

Oregon Judicial Department Remote Hearings Litigant Guide



This guide is for persons (litigants) with a case scheduled for a remote hearing and who are not an attorney or witness. A hearing is remote when one or more people participating in the case appear by video or phone. Occasionally, everyone participating will appear by video or phone. If the hearing is fully remote, litigants, attorneys, and witnesses will not participate from the courtroom.



The courts use **Webex** to host these remote hearings. Webex may be joined from a computer, mobile device such as a smartphone or tablet, or through audio by phone.

Before the Remote Hearing

- Contact the court or, if you have an attorney, ask your attorney to contact the court, if any of the following apply:
 - Your contact phone number or email address changes.
 - You are unable to find a private, quiet location with reliable internet connectivity or phone coverage.
 - You do not have a phone or reliable phone service.
 - You do not have childcare or coverage for other caregiver responsibilities.
 - You require an interpreter and the language required, for yourself or a witness.
 - You need any ADA accommodations.
- Make sure you are in a private, quiet location where there are few interruptions and distractions so that you can fully participate in your case.
- Make sure that whatever device you use to connect to the remote hearing is charged and has a reliable internet connection.
- Do not share the hearing invite, link, or password with anyone. Contact the court if you think someone else needs the remote hearing information.
- If you are joining by smartphone, download the free Cisco Webex Meetings app.
- Test your audio and video prior to the scheduled remote hearing time at <https://www.webex.com/test-meeting.html>.
- Have the court phone number available. If you have technical issues or your connection drops, you should call the court.
- If you are represented by an attorney, talk to your attorney about how you will communicate privately during the remote hearing.

During your Remote Hearing

- Connect to the remote hearing 5 to 10 minutes early to test your connection and resolve any technical issues.
- Use headphones equipped with a microphone, if possible. Your voice will be clearer when you talk, and participants in the case will be able to hear you better.
- Confirm that your microphone and webcam are on and the speakers are turned up.
- Confirm that audio and video are turned on in Webex, so everyone in the hearing can see and hear you. This can be managed through the Webex controls.
- After you make sure that audio and video are working, mute your audio until the judge or other court staff asks you to talk.
- Mute any other devices that you have in the room. Having a second set of speakers will cause a feedback loop, or high-pitched squeal. Other devices may also create an echo.
- Court may not start right away, please be patient and wait. The court may be finishing another hearing.
- Court will begin by taking a roll call of the participants. The judge will give everyone an opportunity to speak.
- Everything you say will be recorded. Do not participate in any conversations during the hearing that should not be part of the court record.
- Say your name each time you start talking, by saying, "This is _____," so that the record (recording) is clear about who was talking.
- Stay on mute until you are called on and remember to mute after you are done speaking.
- Only one person at a time should talk, and participants must take turns. You should pause 1 to 2 seconds before talking in case there is a delay.

- Inform the court if you cannot hear, if your phone or computer are cutting out, or if you have other problems with the technology. It is important that you are able to participate.
- Do not record the hearing without official approval from the court.
- Do not broadcast or live stream the hearing.
- Do not use a speakerphone.
- If you are connecting by telephone, do not place the call on hold at any time.

General recommendations when joining a remote hearing by video:	Additional recommendations when joining from a mobile device:
<ul style="list-style-type: none"> ○ Dress appropriately as if you were in a courtroom; a solid color is recommended. ○ Be aware of what is behind you, find a solid color wall if possible. ○ When you talk, look directly at the camera, not at the screen. 	<ul style="list-style-type: none"> ○ Hold still while appearing via video; moving around is distracting to the other participants. ○ Keep the camera pointed at your face.
<p>If you are having a hard time hearing, mute your computer microphone with the Webex controls, and call the phone number for the remote hearing. Before you call the phone number, let the judge know that you are having trouble hearing and will be calling in. You can participate through by phone and still use video through the computer.</p>	

Please remember this is a court proceeding and participants must behave accordingly. Remove personal photos, distinguishable information, and any other personal items that you do not want the public to see in your background.

