

# Zoom User Guide for Remote Hearings in the Ontario Court of Justice (August 2020)

## 1. Using Zoom

1.1 Zoom is a video conferencing application that you can use on a computer, tablet or a smartphone. You can access it through the Zoom app or an internet browser. The Court recommends using the Zoom app on a computer (desktop or laptop) with a large screen. Reading documents and seeing other participants is easier with a large screen.

1.2 When connecting to Zoom using video, make sure you have sufficient bandwidth (minimum 1 Mbps; for best connection, you need 3 Mbps). You can test your connection speed at the following link: <https://www.speedtest.net/>. If you have low bandwidth, it is best to connect to internet via ethernet cable and not on WiFi, if at all possible.

## 2. Prior to the Court Hearing

2.1 Provide your email address and phone number to the Court (including each party and their legal representative).

2.2 Download the Zoom app for your device (available free at <https://zoom.us/download> or in the app store for your device). Zoom is easier to use through the dedicated app than through the web browser. The web version works best on Google Chrome, Mozilla Firefox and Chromium Edge. As noted above, it is recommended that you use a desktop or laptop computer, but tablets and smartphones can also be used.

2.3 Each participant in the remote hearing (including each party and legal representative) should have their own device with Zoom installed. Please familiarize yourself with the Zoom app and test it on your device. You may join a test meeting at: <https://zoom.us/test>. Other User tutorials for Zoom are available at: <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>.

2.4 If possible, please use headphones with a microphone to ensure good audio quality.

## 3. Joining a Zoom Hearing by Video

3.1 You may receive an email invitation to the hearing or the hearing information may be posted by the Court on its website, such as for virtual criminal case management court: <https://www.ontariocourts.ca/ocj/covid-19/conducting-virtual-case-management/#courthouse-specific>. The hearing information will include the meeting ID and a passcode. We suggest writing down this information for your reference. Counsel are responsible for providing the meeting ID and passcode to their clients and witnesses before the hearing and giving them instructions for joining the hearing.

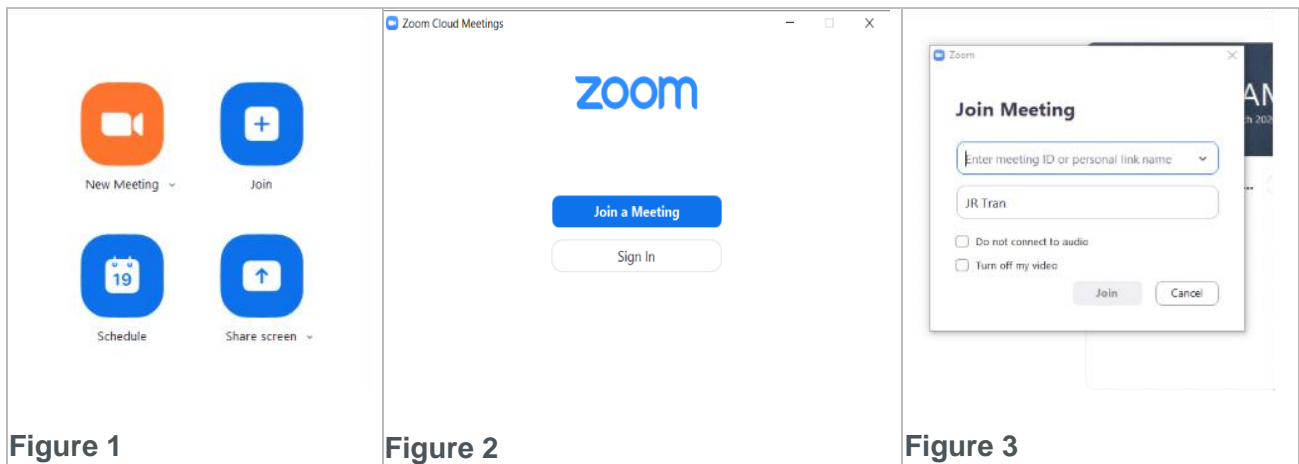
3.2 Join the Zoom hearing at least 15 minutes prior to the listed start time. Be sure to check your equipment well in advance to be sure your device functions properly and that it is fully charged. Position your camera slightly above eye level. If possible, face a window so you are not backlit or place a light behind the camera. Take a few minutes to get comfortable with the Zoom display.

3.3 You can join the Zoom hearing by video in two ways:

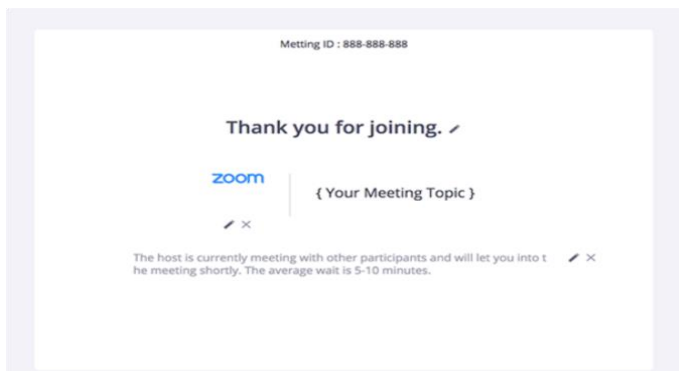
1. Option One: Click on the link provided in an email received from the Court or the calendar appointment generated by that email. For criminal case management court, click the link posted on the Court's [website](#). This will open the Zoom app on your device and take you to the hearing.
2. Option Two: Open the Zoom app (Figure 1) or open the website <https://zoom.us> (Figure 2) and press 'Join'. In either option, type in the 'meeting ID' and 'Passcode' (Figure 3).

