

## MEDIATION PROGRAM

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# Zoom Mediation Instructions



### Meeting Preparation:

- Provide a valid/working email address to Coordinator.
- Sign the [Agreement to Mediate](#) via DocuSign which you will receive via provided email address.

### Technology:

- Wi-fi or 3G/4G LTE.
- Device with camera and microphone.
- We recommend testing your equipment well in advance of scheduled session: [Zoom Test](#)

### Invitation:

- You will receive a Zoom invitation email with a link and password for the scheduled Zoom mediation from "FSCM Mediation Program".
- Click the invitation link and follow the directions to enter the Zoom meeting.
- You will initially be placed in a waiting room. The mediators will let you into the main session when they are ready to begin.

### Meeting Protocol:

- Find a quiet location where you can have privacy and maintain confidentiality.
- Enable both your video and microphone.
- One person speaks at a time.
- Be prepared for potential glitches...we will work through it together.

Working in cooperation with the Office of the Attorney General, the Massachusetts Office of Public Collaboration, and the Massachusetts Trial Courts