Interpreters

- If an interpreter is included as part of the remote hearing, speak slowly and in short sentences.
- When speaking, say 1 or 2 sentences and stop to allow the interpreter time to translate.
- Wait for the interpreter to finish their interpretation before talking or answering a question.

Witnesses

- If you are represented by an attorney, your attorney will contact the court to prepare for witnesses.
- If you are not represented by an attorney, check with the court regarding the steps for witnesses.
 - If ordered, provide the witness list to the court prior to a remote hearing.
 - Ask your witnesses for the best phone number and email to reach them for the remote hearing; provide this contact information to the court.
 - Witnesses are generally not allowed to hear other witnesses on the case. Let the court know if a witness is watching the hearing and needs to be removed from the courtroom.
 - Witnesses should be available at the phone number that was provided to the court during the scheduled remote hearing time. This way the witness can receive information on the appropriate time to join or for the clerk to conference them into the remote hearing.

Hearing Exhibits

- If you are represented by an attorney, your attorney will submit exhibits to the court.
- If you are not represented by an attorney contact the court for steps on submitting exhibits.
 - Exhibits can be eFiled to the court by registering for an eFiling account at <https://Oregon.tylerhost.net/ofswweb>.
 - Exhibits must be filed as a PDF document. If the exhibits cannot be filed as a PDF, contact the court.
 - The PDF document must be less than 25 MB in size. If it is bigger, split the document into multiple filings.
 - There must be an exhibit list or index linked to each exhibit.
 - The exhibits must be bookmarked.
 - The document must be filed as confidential.
 - For more information, visit the OJD's eFiling website: <https://www.courts.oregon.gov/services/online/pages/efile.aspx>.
 - The court may allow other ways to submit exhibits. Contact the court if you do not want to use eFiling.
 - 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).

Remote Hearings Disclaimer

Any person entering an Oregon Judicial Department Webex session must agree to the following disclaimer before the system will admit them:

*If you are connecting to Webex to attend a **remote hearing** or **oral argument**, by selecting 'Agree' you are agreeing and acknowledging that:*

1. *The proceeding is being recorded and will be part of an official court record.*
2. *The proceeding will be made available live to the public.*
3. *You will not record, copy, distribute or otherwise make available any audio recording or visual image of the proceeding without express permission from the court.*

*If you are connecting to Webex to attend a **CRB review**, by selecting 'Agree' you are agreeing and acknowledging that you will not record, copy, distribute or otherwise make available any audio recording or visual image of the proceeding.*

If you are connecting to Webex to attend a meeting for any other judicial business with the Oregon Judicial Department, by selecting 'Agree' you are acknowledging that the meeting may be recorded.

The text of this disclaimer may be updated periodically, please read the full disclaimer when entering a Webex session.

Joining a Remote Hearing

Please contact the court if you are unsure how to access your hearing. You may receive notice of the remote hearing in a variety of ways:

- Your attorney provides you the information.
- A standard hearing notice from the court with the link provided.
- An invitation email from Webex with a join link.
- An email from the court with the link, meeting ID, and password.

Webex can be joined in the following ways:

- Free Cisco Webex Meetings app for Android or iOS mobile devices (Audio and Video).
- Web browser on PC or Laptop and Phone (Audio and Video dependent on microphone and webcam).
- Contacting the court to discuss phone only options (Audio only).
- When the time comes to join, click the link or the Join icon in the invitation email, or call the number provided to join via phone.

REMEMBER: Do not share the hearing invite, link, phone number, or password with anyone.

Joining Through the Free Webex App

The free Webex app provides the ability to participate in a remote hearing with either audio only or audio and video. The app also allows you to see other participants and any information being shared visually.

- If not already downloaded, **Download** the Cisco Webex Meetings app.
- **Open** the app after it is installed.
- Select **Join** and enter the access code (in the invitation email).
- Enter the event or meeting password (in the invitation email) and tap **OK**.
- The Webex app allows you to preview your video before joining the proceeding, once done, tap **Join**.



Joining by Phone Only

- Inform the court prior to the hearing that you are only able to join by phone.
- Give the court the phone number where you will be accessible.
- Do not use a phone number that requires dialing an extension.
- Make sure you are available by phone at least 15 minutes prior to the scheduled hearing time.



