

Zoom Tutorial:

How To Use Zoom for Online Mediations



<https://www.sdcbalawandtech.org/wfh-resources/>

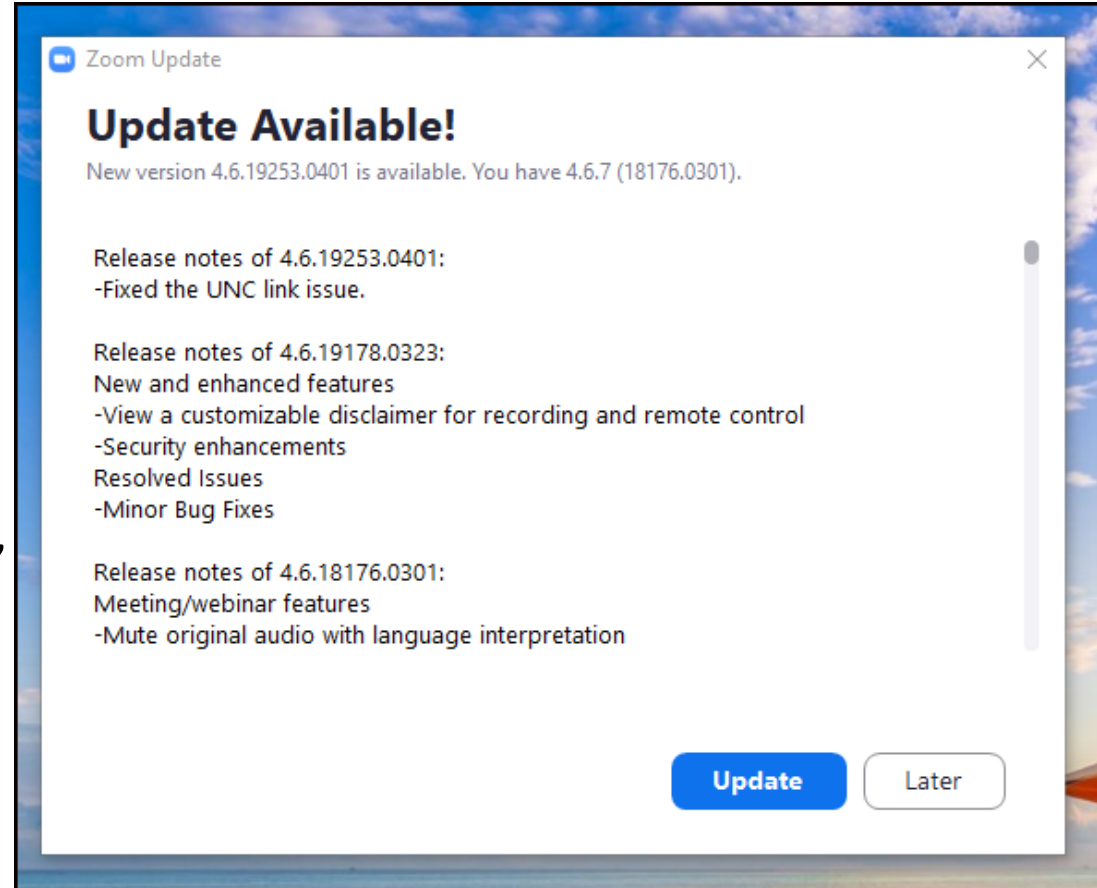
Choose Your Plan

- Zoom Free:
 - unlimited number of meetings
 - capped at 40 minutes in length
 - meetings can't be recorded.
- Zoom Pro:
 - \$14.99 per month
 - create personal meeting IDs for recurring meetings
 - record meetings in the cloud or your device
 - capped at 24 hours duration for a meeting
- Zoom Business:
 - \$19.99 per month
 - branding
 - transcripts of meetings recorded in the cloud
 - dedicated customer support



Zoom at Your Own Risk

- Under criticism for security practices and design
- Claim to be remediating issues
 - From the CEO...Zoom will be "enacting a feature freeze, effectively immediately, and shifting all our engineering resources to focus on our biggest trust, safety, and privacy issues."
- Technology Competence Model Rule
 - "... including an understanding of the benefits and risks associated with the use of technology..."



