



**NM ADR Bureau**

[ADR.Bureau@state.nm.us](mailto:ADR.Bureau@state.nm.us)

**ONLINE MEDIATION SERVICES**

**Requirements for Participation**

Online mediation services will be conducted by video over **Zoom**, an online meeting platform. The mediator(s) will “host” the mediation and manage Zoom functions. Parties must review instructions (specific to their device) for using Zoom, found at: <https://support.zoom.us/hc/en-us/sections/200277708-Frequently-Asked-Questions>. *(If parties are unable to participate by video, please contact the ADR Bureau for other options.)*

All participants for Online Mediation Services must meet the following requirements:

- ❖ All participants must have a desktop computer, laptop, tablet or smartphone with a built-in camera and an internal microphone (or headset). Participants must also have a working phone available during the mediation; that phone number will be provided to the ADR Bureau as a contact number in the event of technical difficulties.
- ❖ All participants must have a working, high speed internet connection (strong, adequate Wi-Fi). Devices/connections will be tested before the actual mediation date; participants will use the same device/connection on the day of mediation.
- ❖ Participants must set aside the time scheduled for the mediation without interruptions or distractions.
- ❖ Only the people listed in the *Agreement to Mediate & Confidentiality* form shall be present in the room for the duration of the mediation. The room should be a private, quiet space with a business-like background and good lighting; the room should be as noise-free as possible and conducive to an important, confidential conversation. Please have drinking water, tissue and any other supplies ready when the mediation begins.
- ❖ Online communication sometimes “lags” and requires a pause to return to real-time. It is often difficult to politely interject when someone is speaking. Participants should have a pen and paper to make brief notes of what they’d like to address when it is their turn to speak. For confidentiality purposes, the parties and mediators agree to destroy any notes at the end of mediation.
- ❖ The mediation session shall not be directly or indirectly recorded using recording equipment or recording software; video, audio or screen recording of any kind is not permitted by the parties, the mediators or the State of New Mexico/ADR Bureau.
- ❖ Participants must remain flexible. Things can go wrong; connections can fail. The mediation may need to be paused to address technical issues and ADR Bureau staff will be available to assist. However, if the ability to communicate clearly continues to be compromised, the mediation will need to stop and the session will need to be rescheduled.

**We understand and agree to these requirements.**

\_\_\_\_\_  
Participant Signature

Signed this \_\_\_ day of \_\_\_\_\_, 20\_\_

\_\_\_\_\_  
Participant Signature

Signed this \_\_\_ day of \_\_\_\_\_, 20\_\_