. Please take the opportunity to ensure your microphone, speaker and camera are working and not muted. You can do this by clicking the ^ icon next to the 'Mute' icon on the bottom left hand side of the screen, selecting 'Test Speaker & Microphone' and following the prompts;



9. If you're having audio issues, make sure audio is not set to "off" or "mute" (a red slash across the microphone icon at the bottom left corner of your zoom window) – scroll to the popup bar at the bottom left corner of your zoom window – it looks like this:

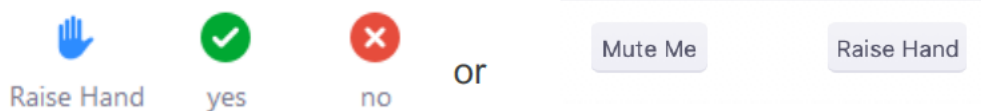


10. Make sure the correct microphone and speakers are selected by clicking on the carrot to the right of the microphone icon. You may need to try each of the available microphones and speakers until you find the ones that work, like this;



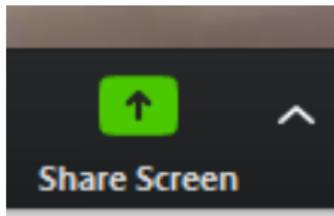
Getting the Mediator's Attention

11. When you mute yourself by clicking the 'Mute' icon, you can click on the 'Participants' icon and then 'Raise Hand' to let the mediator know you want to speak;



Sharing Documents

- 12.If there is a document that you would like all participants to view you can share your screen, which is the green icon on the bottom of your screen. Please orally request permission from the mediator first, then press the 'Share Screen' icon;

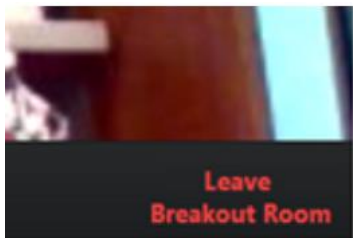


Breakout Rooms

- 13.The mediator can conduct group sessions with all participants and also assign participants to 'Breakout Rooms' for private sessions.
- 14.If you are in a breakout room and want to let the mediator know that you would like to speak with her/him, press the 'Ask for Help' button at the bottom of your screen. This will send an automatic message to the mediator to come to your breakout room;



- 15.To leave a breakout room and return to group session, please hover your cursor over the bottom right of the screen and click on 'Leave Breakout Room';



ZOOM CHEAT SHEET

Remember 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. Before the mediation will receive a Zoom invitation via your lawyer. This invite will include a link to join the meeting, a meeting ID and a password.

2. I recommend using a laptop rather than a smart phone/iPad as the experience is better. If attending by telephone only then you will log into the call using the phone number provided in the Zoom invitation.

3. Five minutes before the meeting simply **click on the link** in the Zoom invitation. **When entering your name please enter your first name and surname and your connection with the dispute** (e.g. 'expert for X'). This will appear on the screen throughout the meeting so the mediator and others can identify you.

4. You will then enter a **virtual 'waiting room'**. This is so the mediator can see who has signed in and then allow you into the meeting. Once the mediator admits you from the waiting room, **click "Join with Computer Audio."**

5. **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 has a red line through it**. 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 or split the parties into breakout rooms. The mediator will make it clear when this is happening. **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 me you can use the **chat** function (if enabled and I am in the same room) or in breakout, the **get help** function at the bottom of the screen. Alternatively, please call/text me on **+64 21 629561**