<https://blog.zoom.us/wordpress/2020/04/01/facts-around-zoom-encryption-for-meetings-webinars>

<https://blog.zoom.us/wordpress/2020/04/01/a-message-to-our-users/>

<https://www.tomsguide.com/news/zoom-security-privacy-woes>

WFH WEBINAR PLATFORM LUMAscape

Conferencing Platforms

PUBLISHER

PEOPLE





Legaler

- Designed for the legal industry
- Integrates with Clio
- Schedule, host, and archive meetings in one place.
- Seamless for clients – no need to download any video conferencing apps.
- Automated scheduling and calendar syncing
- Vote on preferred meeting times
- Automatically archiving your meeting notes, duration, recordings, agendas, messages, and files by matter, for easy retrieval.
- Special promo code for Florida Bar Members:
san-diego-19
(case sensitive) Enter the promo code by going to Settings > Subscriptions > Active Plan

MEET SMARTER. MEET LEGALER.

Smart lawyers use Legaler to make online meetings simple and secure.



Security Controls for Meeting Host



- Schedule meetings with password
- Start a meeting (with password) / End a meeting / Lock a meeting
- Enable waiting room or wait-for-host to join
- Chat with a participant or all participants
- Mute/un-mute a participant or all participants
- Expel a participant or all participants
- Enable/disable a participant or all participants to record
- Temporarily pause screen-sharing when a new window is opened

Technology and Appearance Considerations

- Computer with adequate memory
- Secure Wi-Fi / wired connection preferred
- Headset, mic, camera,
- Cell phone handy
- Professional neutral background / good lighting
- Professional appearance – shoulders up!



Headphones and Mic

- Do not use computer microphone and speakers
- Get a dedicated headset
 - With a boom
 - Without a boom but designed for phone calls
 - Wired or Bluetooth?
- Logitech USB Headset H390 with Noise Cancelling Mic (\$30)
- BlueParrott B450-XT Noise Cancelling Bluetooth Headset (+/- \$120)
- Bose 700 - Noise Cancelling Wireless Bluetooth Headphones (\$400)



Your Environment



- Present a professional, tidy and quiet environment
- Not possible? Order a green screen (or DIY!)
 - \$50 kit on Amazon
 - \$130 collapsible screen on Amazon
 - A green sheet or blanket will do!
- OR do not use video



Informing Clients & Setting Expectations



- Agreement to mediate online and confidentiality agreement
 - No 3rd parties (unless preapproved)
 - No eavesdroppers
 - Attendees will not be in public places or using public Wi-Fi
 - No recording
- Suggestions
 - Try to reduce interruptions (notifications, cell sounds, OP)
 - Effective communication
 - Death, Taxes Technology Failures – have a back up plan!

Engagement Letter Tips

- The mediation will work best if you have all the tools necessary to hear, see and communicate clearly. The best way to do this is to be sure that you use a computer or laptop to call in. Zoom does not work as well on a phone or tablet.
- Be sure that you appear alone or only with other parties. Anyone who is not a party to the matter may be asked to leave. Along those lines, please be sure you are in private for the mediation. The discussions in mediation are confidential and attending from a public space may compromise that.
- Make sure that you have a computer or laptop with a camera so that you can see the parties or any documents or videos that may be shared.
- Private and group text chats are available to the parties and will be shown to you before we start. To make the best use of this, please make sure to have a keyboard.
- Please do not forward the link to the mediation to anyone else.
- Recording, screenshots, and printing of the mediation are not permitted without notice and express permission of the parties.

Review Settings

Local recording Mo
Allow hosts and participants to record the meeting to a local file

Hosts can give participants the permission to record locally

Cloud recording
Allow hosts to record and save the meeting / webinar in the cloud

Record active speaker with shared screen

Record gallery view with shared screen ⓘ

Record active speaker, gallery view and shared screen separately

Record an audio only file

Save chat messages from the meeting / webinar

Advanced cloud recording settings

Add a timestamp to the recording ⓘ

Display participants' names in the recording

Record thumbnails when sharing ⓘ

Optimize the recording for 3rd party video editor ⓘ

Save panelist chat to the recording ⓘ

Join before host
Allow participants to join the meeting before the host arrives

Use Personal Meeting ID (PMI) when scheduling a meeting Modified [Reset](#)
You can visit [Personal Meeting Room](#) to change your Personal Meeting settings.

Use Personal Meeting ID (PMI) when starting an instant meeting Modified [Reset](#)

Only authenticated users can join meetings
The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting.

