

# Virtual Mediations

## Zoom User Guide



August 2020

## 1. Overview

- 1.1 Zoom is a video conferencing application that you can use on any device, including a computer, tablet or a smartphone. You can access it through the Zoom app, or through an internet browser.
- 1.2 Zoom is an excellent tool for conducting online judicial mediations, but technology can require patience. If you have any issues or concerns, please contact [judicialmediations@supcourt.vic.gov.au](mailto:judicialmediations@supcourt.vic.gov.au) or inform the associate to the judicial officer conducting the judicial mediation.
- 1.3 If during the judicial mediation you are unable to communicate through Zoom, please contact [judicialmediations@supcourt.vic.gov.au](mailto:judicialmediations@supcourt.vic.gov.au) or inform the mediator's associate via email so the associate can assist you to communicate through Zoom or an alternative method.
- 1.4 The ability of a participant to interact through Zoom depends on the quality of that user's internet connection. We encourage users to access Zoom through a device from a location that has reasonable internet speed, whether via WiFi or a cellular network.
- 1.5 The Court recommends using Zoom on a computer (desktop or laptop) with a large screen because reading documents and seeing other parties is easier with a large screen, and a computer enables a participant to manipulate documents more easily than on a smaller device.

## 2. Prior to the judicial mediation

- 2.1 Provide the email address and mobile phone number of each participant in the judicial mediation (including each practitioner and party) by email to [judicialmediations@supcourt.vic.gov.au](mailto:judicialmediations@supcourt.vic.gov.au). Where participants will be in the same location it is only necessary to provide one email address and one phone number. Please remember to observe applicable social distancing protocols recommended by the Department of Health and Human Services: <https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>.
- 2.2 Download the Zoom application for your device (available free at <https://zoom.us/download> or in the app store for your device). Zoom is easier to use through the app than through the web browser. As noted above, it is recommended that you use a desktop or laptop computer, but tablets and smartphones can also be used.
- 2.3 *Each participant in the Judicial mediation (including each party and practitioner) should have their own device with Zoom installed and should participate in the mediation through their own device.*

# Virtual Mediations

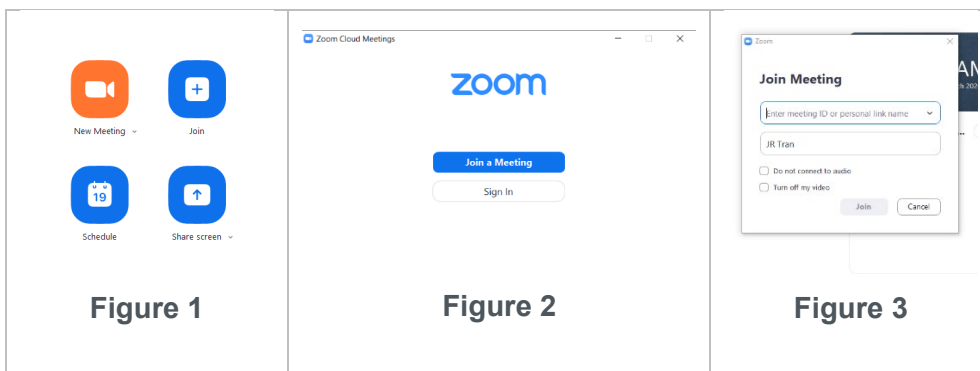
## Zoom User Guide



2.4 If possible, familiarise yourself with the Zoom application.

### 3. On the day of the judicial mediation

- 3.1 By the morning of your judicial mediation you will receive a meeting invitation via your provided email address. The meeting invitation will include a code that is the meeting ID. We suggest writing this meeting ID down.
- 3.2 You can join the Zoom meeting in 2 ways. You can either click on the link in your calendar appointment, which will open the Zoom application on your device and take you to the meeting, or you can open Zoom with the app (Figure 1) or the website <https://zoom.us> (Figure 2), press “Join” and type in the ‘meeting ID’ (Figure 3). Click on the link to join the meeting at least 15 minutes prior to the listed start time.



