



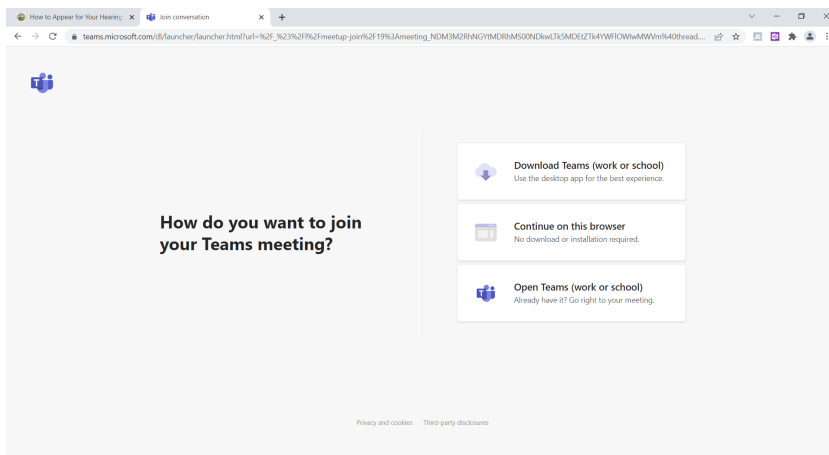
San Diego Superior Court Virtual Hearings Tip Sheet **DESKTOP OR LAPTOP COMPUTER**

Microsoft Teams – Downloaded to Computer

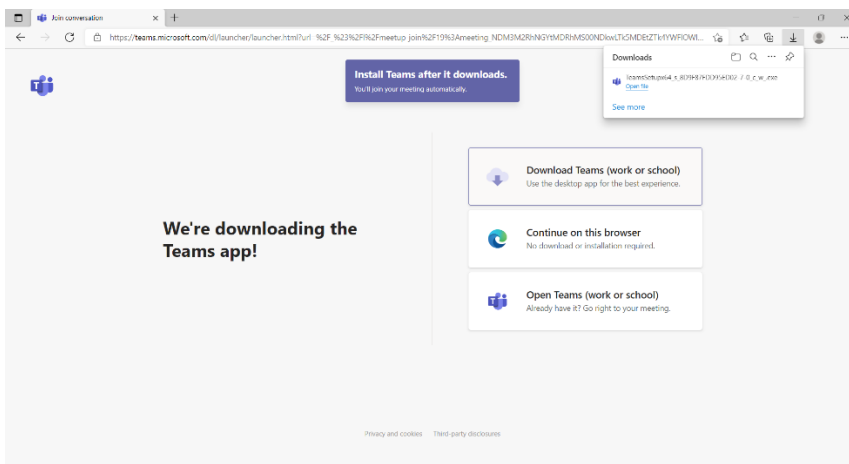
1. No need to create a Microsoft Account if you don't have one.

2. To test your Teams connection, click on this [test link](#).

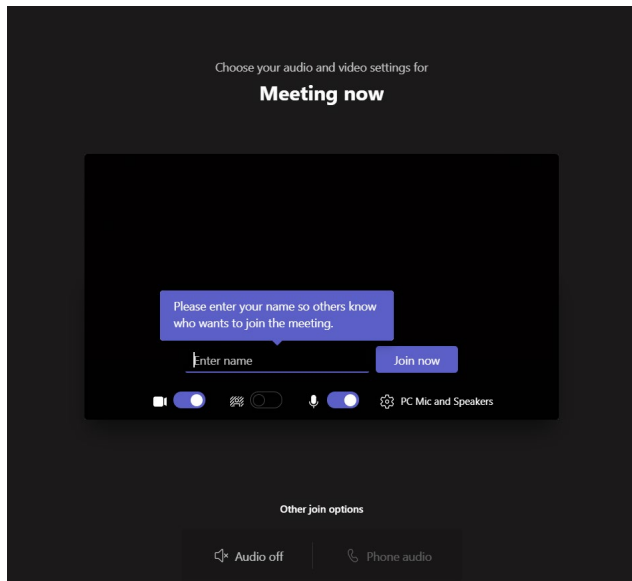
IMPORTANT: THIS IS SOLELY A TEST LINK. THIS IS **NOT** THE LINK YOU WILL USE FOR YOUR HEARING. ON THE DAY OF YOUR HEARING, LOG IN TO THE LINK FOR YOUR SPECIFIC DEPARTMENT. PLEASE REFER TO THE [COURT WEBSITE](#) FOR YOUR ASSIGNED COURT DEPARTMENT LINK.



