User Manual - Immediation Online Conference Room

For Arbitrators

27th Willem C Vis Arbitration Moot competition
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Top tips!

Firstly, always use Chrome as Your Browser (2 min)

If you’re not already using Chrome, download it now! https://www.google.com/chrome/

The Immediation Platform is not fully mobile or tablet compatible yet; please do not use a mobile or tablet device to log onto the Immediation Platform.

Secondly, set up your audio and camera in advance and check they work! (3 min)

- A quick and easy way to test your microphone and camera is to visit a website such as https://www.onlinemictest.com/ and https://www.onlinemictest.com/webcam-test/
- Check your network accessibility https://networktest.twilio.com/

If your audio and camera are not working (1 min)

1. On your computer, open Chrome
2. Go to https://platform.immediation.com/
3. To the left of the web address, click the icon you see: Lock 🗝, Info 🔄, or Dangerous
4. Check that the Camera and Microphone Drop down menus are both set to "Allow."

If any of the tests fail, please refer to our Trouble Shooting Guide, but if you’re still having issues after that, contact Immediation in advance!

Use a strong internet connection for a smooth user experience

The typical minimum internet speed during business hours is 40Mbps (download)/15Mbps (upload). A speed of 0.5 Mbps is recommended for HD quality video.

We suggest you do not use a hotspot connection!

For technical assistance, contact us via the purple Intercom button on your screen
1. Logging in on the day

We have supplied you with a personalised link that will take you directly into your virtual room – just click on the link and you’ll be taken into your special room created exclusively for each matter!

Please do not do access the link before the scheduled time.

If you have any issues logging in, please refer to our Trouble Shooting Guide, but if you’re still having issues after that, contact us via the purple Intercom button on your screen.

It is imperative that you do not change the password we have supplied that is associated with the matter you log into as each account is being accessed by multiple participants over the 6 days.

Please contact the organisers at admin@vismoot.org if you have any access issues.

A useful piece of IT advice!

You often hear IT support ask, "have you tried logging out and back in again?" As frustrating as it may sound – this is a solution that works 99% of the time.
2. Accessing your specific case

Please do not do this before the scheduled time.

Upon login, you will be greeted with a list of cases on the 'My Cases' Page.

Click on the relevant case number.

My Cases

<table>
<thead>
<tr>
<th>Active</th>
<th>Awaiting Response</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASE#</td>
<td>CLAIMANT</td>
<td>RESPONDENT</td>
</tr>
<tr>
<td>6808</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6866</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6862</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6854</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6838</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6806</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6781</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6731</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6681</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6656</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6606</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6556</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
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<tr>
<td>6531</td>
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<td>vis respondent1</td>
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<tr>
<td>6406</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
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<tr>
<td>6356</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
<tr>
<td>6306</td>
<td>vis claimant1</td>
<td>vis respondent1</td>
</tr>
</tbody>
</table>

Total items: 18
Once you have clicked on the relevant case number, click on the green "Start Now" button and then everyone else can enter the room to join you!

Then click on the green "Join Conference" button, and you will be taken into the online conference room. Arbitrator “a” is the first person allowed to enter the room, after which all other participants will be able to join.
You will then be asked to Configure Camera + Mic. **Select the appropriate entry from the drop-down menu for your audio and video and hit "Done" and wait for the other participants to arrive.**

Tip: **use earphones to improve audio and block out any background noise.**

**As an arbitrator, you have some really awesome “superpowers” that you can enjoy in the online world!** Move to section 5 of the manual to learn all about them!
3. **How each room is set up**

We have preloaded each room for 10 people. On the first 4 days of general rounds, 25 matters will be running simultaneously at any one time, over 2-hour time blocks. So, the first room looks like:

1. claimant1 (for the claimant’s first orator)
2. guest1 (for the claimant’s second orator)
3. guest2 (a spare guest for the claimant to use if they want to)
4. respondent1 (for the respondent’s first orator)
5. guest3 (for the respondent’s first orator)
6. guest4 (a spare guest for the respondent to use if they want to)
7. arbitrator1a
8. arbitrator1b
9. arbitrator1c
10. Immediation Admin

The second room looks like:

1. claimant2 (for the claimant’s first orator)
2. guest5 (for the claimant’s second orator)
3. guest6 (a spare guest for the claimant to use if they want to)
4. respondent2 (for the respondent’s first orator)
5. guest7 (for the respondent’s first orator)
6. guest8 (a spare guest for the respondent to use if they want to)
7. arbitrator2a
8. arbitrator2b
9. arbitrator2c
10. Immediation Admin

and so on, until the grand finale!

*Arbitrator “a” is like a Presiding Arbitrator and must open the room first. Each individual link can only be used by one arbitrator, but if you need to swap out of any hearing, just give your link to the incoming person and they can use it instead.*
4. The Online Room

Once you have entered the room:

**Minimise/Maximise your screen view so that the words on the right-hand side are on the same line as the "EXIT" button.**

For a Mac, press the 'Command' button down and then the - or + button a few times
For a Windows PC, press the 'Ctrl' button down and then the - or + button a few times

On your individual tile, you can turn off your video at any time by hitting the green **camera icon** in the top left-hand corner. You can mute yourself via the **mute button** along the bottom. And you can change your audio or video settings at any time via the white **cog button** in the bottom right hand corner.

*You know you're muted when the MUTE button turns RED.*

You can chat publicly with all users, or privately with one user, at any time, via the Chat function. Simply select either Everyone (for a public message) or an Individual (for a private message) and hit "**SEND**". You will hear a "ping" and see a number pop up on your screen next to the word Chat if you receive a virtual message.

*Each hearing has been scheduled for 2 hours. If you go over time, we have built a buffer of one hour. Please do not reschedule the hearing for another time, or go over the buffer of one hour, as this will effect participants in later moot sessions. And when you have finished, please remember to log out!*
5. **Arbitrator "Super-Powers"**

The arbitrator can mute any participant at any time by hitting the MUTE button on any individual user's tile. If the arbitrator does this, a yellow banner will come across the user's tile until the arbitrator unmutes them.

The arbitrator can also place parties into private rooms by double clicking the slider button in the bottom right hand corner of a user’s tile.

To bring the party back to the main room, the arbitrator simply double clicks the slider button again: