



## Summer 2020 e-Newsletter edition

### President's Message

By: Jim Connor, STAR President



First, let me express my hope that everyone is safe and healthy during this pandemic. Here we are another month into our quarantine, with some of our states partially opening back up for business in some form or fashion. Who would have thought back in February that our lives would be turned upside down so quickly? I know I brushed it off in January when a relative of mine asked, "So how do you think this virus will affect the economy?" Little did I know what was coming a matter of weeks later. I'm sure many of you thought the same as I did. How could this virus impact me financially?

I have to say, though, in spite of the economic hardship that's been bestowed upon all of us, I remain optimistic that this is short term and that we will once again get back to "normal" before too long. In some ways the quarantine and shuttering of our offices has taught us that we can survive and learn new ways of doing business. I learned that I absolutely can report a Zoom meeting from my dining room with 90 participants and feel pretty good about my work product. Clients are learning that they cannot speak at the same time and have it understood or reported. Why didn't clients know that before now? So I'm taking this as a win and recognizing the silver linings where I can find them. My hope for you is that you find your silver linings and don't get dragged down by the

day-to-day challenges of this new normal.

Hey, how about those April STAR webinars? I know many of you took advantage of attending the STAR live webinars that were hosted by Cindi Lynch on April 23 and 24. A big **thank you** and shout out to Cindi and Stenograph for donating her time to share helpful tips regarding the most up-to-date version of Case software as well as the ins and outs of remote deposition techniques and technologies. If you missed it live due to the limitation of numbers of attendees in Zoom, STAR members are able to access these webinar videos on the STAR website. **SPOILER ALERT:** We are planning additional monthly webinars beginning this summer on Case CATalyst topics as well as technologies that will assist us in the performance of our job going forward no matter what the "new normal" looks like.

**MORE EXCITING NEWS:** Stenograph (even during these difficult economic times) has made a strategic business decision to partner with STAR in its strategic long-range plans by committing to substantial donations over the next three years. This is far and above what Stenograph's normal donations have been in past years. This will enable STAR to increase member benefits, obtain high-level industry and motivational speakers at conferences, and provide more value to STAR members for their dollars spent. As our association has really evolved over the years as a Stenograph users group, and in light of the proposed generous donation to STAR, your board recently voted to collaborate with and throw our full support behind Stenograph which will enhance our industry's future and aid in STAR's growth as an association of reporters, videog-



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raphers, and associate members as well. So a big **thank you!** to Stenograph. We look forward to working with Stenograph more closely and taking us all to the next level of greatness!

As you know, our spring STARtech20 Conference in Chicago, scheduled for May 1-3, was canceled due to the coronavirus and resulting Illinois lockdown. We all are very disappointed, but we know that your health and welfare are more important and believe it was the right decision under these extraordinary circumstances. We are still making plans for our upcoming annual convention, STARCON20, in beautiful San Diego on October 15-17, so make your plans to be there! By that time we will all need to get out and see friendly faces and get back to business, so please save the dates. In the meantime, rest assured that we will be closely monitoring the COVID-19 situation over the summer and exploring all options in the event we would be unable to host an in-person conference. So save the dates, but stay tuned.

In case you missed my recent April email to members, or it went into your junk mail, I wanted to remind you that, as members, you are able to access important COVID financial-related information and resources via the STAR website. [Click here](#) to access that area. We would be remiss if we did not thank NCRA, or our Headquarters team and our Executive Director, Sarah Nageotte, for pulling these resources together for everyone. It takes a village and we are all in this together.

Once again, I personally hope you and your loved ones are healthy. As STAR President, I want you to know that the entire organization appreciates you being part of our STAR family. If there is anything that I or Headquarters can do for you, please do not hesitate to reach out to us.

Be well and stay safe.



## Working During COVID-19

By: Linda Fifield, Doris O. Wong Associates, Inc.

“A dying profession,” as some would say. Then COVID-19 hits.

Like all progressive reporters, we sit back, evaluate, and move ahead with solutions that benefit the profession.

Lots of things had to happen before remote reporting could become a reality. The first obstacle was swearing in the witness. Thanks to many state associations who reached out to legislators, we are now able to swear in witnesses remotely to continue working while we are forced to stay in place. For many of us, this is a temporary privilege. Many are working towards making this permanent. Others are working on a National Notary Bill. That’s a whole other discussion.

