

Advance meeting protocols

1. Advance log-on, at least 10 minutes before the scheduled start time
2. Confirmation of sufficient broadband to handle the application- Pamela
3. Back-up telephone numbers and email in case of technological problems during the mediation; phone numbers of all participants
4. Have a backup plan for when technology fails. Plan A. Plan B. and Plan C
5. Confirmation that no one else is present off-camera
6. Reminder of no multi-tasking
7. Mediator's right to terminate if technological problems interfere with a smooth hearing
8. Confirmation that no one is recording
9. Confirmation of confidentiality
10. Conduct prep call through Zoom
11. Encourage how and when to talk; i.e. talking stick
12. Mute unless you're speaking
13. Allow for breaks – discuss what works best for weakest user

Tips for Online Presentation

Visual

14. Make sure you are in a well-lit area. Position a light facing your face. Back lighting can make your face difficult to see.
15. Put your camera at face level (use a stand, or stack of books if you are using a laptop camera), relatively close to you.
16. Explore Zoom setup options in the client. Select 'Settings' and consider using a virtual background, or 'Touch up my appearance' under 'Video'.
17. Remove distractions in the background.

18. If you look directly at your camera while speaking, your attendees will feel much more included in the conversation. Position the 'active speaker' window on your screen directly under the camera so that it is natural for your eyes to be looking towards the camera

Audio

19. If you have a decent internet connection, you will get the best quality audio experience by selecting 'use my computer' for audio:
20. Make sure you are in a quiet area, mute other devices (it also helps to turn off internet on other devices to maximize band width).
21. Use a pair of ear buds (any that work with your computer) along with your computer microphone. If you can't be in a quiet area, consider a headset with microphone.
22. Reserve using the dial-in number for times when you don't have easy access to a computer or you have low quality Internet access