

Tips for using Technology in the Courtroom during and post pandemic

In person or remote hearings using Webex.

1. Tips from practitioners:
 - a. Have a good internet connection,
 - b. Audio is very important consider headset with mic,
 - c. Virtual is still visual and first impressions still count,
 - i. Dress professionally
 - ii. Be intentional with camera angles, backgrounds, lighting etc.,
 - iii. Know the message you are sending (framing face, head shoulders, upper body etc.),
 - d. Minimize distractions (background noise, pets, backgrounds),
 - e. Practice use of exhibits and follow court protocols.
 - i. Using Adobe Acrobat to organize documents.
 - ii. See YouTube tutorials on subject.
 - f. Be aware of your profile picture,
 - g. Practice in advance of your hearing,
 - h. Talk with the judicial assistant in advance about how to handle witnesses and exhibits,
 - i. Practice with your witnesses taking their remote testimony,
 - j. Get familiar with using power point to frame your case.
 - k. HAVE A PLAN B!
2. Comments from Judges
 - a. Judge Gardiner
 - b. Judge Matt Tracey
 - c. other
3. Oregon State Court Resources:
 - a. See PLF recommendations at <https://www.osbplf.org/inpractice/state-courts--take-advantage-of-all-available-resources/>
 - b. OJD online resources regarding remote hearings:
<https://www.courts.oregon.gov/services/online/Pages/RemoteHearings.aspx>
 - i. Attorney guide, Litigant guide, Public access guide, Witness guide, and Remote hearing quick reference guide.
 - ii. Court has links to suggested training videos like:
 1. Technical checklist video:
<https://www.youtube.com/watch?v=qCgzYLbdDOQ>
 2. Litigant etiquette video:
https://www.youtube.com/watch?v=3KtKiss_O5M

iii. Other comments/resources?

c. Marion County resources:

<https://www.courts.oregon.gov/courts/marion/go/Pages/technology.aspx>

4. Other Training video suggestions:

<https://www.youtube.com/watch?v=B-YgObuSOo0>

How to look good on a Webex or Zoom call:

<https://www.youtube.com/watch?v=ACNGhPKnmok>

In depth use of Webex:

<https://www.youtube.com/watch?v=2h-HqImFgGU>

<https://www.attorneyatwork.com/five-tips-for-online-court-appearances/paul>

Additional tools:

<https://www.youtube.com/watch?v=G66f1nh3G7U>

Using interpreters remotely:

<https://www.youtube.com/watch?v=tBOevVzLHUg>



Oregon Judicial Department Remote Hearings Attorney Guide: Quick Reference

This guide is for attorneys set to appear on a case that will be held remotely. Webex Events allows for the parties, their attorneys, and the Judge to engage interactively through video or audio conference technology.



The courts use **Webex** to host these remote hearings. Webex is the preferred technology for **BOTH video and audio remote hearings** in partially remote and fully remote hearing scenarios.

Dos and Don'ts for a Remote Hearing

- Make sure you are in a private, quiet location where there are few interruptions and distractions.
- Ensure that your device has reliable connectivity and coverage.
- Do not share the hearing invite, link, or password with anyone. Contact the court if you believe your client or someone else needs a calendar invitation for the remote hearing.
- If joining by smartphone, download and sign up for the Cisco Webex Meetings app.
- Test audio and video prior to the scheduled remote hearing time at <https://www.webex.com/test-meeting.html>.
- 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 better hear you.
- Connect to the remote hearing through the calendar invitation 5 to 10 minutes early to test the connection and resolve any technical issues.
- Confirm that your device microphone and webcam are on and the speakers are turned up.
- Confirm that audio and video are enabled so everyone in the hearing can see and hear you. This can be managed through Webex controls.
- After confirming audio and video functionality on your device, mute your audio until you are asked to speak by the court.
- Mute any other devices that you have in the room with you so as not to cause a feedback loop.
- Frequently verify that your microphone is muted during the remote hearing.
- Stay on mute until you are called on and remember to mute once you are done speaking.
- Speak one at a time and pause 1 to 2 seconds prior to speaking in case there is an audio or video lag.
- Announce your appearance each time you speak during the remote hearing.
- Do not speak at the same time as someone else.
- Inform the court if you are experiencing technical difficulties.
- Do not record the hearing without express written permission from the court.
- Do not broadcast or live stream the hearing.
- Do not use a speakerphone.
- If you are connecting to audio by phone, 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.○ Be mindful of what is behind you.○ When speaking, look directly at the camera, not at the screen.	<ul style="list-style-type: none">○ Plan to be in a stationary location while appearing via video; moving around is distracting to the other participants.○ Keep the camera pointed to your face.
If the sound quality is difficult to hear, mute your computer microphone and speakers and call the associated conference call number. (You will be able to participate through the telephone connection and observe the video.)	