Click on the link to join the hearing at least 15 minutes prior to the listed start time.

3.4 When you are instructed to sign in, type both your first and last name, which will be displayed on the screen to all participants.



3.5 You will initially be placed in a virtual waiting room.



3.6 Once you are admitted into the hearing, locate the Zoom menu bar at the bottom of the screen, set out in Figure 4 below.



Figure 4

3.7 Please ensure your microphone, speaker and camera are working and not muted. You can do this by clicking the ^ icon next to the 'Mute' icon on the bottom left hand side of the screen, selecting 'Test Speaker & Microphone' and following the prompts (Figure 5).

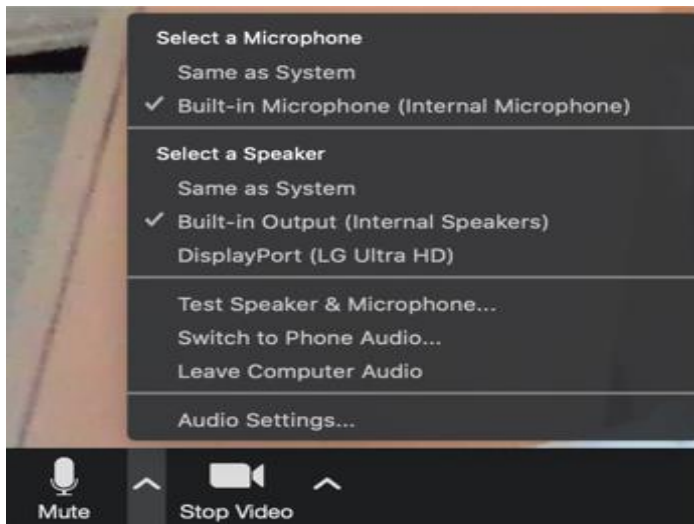


Figure 5

3.8 When using a desktop or laptop in Windows, maximize the Zoom window or press 'Enter Full Screen' to use the whole of your screen (Figure 6). In a Mac -Apple, maximize the Zoom window by pressing the icon on the top right-hand corner of your screen (Figure 7) or the green dot top left of the window (Figure 8).

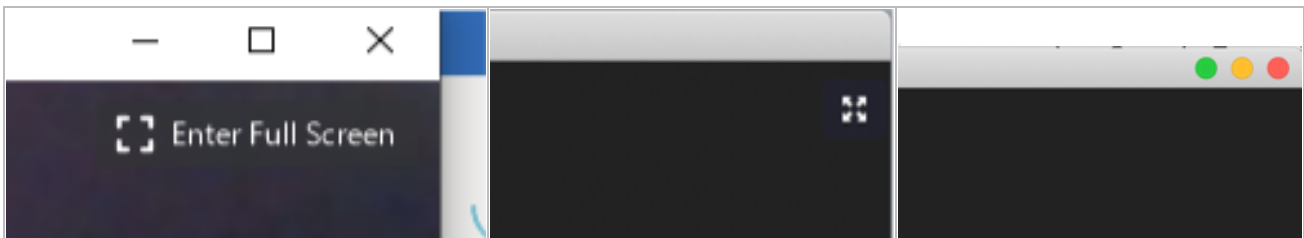


Figure 6

Figure 7

Figure 8

3.9 Wait until the Court (Judge or Justice of the Peace) is ready to commence the hearing.

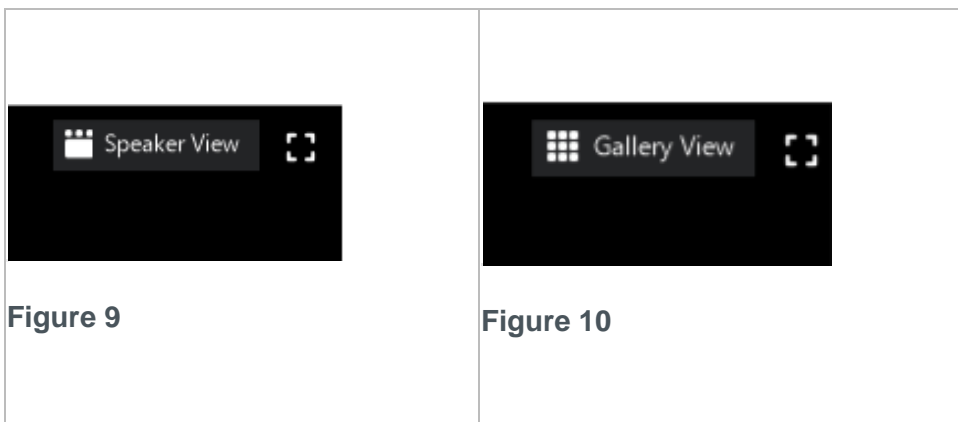
## 4. During the remote hearing

4.1 Unless authorized by the judge, participants shall not make any recording of the proceedings, and shall not take photos or screen captures of the proceedings. It is an offence under section 136 of the *Courts of Justice Act*, and may constitute contempt of court, to record, photograph, publish or broadcast court proceedings without express permission of the presiding judicial official. Some proceedings may also have publication bans in effect, which make it a criminal offence to publish or broadcast certain information that may be referred to during a court hearing.

