

# Virtual Arbitration FAQs

## Keep cases moving with flexible, efficient virtual arbitration at JAMS.

**JAMS neutrals have successfully handled thousands of cases via videoconference**, including large, complex, multi-party arbitrations. Whether a hearing is being conducted in person, virtually or as a hybrid proceeding, our experienced arbitrators are adept at managing the resolution process. JAMS neutrals and case managers receive ongoing training on the latest videoconferencing technology and best practices. In addition, we provide a **moderator who initiates and secures the virtual session and remains on standby for technical support.**

### What remote options does JAMS offer?

We can accommodate the virtual platform that best suits your needs, including Zoom, Microsoft Teams, GoToMeeting and WebEx. We also provide **hybrid hearing options** at JAMS Resolution Centers across the country, where counsel and clients who wish to attend in person can be connected with those who prefer to participate remotely. Conference calls are also an option.

### What are the technical requirements?

Download the app to your computer or tablet in advance of your session and confirm that your computer microphone is enabled, you have a videocam on or attached to your computer, your internet connection is working, and you have a suitable backdrop and good lighting. Visit [jamsadr.com/online](https://jamsadr.com/online) for additional information and download our **Virtual ADR Tips**.

### How do I prepare for a virtual arbitration?

Confirm that all parties and representatives are available and prepared to participate, decide which documents will be used and shared, and have the necessary technology available. Attorneys and their clients should also decide in advance how they will confer in private—via phone call or text message, or in a virtual breakout room (depending on the agreed-upon platform). Finally, we recommend that you schedule a **practice session with a JAMS moderator** to familiarize all parties with the process.

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## Virtual Arbitration FAQs *Continued*

### How will the virtual process be managed?

The arbitrator will work closely with counsel and parties in advance of the hearing to determine how the process will be managed and to ensure an orderly hearing. Parties should agree on rules of etiquette, how evidence will be presented in a virtual environment and how witnesses and experts will be examined. Parties may also consider breaking a lengthy day into short segments to maximize attentiveness throughout the session. On the day of the hearing, a neutral or tribunal will host the meeting and join all parties in the main meeting room.

### How secure are virtual platforms?

All the platforms we use require user authentication, passwords, and end-to-end encryption to access any virtual proceedings; several are HIPAA compliant and prevent the collecting and reporting of identifiable information. Hearings may only be recorded with the explicit agreement of all parties. JAMS provides a unique meeting ID and password and a JAMS moderator is available for the duration of the hearing to control access and resolve any technical issues that may occur.

### How are documents viewed and shared?

Most videoconferencing platforms allow document sharing. JAMS clients can also share documents via **JAMS Access**, our online case management platform. Provided at no charge, JAMS Access offers unlimited document uploads and downloads. Please contact your case manager for additional information on best practices.

**Schedule your virtual arbitration today at [jamsadr.com/online](https://jamsadr.com/online).**