Require a password when scheduling new meetings Modified [Reset](#)
A password will be generated when scheduling a meeting and participants require the password to join the meeting. The Personal Meeting ID (PMI) meetings are not included.

Require a password for instant meetings
A random password will be generated when starting an instant meeting

[Help](#)

[Help](#)

Suggested Settings:

- Turn join before host “off”
- Control who can share screen
 - Allow participants to share their screen, but host has to allow it
- Lock meeting after meeting is on
- Sometimes audio only may be best if bandwidth issues, make sure you have shared the audio call-in number with participants
- Turn on breakout rooms
- Enable waiting room

Zoom meeting,
audio only



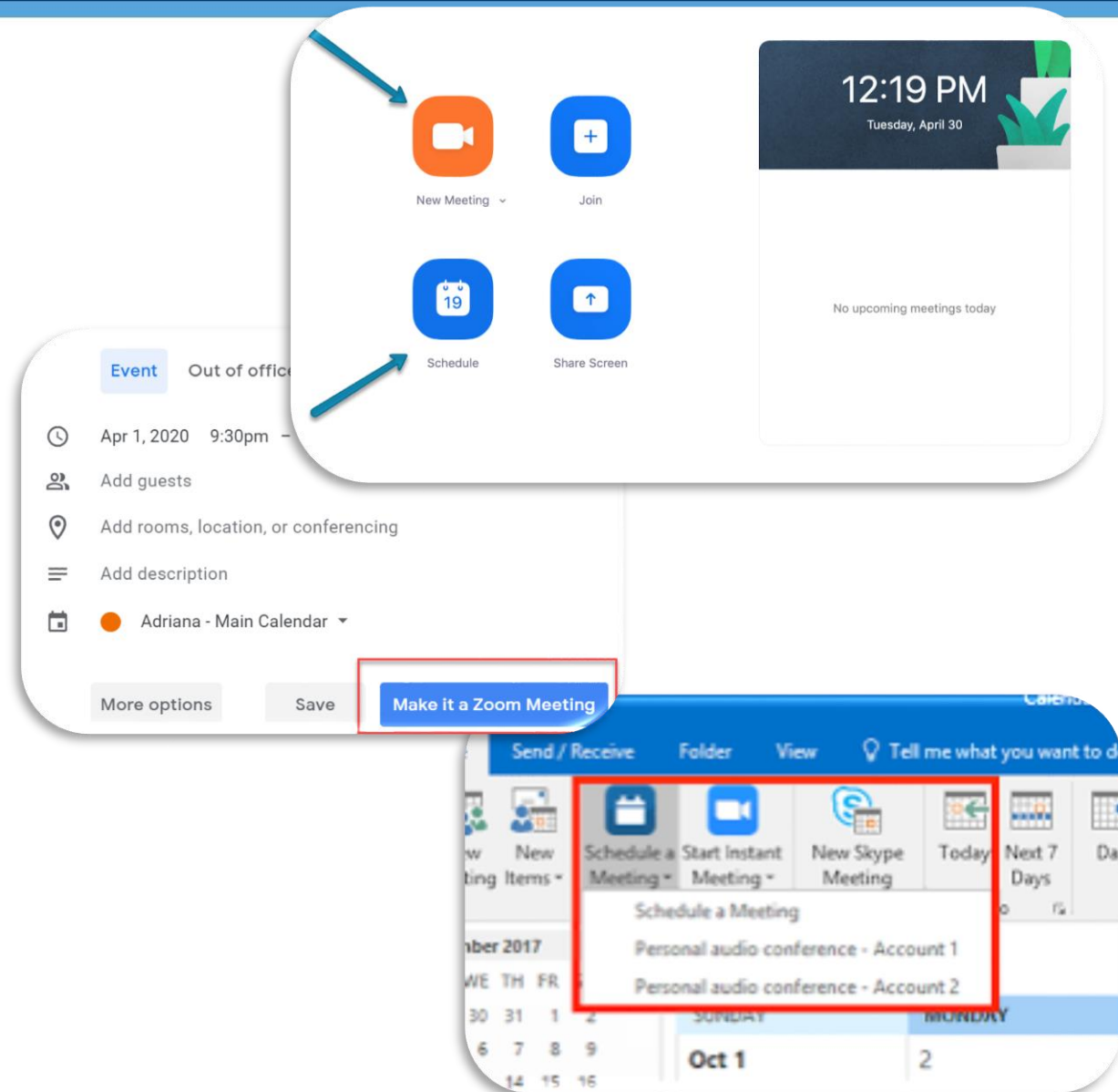
Zoom meeting
with video



Hire Write Talent

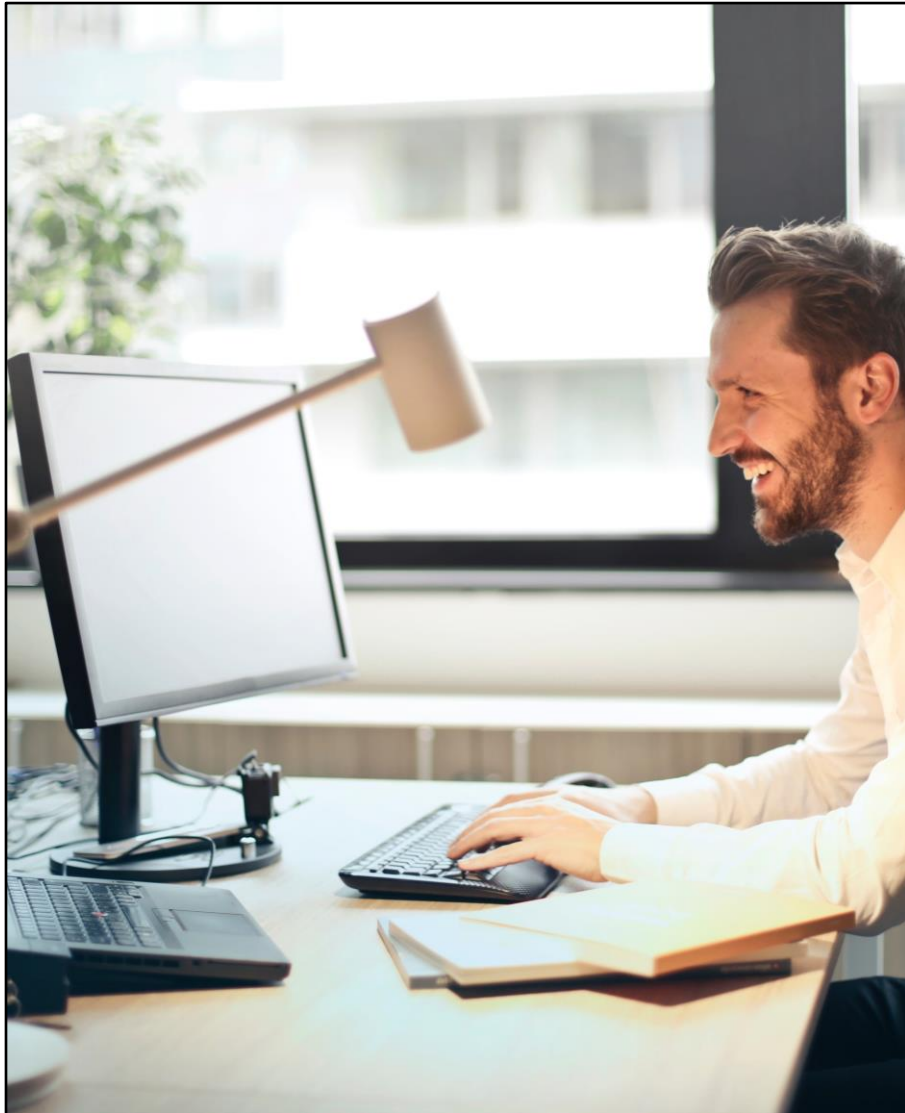
Creating and Inviting to Zoom Meetings

- Options:
 - Via the Zoom app
 - "New Meeting," or "Schedule Meeting" to book a Zoom meeting for the future
 - Calendar client (Outlook, Gmail)
 - @Zoom.us
- Sync Zoom to your calendar
 - Consider privacy
 - Settings > Meetings > Synced Calendars



Before starting a meeting....

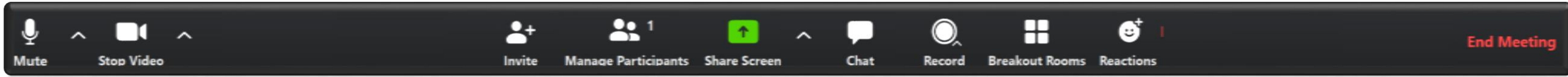
You should be able to see my screen movements and hear my voice - if you cannot hear me, please call into the meeting using the call-in details in your appt.