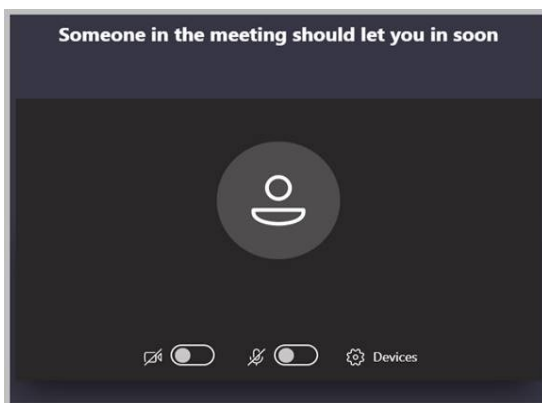
3. Click on **Download Teams (work or school)**. Wait for Teams to finish downloading. Click on **Open file** once it appears, and Teams will automatically launch.



4. Fill in the Enter name field with 'First Name Last Name - Party Description' (for example: 'Amy Smith - Petitioner' or 'Robert Jones - Attorney for Petitioner'). Click **Join Now** and ensure you have muted your microphone before joining.



5. All participants will wait separately in a virtual lobby. You will see a screen indicating "Someone in the meeting should let you in soon." The courtroom clerk will admit each participant into the hearing when ready to do so. Please wait patiently and do not exit the lobby if you are not immediately admitted. If you have joined the meeting early, or if the Court is delayed, the lobby may time out. If this occurs, please re-join the meeting.



6. After the courtroom clerk admits you into the meeting, you will hear and see the courtroom and other participants. The courtroom clerk may ask you to confirm your name and case. Please unmute your mic and enable your camera.
7. Once you're done, click on the red **Leave** button to end the meeting.



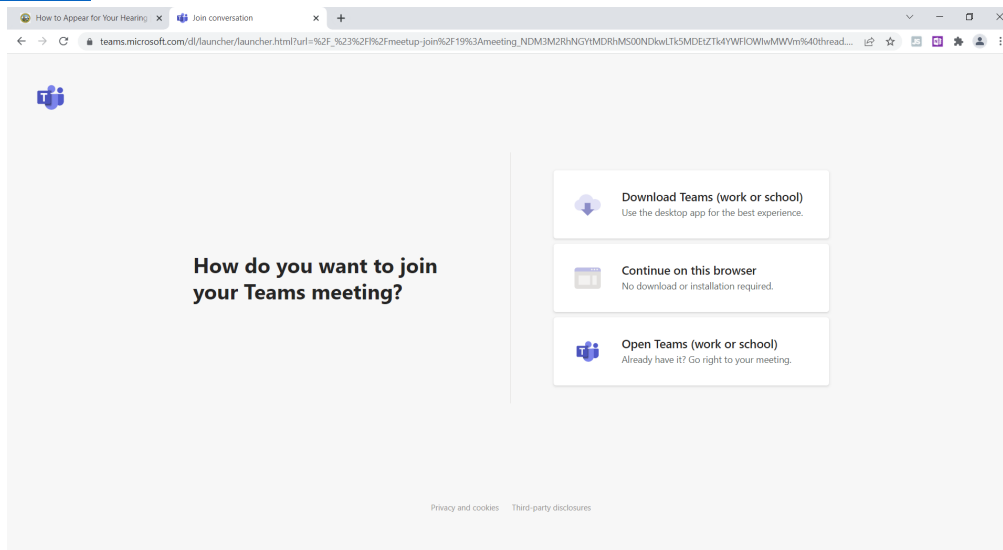
Microsoft Teams – Web-Based Application

Supported browsers: Internet Explorer 11, Microsoft Edge, latest version of Chrome, latest version of Firefox

1. No need to create a Microsoft Account if you don't have one.

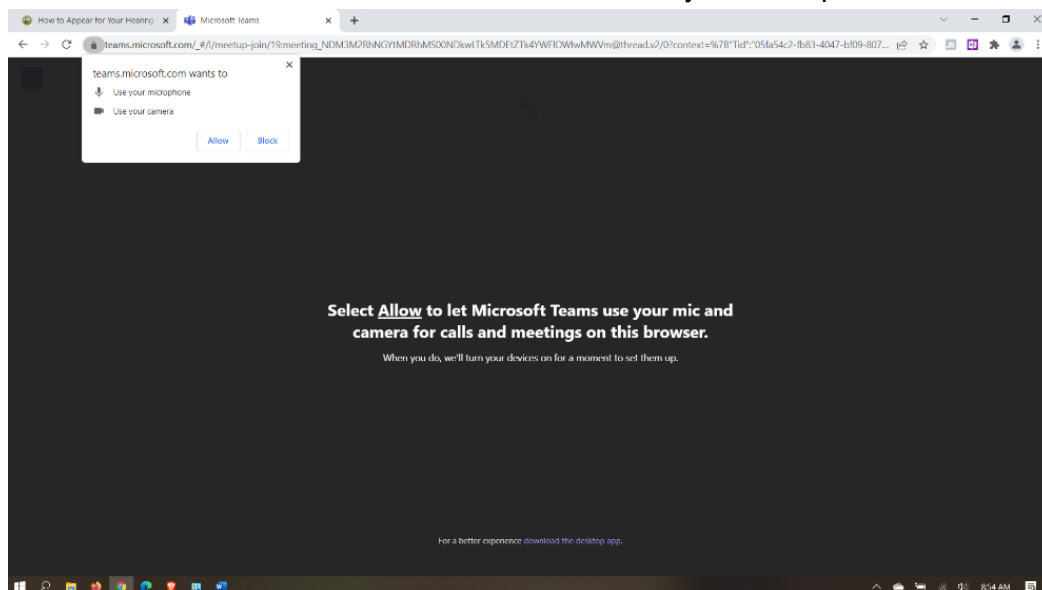
2. To test your Teams connection, click on this [test link](#).

IMPORTANT: THIS IS SOLELY A TEST LINK. THIS IS **NOT** THE LINK YOU WILL USE FOR YOUR HEARING. ON THE DAY OF YOUR HEARING, YOU NEED TO LOG IN TO THE LINK FOR YOUR SPECIFIC DEPARTMENT. PLEASE REFER TO THE [COURT WEBSITE](#) FOR YOUR ASSIGNED COURT DEPARTMENT LINK.