Joining Through Web Browser

When joining through a web browser, you will need to verify that you have a microphone and webcam available for full access to the remote hearing.

If joining a Webex Meeting, Webex may ask you to install the browser plug in or download a temporary application. Either option may be selected and will allow you to participate in the hearing.

If joining a Webex Event, the link will launch the Oregon Judicial Department branded Webex page.

Check to see if the hearing has been started:

- If the event has not started click  in the upper right-hand corner to refresh and try again.
- Once the event has started, you can join at any time by performing the following steps:
 - Enter the following information
 - First Name, Last name,
 - Email address, and
 - Panelist password.
 - Click **Submit**. 

Join Event Now as Panelist


To join this event as a panelist, provide the following information.

First name:


Last name:

Email address:

Panelist password:



Do not change the email address or the event will not recognize you as a panelist and will not let you join.

- Webex may ask you to install the browser plug in or download a temporary application. Either option may be selected and will allow you to participate in the hearing.
- Verify your audio and video options.
 - At this point you may choose to use your phone as the audio option. Webex will provide the call-in number to dial and the code to allow access to the event. Use this option if you have access to the internet through your computer but have no webcam or microphone.
- Once you are ready to join, click **Join Event**. 

Chrome is the recommended web browser for Webex Events. It is advised to NOT use Internet Explorer or Edge.

Webex Controls

The following options are available at the bottom of the Webex window:



- **Unmute** – mutes or unmutes audio; side arrow allows user to select audio device
- **Stop Video** – turns the video function on or off; side arrow allows user to select video device
- **Share** – the host or presenter may share content
- **Record** – controls the recording of the event; only available to the host
- **More Options** – additional options, such as testing audio and video
- **Red X** – leaves the Webex session
- **Participants** – opens and closes the participant panel, which displays those who have joined the session
- **Chat** – opens and closes the chat panel; only available if chat is enabled
- **More Options** – provides a list of additional actions panels if enabled

To view video displays differently, look for the following options in the upper right-hand area of the Webex window:

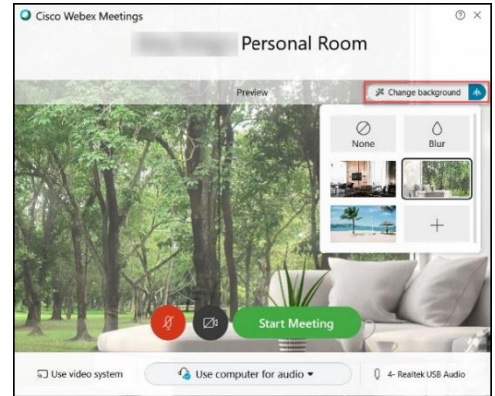
- **Presenter View with Thumbnails** – the view switches between showing the video of the participant currently talking. Thumbnail views of all other videos are shown at the bottom of the screen.
- **Grid View** – default view; all participants are displayed in a grid with a maximum of 25 different videos.
- **Floating Panels** – breaks out all panels from the Webex session. These panels may be moved and arranged as the user desires.



Changing or Blurring your Background

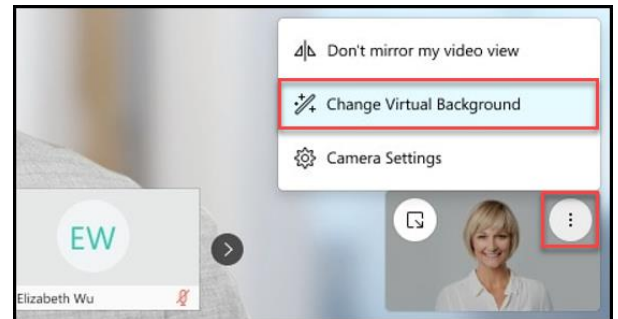
Before You Join the Meeting or Event

1. Click **Change Background** and then select one of the following options:
 - Click **Blur** to blur your surroundings while you remain in focus,
 - To use a default virtual background, click the one you want.
 - To use your own background, click the **Plus** icon.
 - Search for and open the desired image.
 - For best results, images should be equal to or greater than 1280 x 720 pixels.