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.

Witnesses

We recommend that each witness be alone in the physical room from which the witness will be testifying. It is expected that all electronic devices, other than the one used to access the remote hearing, are turned off during the testimony. No other programs or windows should be open on the witness's device or computer. Remote hearing participants must not pass the functional equivalent of notes by electronic means to the witness during the time that witness is testifying.

- Check with the court regarding the procedure on witnesses and, if ordered, exchange witness lists prior to a remote hearing.
- Provide contact information for witnesses to the clerk.
- Indicate, as soon as possible, any motion to exclude witnesses.
- Witnesses should be available by phone to receive information on when to join the remote hearing or for the clerk to conference them into the hearing at the appropriate time.
- Prepare witnesses on what to expect during the remote hearing.

Interpreters

- To help the interpreter, speak slowly and in short sentences.
- When speaking, pause after every 1-2 sentences to allow the interpreter to translate.
- Wait for the interpreter to finish their interpretation before talking or answering a question.

Exhibits for Remote Hearings

Exhibits may be submitted to the court as outlined in [Chief Justice Order 21-025](#), issued June 30, 2021, and the [memorandum regarding File & Serve](#) updates.

Exhibits should be submitted before the hearing and served according to ORCP 9. Any exhibit that can be converted to a PDF document may now be submitted through File & Serve when the hearing is to be conducted remotely.

For any digital media exhibits that are not able to be converted to a PDF, such as audio or video files, the attorney should contact the court to determine the best method of delivering those files.

File Request

If the court chooses to use a file request system, after contacting the court, you will receive an email to submit files. Follow the email instructions.

1. Select **Send Requested Files**.
2. Drag and drop any files in the **Drop Files Here** section or select **Add Files** to browse for the desired files.
3. Select **Send** once all files have been added.
4. Confirm that the court has received all exhibits prior to the start of the remote hearing.

Request File Test

AE <Oregon_Judicial_Department_Delivery@ojd.state.or.us>
Wed 4/29/2020 2:54 PM

File Request
Test to see if you can send files back to me.

Please click on the button or link to respond to this File Request:

[Send Requested Files](https://ojdsftp.courts.oregon.gov/requests/RtUDtz0Gg5ikMRPjco0kj) <https://ojdsftp.courts.oregon.gov/requests/RtUDtz0Gg5ikMRPjco0kj>

This File Request expires: **Wednesday, 13 May.**

Oregon Judicial Department Secure File Transfer: <https://ojdsftp.courts.oregon.gov>

Private Attorney/Client Communication

Remote hearings conducted via Webex Meetings may facilitate confidential communication using breakout sessions within the Meeting. Webex Events does not provide a technical solution to facilitate confidential attorney/client communication. Attorneys and their clients should have a pre-established method for communicating confidentially that does not rely on OJD technology and can happen separately from the hearing.

Some options and considerations include:

- The attorney and client may leave the remote hearing and use their own communication method and then rejoin the event once complete.
- Request the remote hearing be rescheduled to a new event for a later time after the privileged conversation is over.
- If the attorney and client are in the same room, mute the microphone and communicate out of the view of the displayed video.

- When an interpreter is needed for attorney/client communication and is provided by OJD, the interpreter should be included as part of the communication method as appropriate. It is appropriate for the attorney to confirm with the court that the interpreter is not being recorded.

Accessing a Live Streamed Hearing

You can find remote hearings available for public access, with some exceptions, being live streamed through the Oregon Judicial Department (OJD) website at: <https://www.courts.oregon.gov/services/online/Pages/live-stream.aspx>.

