



Columbia County Circuit Court *Guidelines for Appearing by Phone or Video*

THANK YOU for your patience during this time of social distancing. The court's goal is to keep people safe and protect the rights of participants.

All Hearings:

1. Check your hearing notice. There will be a statement about your hearing being held remotely and:
 - a. A telephone number and meeting number/access code for you to use at the time of your hearing;
 - or
 - b. Information about using Cisco Webex for video hearings. If you do not have access to video, you can join by phone.

Notes:

(1) Most iPhones, iPads, and some Android smart phones are compatible with Cisco Webex, using the Cisco Webex Meetings App.

(2) A Webex Help Site is available at <https://help.webex.com/en-us/>. Additional video instructions are available on YouTube (search "Cisco WebEx Tutorials")

2. Please be on time when you call into the court. If you have a video hearing, you should connect 5 to 10 minutes early. If you have a phone hearing, you should call in a few minutes before your scheduled time. If your hearing does not begin right away, please be patient and wait. The court may be finishing another hearing.
Note: If you hang up or are disconnected, the court may mark you absent and might enter a default judgment to the other party or issue a warrant for failure to appear.
3. While you are on hold, waiting for the hearing to begin, you may not hear anything. Do not hang up.
4. Please do not use speaker phone – it reduces the quality of communication.
5. Court will begin by taking a roll call of the participants.
6. Put your phone or computer on **MUTE** when you are not speaking.
7. Wait to speak until the court calls on you. Do not speak at the same time as someone else. The judge will give everyone an opportunity to speak.
8. Identify yourself each time you begin to speak, by saying, "This is _____", so that the record (recording) is clear about who was talking.
9. Speak slowly and directly into the phone.

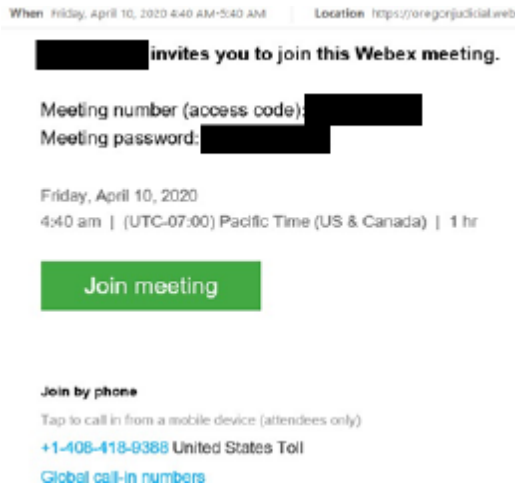
Hearing by Phone – Specific Instructions:

10. Please call in a few minutes early to allow time to resolve any technical issues.
11. Do not place the call on hold at any time.
12. Do not use a speaker phone, as the sound quality is poor. Make sure you're in a place without distractions, interruptions, or background noises. This is important so the recording of the hearing is understandable.

Hearing by Video – Specific Instructions:

13. You can download the App or software before you join a meeting. This must be done before the time of your hearing. You can download by selecting "join meeting" in your invitation, or by locating "Cisco WebEx Meetings" in your App Store. If you will be using a computer, go to <https://www.webex.com/> and sign up.
14. If you receive an email invitation for your hearing, it will include a meeting number/access code and link to join the meeting. Invitations are sent to the email address provided to the court. *(Please check your junk mail folders if you are expecting an email and do not receive one.)*

* This is an example of how the email will appear:



15. Connect to the video conference 5 to 10 minutes early be sure that your connection is working and to resolve any technical issues. You may click "join meeting" in your email invitation or enter your meeting information on the App or website.
16. Make sure your own audio and video (microphone and webcam) are enabled so everyone in the hearing can see and hear you.
17. Use headphones if possible, to improve the sound quality for all participants.
18. If the sound quality on the video makes it hard for you to hear, mute your computer microphone and speakers and call the associated conference call number.
19. 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.

Hearing Exhibits:

20. If you have exhibits for your hearing, they can be eFiled to the court by registering for an eFiling account at <https://Oregon.tylerhost.net/ofswab>.
21. The court may allow other ways to submit exhibits. Contact the court if you do not want to use eFiling.
22. All exhibits must be served on all parties in the case. Read Oregon Rules of Civil Procedure Rule 9 for service requirements (https://www.oregonlegislature.gov/bills_laws/Pages/orcp.aspx)

When an Interpreter is on the Line:

23. Wait for the interpreter to finish their interpretation before talking or answering a question.
24. Slow down and speak in short sentences. Do not say more than one or two sentences at a time.

**We understand this is challenging for everyone,
and we appreciate your cooperation and understanding!**