

EDNY Remote Mediation Guide for Participants

In response to the Covid-19 Pandemic the EDNY is offering Remote Mediation Services to all civil litigants. Remote mediation will be conducted via a video conferencing platform offered by each individual mediator.

Technical Requirements

- You need a computer, tablet, or smartphone with the following features:
 - Camera
 - Microphone
 - If you do not have a computer, tablet, or smartphone, the mediator will provide you with call-in information to access the mediation by phone.
- Strong, secured (password protected) internet connection (DO NOT USE PUBLIC WIFI)
- A private, quiet space with a simple background and adequate lighting.

Confidentiality

To ensure confidentiality throughout the mediation session please be sure to do the following:

- Stay in a private space throughout the mediation session.
- Do not allow third parties to be present in the room with you without the consent of the mediator and all parties. Any third parties must sign the court's remote mediation confidentiality agreement.
- Use a private, secured internet connection.
- Recording mediation sessions is prohibited.

Prior to the Mediation

Once the mediation has been scheduled, the mediator will send you and/or your attorney link to access the mediation which will include a meeting ID and a password.

Please plan on joining the mediation 10-15 minutes prior to the start time to ensure that you are able to join the meeting with your device.

To join the mediation you will click on the link that was e-mailed to you and/or your attorney by the mediator. After clicking on the link, you may be prompted to download the video platform if you have not done so already. Please download the application.

(NOTE: If you are on a smartphone, you may be prompted to download the free video conference app. Please do this at least one day prior to the mediation session.)

Prior to entering the meeting you will be asked to enter the Meeting ID and Password which is listed in the e-mail from the mediator. Upon arrival you will be placed in a virtual "waiting room." The mediator will then admit you into the online meeting. When you are admitted, please be sure to click join with computer audio, when prompted.

Virtual Break-Out Rooms

During the remote mediation session, the mediator may wish to meet with each party and their attorney privately. In order to meet with you and your lawyer privately, the mediator will place you in a private virtual break-out room.

When you are in a virtual break-out room, you will not be able to see or hear anyone who is not present in your virtual breakout room. Anyone who is not in your virtual breakout room cannot hear or see you, including the mediator.

The mediator will go back and forth between the breakout rooms and will check-in with you via text message prior to entering your breakout room.

Screensharing

During the mediation it will be possible to share your screen in order to share documents, photographs, or information with the mediator and/or the other party. Please feel free to ask the mediator about this feature.

In the Event of Technical Difficulty

In the event you have technical difficulties during the mediation session please try the following:

- 1) Try to re-enter the mediation via the link sent to you by the mediator;
- 2) If you are unable to re-enter, please contact the mediator or your lawyer directly.
- 3) If you cannot reach the mediator, please contact the EDNY ADR Department at 718.613.2578.