- Select the county to view and join any live streamed proceedings that are scheduled.
- Find the court session you want to attend and click the link or dial-in on your phone to the number listed.
- Some hearings can only be viewed within the courthouse, including, but not limited to:
 - Abuse Orders
 - Adoption
 - Civil Commitment
 - Confidential and Sealed Cases
 - Contempt of Court resulting from a Violation of a Restraining Order
 - Custody
 - Dissolution
 - Juvenile
 - Paternity
 - Protective Proceedings
 - Quarantine/Isolation Orders
 - Restraining Orders
 - Sex crimes, when a victim has requested the proceeding not be recorded
 - Specialty Court Hearings
 - Stalking Order
 - Support
 - Trade Secrets
 - Visitation

If you do not see a hearing you are looking for, or are unable to access the hearing through technology, contact the court. Members of the public may still view many of these proceedings in court where the proceeding is occurring.

OJD Remote Hearings

Attorney Guide: Participating in Webex

Webex Events and Meetings

Webex Events and Meetings is a service offered by Cisco Webex that allows for large scale teleconferencing and live streaming and is OJD's preferred technology for both video and audio remote hearings.

Remote hearings are any hearings where parties to a case appear from a remote location not in the courthouse. Additionally, remote hearings conducted via Webex Events may be live streamed, or broadcast in real-time over the internet. If the court has made public access available, the public will access the Webex Events live stream as an attendee to the event.

Webex Events or Meetings may be used in either of the following two scenarios:

- **Partially Remote** – A clerk, judge or other staff is in the courtroom to facilitate the hearing, but all other parties may or may not be present. The public can watch and listen to the proceedings either in the courtroom facilitated by technology or, if allowed by the court, by live stream.
- **Fully Remote** – No staff or judge is present in the courtroom, all parties are appearing from remote locations, and, if allowed by the court, the hearing is live streamed to the public.

Webex Events uses the following terminology:

- **Host** – The host is an OJD court staff or judge. Hosts are the only remote hearing participants that may start the event, allow people to share content, present their screen, mute or unmute participants, remove people from the event, disable chat, start and stop the recording through Webex Events, and end the event.
- **Panelist** – Panelists will primarily consist of counsel, parties, witnesses and other participants in the case. A panelist has control over their own audio and video.
- **Presenter** – A presenter must first be a panelist. The presenter may share content or their screen with the rest of the event. A panelist is only to be given the role of presenter if authorized by the judge.
- **Attendee** – An attendee is a person able to listen and view the remote hearing but cannot unmute themselves or be shown on video. Attendees may be unmuted or promoted to a panelist as needed and depending on court procedure. Members of the public will join as attendees.

Prior to scheduling the hearing, the court will contact the parties to advise that the hearing will be held remotely, and whether it will be held by video and/or audio. The attorney should be prepared to inform the court whether they or their client object to proceeding remotely and whether any accommodations are required.

Joining a Remote Hearing via Webex Events or Meetings

The court staff may provide notice of the remote hearing in a variety of ways:

- A standard hearing notice with the link provided.
- Invitation email for a Webex Event or Meeting.
- Email from the court with the link and password.

Please contact the court if you are unsure how to access your hearing.

Webex Events and Meetings 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).
- Informing the court of audio only capability and complying with the court's preferred access arrangements for remote hearing participants connecting by telephone (audio only).
- 5 to 10 minutes before the scheduled hearing time, select 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. Contact the court if you believe your client or someone else needs a calendar invitation for the remote hearing.

Remote Hearings Disclaimer

Any person entering an OJD 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 Through the Free Webex App



- 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 an Event 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, you will be prompted to either use the browser extension or to continue through the web browser itself. We recommend using the browser extension.

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

- If the event has not started select **Refresh**  in the upper right-hand corner to refresh and try again.
- Once the event has started, you can join at any time by performing these 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, select **Join Event**. 

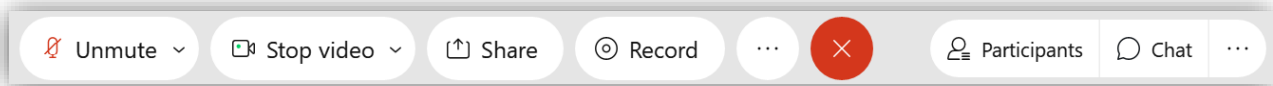
Chrome is the recommended web browser for Webex Events. It is advised to NOT use Internet Explorer or Edge.

