المركز السعودي للتحكيم التجاري
Saudi Center for Commercial Arbitration

USER GUIDE

SCCA VIRTUAL MEDIATION CONFERENCE PLATFORM

FOR THE SCCA COVID-19 EMERGENCY MEDIATION PROGRAM (EMP)

INTRODUCTION

The SCCA offers a secure online platform where parties can conduct Virtual Mediation Conferences to resolve disputes, thus enabling effective Mediation with parties in different locations – a vital feature to avoid delays related to ongoing COVID-19 measures.

Mediation remains the most effective way for parties to resolve disputes. Through a joint problem-solving approach, the parties retain their autonomy and control over the entire process. In short, Mediation enables parties to express themselves and negotiate directly with each other at a convenient time and place.

With a professional SCCA Mediator facilitating the discussions and negotiations, parties are better positioned to communicate and understand one another as well as all the issues underlying their dispute, so they can then focus on their respective needs and interests while developing a mutually acceptable resolution.

While traditional Mediation places the parties and their Mediator around a single table, there are circumstances in which allowing parties to negotiate from different locations is imperative.

In order to ensure an efficient and effective Virtual Mediation Conference, we have integrated various technical and procedural features into our Mediation process.

Your entire time on the Virtual Mediation Conference platform will be moderated by a trained, professional SCCA Moderator to ensure optimal performance of the technology and ease of use for all parties.

While the technology we have adopted is quite intuitive and generally straightforward, and the SCCA Moderator is there at all times to assist in any way needed, it is important you review this User Guide prior to logging in to join the initial Case Management Call and subsequent Virtual Mediation Conference.

After reviewing this User Guide, please feel free to ask us any questions at any time. We are here to help and assist you!

GENERAL INSTRUCTIONS

- Ensure that you have a stable internet connection and enough available bandwidth to support video calls.
- Set up and test all your devices prior to the session, including microphone, speakers and camera.
- Prepare and place all your documents in a separate folder to be available if needed during the session.
  Select a location with limited or no background noise – a quiet area.
- Stay focused – do not work on other tasks during the session.
- Eliminate distractions, silence your mobile phone and close other unnecessary computer programs and browser tabs.
- Facial expressions play an important role – make sure you have a good camera angle and adequate lighting.
- Use a headset or earphones (wired) for better audio quality and to minimize background and ambient noise (Bluetooth headsets are not recommended due to reliability concerns).
- Mute your microphone while someone else is speaking.
- For the best video conference experience, use the BlueJeans Desktop App (see details below).

HOW TO JOIN A MEDITATION CONFERENCE

Join via computer browser

1) Click on the meeting link sent via email.
2) Once the page opens, click the "Join Meeting" button.
3) Enter your name and click the "OK" button.

Join via desktop application

1) Click here (https://bit.ly/3eS919X) to download the app on your computer.
2) Select the app for Windows or Mac and click the "Download" button.
3) Install the app on your computer.
4) After successful installation, click on the meeting link sent via email.
5) Once the app window opens, click the "Join Meeting" button.

Join via mobile application

1) Install the BlueJeans app from Apple App Store/Google Play Store.

2) After successful installation, click on the meeting link sent via email. Or open the app, click the "Join a Meeting" button and enter the meeting ID and passcode.

3) Select "App Audio & Video".

4) Enter your name and click the "Next" button.

5) Enable the microphone and camera and click the "Join Meeting" button.

6) Allow BlueJeans to make and mange phone calls and to access your microphone and camera.

IN-MEETING CONTROLS & FUNCTIONS

Swipe or hover over the bar at the top of the BluJeans window.

Start/Stop Camera:

Start or stop the virtual rooms video camera.

Mute/Unmute Microphone:

Mute or unmute the virtual room´s microphone.

Screen Share:

1) Click on the "Share Screen" button.
2) Click on the "Start sharing this screen" button.
3) To share a specific app window, select from the list.

Screen Sharing Controls:

- Screen share status
- Pause/Resume sharing
- Start/Stop Annotation
- Stop screen sharing

People:

View meeting participants.

Chat:

Chat Box, with the option of a chat with a single participant or a chat shared with everyone in the virtual room.

Apps:

- Whiteboard
- Annotation
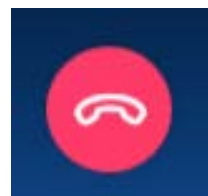- Breakout Sessions (managed by the SCCA Moderator)

Note: The "Apps" control is not available in mobile application.

Settings:

- Source (camera, microphone and speaker)
- Screen layout
- Other settings

Exit/End Meeting:

- Leave or end the meeting.