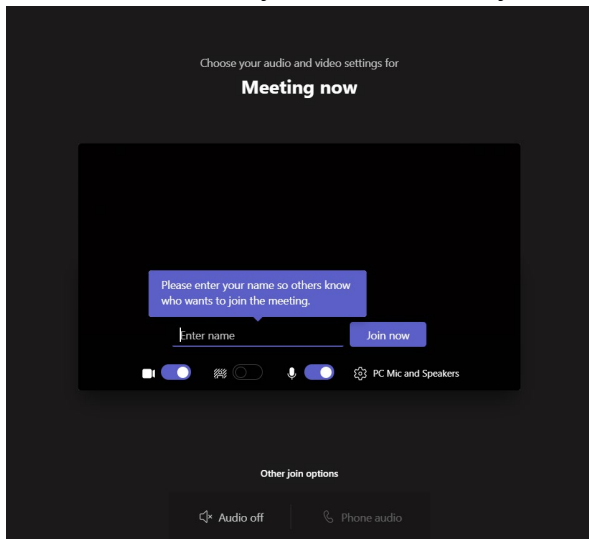


3. Select **Continue on this browser**.

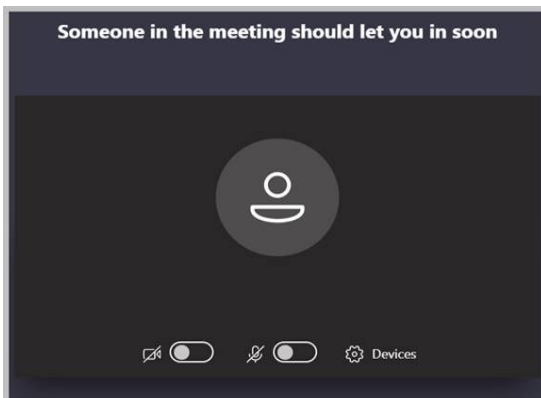
Chrome browsers: click on **Allow** so Teams can use your microphone and camera.



4. Fill in the Enter name field with 'First Name Last Name - Party Description' (for example: 'Amy Smith - Petitioner' or 'Robert Jones - Attorney for Petitioner'). Click **Join Now** and ensure you have muted your microphone before joining.



5. All participants will wait separately in a virtual lobby. You will see a screen indicating 'Someone in the meeting should let you in soon'. The courtroom clerk will admit each participant into the hearing when ready to do so. Please wait patiently and do not exit the lobby if you are not immediately admitted. If you have joined the meeting early, or if the Court is delayed, the lobby may time out. If this occurs, please re-join the meeting.



6. After the courtroom clerk admits you into the meeting, you will hear and see the courtroom and other participants. The courtroom clerk may ask you to confirm your name and case. Please unmute your mic and enable your camera.
7. Once you're done, click on the red **Leave** button to end the meeting.



Microsoft Teams – Join by Phone (teleconferencing)

1. If you are unable to appear by video conference or if you have technical difficulties such as poor video quality or a poor internet connection during a video conference hearing, join the hearing by telephone by dialing the conference number assigned to the department conducting the hearing, conference ID followed by #. The judicial officer will decide whether the proceeding can continue by teleconference, or if the matter will be continued to a later time when you can appear by video conference or the court has resumed in-person hearings.
 2. Muting and unmuting your phone:
 - a. Press * 6 to mute or unmute your phone, or if your phone has a mute button, you may use that instead.
 - b. The Court can also mute participants who have joined the hearing by telephone.
 3. Participants should not place the Court on hold, or put the phone on speakerphone, as this will decrease audio quality.
-

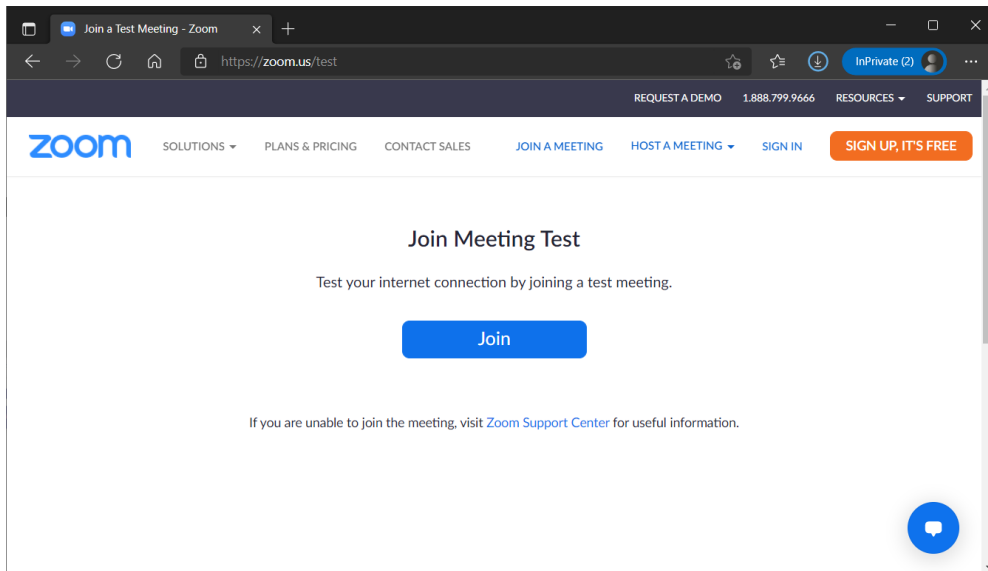
**In the event of a Microsoft Teams outage,
virtual hearings will be held via Zoom**

