

Quick Guide: Participating in an Online Mediation



Most mediations are conducted online using Zoom or similar programs. Participating from home or another convenient location can make mediation more accessible and flexible.

Before the Mediation:

1. Test your Technology
 - a. Make sure your device is charged and plugged in.
 - b. Check that your internet connection is stable.
 - c. Test your camera and microphone.
 - d. Download Zoom (or the program being used) and familiarize yourself with the controls.
2. Choose a Private Location: Try to participate from a quiet, private space where you can speak freely, others cannot overhear the conversation, and you will have minimal interruptions.

During the Mediation:

1. Join the meeting a few minutes early and stay engaged throughout the session.
2. Use Your camera.
3. Keep your documents nearby.
4. Be present and focused. Avoid multitasking, driving or taking other calls.
5. Be prepared for private meetings. The mediator may place parties in separate virtual breakout rooms to have private discussions.

If Technical Problems Occur: If you lose your connection, try to rejoin the meeting using the original link. Contact the mediator if you cannot reconnect. Remain patient while technical issues are resolved.

You do not need to be a technology expert to participate in an online mediation. The goal is to create an environment where everyone can communicate effectively and work toward resolution.

Questions about the mediation process? Contact the C.A.R. Dispute Resolution Center at mediation@car.org.