3.3 You will initially be placed in a virtual waiting room. The screen will appear as set out in Figure 4 below.

**Please wait, the meeting host will let you in soon.**

Figure 4

3.4 The Zoom app has a menu bar at the bottom of the screen, set out in Figure 5 below.

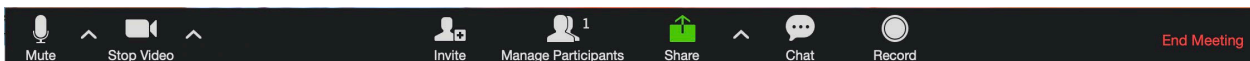


Figure 5

# Virtual Mediations

## Zoom User Guide



- 3.5 Please ensure your microphone, speaker and camera are working and not muted. You can do this by clicking the ^ (or v) icon next to the “Mute” icon on the bottom left hand side of the screen, selecting “Test Speaker & Microphone” and following the prompts (Figure 6).

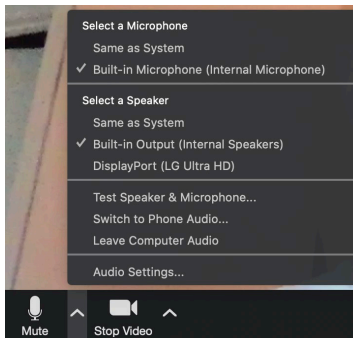


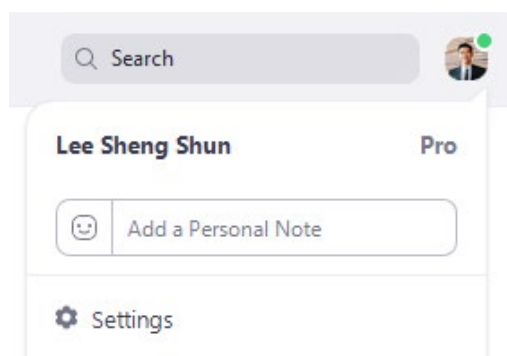
Figure 6

- 3.6 When using a desktop or laptop that uses a Windows operating system, maximise the Zoom window or press “Enter Full Screen” to use the whole of your screen (Figure 7). On a Mac, maximise the Zoom window by pressing the icon on the top right hand corner (Figure 8) or the green dot top left of the window (Figure 9).



- 3.7 If joining by phone, dial the number provided in the meeting invitation. Note, if you dial using a toll number, carrier rates may apply. Once you have dialled the number, you will be prompted to enter the meeting ID, which is located in the meeting invitation, followed by a hash (#). If the meeting requires a password, enter the password in the invitation. If the meeting has not started, press hash (#) to wait until the associate has opened the meeting.
- 3.8 When the mediator is ready to commence the judicial mediation, they will permit you to join the meeting.

- 3.9 If you wish to share documents and set up dual monitors, you can split the Zoom call to have participants appear on one screen and the documents appear on the other. First, you must have a Zoom account. Once you have signed in, click on your profile picture then click settings (Figure 10).

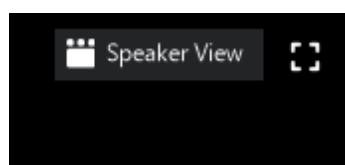


**Figure 10**

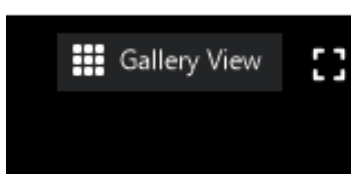
Once you have selected settings, click on the general tab. Locate the “Content Sharing” option, and select “Use dual monitors”. This will allow the settings to be remembered the next time you join a zoom hearing.

## 4. During the judicial mediation

- 4.1 You can mute and unmute your microphone by pressing the “Mute” or “Unmute” icon on the bottom left hand side of your screen (see Figure 6 above).
- 4.2 It is important to keep your microphone on mute except when you are speaking to prevent any background noise and feedback.
- 4.3 You must enable your video at all times during the mediation unless the mediator agrees that you may turn your video off.
- 4.4 Unless you are using a small device such as a mobile phone, you can switch between “Speaker View” (view primary speaker – Figure 11) and “Gallery View” (view all participants – Figure 12) by hovering over the top right-hand corner of the video and clicking on the appropriate icon. If you are using a small device, you can view other participants by swiping left or right across the screen.



