



Trust Mediation

specialist personal injury and
clinical negligence mediation

Guide to Mediating via Video Conference

What is it?

Zoom is a video conferencing service that enables people to meet together even if they are all in different places. Here is our guide to using Zoom. We have FAQs below and there is a lot of easy to follow help on the [Zoom website](#).

Before joining a meeting

You can use Zoom on a smart phone, tablet, laptop or desktop computer. If using a smart phone or tablet download the Zoom app. If using a laptop or desktop download the Zoom Client for Meetings at https://zoom.us/download#client_4meeting

For more information about getting started visit <https://support.zoom.us/hc/en-us/articles/360032812931-Starting-the-Zoom-Desktop-Client>

Three separate meeting rooms.

To replicate a physical meeting our on-line mediations are set up with three meeting rooms:

- a private room for the claimant team;
- a private room for the defendant team; and
- the mediator's room.

The mediator has full control of which room people are in.

Joining a meeting

We will email you a link to the password protected meeting. When you click on the link the app or Zoom client will open and you will be placed in the meeting waiting room.

The mediator will admit you to the meeting and place you in either the claimant or defendant private room.

When you are ready you can ask the mediator to join you for a private discussion. The mediator will then go to the other side's room to speak privately with them. You can continue your private discussions whilst the mediator is speaking to the other side.

With the parties' agreement the mediator can arrange for some or all of the participants from each side to meet with him/her in the mediator's room for joint discussions at any time. This could be for example:

- a welcome meeting at the start of the mediation;
- a lawyers only discussion;
- a meeting to deliver an apology or explanation;
- a concluding meeting.

FAQs

Do I need a paid for Zoom account?

No.

What does it cost?

Nothing – unless you dial in by phone in which case you will be charged according to your phone contract for a UK call.

Is the meeting recorded?

No, we have disabled the recording function for all our mediation meetings.

Do I have to join by video?

No, you can just dial in on your phone. You also have full control of turning your camera on and off if you do join by video.

It is always obvious who is in our room?

Yes, you can always see a list of who is in your room and can be assured your discussions are private and not heard by people in any other room.

Can anyone join the meeting?

Only if they have been given the meeting link and password **and** are admitted by the mediator who has the ability to remove any participant at any time. The mediator can also lock the meeting at any point to prevent anyone else joining.

Can just two or three of our team meet privately?

Yes. We set the mediation up with three rooms but can easily create another private room if just a few members of your team want to go and discuss something.

Can I leave and re-join the meeting?

You can leave at anytime. If the meeting is still in progress you can re-join by clicking the link again. You will go into the waiting room until the mediator admits you to the meeting.

What if the technology fails?

We will revert to using the telephone.

Is the platform secure?

We believe so from our extensive research and testing. We recommend you review the Zoom legal information available at <https://zoom.us/privacy-and-legal>.