Zoom – Downloaded to Computer

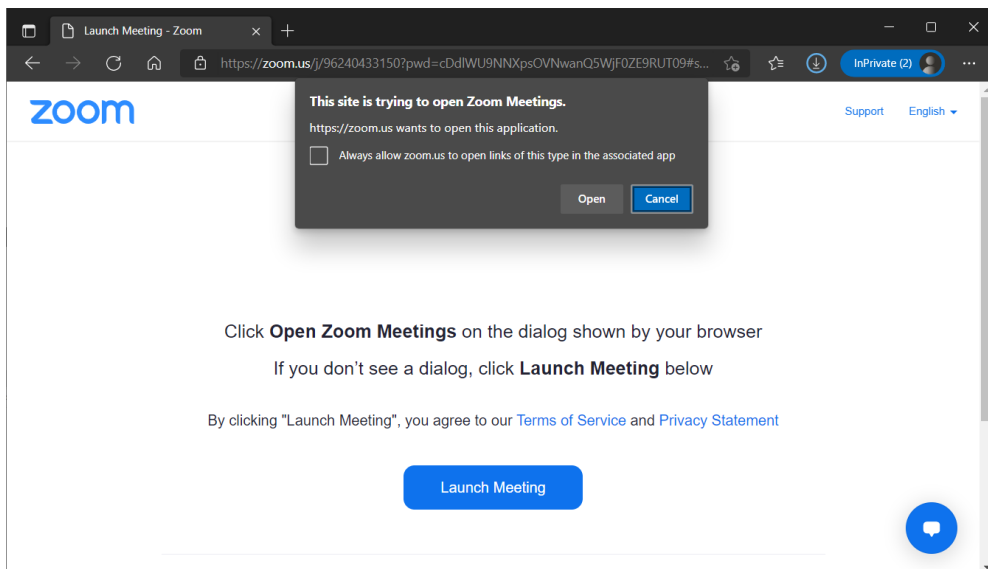
1. No need to create a Zoom Account if you don't have one.

2. To test your Zoom connection, click on this [test link](#).

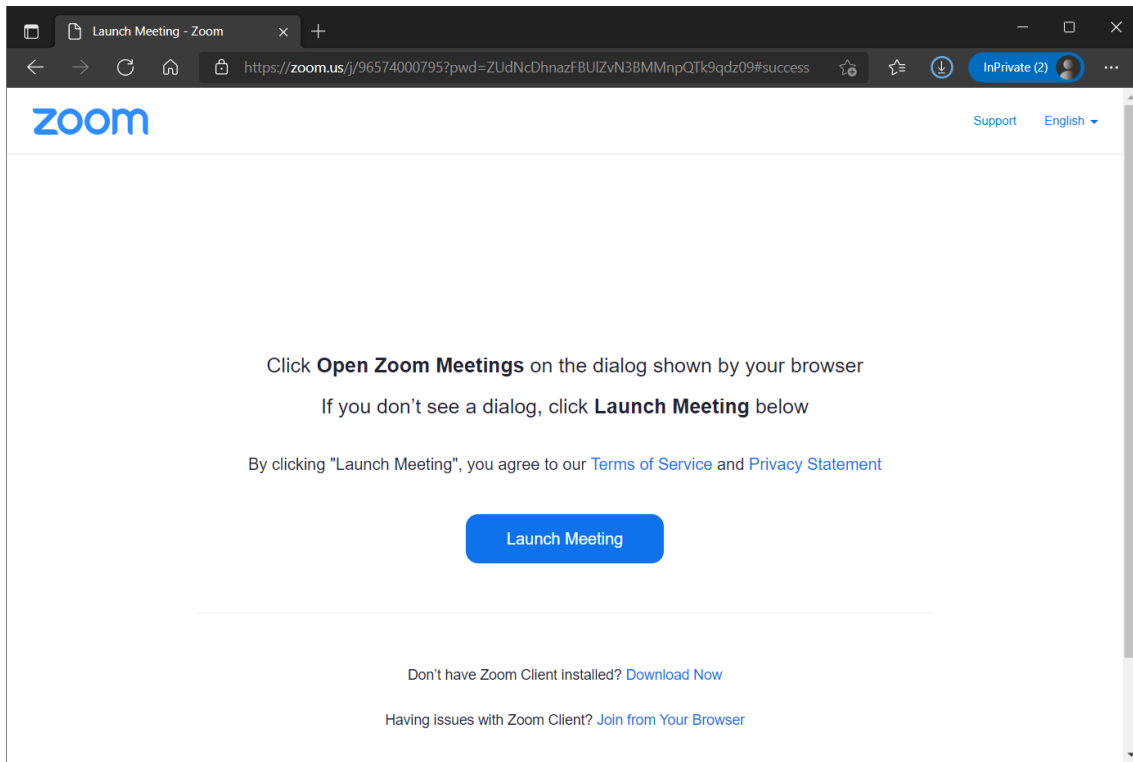
IMPORTANT: THIS IS SOLELY A TEST LINK. THIS IS **NOT** THE LINK YOU WILL USE FOR YOUR HEARING. ON THE DAY OF YOUR HEARING, YOU NEED TO LOG IN TO THE LINK FOR YOUR SPECIFIC DEPARTMENT. PLEASE REFER TO THE [COURT WEBSITE](#) FOR YOUR ASSIGNED COURT DEPARTMENT LINK.