Joining by Phone Only

- Inform the court prior to the hearing that you are only able to join by phone.
- Provide the court with the phone number where you will be available during the scheduled hearing time.
- Offer your direct line; 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.
- The court will call individuals participating by audio only prior to the scheduled hearing time and conference each one into the remote hearing. *NOTE: Specific procedures may vary with each local court or hearing.*

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:

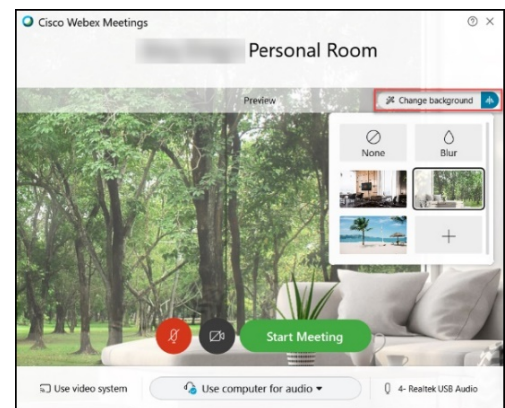
- **Presenter View with Thumbnails** – the view switches between showing the video of the participant currently talking. Thumbnail views of all other videos are shown at the bottom of the screen.
- **Grid View** – default view; all participants are displayed in a grid with a maximum of 25 different videos.
- **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

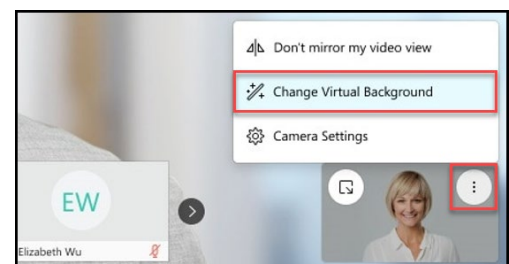
Before You Join the Meeting or Event

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.

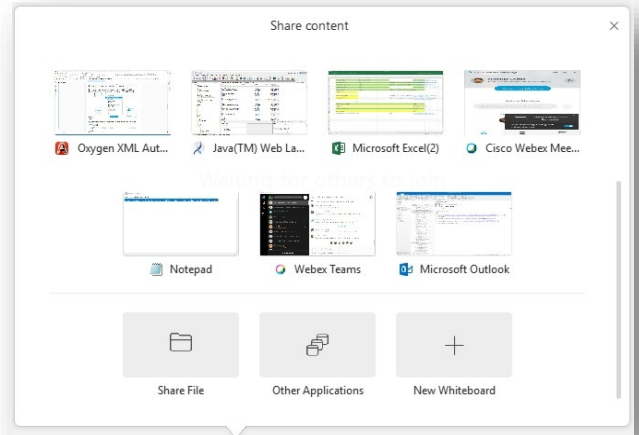
Sharing Content

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.

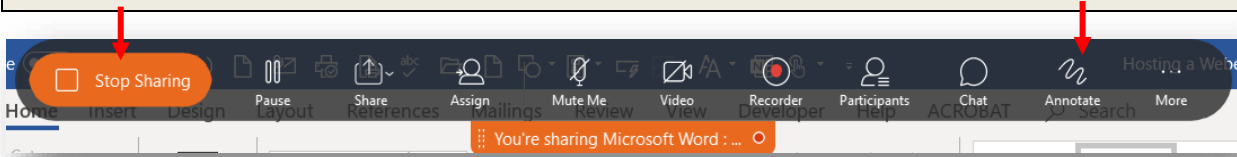
Exhibits (and other documents) may need to be shared during the remote hearing. To share content during a remote hearing so others can view it, select Share content from the event control panel.

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

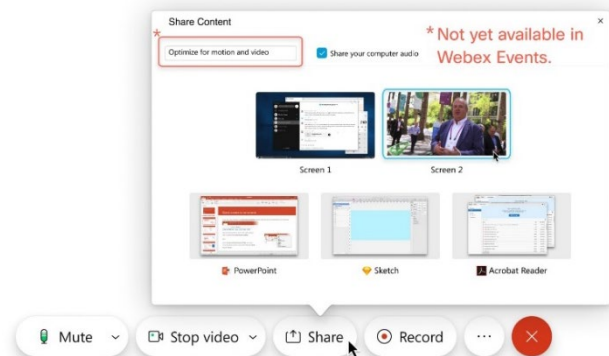
Sharing video is slightly different from sharing any other type of content. Before sharing a video in a remote hearing, review the following recommendations to make sure the video will be able to be viewed successfully.

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



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/ofsweb>.
 - 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).

