

## SMALL CLAIMS VIRTUAL MEDIATION INSTRUCTIONS

### I. VIRTUAL PLATFORM

In order for you to attend your virtual mediation session, you must have access to the virtual platform your mediator is using. Please check the website to become familiar with the program.

- i. Zoom: [www.zoom.com](http://www.zoom.com)
- ii. Skype: <https://www.skype.com/en/>
- iii. Microsoft Teams: <https://products.office.com/en-US/microsoft-teams/group-chat-software>

- You are expected to have access to either a telephone or computer with internet access. If you reach an agreement during your mediation session, the agreement will be emailed to you. You must have the capability of: (1) receiving the agreement by email; (2) printing the agreement; (3) signing the agreement; (4) returning your signed agreement back via mail or email.

### II. TELEPHONIC PLATFORM

**If your virtual platform is by telephone, your mediator will call you at the number you provided on your paperwork.**

- You are expected to have access to either a telephone or computer with internet access. If you reach an agreement during your mediation session, the agreement will be emailed to you. You must have the capability of: (1) receiving the agreement by email; (2) printing the agreement; (3) signing the agreement; and (4) returning your signed agreement back via mail or email.

### III. WHAT HAPPENS AFTER MEDIATION

- a. If you reach a **complete agreement** during your virtual mediation session, the Mediation Department will file your agreement with the Civil Clerk of Court.
- b. If you **do not** reach an agreement during your virtual mediation session, your case will be scheduled for a trial. Your trial date will be mailed to you.

### IV. QUESTIONS

- a. If you have any questions or concerns about the virtual mediation process, you can contact the Mediation Department at: 407-742-2451 or [OsceolaMediation@ocnjcc.org](mailto:OsceolaMediation@ocnjcc.org)

- ***PLEASE NOTE: Your mediation session is scheduled for up to a length of one hour.***
  - ***Your mediator will contact you on the day of mediation.***