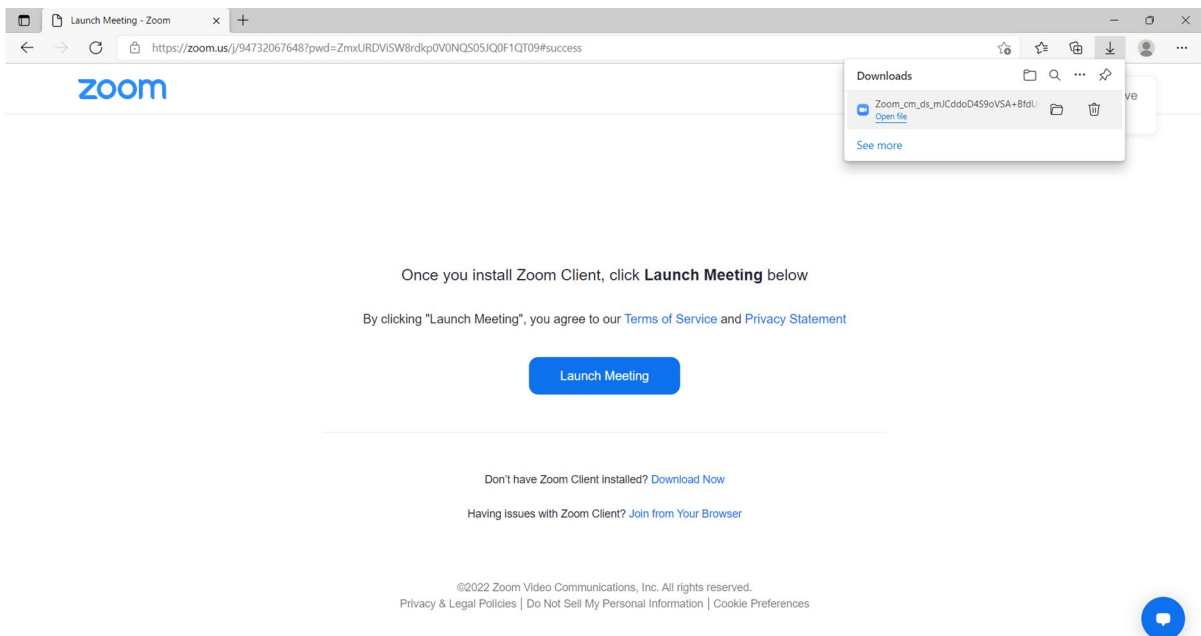
3. Click on **Join**. And then **Open** if you're prompted with this option.