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- 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:



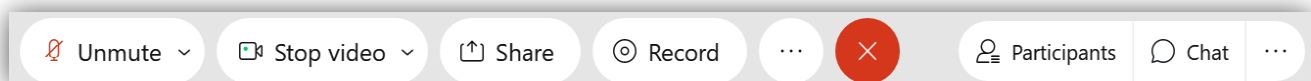
Do not change the email address or the event will not recognize you as a panelist and will not let you join.

- 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:

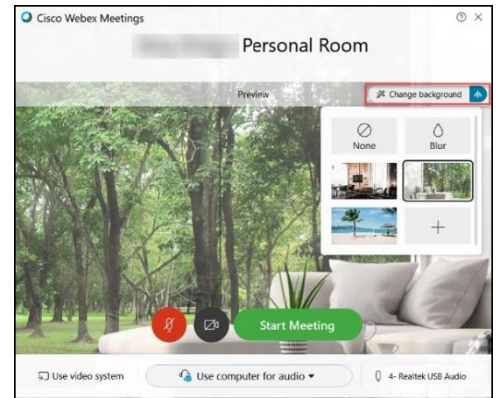
- **Presenter View with Thumbnails** – the view switches between showing the video of the participant currently talking. Thumbnail views of all other videos are shown at the bottom of the screen.
- **Grid View** – default view; all participants are displayed in a grid with a maximum of 25 different videos.
- **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

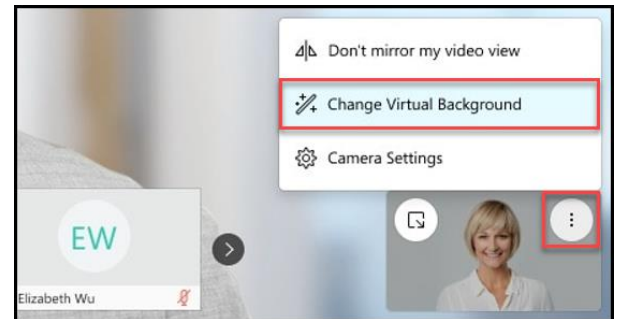
Before You Join the Meeting or Event

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.



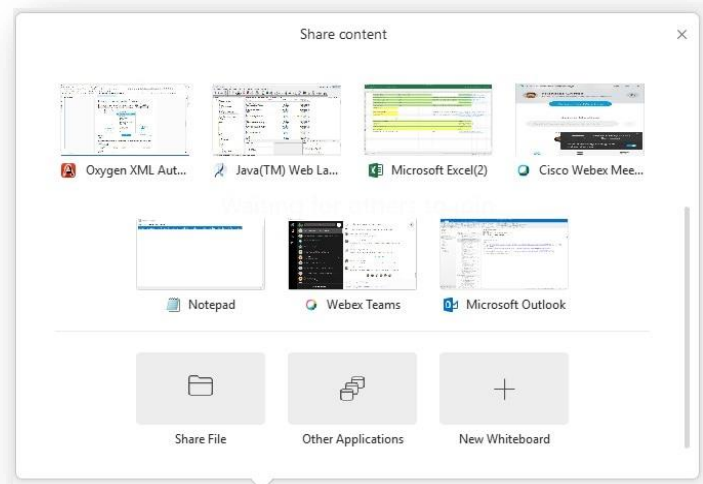
Sharing Content

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.

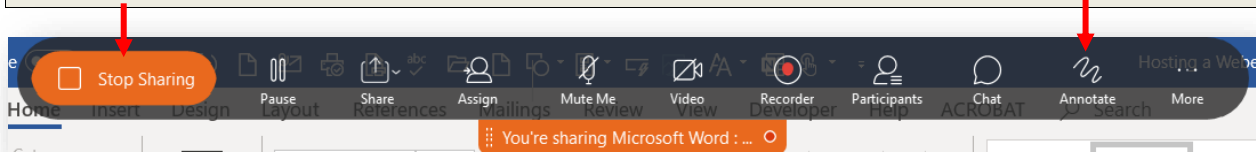
Exhibits (and other documents) may need to be shared during the remote hearing. To share content during a remote hearing so others can view it, select Share content from the event control panel.