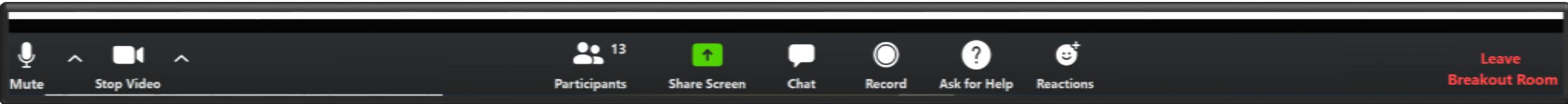
Starting the Mediation

- Screen share with the parties as part of your opening and show them the important functions such as mute, chat (private and everyone) and screen share.
- Create a short PowerPoint with screenshots and arrows. (Feel free to copy from this presentation!)
- Remind everyone of their rights and responsibilities and that any form of personal recording is prohibited without permission
- Explain how the breakout rooms will work and how they can reach you when necessary

Host Controls



Participant Controls






Zoom Meeting ID: 407-409-8828

00:17:34 Enter Full Screen

Participants (2)

- Adriana Linares (Host, me)
- Renee Thompson



Live on Facebook
Live on Workplace by Facebook
Live on YouTube

Chat Alt+H
Record on this Computer Alt+R
Record to the Cloud Alt+C

Support

yes no go slower go faster more clear all

Mute All Unmute All More

Mute Start Video Invite Manage Participants Share Screen Reactions More End Meeting

Zoom Meeting ID: 407-409-8828

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Participants (2)

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Live on Facebook
Live on Workplace by Facebook
Live on YouTube

Chat Alt+H
Record on this Computer Alt+R
Record to the Cloud Alt+C

Polls
Support

Renee Thompson

Mute Start Video Invite Manage Participants Share Screen Reactions More End Meeting

Participants (2)