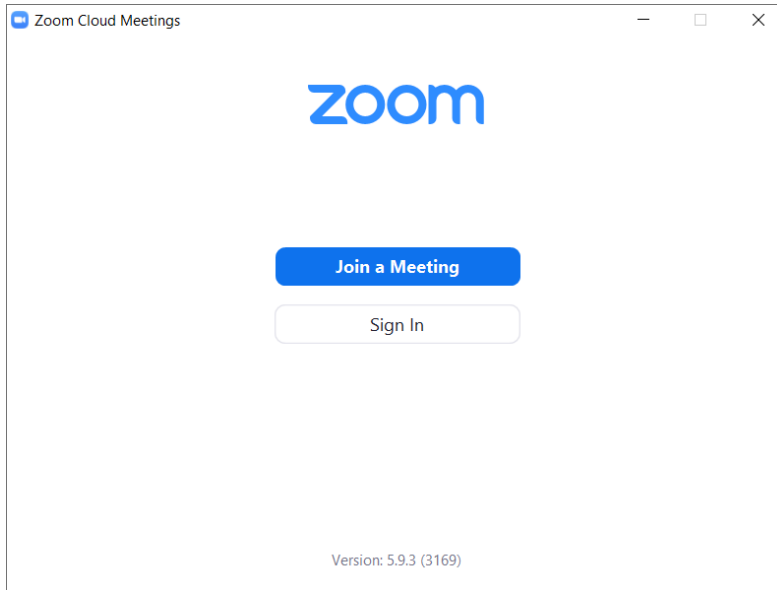
- Click on **Launch Meeting**. If your Zoom app doesn't launch, click on **Download Now** which will appear at the bottom.



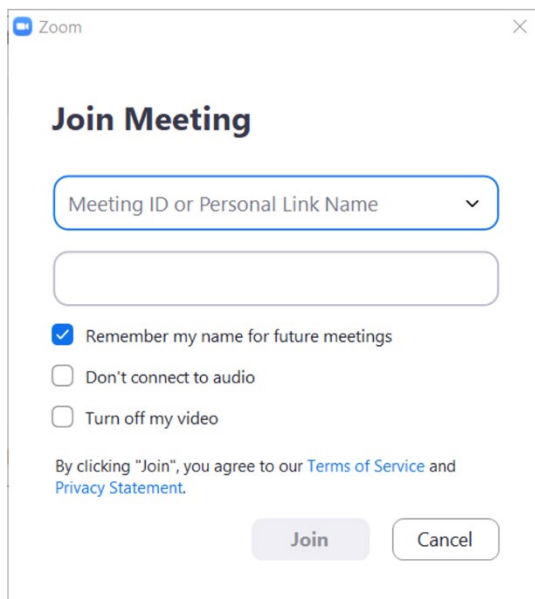
- Wait for Zoom to finish downloading. Click on **Open file** to install Zoom once it appears at the top right corner.



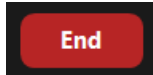
6. After the install finishes, the Zoom app will appear. Click the direct link to the virtual hearing on Zoom from the [Court's website](#) or click **Join a Meeting** and refer to the website for the Meeting ID.



7. Enter the Meeting ID and your name: First Name, Last Name and Party Description (For example: Amy Smith – Petitioner). Then click **Join**.