**Figure 11**



**Figure 12**

# Virtual Mediations

## Zoom User Guide



- 4.5 When muted, you can click on the “Participants” icon and then “Raise Hand” to let the mediator know you want to speak (Figure 13).

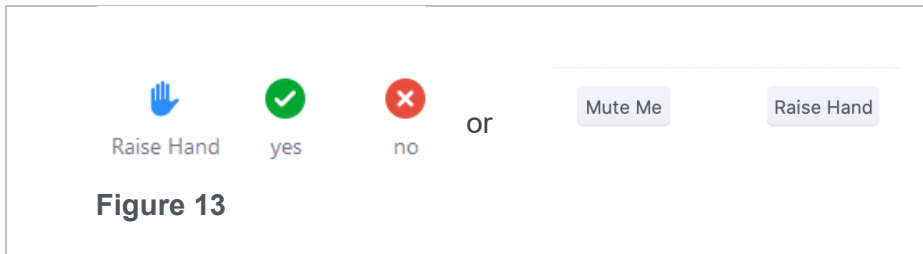


Figure 13

- 4.6 You can send text messages to all participants, or a private message to a single participant (eg: your instructing solicitor). *We do not recommend sending private messages in Zoom*, in case a participant accidentally sends a private message to everyone. To send a message, first click the “Chat” icon on the bottom of the screen (See Figure 5 and Figure 14).

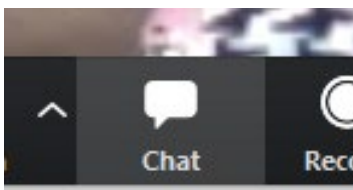


Figure 14

- 4.7 A white box will appear after you click the “Chat” icon. To send a private message, click on the “Everyone” icon in the box and select the person you want to message (Figure 15). If left unchanged, your message will go to everyone participating the conference, including the mediator.

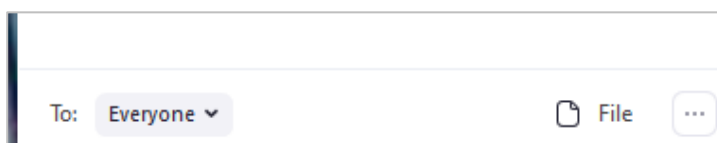
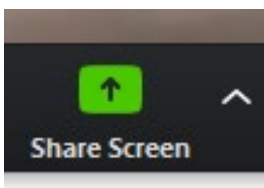


Figure 15

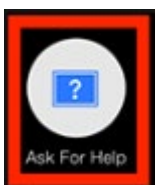
- 4.8 You can share documents and other files by clicking the “Chat” icon (see Figure 5 and Figure 14 above). In the “Chat” pop-up box, select “Everyone”, or one person, and then press the “File” icon on the right-hand side and locate the document you wish to send (see Figure 15 above). *The document will be sent as soon as you select it.* This function works best on a desktop or laptop.

- 4.9 If you would like all participants to view a document, rather than send it by the "Chat" icon, you can share your screen, which is the green icon on the bottom of your screen. Please orally request permission from the mediator first, then press the "Share Screen" icon (Figure 16). Please note that before you can share documents via this function, you may need to change your computer's permission settings to allow Zoom to share your documents.



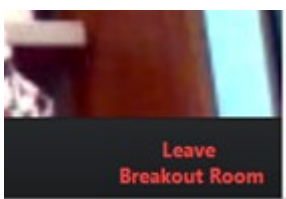
**Figure 16**

- 4.10 There is also a Whiteboard function via the Share Screen, which allows the participants to write on a white screen that is shown to all users. If you want to access the whiteboard, please orally request permission from the mediator first.
- 4.11 The mediator can conduct group sessions with all participants and also assign participants to "breakout rooms" for private sessions.
- 4.12 If you are in a breakout room and want to let the mediator know that you would like to speak with her/him, press the "Ask for help" button at the bottom of your screen (Figure 17). This will send an automatic message to the mediator to come to your breakout room.



**Figure 17**

- 4.13 To leave a breakout room and return to group session, please hover your cursor over the bottom right of the screen and click on "Leave Breakout Room".