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

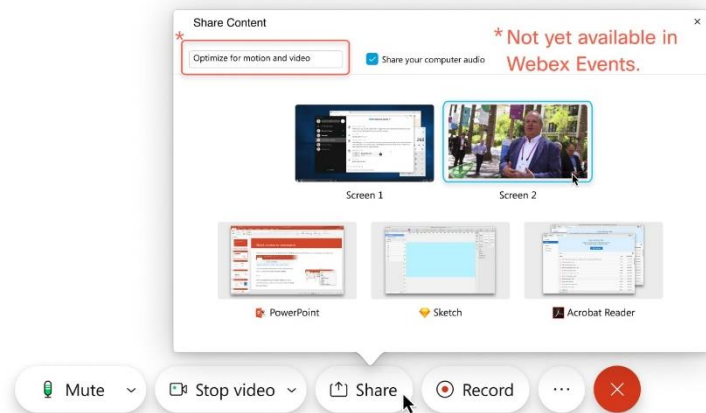
Sharing video is slightly different from sharing any other type of content. Before sharing a video in a remote hearing, review the following recommendations to make sure the video will be able to be viewed successfully.

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



Remote Hearings Quick Reference Guide



Because of COVID-19 many courtrooms are closed, and most court hearings are now *remote*. That means some or all of the people participate by video or by phone. Read below to know how to prepare for a remote hearing.

How do I know if I have a remote hearing?



The court will notify you if your hearing is remote. They may contact you by U.S. mail, email, or phone. They will also notify the other parties in your case.

What if I don't have Internet or a phone?

Contact the court as soon as possible. They may:

- Postpone the hearing until everyone can participate safely, or
- Help you find another way to participate.

What if I cannot join at the scheduled hearingtime?

You must tell the court *before* the hearing. Go to the court's website and review the court's [rules](#) regarding how to reschedule a hearing.

Will the court tell me how to join the remote hearing?

Yes. The court is likely to conduct the hearing using the videoconferencing technology called Webex and will send you the call-in information, web address, or both. You may attend all Webex hearings by phone or by internet. If you have questions, please call the [court](#).

What do I do if I get disconnected?

Remain calm, try to reload the weblink or, if necessary, call in using the dial-in number and meeting code. If you are still unable to join, call the court.

How to Get Ready for Your Webex Video Remote Hearing



Make sure you have a reliable Internet connection.



Download the Webex app. Practice with the app so you feel comfortable. You can test a meeting at <https://www.webex.com/test-meeting.html>.



Charge your computer or mobile device. If you are calling in by phone, make sure you have enough minutes.



Use earbuds or headphones, if you can. This frees up your hands and improves sound quality.



If you are not represented by an attorney, contact the court for steps on submitting exhibits. Exhibits may be eFiled or the court may allow you to file the exhibits another way.



Tell the court *before* trial if you have witnesses. The court will tell them how to join the hearing.



Get Your Space Ready!

- Find a quiet place where no one will interrupt you. If using a camera, try to find a solid color wall behind you.
- Have all your papers ready and available.
- If you have an attorney, ask them how you can communicate with each other privately during the hearing.
- Know what time your hearing starts and how to log on or what number to call.



Look Good!

- Set the camera at your eye level. If using your phone, prop it up so you can look at it without holding it.
- Look at the camera, not the screen, when you speak.
- Dress neatly. Wear solid colors if possible.
- Sit in a well-lit room, not too dark, not too bright. No bright lights behind you.



Sound Good!

- Mute yourself when not speaking to improve sound quality.
- Pause before speaking in case there is any audio/video lag.
- Say your name each time you speak.
- Talk slowly and do not interrupt.



What should I expect during the hearing?

- When you first join, you may have to wait a short time for the Judge to start the hearing.
- The judge or clerk will make sure you can hear and talk and go over all the rules.
- You will see a picture or name of each person in your hearing who has video on your screen in a grid.
- Your hearing may be live and will be recorded. Everyone in the hearing can hear what you say. It may even be open to the public.



Important! You may be connecting from home, but it is still a court hearing. Pay attention, listen to the judge, behave respectfully, and follow all rules.



Need help?

[Remote Hearings Litigant Guide](#)

[Live Stream Proceedings](#)

[OJD Self Help Center](#)



Oregon Judicial Department Remote Hearings Public Access Guide

Some hearings are not held in the courtroom. These hearings are referred to as remote hearings. Remote hearings will be live streamed through Webex Events. Live stream allows the public to join and view these hearings from a computer, mobile device (such as a smartphone or tablet), or phone (subject to some limitations). Certain remote hearings may still also be available to view at the court. Contact the court with any questions on how to access a remote hearing.



