

Dear Parents,

Due to the threat of COVID-19, we are offering Custody Mediation Orientation and Parent Education and mediation sessions online by video conference (we use ZOOM) instead of being required to attend in person. To connect with us remotely, we must have your phone number and email address. The following are details about the teleconferencing system:

1. The internet-based teleconference program is called ZOOM. You are encouraged to download ZOOM in advance and familiarize yourself with how it works. It is easy to use and so far everyone has been able to use it successfully! https://www.zoom.us/?utm_source=zoom.com
2. You will need a strong WI-FI connection and a fully charged device.
3. You will need to be in a private, quiet location with no outside distractions.
4. You will need to set aside the right amount of time for these programs:
 - a. For orientation- we ask that you schedule 90-100 minutes for the program.
 - b. For mediation- you will be scheduled for a mandatory 2-hour appointment.
Please plan ahead!
5. Equipment- The easiest and most reliable way to participate is through a computer. If you don't have a computer, you can use an iPad or a smart phone. You must have a fully charged device and strong WI-FI, otherwise the signal will be lost and the process will be compromised.

A few days before your scheduled orientation or mediation, the mediator will send you an email that will have the link to your meeting. If you have already downloaded or signed onto ZOOM, all you will have to do is click the link and you will be all set. If it is your first time using ZOOM, the following information might be helpful. Please remember, Zoom will not work until you have the app on your smart phone or tablet or you download the program onto your laptop.

If you are using a **tablet or phone** follow these steps:

1. Click on the link. By clicking on the link, your device will sense that you do not have the ZOOM Application. It will usually take you to your app store. Download the app to your device (It is a free app). Once the app is downloaded on your device, BACK OUT OF THE APP and close it out.
2. RETURN TO THE LINK TO YOUR MEETING. Click on it again. It will immediately direct you into the meeting. A window may pop up asking to use your devices audio. You want to click YES.
3. Once in the meeting you should be ready to participate. If you do not see video, look for a little camera icon and click it to activate your video.

If you are using a **stationary or laptop** computer follow these steps:

1. Click on the meeting link the mediator has sent you. Your computer will determine you do or do not have the ZOOM program. If you do not have the Zoom program, it will ask you to run or download the program. You do want to download and run the program.
2. Once you have downloaded the program, GO BACK TO THE LINK THE MEDIATOR SENT YOU AND CLICK ON IT AGAIN. DOING THIS WILL TAKE YOU DIRECTLY INTO THE MEETING. A POP UP BOX WILL APPEAR AND ASK TO USE YOUR DEVICES AUDIO. YOU WILL WANT TO CLICK YES.
3. Once in the meeting you should be ready to participate. If you do not see video, look for a little camera icon and click it to activate your video.

If you have any questions, please contact us. We're here to help. Our contact numbers when we email the invitations.

Shelly Harney, Mediator
910 772-7118
Shelly.A.Harney@nccourts.org

Lori Wainright, Mediator
910 772-7119
Lori.J.Wainright@nccourts.org