- Adriana Linares (Host, me)
- Renee Thompson

Mute More >

Chat
Stop Video
Make Host
Make Co-Host
Allow Record
Rename
Put on hold
Remove

yes no go slower go faster more clear all

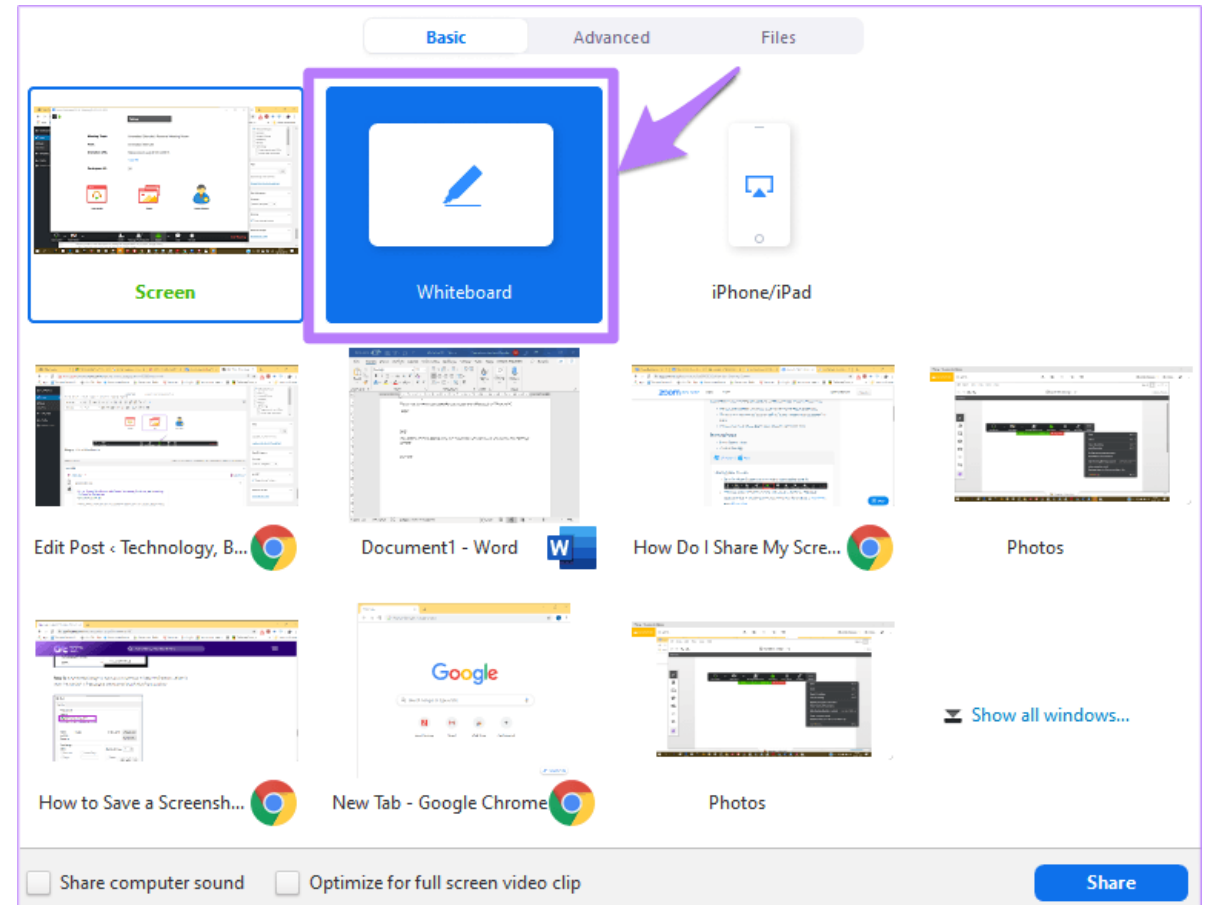
Mute All Unmute All More >

Mute Participants on Entry

- Allow Participants to Unmute Themselves
- Allow Participants to Rename Themselves
- Play Enter/Exit Chime
- Lock Meeting


Sharing Screens and Whiteboards


- Decide if you want screen sharing
- Clean your desktop for screen sharing. Make sure it is presentable as everyone may see it.
- Silence computer notifications and alerts



The Waiting Room


- Enable the waiting room when setting up the mediation.
- You can brand the waiting room with your logo on the paid level
- If you decide not to utilize a waiting room be sure to slide “enable meeting before host” to OFF
- Admit parties into general session and then into breakout rooms if needed


Waiting room 

Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. 

Choose which participants to place in the waiting room:

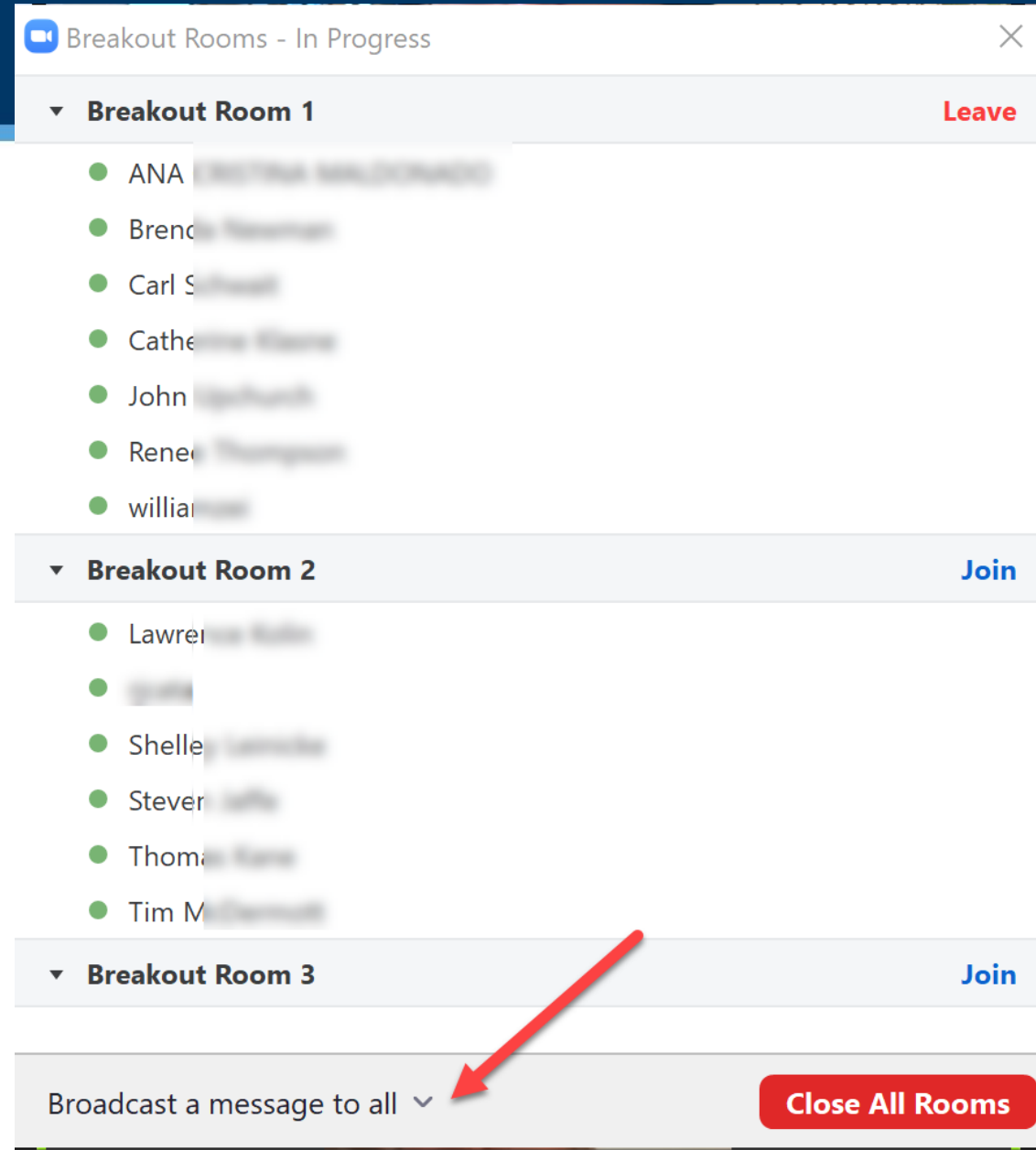
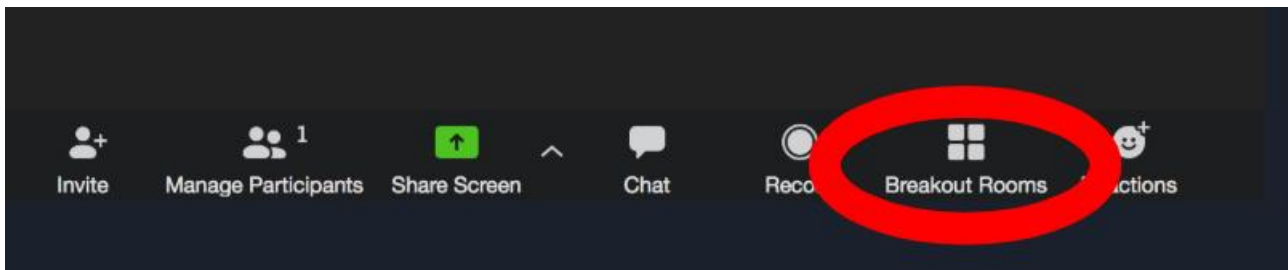
All participants

Guest participants only 

[Customize the title, logo, and description](#) 

Breakout Rooms

- Must be enabled in Account Settings
- Create a breakout room for yourself - a virtual “kitchen”
- Familiarize yourself with the “Broadcast message to all function”