What to Know Before Joining a Webex Event

- Hearings can only be viewed with the observer's audio and video disabled. You will not be heard or seen by the court, the participants in the case, or other members of the public.
- You will not be able to communicate with anyone in the remote hearing.
- Court may not start right away, please be patient if the hearing has not started on time. The court may be finishing another hearing.
- If you are a witness in the case, *DO NOT* join as a member of the public if the judge has excluded witnesses from the courtroom. If you are unsure if you are allowed to view the proceedings, contact the court. Reference the Oregon Judicial Department's *Witness Guide for Remote Hearings* for more information.
- Do not record the hearing without official approval from the court.
- Do not broadcast or live stream the hearing.

How to Access a Remote Hearing

You can find remote hearings, with some exceptions, being live streamed through the Oregon Judicial Department (OJD) website at: <https://www.courts.oregon.gov/services/online/Pages/live-stream.aspx>.

- Select the county to view and join any live streamed proceedings that are scheduled.
- Find the court session you want to attend and click the link or dial-in on your phone to the number listed.
- Some hearings can only be viewed within the courthouse, including, but not limited to:
 - Abuse Orders
 - Adoption
 - Civil Commitment
 - Confidential and Sealed Cases
 - Contempt of Court resulting from a Violation of a Restraining Order
 - Custody
 - Dissolution
 - Juvenile
 - Paternity
 - Protective Proceedings
 - Quarantine/Isolation Orders
 - Restraining Orders
 - Sex crimes, when a victim has requested the proceeding not be recorded
 - Specialty Court Hearings
 - Stalking Order
 - Support
 - Trade Secrets
 - Visitation

If you do not see a hearing you are looking for, or are unable to access the hearing through technology, contact the court. Members of the public may still view many of these proceedings in court where the proceeding is occurring.

Joining a Remote Hearing via Webex Events

Webex Events 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)
- Calling the listed phone number (Audio only)

Remote Hearings Disclaimer

To enter an Oregon Judicial Department Webex session, you must agree to the following disclaimer before joining:

*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 Through the Free Webex App

- If not already downloaded, **Download** the Cisco Webex Meetings app.
- Click the link on the webpage.
- **Open** the link in the app.
- Select **Join**.

Joining Through Web Browser





For

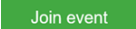
Oregon Judicial Department

The links provided on the OJD Live Streaming page will launch the Oregon Judicial Department branded Webex.

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
 - Click **Submit**. 

You are not required to use your real name or email address to join. If you choose not to use your real name, please enter Anonymous for the name. The name entered will be viewable by the court and should be appropriate.

- 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 view and hear the remote hearing.
- 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.

Joining by Phone Only

- Call the number listed on the OJD Live Streaming page.
- Follow the prompts to listen to the remote hearing.

Webex Event Controls

Moving your mouse or tapping in the video screen area of the Webex window will display the following options:



- **Unmute** – Displays your mute status (you may not unmute yourself)
- **Stop Video** – Displays the video function as off (you may not start your video)
- **Participant** – opens and closes a panel which displays the parties to the case
- **More Options** – provides a list of additional options
- **Red X** – leaves the Webex session

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.





Oregon Judicial Department

Remote Hearings

Witness Guide: Quick Reference

When you are asked by an attorney or party in the case to be a witness in a remote hearing, there are rules that must be followed to make sure that your testimony is considered.

Remote hearings are any hearings where parties to a case appear from a remote location not in the courthouse. These hearings may be attended by members of the public and are hosted by the courts through Webex Events.

Preparing to be a Witness

- Verify the date(s) and time(s) for the scheduled hearing for which you will be providing testimony.
- Wait to join the remote hearing until prompted by the individual requesting testimony or the court.
- Confirm the approximate start- and end-time that you are expected to be available with the individual requesting your testimony.
- Court may run longer or more quickly than anticipated, please be available for the entire time requested.
- Maintain open communication with the individual requesting testimony to receive updates on the timeline for your testimony.
- Contact the person requesting your testimony and let them know if any of the following apply so they may coordinate with the court:
 - Your contact phone number or email address changes.
 - You are unable to find a private, quiet location with reliable internet connectivity or phone coverage to provide your testimony.
 - 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.
 - You need any ADA accommodations.
- Communicate with the person requesting your testimony and the court to determine how you will join the hearing at the appropriate time.
 - The clerk may call you and transfer you into the hearing via audio only.
 - You may be sent a link to click and join through a web browser at the appropriate time. See instructions on joining Webex.
- Once you join the remote hearing, you will be sworn in by the clerk. If connecting through audio only, you will be asked to recite the oath.
- Follow to the instructions provided by the judge, including whether you may remain connected to the remote hearing when you are not testifying and whether you may listen to the court proceedings.