4.2 Do not speak over individuals. Only one person should speak at any given time. When you do speak, be sure to announce yourself by name (“This is Dani Lee, and I would like to say...”). Please remain on mute except when it is your turn to speak. You should identify yourself when it is your turn to speak. Please speak clearly so everyone can hear you.

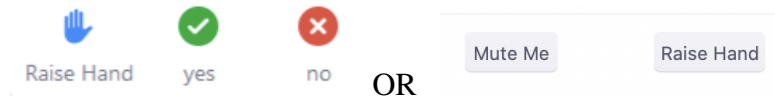
4.3 You can mute and unmute your own microphone by pressing the ‘Mute’ or ‘Unmute’ icon on the bottom left hand side of your screen (see Figure 4 above). You can also use a keyboard shortcut by pressing **Alt+A** to Mute/unmute audio and hold down the **space bar** for 1 second to return to audio.

4.4 Unless you are using a small device such as a mobile phone to appear by video, you can switch between different video layouts. By hovering over the top right-hand corner of the video and clicking on the appropriate icon ‘Speaker View’ (view primary speaker – Figure 9) or ‘Gallery View’ (view all participants – Figure 10). If you are using a small device, you can view other participants by swiping left or right across the screen.



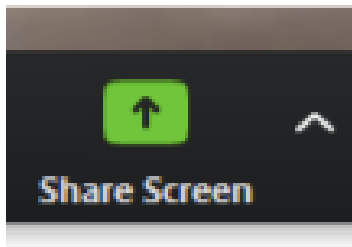
4.5 When you are muted (by clicking the ‘Mute’ icon), you can click on the ‘Participants’ icon in the menu bar and then ‘Raise Hand’ to let the Court know you want

to speak (Figure 11). You can also raise your own hand and wait for the Court to call on you.



**Figure 11**

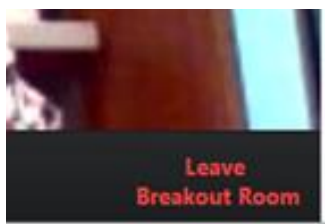
4.6 If there is a document that you would like all participants to view, you can share your screen with the Court's permission, which is the green 'Share' icon on the menu bar on the bottom of your screen. Please orally request permission from the Court, then press the 'Share Screen' icon (Figure 12). Please note that before you can share documents via this function, you may need to change your computer's permission settings to allow Zoom to share your documents.



**Figure 12**

4.7 The Court may also assign participants to Zoom 'breakout rooms' for private sessions. You will need to accept the Court's invitation to join the breakout room. The Court may also close the breakout rooms and return the participants to the main hearing room.

4.8 To leave a breakout room and return to group session, please hover your cursor over the bottom right of the screen and click on 'Leave Breakout Room'.



**Figure 13**

4.9 If there is a recess or break in the proceeding, all parties will be moved from the meeting room to the waiting room. Once the court resumes, the clerk/registrar will admit

you into the meeting room. It is recommended that you do not end the Zoom virtual hearing during a break or recess. Please mute your audio and turn off your video for the length of the break.

4.91 To end your participation, simply click on 'Leave Meeting' at the bottom right of your screen.

## 5. Call-in Option

5.1 These instructions apply where the Court has directed that you may join a Zoom videoconference by calling in rather than joining by video. If joining by phone, you will not be able to see the other participants and they will not be able to see you, but you will still be able to hear each other.

5.2 You will be provided with the number to call in to join the hearing either in an email invitation to the hearing or the call-in number may be posted on the Court's website (e.g., for criminal case management court: <https://www.ontariocourts.ca/oci/covid-19/conducting-virtual-case-management/>). The hearing information will include a code that is the meeting ID and a passcode.

5.3 You will need to enter the toll-free phone number. You will be asked to enter the meeting ID followed by #.

5.4 If the hearing has not already started and the host has not yet joined, you should press # to wait for the host. If the hearing has started, you will be prompted to enter your passcode, followed by #. You will be on hold until the host lets you into the meeting.

5.5 Once the host lets you into the meeting, you will join the hearing on mute. To unmute yourself when dialing in by phone, press \*6.

5.6 To indicate that you wish to speak, press \*9, which will indicate that you have raised your hand.



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Please see [Guidelines re: Remote Hearings in the Ontario Court of Justice](#) for guidance on the Court's expectations for conducting remote hearings.

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