The next obstacle was finding the technology that would allow us to work remotely. Progressive court reporters are taking remote reporting by the reins and are seeking alternatives to continue working during this pandemic. They got up to speed on video conferencing and reached out to clients to let them know that they are open for business and are there to help.

During this pandemic, we are seeing the resilience in reporters who are eager to work. Marketing has helped get the word out to counsel that we are there for them and they have been receptive to calls and emails. Our office has been busy training reporters and counsel on Zoom. We are active in advising our clients on best remote practices.

Like reporters, you have clients with varying skills with technology. Bless those attorneys who are technologically savvy. Larger law firms are often familiar with Zoom, Webex, etc. They want to host the deposition. They have an IT team behind them for support. They may also have a locked-down network so exhibit sharing off their portal is an issue. We defer to them to figure it out.

Then there are those who will count on the reporter to help them navigate through change. This is a huge business opportunity for you as a firm or as an individual. Think outside the box and look for opportunities to help your clients

As a firm or single practitioner, it's our job to find solutions that benefit our "less tech savvy" clients. If you invest in the technology and yourself, you can be the Host who trains counsel on best practices when conducting an online deposition. Being a Host also helps you "lock down" functionality to control "sharing" between individuals. This is your time to shine and make suggestions on how you feel a deposition is best handled remotely. They may need training before a scheduled deposition to navigate sharing documents. Until they're comfortable, they will follow your cues so be prepared to step in and help.

Document sharing is a big deal. Zoom's document sharing options are Share Screen and Chat. There is also email. Hyper-linked documents work best. Counsel pastes the document hyperlink in Chat and participants click on the link for viewing. Programs like ShareFile, Dropbox and Box.com are common protocols for document hyperlinking and sharing. Would counsel create the hyperlinks or do you provide this service? Of course, there will be times when documents will be presented by the witness. Are they in paper? Are they digital? Documents handling can be challenging.



How do you mark digital exhibits? There are many exhibit labeling programs out there. Google "Digital Exhibit Stickers" and you will find many options available in the marketplace. There are also full-blown software packages designed for the legal community, e.g., AgileLaw and eDepoze. That being said, do you make the investment in digital stickers or do you resist because you want to believe paper documents are coming back? If you have the PDF, some reporters prefer to print the document, attach the sticker and rescan. Others would print the first page of a document, apply the sticker, scan the page, and insert that page into the original PDF document. These are all options. What scenario works best for you?

Another topic of discussion is how to handle "Off the Record" discussions. Some may choose to mute the microphone and leave the room to make a phone call. Maybe they'd text message. An easy solution would be to create Breakout Rooms. Designated participants are assigned to a breakout room. They will "leave" the meeting, confer privately, and return to the meeting when done. An elegant solution.

We're all in this together and we're all learning. Adapting to this protocol is working better than expected. During this pandemic, be the master of your environment. Learn and adapt to our new norm. Remote reporting may be here to stay.

Court reporting is not dead. It's evolving.



## Court Reporters: How to Keep Busy While Waiting Out a Pandemic

By: Jan Schmitt

Although we are in the midst of some new and uncertain times right now, this too shall pass. So, while we are waiting out a pandemic, let's make the most of our time. What should you do with limited work, limited activities and a lot of free time? How do we stay prepared for the onslaught of work that will be barreling our way in a few short months? Here are some suggestions and tips to keep you ready to work, rebalancing life as we know it all while making the most of this situation.

For starters, shifting ourselves into a new philosophy of work can be helpful. This is the perfect time to get some tasks done that will make you more efficient when normal work resumes. Contact any clients that have a hold (no order) proceeding and ask if they are interested in ordering at this time or if the case has settled. It's a great way to stay in front of your clients and possibly create some additional work. You can also set aside an hour per day to go through your personal dictionary and eliminate incorrect and outdated entries.

Get the **certification(s)** you have always wanted or needed. Our firm covers two states: Oregon and Washington. Oregon is not a certification-required state, but has a CSR (Certified Shorthand Reporter) certification. CSR certification allows you to **administer oaths remotely**. So if you are a reporter that uses a notary to swear in witnesses, you will not be able to report remote depositions unless another party is designated to swear in the witness. Washington requires a **CCR** (Certified Court Reporter) to report any legal proceeding in the state. The good news is if you have an **RPR** (Registered Professional Reporter), you can become certified in both **Oregon** and **Washington**.

Set up your home office appropriately for remote proceedings. Depositions with all or most of the parties appearing remotely will likely be the way we conduct business for the foreseeable future. Make sure to test that all your equipment is in working order for videoconference and phone depositions, that you have external speakers and microphones, if you should need them, and that your Internet speed is solid. If you would like to be the first pick to be assigned to a virtual remote proceeding, it's important to be knowledgeable and comfortable using the remote platforms, such as Veritext Virtual (including Exhibit Share), Remote Counsel, Go-to-Meeting, WebEx and Zoom. Many of these platforms have test centers and helpful articles or videos that demonstrate how to navigate within them. Be sure to set up your machine to your laptop and practice writing at least three times per week. It's shocking how quickly you can lose your speed. If you don't have practice material, try using the audio of a challenging job you still have on your computer.

Take this time to increase your knowledge. A number of associations are providing Continuing Education at low or no cost. For instance, STAR offers [online webinars](#) at no cost to STAR members and for a low cost to non-members. Your state associations also are providing online and remote conferences with valuable content to members and non-members.

Check out the latest features of your court reporting software. Cindi Lynch has some fabulous [blogs](#), including one about Case CATalyst and one about remote reporting that is most helpful. Eclipse also has a number of past and present webinars on their website, including [Working with Eclipse Remotely Featuring Zoom](#).

To stave off boredom and stir-craziness, USA Today has a great article on [100 Things to Do While Stuck Inside Due to a Pandemic](#). Here are a few more activities you might be interested in: Interview your parents and create a transcript of your interview; try a new recipe each week; write a journal about your days; start a photo-a-day challenge; or call someone who you know would love a little socialization (like people in hospitals and care centers that cannot have visitors) and chat, Face-time or Zoom with them. Find a way to give back. You can [make face masks](#) for healthcare workers or family and friends. If you don't have material available, you can use old shirts or bedsheets.

Now, more than ever, it's important that you take good care of yourself. Get plenty of rest, drink plenty of water, exercise, maintain a healthy diet and get fresh air. Limit your time watching or reading the news. Meditate, pray, or try out the Breathe: Meditation & Sleep app (for [Mac](#) and for [Windows](#)). Count your blessings, literally. I've been taking Yale University's fabulous (and free!) class, [The Science of Well-Being](#), presented by Professor Laurie Santos. In this class you will engage in a series of challenges designed to increase your own happiness and build more productive habits, essentially learning to be happier.

Remain hopeful. Work volumes are increasing every day, and clients are setting more and more entirely remote proceedings. Make the most of this time so you can look back and feel grateful to have had an opportunity that rarely presents itself. To each of us, time is one of our most valuable commodities. Most mothers when asked what they would like to have more of have the same answer: Time. So make the most of this rare opportunity. Take care and stay healthy.



By: Angie Ballman Punton



More than two months into COVID Reality, I still wake up just about every morning wondering what day it is. Time is such a strange concept when quarantined. Life has started to feel eerily similar to the Bill Murray classic film "Groundhog Day." Like you, I've been working remotely since mid-March. My new co-workers include an ice cream man (my husband), a fairy princess (my 5-year-old daughter), and a semi-professional stuntman (my 2-year-old son). But let's keep it real – It can go from the best of times to the worst of times in a matter of a second... 50 times a day.

Aside from adapting to my new cohorts, one of my biggest challenges has been setting new boundaries in the New World Order. Example: How many days a week should I be having happy hour on the Punton Patio? When do I shut down my computer—at the same time each day, or when I'm done with my day's work? How many times is it okay to sneak a Reese's Peanut Butter Egg from my kids' Easter basket on a "work break"? (Asking for a friend.) And at what point do you turn off the news? How do you stay informed, yet

prevent your head from exploding from too much corona (and this time, I'm not talking about the beer)? I decided I needed some quarantine structure, so I made myself a list of reminders and best practices to challenge myself to be disciplined and take control of the things I can. Here's what I came up with:

### **LIMIT MEDIA INTAKE – AND CONSIDER THE SOURCE**

For me, this means avoiding the rabbit hole. Most unfortunately, I've proven to be a sucker for corona clickbait. One article leads to the next, and before you know it it's 1:30 AM on a Tuesday and my heart is beating like I just sprinted a 5K. This is not a great pre-slumber ritual. I need to avoid getting my news from social media and limit myself to a 30-minute newscast.

### **EXECUTE PHYSICAL DISTANCING BUT STAY SOCIALLY CONNECTED**

I've heard it stated multiple times that the term "social distancing" is simply incorrect. While we need to keep our physical distance from each other, we need the social connection more than ever. Keep those virtual happy hours on the books. Arrange a front yard picnic. Pack a chair and grab some coffee or take-out and meet some friends in a parking lot. Check on folks living alone; the essential workers; the new homeschooling parents. Make it a priority to stay connected.

### **USE FREE TIME WISELY**

When I finally have a free moment once the kids are asleep, I'm as excited as a puppy seeing its master with a leash. What should I do? Where do I start? Do I clean? Do I work some more? Exercise? Call a friend? Have a glass of wine? Play a board game with my husband (this was a foreign concept pre-quarantine)? Go to bed early? I want to do it all! But what happens all too often is I do none of the above. Instead, I sit down with my phone and start scrolling mindlessly. And sometimes when I do that, I find that rabbit hole. I want to be more intentional with my time and use those precious and few free moments for good and not evil!

### **BE KIND—TO THYSELF AND OTHERS**

There's no instruction manual for navigating a pandemic (that I'm aware of. Please send me one if there is!). Every single one of us faces unique challenges and fears, and they continue to change with each passing day. We're all doing the best we can, so be KIND. On social media, too! Remember if you can't say something nice, (many times) it's best not to say it at all. And when it comes to oneself, let's face it. Sometimes we're going to choose to eat the peanut butter egg instead of exercising. It's pretty easy to justify it... And maybe we have immediate #regrets for doing so. But just like the movie Groundhog Day (and in life in general), the sun will come up and we have another chance; another opportunity to start fresh and make better choices. So in the words of Taylor Swift: "Shake it off!" It's going to be okay. This too shall pass. We're one day closer to coming out on the other side. Spreading kindness and joy whenever and wherever possible is a great way to give yourself a much-needed boost of positive energy. Look for opportunities. They're right there in front of us.

Stay well, STAR Friends. I look forward to seeing you on the other side!



## **Take On a Leadership Role at STAR!**

STAR is the best kept secret in the court reporting and captioning industry. Known for its great seminars, informative business topics, Case CATalyst software training, amazing networking opportunities, and fun social events, STAR members keep coming back.

Ever think of becoming more involved in STAR? The Nominating Committee is looking for inspired members who would like to give back to this leading-edge, techie organization.

STAR seeks leaders from both the independent reporter and the firm owner sectors. The Nominating Committee has identified a number of desired attributes that will be part of the selection process for new Board members.

A candidate must:

Be a current STAR member in good standing.

Have demonstrated leadership commitment and involvement in the court reporting community

Be committed to participate in 2-4 Board meetings a year (at least one meeting in person in conjunction with a STAR conference).

Display positive leadership attributes such as emotional intelligence, ability to work collaboratively, and willingness to engage in appropriate debate and discussion when needed.

Be willing to try new strategies, have a future focus, and an entrepreneurial spirit.

If you are interested, or if you know someone who should be considered for the STAR Board, please send the nomination to Susan Ingraham, STAR Past President, [singraham@midwestreportingservice.com](mailto:singraham@midwestreportingservice.com), no later than June 15, 2020.

# Zoom 101

By: Merilee Johnson



The world is changing fast right now, and the way we work is changing along with it. In the 1950s a video call was a vision of the future, and though it's been available to us for years, video conferencing was sparsely used until the last few weeks when its value became suddenly and clearly apparent in these new circumstances. And as we adjust to a new normal where pets sitting in laps and children banging around in the background have become a shared experience, understanding the technical functionality of video conferencing services like Zoom are now a critical professional skill. Below are some tips to help navigate the technical aspects of Zoom conferencing.

## AUDIO

- Audio Settings: If you click the up arrow next to the microphone icon this is where you select or change your audio.

## VIDEO

- Select Camera: You can start and stop your video by hitting this icon. If you have two cameras on your device (i.e. front and back) you can select which camera you'd like Zoom to access.
- Change Your Background: If you hit the up arrow to the right of the video icon you can change your background by selecting a Virtual Background. This is a feature to be used sparingly. If your office is in your bedroom and you want to maintain your privacy, that would be a good use of this feature. Keep in mind the background you choose should be a reflection of professionalism and not personal interests.

## INVITE

- If anyone is late to join the meeting or has lost their Zoom link you can invite them directly from the Zoom room by selecting this icon. Click "Copy URL" and then select which email engine you want to send the invitation from. Once you select your email engine a new message will automatically open with a link to join the Zoom meeting. Type in the email address of who you want to send this to and click Send.

## PARTICIPANTS

- List of Participants: Click this icon if you want to see a list of everyone who has joined your Zoom meeting.
- Change You Name: In addition to indicating all the parties connected, you can also change your name. To do this click on the **Participants** icon. The list of participants will appear in a pane on the right side of your screen. Hover over your name and click on "**More.**" Select "**Rename.**" A helpful tool to the attorneys is to change your name to be your email address and/or contact information in case anyone gets disconnected from the meeting.

## SHARE SCREEN (TO VIEW EXHIBITS)

- Viewing Exhibits: If you receive the exhibits in advance, this is a fantastic feature that allows you to share your screen allowing all connected parties to view your screen and the exhibits.
- Share Control: In addition to viewing your screen, any connected party has the ability to **Request Control** of your screen, allowing them to scroll through documents/exhibits allowing you keep your hands on the writer.
  - TIP: Open all your exhibits before you connect and minimize them so they are on your taskbar. Once an attorney requests control, they can hover over the open files and quickly select the exhibit they are referring to.

## CHAT

- Message to Attorneys: This is a great place to type in your email or emergency contact information in case anyone gets disconnected.
- Stipulated Oath: Upload your stipulated oath via chat for the attorneys to read into the record.
- Instant Message: Instant Message with everyone connected or have private chats individually.
- Upload Files: Share files via the "File" icon in the bottom right of your screen. You can upload exhibits for attorneys, or even better, they can upload any exhibits not in your possession via this file icon.
- Save Your Chat History: At the end of the Zoom deposition, you can save the Chat history by clicking on the three dots at the bottom-right of your Chat pane. Once you save, you will see a small strip at the bottom of the chat confirming the chat history has been saved. To the right of that it will say "Show in Folder." If you click on that, it will show you were in your computer the chat history saved. Most likely under Documents and then a folder labeled Zoom.

# Talk Steno to Me: The Joy of Practice

By: Donna Urlaub

I was listening to the radio the other morning, and Ramsey Lewis was the guest. Very pleasant guy. And who doesn't get a lift – especially during this time of sheltering in place – from hearing The In Crowd. I loved it.

So during the interview, I learned that Ramsey is 84 years old. Retired. And he practices every day. He said playing his instrument is an essential part of his day, and brings him joy.

Okay, maybe it's a stretch to say that writing on my machine brings me joy, but not much. Of a stretch, that is. I truly enjoy writing. Behind my machine is where I'm most comfortable. And this is my 51<sup>st</sup> year of doing it. I write World News Tonight every day, and love encountering the need for new briefs – and coming up with them – for such words as pandemic PAMD, coronavirus SKROEN\*, COVID-19 KOINT, COVID KOIFD, social distance SDANS, social distancing SDANDZ\*\*, quarantine KWARNT, vaccine VAX. Prior to that, it was Donald Trump DRUMP, President Trump PRUMP, White House WHAOUS, Joe Biden JOEBD. Whatever's coming up repeatedly, I'm on high alert.



I have the luxury of having a Luminex I and II both at home and the office. But that's a recent development. Before I fell under the spell of the Luminex II while at the convention in Denver, I had my Diamante at home as my backup. Even those of you who don't normally keep a spare writer at home probably have one now because we're all stuck at home, hopefully doing Zoom. What better opportunity to write every day?

I keep my writer set up, and grab it at opportune times. I enjoy listening to podcasts like Doctor's Farmacy (yes, that's the right spelling) and Dax Shepard. Sometimes I'm listening to some great material, so I'll sit down and write. And there's always World News Tonight, which covers everything topical in the world in the first 15 minutes, followed by lots of pharma commercials and bits of news in between. I've developed some good briefs for the list of side effects, and can – most of the time – keep up. Then I flip through my screen and identify my writing flaws, make keyboard adjustments, and define and/or make new briefs. My laptop is always nearby, so I open up my CATalyst personal dictionary, CONTROL "I" for insert, and add to my dix.

So take advantage of this time to stay sharp, and keep yourself ready for those Zoom depositions that are going to – if they haven't already – come rolling in. You won't be sorry. And you might just discover, no matter your vintage as a stenographer, that you can rediscover the joy of writing.

\*If I'm writing corona, I tend toward KROEN. They say "virus," and I use initial S- as a wild card. I'm already there with "corona," my left pinky is just up in the air doing nothing, adding the S equals SKROEN = corona virus. I do the same with SFOEN = cell phone, SGLASZ = sunglasses, SFEKTS = side effects, SWOERK = social worker, SOJ = oxygen saturation, SDANS = social distance, etc.

\*\* Thanks to Mark Kisingbury for the -DZ = ing. It is amazing! Imagine writing social distancing in one stroke SDANDZ. Other examples: TRUKDZ = trucking, URJDZ = urging, AIKDZ = aching, AJDZ = acknowledging. The possibilities are endless.

## WORDS USED IN MEDICAL TESTIMONY BEGINNING WITH D

damage	DAJ	danger	DRER	dangerous	DROUS
data	DAT	database	DABT	date of birth	DAIB
debride	BRID	debridement	BRIMT	deficit	SDEFT
deceased	DAOEFD	decedent	DAOENT	decline	KLAOIN
decel	DLEL	deceleration	DLERGS	decrease	DRAOEF
defect	DAOEFKT	deficient	DAOERBT	deficiency	DAOERB
degree	GRE	degree of	GREF	degree of the	GREFT
dependent	DPENT	deliberation	DLIBGS	deliberate	DLIBT
deliver	DLIFR	delivery	DLAIFR	delivery room	DRAOM
depress	DPRES	depression	DPREGS	depressed	DPREFD
dermatologist	DROIFT	destroy	STROI	develop	VEP
detect	DEKT	detective	D-KT	defeat	DAEFT
deteriorate	DAORT	deterioration	DAORGS	deviate	DAOEFT

device	DWAOIS	devise	DWAOIZ	devised	DWAOIFD
diabetic	DAOIBT	diabetes	DAOIBTS	diagram	DAOIRM
diagnose	D*G	diagnosis(es)	D-G(Z)	diagnostic	D-FK
diaper	DAOIRP	dialysis	YALS	diameter	DAMT
diaphragm	DAOIFRM	diarrhea	DAOIR	diet	DAOIT
diastolic	DOFK	systolic	STOFK	dilate	DAOILT
differential	DIFRNGS	differentiate	DIFRNT	dilute	DLAOUT
difficult	DI	difficulty	DIFT	diminish	DMIRB
diploma	PLOEM	disability	DAIBLT	disable	DAIBL
disadvantage	SDRANG	disagree	SGRAE	disagreement	SGRAEMT
disappoint	SDPOINT	disappointment	SDPOIMT	disappear	SDPAER
discomfort	SD-FRT	discourage	SDOURJ	discover	SKOFR
discrepancy	SKREP	discreet	SKRAOET	discrete	SKRAET
discretion	SKREGS	disease	SDAES	diseased	SDAEFD
disk	DIFK	dislocation	SDLOEKS	disorder	SDORD
display	SPLAI	displaying	SPLAIG	displayed	SPLAID
displays	SPLAIZ	distinct	SDINGT	distort	SDORT
dizzy	D-Z	DNA	TKPHA*	doctor	DR
document	DOUMT	documentation	DOUMGS	domestic	DMEFK
donor	DOERN	dosage	DOEJ	dose	DOES
doses	DOESZ	drainage	DRAIJ	drastic	DRAFK
dreadful	DREFL	drench	DREFP	drenching	DREFPG
dressing	DREFG	DSM	D*MS		
duodenal	DWENL	duodenum	DWUM		

degenerative disk disease D-D

differential diagnosis D\*D



## Have You Visited the Stenograph Blog Recently?

Introduction by James Kuta, Stenograph QA and  
Documentation Manager, Article by Cindi Lynch,  
Stenograph Training Program Manager

