interMediate Remote Meeting Editing

For some or all of their case work, most mediation services use outside mediators, often as volunteers. interMediate uses the interMedial web database server to allow these mediators to edit and submit meeting reports securely from their home computers. This system can radically improve the quality and completeness of meeting records. The following is a description of how it works.

the interMedial server

The server is operated on the Internet by Resolute Systems. interMediate software sets up meeting records and copies them to the server. It also emails the mediators taking part in the meeting with a user name and password for editing the record, using a web browser on a home computer. When the meeting record is marked as complete by the mediator(s), the server emails the mediation service, who then download the complete record back into the case record.

1 CREATE A MEETING RECORD IN THE SERVER

1A to set up the meeting record

a Set up a new meeting in interMediate with a planned date for the meeting
b Check that the Mediator Attendance checkbox is ticked for the mediator(s) taking part.
c Check that the Home Computer User checkbox is ticked for the mediator(s) taking part.

1B to set up the meeting record

i Click the Remote Access button to open the Remote Access window for the case and meeting in hand.
ii The remote log-on record number is shown in the format NNNN.nnnnnnnn.
iii The remote log-on password is shown as at least 8 characters, case sensitive.
iv Click the red Load Now button.
v In the dialogue 'The remote record was loaded successfully', click OK to return to the case record.

1C to email advice to the mediator(s)

interMediate writes an email to the mediator(s) and passes it to the email client software.
The email is only to mediators selected for the meeting, who have an email address and a home computer.
The email is ready for sending, with instructions for using a web browser to edit the meeting record.
Send this email in the usual way.

2 RETRIEVE AN EDITED MEETING RECORD

When a mediator finishes editing a meeting record, the server notifies the mediation service by email that the record that is ready for retrieval. The address used for this email is shown in the interMediate system set up.

2A to review a remote meeting record before retrieval

a In interMediate, go to the correct case and meeting then click the red Remote Access button.
b in the Remote Access window, click the red Open Website button. The website opens in the web browser.
c Using the user name and password applicable to the meeting, open the meeting record on the server as if you were an outside mediator. See the instructions overleaf.

2B to retrieve a remote meeting record

i In interMediate, go to the correct case and meeting and click the red Remote Access button.
ii Click the red Read Now button. interMediate retrieves the remote meeting record and updates the local record accordingly.
iii A dialogue box appears 'The matching record on the server has been read successfully. Delete the matching record from the server?' Click OK, unless there is some reason to keep the remote record on the server. Remote records should always be deleted when they are no longer needed as this disables the user name and password that was sent to the mediator for editing the record.

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3 BY THE REMOTE MEDIATOR

3A Accessing a Meeting Record

a The mediator receives an email containing a link to the interMedial server and access instructions, with passwords.
b Click the link to www.intermedial.org.uk. The interMedial website opens in Internet Explorer (IE7, or Safari 3, or Firefox 3. Other browsers may be troublesome.)
c Click on the red Mediator button.
d On the next page, click on the red Meeting button.
e The database password page appears in a new window.
f Check that the option "Account Name and Password" is selected.
g In the User Name field, enter <Mediator> (no brackets).
h In the Password field, enter <reporting> (no brackets, case sensitive).
i Click the LogIn button. The database opens.
j On the next page, in the account number field, enter the mediation service's account number, from the email advice. Click the red Log On button. If the service has no records in the database, at this stage the log in attempt will fail.
k On the next page, enter the record number and password for the meeting, as shown in the email advice.

3B Edit a Meeting Record

i Meeting records are comprehensive and some mediation services may not need all of the fields to be completed. A tab bar shows different views of the meeting, including its arrangements and summary, agenda items, participation by different parties and outcome.
ii This is the bare minimum information that may be needed:
    Parties' participation for each party attending.
    Duration in minutes - on the Arrangements tab
    All of the detail in the fields on the first three lines of the Outcome tab.
iii After entering the required information, click the red Save button.
iv Click the red Log Off button to end the session.
v Clicked the red 'close' button at the top of the window to delete the session from the browser's history.
vi The server recognises completed meeting records and advises the mediation service that they are ready for transfer to the casework database.

4 IMPORTANT NOTES ABOUT SECURITY

The interMedial server is designed to keep information private, including strong encryption of data sent over the Internet.
This security can be compromised by inappropriate behaviour, so there are some
simple rules that users MUST follow:
Use interMedial only in private.
Do not use publicly available computers, eg in libraries, schools or Internet cafés.
At the end of an interMedial session, always Log Off, then Close the browser window.
After editing a meeting, delete the email containing its access instructions.
Use a private user account with a password for all computing for mediation.
Keep mediation paperwork locked away.