Participating in a Remote Hearing as a Witness

You should be alone in the physical room where you are located (or with your attorney). It is expected that all electronic devices, other than the one used to access the remote hearing, are turned off during the testimony. No other programs or windows should be open on your device or computer.

Remote Hearings Disclaimer

Any person entering an OJD 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.

Dos and Don'ts for a Remote Hearing

- Do not join or listen to the remote hearing unless allowed by the judge.
- Do not share the hearing invite, link or password with anyone.
- If joining by smartphone, download the Cisco Webex Meetings app.
- Test audio and video prior to the scheduled remote hearing time at <https://www.webex.com/test-meeting.html>.
- Use headphones if possible, to improve the sound quality for all participants.
- Confirm that your device microphone and webcam are on and the speakers are turned up.
- Confirm that audio and video are enabled so everyone in the hearing can see and hear you. This can be managed through Webex controls.
- After confirming audio and video are functioning, mute your device until you are asked to speak by the court. Be prepared to unmute each time you are asked to speak.
- Mute any other devices that you have in the room so as not to cause a feedback loop.
- Stay on mute until you are called on and remember to mute once you are done speaking.
- Speak one person at a time and pause 1 to 2 seconds prior to speaking in case there is an audio or video lag.
- Inform the court if you are experiencing technical difficulties.
- Do not record the hearing without express permission from the court.
- Do not broadcast or live stream the hearing.
- Do not use a speakerphone.
- If you are connecting to audio by phone, do not place the call on hold at any time.
- Disconnect from the remote hearing when you have been excused by the judge.

General recommendations when joining a remote hearing by video:	Recommendations when joining from a mobile device:
<ul style="list-style-type: none">○ Dress appropriately as if you were in a courtroom.○ Be mindful of what is behind you.○ When speaking, look directly at the camera, not at the screen.	<ul style="list-style-type: none">○ Plan to be in a stationary location while appearing via video; moving around is distracting to the other participants.○ Keep the camera pointed to your face.
If the sound quality is difficult to hear, mute your computer microphone and speakers and call the associated conference call number. You will be able to participate through the telephone connection and observe the video.	

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

Joining a Remote Hearing through Webex

Court staff or the party asking you to testify may provide notice of the remote hearing in a variety of ways:

- Invitation email for a Webex Event or Meeting.
- Email from the court with the link and password.
- A standard hearing notice with the link or call-in number provided.

Please contact the court if you are unsure how to access your hearing.

Webex sessions 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).
- Informing the court of audio only capability, and determining 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.

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 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:

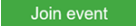
Last name:

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**. 

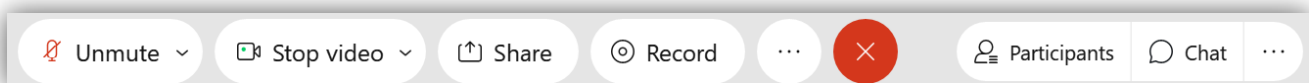
Chrome is the recommended web browser for Webex Events. It is advised to NOT use Internet Explorer or Edge.

Joining by Phone Only

- Inform the party requesting your testimony that you are only able to join by phone.
- Let them know the phone number where you will be accessible.
- Do not use a phone number that requires dialing an extension.
- The court will call you and conference you into the Webex event.

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

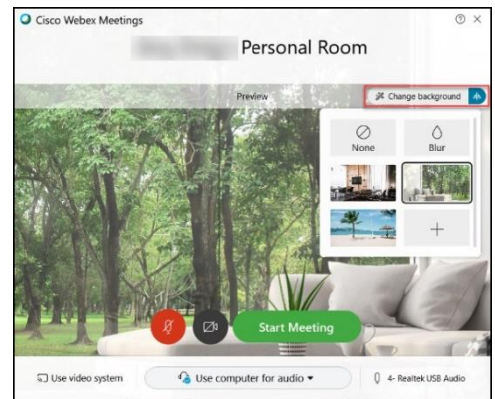
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- **Grid View** – default view; all participants are displayed in a grid with a maximum of 25 different videos.
- **Floating Panels** – breaks out all panels from the Webex session. These panels may be moved and arranged as the user desires.



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.

