

## ONLINE MEDIATION GUIDELINES

1. **Common Ground Resolutions uses the online secure platform provided by Zoom.us to conduct online mediation sessions. Before your first scheduled mediation session, you agree to download and install the software and/or apps from Zoom necessary for your participation in the online mediation sessions. Please become familiar with the operation of the platform so that you are able to operate the system and participate in your mediation sessions.**
2. **Secure WiFi or Ethernet Connection. You will need a secure WiFi or Ethernet (hard-wired) connection for your computer. Test the speed and dependability of your connection BEFORE your mediation by hosting a Zoom meeting by yourself or with another video conferencing platform. DO NOT use a public access WiFi connection, such as those available in public spaces and businesses and they are not secure and your information may be at risk in that situation.**
3. **You understand that despite best efforts, technology may fail to operate properly and a mediation session may not start on time or may be interrupted. If that happens, the Mediator will take steps to continue the mediation session in a manner agreed to by the parties.**
4. **Please provide an immediate contact telephone number in the event of technical difficulties.**
5. **Only the people who have executed an Agreement to Mediate may participate in the mediation, or their authorized representatives or agents. You must confirm who is participating in the room and that you cannot be overheard by anyone else around you.**
6. **No one may audio or video record any mediation session or portion thereof. In the event that you learn of an audio or video recording of any session, you shall take immediate measures to destroy the recording and will not disseminate**

**the recording to third parties. You further agree that you will not transmit a live or recorded video or audio relay of the online mediation sessions to third parties.**

7. **The participants will enter the meeting into a “virtual waiting room” until all parties have arrived. Once all parties are logged on and in the waiting room, you will be admitted into the meeting by your mediator.**