User Manual - Immediation Online
Conference Room

For Teams and their guests

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/](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 camera and audio 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/](https://www.onlinemictest.com/) and [https://www.onlinemictest.com/webcam-test/](https://www.onlinemictest.com/webcam-test/)
- Check your network accessibility [https://networktest.twilio.com/](https://networktest.twilio.com/)

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

1. On your computer, open Chrome
2. Go to [https://platform.immediation.com/](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

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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 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 Disputes' Page.

Click on the relevant case number.

Once you have clicked on the relevant case number, click on the green "Join Conference" button. If the arbitrator has not yet opened the room, you will be prompted to wait for
them. If the arbitrator joins and you are not able to enter the room, please press the Red EXIT button at the top right-hand corner of your screen and log back in.

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.**

Your arbitrators have some really awesome “superpowers” that you can enjoy in the online world, such as creating private rooms! Remember to ask your arbitrators to use their superpowers for good if you want to meet your team, or speak to the arbitrator, in private.
3. How each room is set up and inviting extra people to join you online

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!

As mentioned above, each room has been set up with a spare guest link for each of the claimant and the respondent to use at their leisure.

Arbitrator “a” is like a Presiding Arbitrator and must open the room first. If you’re logged into the online meeting room and Arbitrator “a” has not yet arrived, you will be asked to wait for them. Please sit tight as they will be there soon! If arbitrator “a” joins and you are not able to join the room, please press the Red EXIT button at the top right-hand corner of your screen and log back in.
Each link that we have supplied can only be used by one individual at a time, so if you want to add any more guests, you can do so by following the steps below. On the home page of your dispute, click "+ADD ATTENDEE" next to either the Claimant or the Respondent ..... 

and then enter your guest’s name and email address. They will then need to follow the prompts they receive in an email we will send them, create their own account and accept the invite.

Your named guests will receive an email invitation from Immeditation. Please let your guest know that they need to check their own email inbox and find the email we sent them enclosing the invite. You guest needs to hit the "Click here to view and accept the Invitation" button.

If the guest does not yet have an account with Immeditation, they need to fill in their name and contact information, select a password and press the Green "ACCEPT INVITE" button in the right hand corner. If the guest does already have an account with us, they need to press
the blue "I already have an account, let me log in first!" link near the top of the page, then follow the prompts to enter their email address, password, then accept!
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!