



# Security and Safety Tips

## Online Hearings, Mediation, and Other Court Events

### SETTING UP A MEETING

- Make sure to use an online platform that allows you to set up a meeting that requires a password to join.
  - » Give the password and meeting identification only to necessary participants.
- Turn off the “join before host” option. This gives you more control over who is inside your room and prevents people from starting without you.
- If the online platform allows, set up a “waiting room” for the participants to wait until you start the meeting.
- Make sure to turn off the setting that allows the hosts and participants to record the meeting.
  - » Let your participants know in your opening statement that they cannot record the meeting.
- Learn how to keep a record of the hearing.
- If you are conducting online mediation, assure the parties that the communication between the parties during the mediation is confidential and will not be shared.

### PREPARING YOUR PARTICIPANTS

- Let the participants know in advance which online platform you will use.
- Provide instructions on how to use the platform.
- Reiterate that the password and meeting identification should not be shared with anyone.
- Provide instructions for participants to test their computer on the platform prior to the event.

### VERIFYING ATTENDEES

- Make sure only authenticated users can join your meeting.
  - » Some courts ask participants to produce identification.
- Make sure to monitor who joins your meeting.
  - » Turn on a sound notification when someone joins your meeting so no one enters unannounced.
  - » Immediately remove someone who shows up uninvited.

### RUNNING YOUR MEETING

- If the online platform has an “on-hold” feature, learn how to use it to temporarily remove someone from the conversation.
  - » When a participant is “on-hold” they do not have access to the audio, video, or chat from your room.
- After all participants join the meeting, lock the meeting to ensure no one else joins unexpectedly.
- Clear your background, ensuring nothing personal is visible.
- Do your best to have lighting on your face so the participants can see you clearly.
- Notify your colleagues and/or family members that you are conducting a meeting so they do not enter the room or appear on the screen.
  - » Turn off notifications on your computer so they do not interrupt the hearing.



## ADDITIONAL WAITING ROOM CONSIDERATIONS

- Use a waiting room for participants joining a meeting, mediation, or hearing.
  - » Participants can be greeted with a customized message as determined by the host, mediator, or court. The message can be generic or customized for each event.
- Waiting-room guests are muted from communicating with each other and cannot see who else is in the waiting room.
- The host determines whether to let in or remove a participant from the waiting room and whether to admit participants into a joint session or caucus.
- **ADVANTAGE:** The waiting room controls who joins the mediation and when.
- **DISADVANTAGE:** The waiting room is an extra step for the host, mediator, or court, and parties to take before joining the mediation.
- **RECOMMENDATION:** Use the waiting-room feature to have better control and security over the hearing or mediation.
- Customize the waiting room for each event so participants know they are at the correct event (e.g., “Case Number 2020 – CV – 1234, 4.6.20 at 10 a.m.”).

EXAMPLE WAITING ROOM, GUEST VIEW:



EXAMPLE WAITING ROOM, HOST VIEW:

