HCSC IT Department

March 26, 2020

Videoconference instructions for Remote Appearance

Purpose: This document contains information for parties who are participating in a Zoom videoconference with the court.

This procedure may change as the remote appearance process is improved.

The court will be hosting public and private video hearings using the Zoom online videoconferencing service. This service is not a purpose-built court hearing program, but so far is serving its role with a few considerations. Please review these instructions prior to connecting to a hearing where you plan to participate.

Joining a meeting:

To join a meeting, click the meeting invitation link. Each department will have its own meeting link which will remain constant from day to day. Information about joining a meeting can be found at the link below:

https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting

Please review this article to familiarize yourself with the process of connecting to a Zoom meeting.

The name used to join the meeting will be used by the court to identify the participant. Please include an abbreviation of the department or office where you work before your name. For example, Public Defender "Will Smith" would be asked to use the name **`*PD – Smith`**.

Before connecting, especially before connecting from a new computer, please complete the microphone / speaker calibration for your system. The built-in audio test that is offered when connecting to a Zoom meeting consists of both a speaker and a microphone test, and both should be completed. A combination headset / microphone is particularly well-suited for use in a videoconference if it is available.

After joining the meeting, you will be placed in a waiting area until admitted by the host. Your microphone will be muted by default, but you can un-mute it by selecting unmute in the bottom left

corner of the screen. It is recommended that your microphone remain muted when not talking for an extended period of time.

Once connected, please practice ettequite similar to what you would use in a normal courtroom setting. Background and side conversations, typing on a keyboard , answering a phone call, etc. carry across the microphone and are disruptive to other participnts and should be avoided.

Additional training and troubleshooting articles can be found on Zoom's website.