**Figure 18**

# Virtual Mediations

## Zoom User Guide



4.14 During the Zoom hearing, if a document is being shared, a participant can change the view to see the content being shared with the view of the other participants on the same screen. To do this, while viewing a shared screen, click on “View Options” at the top of the screen and select “Side-by-side mode” (Figure 19). This will enable the shared screen to appear on the left and the participants to appear on the right. Hover above and drag the separator to adjust the view of both screens.

To disable the “Side-by-side mode”, click on “View Options” at the top of the screen and click “Side-by-side mode”. This will revert to the original view of the document in the centre of the window and the participant at the top of the screen.

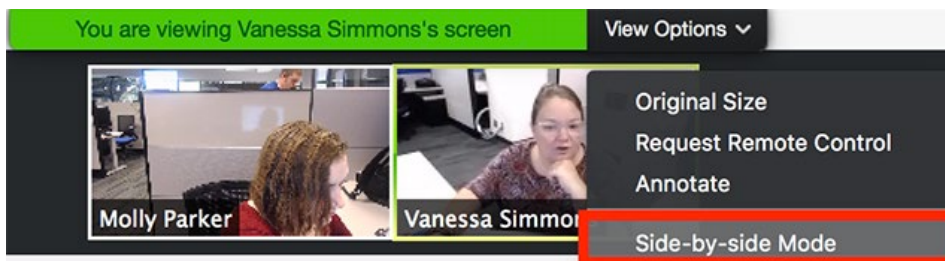


Figure 19

4.15 In Active Speaker view (see Figure 11), you can pin a specific participant so that you can always see them on your screen, even when they are not speaking. Hover your mouse over the participant that you wish to pin and select ‘Pin Video’ from the menu (Figure 20).

To cancel the pin and return to Active Speaker view, click ‘Switch to Active Speaker’ in the top left corner of your screen (Figure 21).

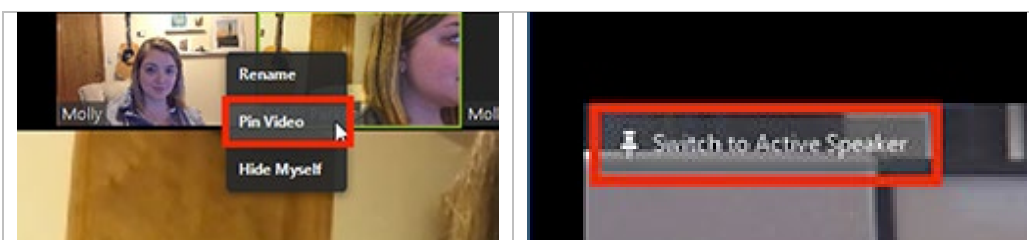


Figure 20

Figure 21

# Virtual Mediations

## Zoom User Guide



4.16 When another participant is sharing their screen, the shared screen or document will automatically become the focus on your screen. If you want to swap the view so that the participants appear larger, click the swap icon in the top right corner of your screen where it says 'swap shared screen with video' (Figure 22).

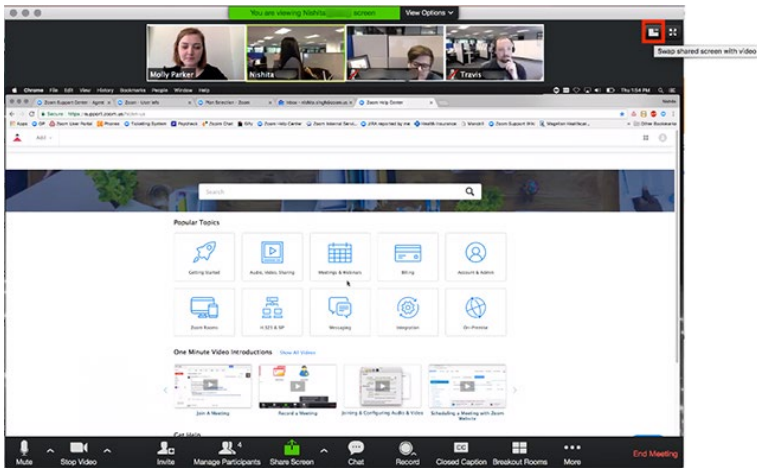


Figure 22