

Remote Hearings – Cisco WebEx – Instructions

Clackamas County Circuit Court is using Cisco WebEx software to host remote hearings. The software is available on most computers and smartphones. Below are instructions on how to install and run the software.

Please perform installation before your court hearing to avoid delays and/or technical difficulties.

*FULL Help available from Cisco WebEx at: <https://help.webex.com/en-us/>
Additional Video Instructions available on YouTube: (search “Cisco Webex)*

Downloading the Application/Software

You will be required to download the application (mobile) or software (PC) before being able to join a meeting. This must be done BEFORE the date/time of your court hearing. Download the needed app/software by:

- Clicking “Join Meeting” in your Webex Meeting Invitation email (on the device you’ll use during the hearing)
 - You will be prompted to download the necessary app/software OR
- **On your mobile device:** visit the App Store and search for “Cisco WebEx Meetings.” OR
- **On your PC/Mac:** visit <https://www.webex.com/> and click ‘Download’

WebEx Meeting Invitation

You will receive an invitation email for your hearing at least 24 hours before the scheduled date/time. *The invitation will include an access code and a link to join the meeting, as well as meeting password, if needed.* Invitations are sent to the email address you provided to the court; check junk mail folders if you do not see an email.

Joining a Meeting

- 1) When it is time for your hearing, click the “Join Meeting” button in your email.
- 2) The first time you use WebEx, a “Cisco WebEx” installer will pop up. On mobile devices, you will be prompted to download the app. (See “Downloading the Application/Software.”)
- 3) Accept the Terms of Service and Privacy Statement and install the necessary app/software.
- 4) Make sure your audio and video (microphone and webcam) are enabled so everyone in the hearing can see and hear you.
- 5) If the sound quality on the video makes it hard for you to hear, mute your computer microphone and speakers, then call the associated conference call number provided in your emailed instructions.

Troubleshooting

If you find that your device is not compatible, or you are unable to access the videoconference, you may use the phone number provided in your emailed instructions to join the call by phone (no video) at the time of the hearing.