



ATTENDING ARBITRATION BY ZOOM – QUICK GUIDE

Step 1 – Invitation

American Legal Video Solutions will send you an email invitation on behalf of Resolution Remedies. The invitation will include a link to access the videoconference, arbitration details, and basic instructions. (This email will be followed by a second email providing a password.) Click on the link beneath “Join Zoom Meeting” at least 30 minutes before the arbitration is set to begin, and follow the instructions to log in.

Step 2 – Waiting Room

After login, you will be placed into a virtual Waiting Room while we place attendees into their private virtual Conference Rooms. You will not be able to speak to or hear anyone else in the Waiting Room.

Step 3 – Private Conference Room

When you arrive in your Conference Room, you may find the others in your party are already there or still on their way. Only those in your room can hear your discussion. The arbitrator will visit your room to greet you, explain the next steps, and answer any procedural questions, as soon as possible after your arrival. Please be patient while the arbitrator and staff attend to all arrivals as quickly as they can.

Step 4 – Icons for Options and Preferences

Audio and Video – To allow others to see and hear you, be sure to turn on your audio and video with the blue buttons when prompted. You may mute your audio or turn off your video with the icons at the bottom center of your screen.

Participants – To see the people in your room.

Screen Share (Disabled) – For privacy and security, no one will be able to share his or her screen with the other participants.

Chat – To send group or individual texts to others in your private Conference Room.

Ask for Help – To ask the Host to come to your room or request an additional breakout room.

Leave Room (Disabled) – Although this option is disabled to ensure privacy in all rooms, you may ask the arbitrator to place you in another room, along with anyone else with whom you wish to speak privately.

Leave Meeting – To exit the meeting and leave Zoom entirely, use Leave Meeting.

***Off the Grid Assistance** – If you have lost access to the meeting, you may return to the invitation and click the link again. You may also text Diana to facilitate your return to the meeting: **707-357-2274**.

Step 5 – Arbitration Hearing

The arbitration hearing will be held as a joint conference in the Main Conference Room. Witnesses will enter from the Waiting Room or their own private Conference Room.

When it is time to begin the arbitration, your group members will see a 1-minute countdown on their screens before the move occurs. You may use this time to finish any conversation, or simply click to be moved before the minute has elapsed.

Step 6 – Privacy and Security

Your Zoom arbitration with us is Invitation Only. The invitation provides a link to invitees only, and no one can access the call without a link. We will never post links publicly.

Zoom now requires a password, which is sent under separate email for added security.

Note that you will receive your email invitation and password from American Legal Video Solutions with a copy to Resolution Remedies.

Resolution Remedies personally admits each attendee to the virtual conference rooms one at a time. If they are not on the guest list, we will not admit them.

We understand that Zoom itself does not expose your computer contents or passwords.

We understand that Zoom no longer sends anyone's data to Facebook.

Document sharing is disabled for everyone, including the arbitrator. You may share documents via email attachment, text, RightSignature, etc.

Screen sharing is disabled for everyone, including the arbitrator. Screen shots, screen sharing, and all other kinds of digital preservation of the arbitration are strictly prohibited.

The recording feature is disabled for everyone, including the arbitrator. No one will be allowed to record any part of the proceedings.

If you wish to have any of these features enabled, please contact the arbitrator and Zoom facilitator before the hearing day.