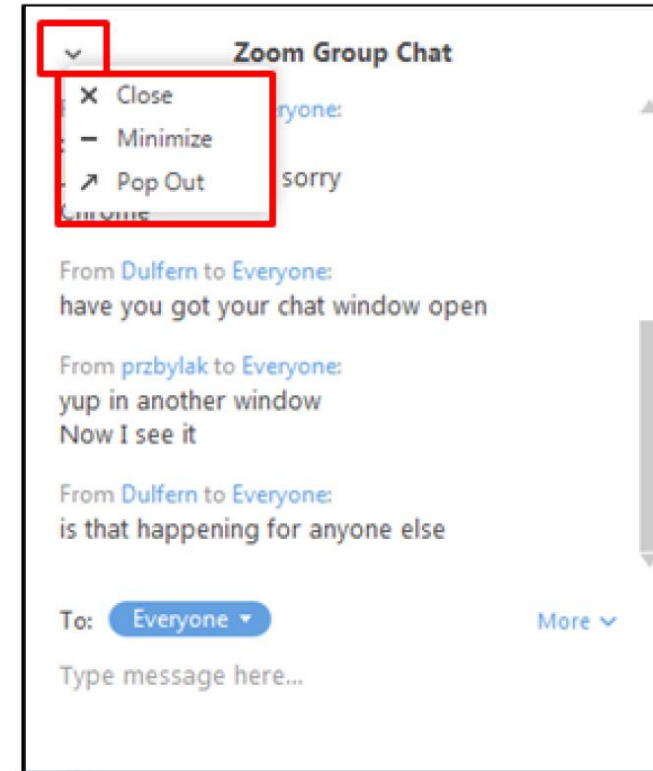
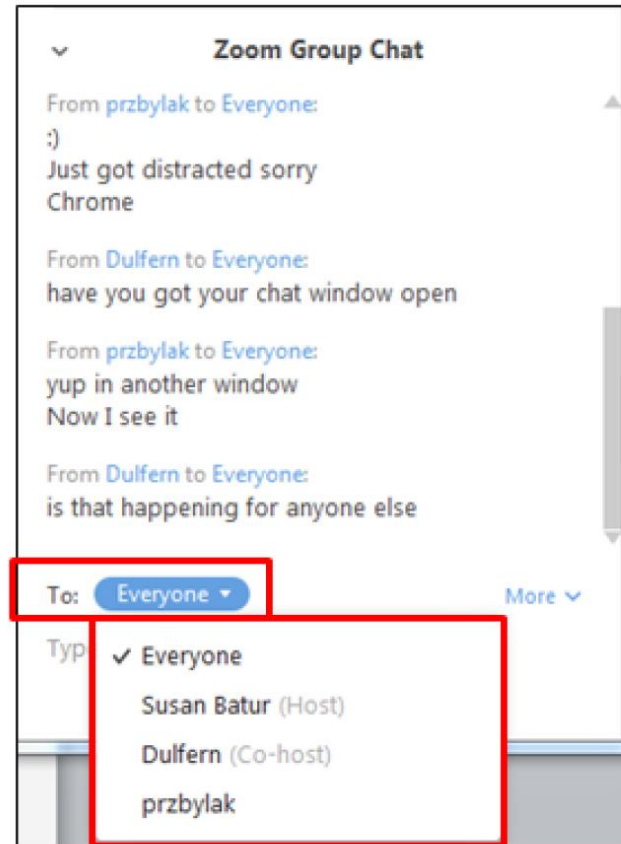
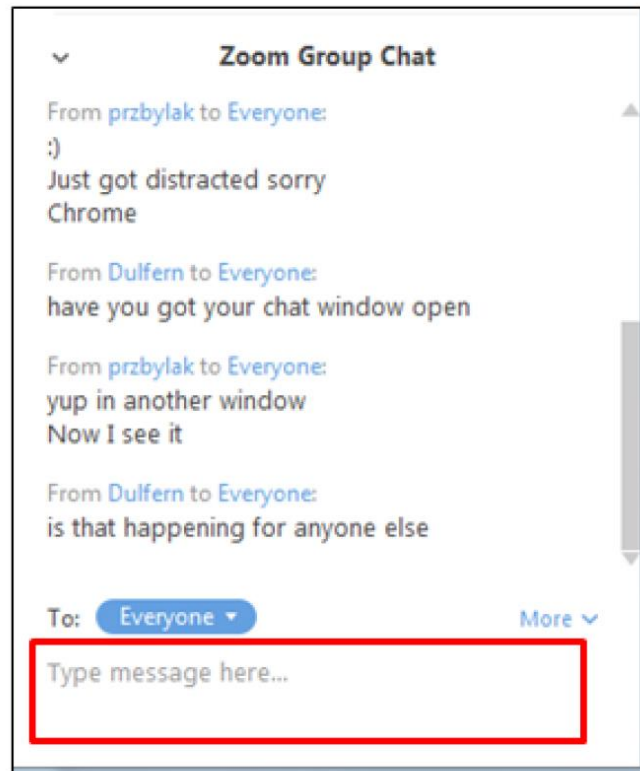


Ending a Mediation

- Documents
 - E-signing settlement agreements
- Managing break out rooms and attendees
 - To avoid everyone meeting in main session:
 - Mediator leaves all break out rooms
 - Enters main session
 - “End meeting for all”

Signature

Nick Brown



Enable private group chat but be sure to set it so that the chat cannot be saved

Questions?

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