To say the past couple of months have been a challenge is an understatement. At the same time many of us are dealing with the daily challenge of trying to stay home, stay healthy, help our children with school, and unfortunately for some of us, take care of sick loved ones, we are also trying to learn a new way to work. It can be overwhelming. While it may seem small in comparison to all that is going on around us, I would like to introduce you to the Stenograph Blog. The Stenograph Blog is being updated regularly with new articles written by many of the thought leaders at Stenograph. Recently, those articles include helpful information for all reporters trying to learn this new world of working remotely. I would like to share an article written by Cindi Lynch, Stenograph Training Program Manger as an illustration of the timely and helpful information available on the Stenograph Blog. You can visit the Stenograph Blog by going to [blog.stenograph.com](http://blog.stenograph.com).

## Tips for Security with Web Conferencing Apps like Zoom

*By Cindi Lynch*

Web conferencing apps like Zoom, GoToMeeting, WebEx, Microsoft Teams, etc., have become a lifeline for all of us as we stay at home and do our best to “flatten the curve” (slow and/or stop the spread of the COVID-19). They enable us to work remotely and stay in social contact while maintaining a safe distance.

As with any internet communication, security is a concern that needs to be addressed, especially for the work we all do. Just as you wouldn’t open the door and let any member of the public into a deposition room, you obviously don’t want to permit uninvited guests to show up at your remote depo!

You may have read the phrase Zoombombing recently: there have been incidents reported where uninvited attendees to Zoom meetings have disrupted meetings and distance education sessions by using the Screen Share and Chat tools to post unwanted content. That's a nerve-wracking concept: in our field, we deal with highly confidential information and we need to have as close as possible to an ironclad guarantee that no one will be able to access a private session!

Fortunately, there are some very simple things that web conference meeting app-users (and users of Zoom in particular) can do to ensure that their sessions are more secure:

First and foremost, all parties should be advised to use the most current update of the web conference application to ensure that they have the most current security updates. Before joining a meeting, all participants should open the web conference app and check for updates. In the Zoom application, you can click your User ID in the upper right corner of the Zoom dialog box and then select Check for Updates from the drop-down menu.

Second, whomever schedules (hosts) the meeting should take advantage of the available security features

- Password protecting entry to the meeting and communicating that password separately from any email providing the link
- Do not post a link in a public space. (Zoombombers search for URLs that include zoom.us to look for unprotected links for meetings they can jump into.
- Don't use a "Personal Meeting ID." Because it is used repeatedly, it is easier to hack. Instead, use the unique, per-meeting IDs which are exclusive to individual, single meetings
- Enable the "Waiting Room" feature and require each participant to be confirmed by the host before being allowed to enter the meeting room
- Once all of the participants have arrived, the meeting can be locked; to prevent anyone else from joining the meeting after that time
- There is also the ability to lock down or limit the Chat and Screen Share features, however, these may derail the process of seeing exhibits. If security concerns are such that only a host should have the ability to access the screen sharing feature, then it might be practical to hire an impartial third party (other than the reporter; perhaps a representative from the reporting agency) to handle meeting security and the exhibits.

If you have any clients who want to move forward with a proceeding, but are holding off because of app security concerns, they can be directed to the web conference app sites for additional information about their security measures, privacy policies and app features that help protect the proceedings.



## Whiskey STAouR

By: Angie Ballman Punton

- 3/4 cup whiskey
- 1/2 cup freshly squeezed lemon juice (3 lemons)
- 1/2 cup freshly squeezed lime juice (4 limes)
- 2/3 cup simple syrup\*
- Maraschino cherries
- Ice

### Instructions

Combine whiskey, lemon juice, lime juice and syrup in a cocktail shaker with ice. Shake for 30 seconds and divide into glasses. Serve with cherries.

\* Simple syrup - add 1 cup of sugar and 1 cup water in a small saucepan. Cook over medium heat until sugar is dissolved. Cool before using.

Recipe yields 4 servings