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## HOW TO PREPARE FOR YOUR ZOOM VIRTUAL HEARING

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### VIDEO APPEARANCE

To appear by video, you will need to use a device that has a camera, microphone, and an internet connection. For example, a computer, a mobile phone, or a tablet.

- Go to <https://www.cc-courts.org/calendars/court-calendars.aspx>.
- Locate your department in the “Calendars by Department” section.
- Click on the arrow next to the department number to expand the field.
- Click on “Zoom Link” and you will be placed in the “waiting room” for your department. From there, the judge will admit you into the virtual meeting.

### AUDIO-ONLY APPEARANCE

If you do not have access to a device that will let you make a video appearance or if you are having difficulties with your internet connection, you can call in to your Zoom hearing.

- Go to <https://www.cc-courts.org/calendars/court-calendars.aspx>.
- Locate your department in the “Calendars by Department” section.
- Click on the arrow next to the department number to expand the field.
- Write down the Meeting ID number and the Password for your department.
- Call **1-669-900-6833** and follow the directions for joining the meeting.
  - First, you will be asked to enter the **Meeting ID** number and the ‘#’ sign.
  - When you are asked for a Participant ID, press the ‘#’ sign again.
  - Finally, enter the **Passcode** and the ‘#’ sign. You will then be allowed into the virtual waiting room where your judge can admit you into the hearing.
- Important: Press ‘\*6’ to mute or unmute yourself.

### ENVIRONMENT

- Find a quiet spot where you will not be interrupted.
- If you have children in your home, be sure that the children will not be able to overhear you or the other participants of the hearing.
- Remove distracting items from your background or consider using a virtual background.
- Silence your phone and mute notification sounds from applications that may be running on your device.

### TIPS

- Consider using a headset with a built-in microphone as this can often improve audio quality and allow you to be heard more clearly.
- Keep your phone near you in case you experience technical difficulties or your internet connection fails. You can always try calling in to the Zoom hearing, using the instructions above.

- Be sure your device and phone are plugged in or are fully charged.
- If you are using a mobile device or tablet, place the device on a stable surface and try not to move it during the meeting. This will reduce muffling or shuffling sounds that may occur while shifting the device.
- Check how your name shows up on the Zoom screen. Many of us share devices with others or use nicknames when using Zoom for other meetings.
  - Using your legal name allows the judge to easily call roll and check who is present for their hearings.
  - If you need to change how your name appears, right-click on your screen. From the pull-down menu, choose “Rename.”
  - If you are on the phone, you will not be able to change your name display. The judge will ask you to identify yourself and can then change your name display.
- Keep an eye on the chat function. Sometimes the judge or courtroom staff may use the chat function to provide instructions or information to meeting participants. You will see a notification on the menu at the bottom of the screen.

### **ETIQUETTE**

While you may not be in a physical courtroom, please observe the same etiquette as if you were appearing in person in front of the judge.

- Dress appropriately. Clothing should be appropriate for an in-person court appearance.
- Speak slowly and clearly. Also, do not interrupt or talk over other speakers.
  - This will help the court reporter accurately take down what is being said during the hearing.
- **Do not record the Zoom meeting.** You are not allowed to record court proceedings, whether held in-person or by Zoom.
- When you enter the meeting, check to see if you are muted. If you are not muted, please do so. This will help to cut down on distracting noises.
  - If the judge or courtroom staff address you, you may unmute yourself in order to respond.
- After roll call, the judge may ask that you turn your camera off until your case is called. This helps the judge focus on the people involved in the case that is being discussed in that moment.

### **ZOOM VIDEO TUTORIALS**

If you have never used Zoom before, the Zoom website has a Frequently Asked Questions section and video tutorials that may be helpful to review before your hearing. You can access these help topics at: <https://support.zoom.us/hc/en-us/categories/200101697-Getting-Started>.