During a Meeting or Event

1. In your self-view window, click the **Video** options icon, choose **Change Virtual Background**, and do one of the following:
 - Click **Blur** to blur your surroundings while remaining in focus,
 - To use a default virtual background, click the one you want.
 - To use your own background, click the **Plus** icon.
 - Search for and open the desired image.
 - For best results, images should be equal to or greater than 1280 x 720 pixels.
2. When you are ready for everyone in the session to see your background, click Apply. Webex remembers your selection for your next meeting.



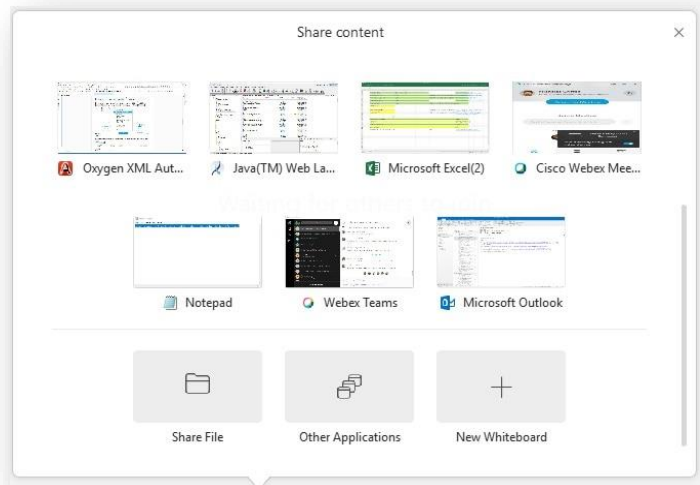
Sharing Content

Sharing of content can be performed by those with the host or presenter roles. Remote hearing participants may be promoted to the role of presenter if authorized by the judge.

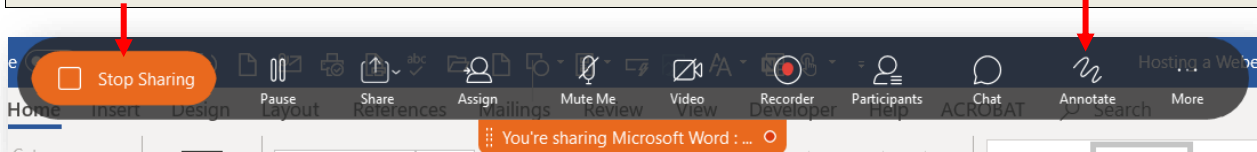
Exhibits (and other documents) may need to be shared during the remote hearing. To share content during a remote hearing so others can view it, select Share content from the event control panel.

A window will appear with a list of open programs and content the presenter can share. Select the content for the sharing to start.

When sharing content, the Webex toolbar will dock at the top of the screen. There are several options available while sharing. To mark up your content use the **Annotate** tool. To stop sharing content select the **Stop Sharing** button.



If the presenter is sharing content and needs to switch to different content, they will be required to stop sharing before the change can be made. Before presenting verify the correct screen is selected as other items on your screen may be visible.



Sharing Video in Webex

Sharing video is slightly different from sharing any other type of content. Before sharing a video in a remote hearing, review the following recommendations to make sure the video will be able to be viewed successfully.

It is recommended that:

- The video is in an MP4 video format
- You have a minimum internet speed of 10Mbps download and 3Mbps upload
- You join on a computer, preferably a computer made within the last 2-3 years
- You contact the court to set up a test session for video sharing before the remote hearing
- A video at 720p definition should be a file size of roughly 5MB per minute of video, this means that an hour-long video should be around 300MB (sizes may vary up to 18% either smaller or larger).

Webex Meetings has a sharing mode that is optimized for video. To determine if the remote hearing will be held in Webex meetings, contact the court.

1. Select **Share** from the bottom menu bar.
 - a. From the drop-down, select **Optimize for motion and video**
 - b. Verify **Share your computer audio** is checked
 - c. Select the content you would like to share

