



BEFORE MEDIATION

You will receive a confirmation email from Client Services with a link to access your mediation session as well as the date and time of the mediation.

It will also include a link to test your equipment (<https://zoom.us/test>). Using the computer, tablet, or smart phone that you will be using during the mediation, go to this website and make sure that you can speak, hear, and see yourself in the video. Test that your microphone, speakers, and video camera are all working.

You will receive an email from MCP/DocuSign with the Confidentiality Agreement. Please review it carefully and sign it digitally. Contact MCP if you are having trouble signing.

NOTE: You will not be able to participate in the mediation session if you have not signed the Confidentiality Agreement.

If you have documents to share during the mediation such as a Time-sharing Plan, Asset & Debt Statement or Lease Agreement, please email them in advance of the mediation session to MCP@mediatehawaii.org. The Mediation Center of the Pacific (MCP) staff will share the documents with the mediators through Google Drive. The mediators will not be able to edit, download or print the documents.

DURING THE MEDIATION

On the day and time indicated in your confirmation email, click on the link provided in the email. You will see a screen welcoming you into the mediation and asking you to wait. When your mediators are online and ready to begin, they will open the mediation and you will be able to see them.

Note: If you are waiting for more than 5-10 minutes past the scheduled time for your mediation, please call (808) 521-6767.

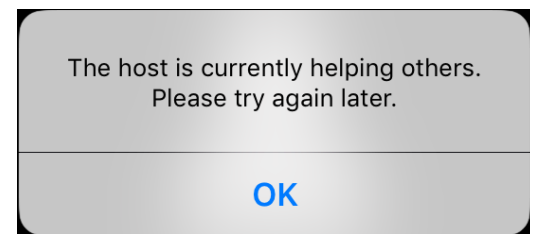
DURING THE MEDIATION, CONTINUED

During the mediation, the mediators will be speaking with you and the other party together and in private sessions. To speak with you privately, the mediators will move all participants into Breakout Rooms.

When the private sessions begin, you will receive an on-screen invitation to join a Breakout Room. Click on Join. The other participants will not be able to hear or see what's happening in your Breakout Room, and vice versa.

If you need to speak with the mediators while in the Breakout Room, click on the Ask for Help button in your menu. If you are on a smart phone, an "Ask for Help" button should appear in addition to your menu when you tap your screen.

Note: The mediators might be in the middle of a conversation with the other party or each other when you ask for help. You might see a pop-up message (see right). All this means is that the mediators need to finish up what they are doing and will be with you as soon as they can. Thank you for being patient until they can speak with you.



If you reach an agreement, the mediators will bring up a blank mediation agreement on a shared screen that everyone can see. This allows you and the other participant to memorialize your agreement with the assistance of the mediators. The mediators will type the terms, but the words will be yours.

When you have finalized the agreement to the satisfaction of you and the other participant, you will receive an email with the final agreement. Just like the Confidentiality Agreement in the beginning, you will digitally sign the agreement through DocuSign. When both parties have signed, you will receive a completed agreement via email.

AFTER THE MEDIATION

You will receive a final email with a request to fill out the quality survey. Please take 5 minutes to complete this survey, so the Mediation Center of the Pacific can improve its services for you and everyone in the future.

Mahalo for mediating with the Mediation Center of the Pacific!