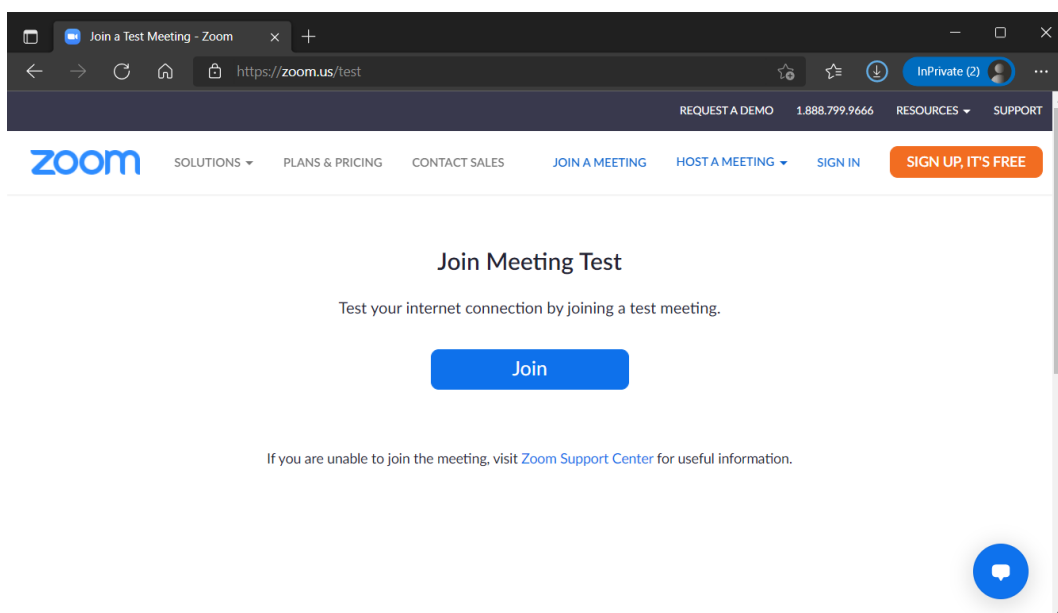


8. Once connected successfully, you will see a message saying “The meeting host will let you in soon.”
9. Click “Test Speaker and Mic” to check your audio.
10. Once you’re done, click on the red **End** button to end the meeting.

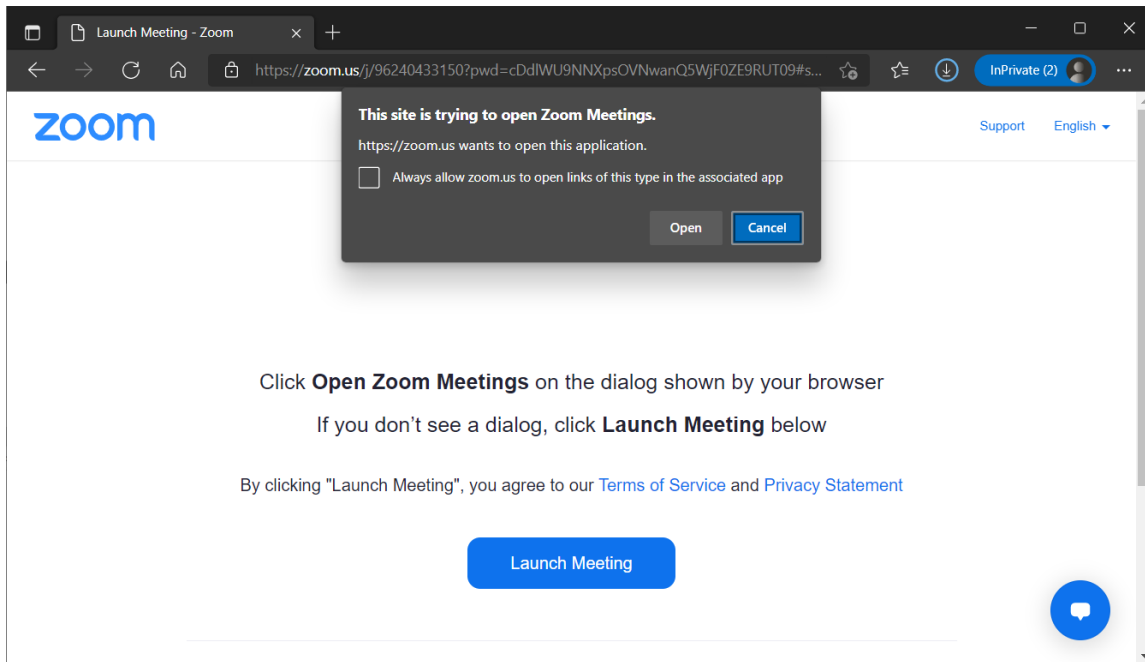


Zoom – Web-Based Application

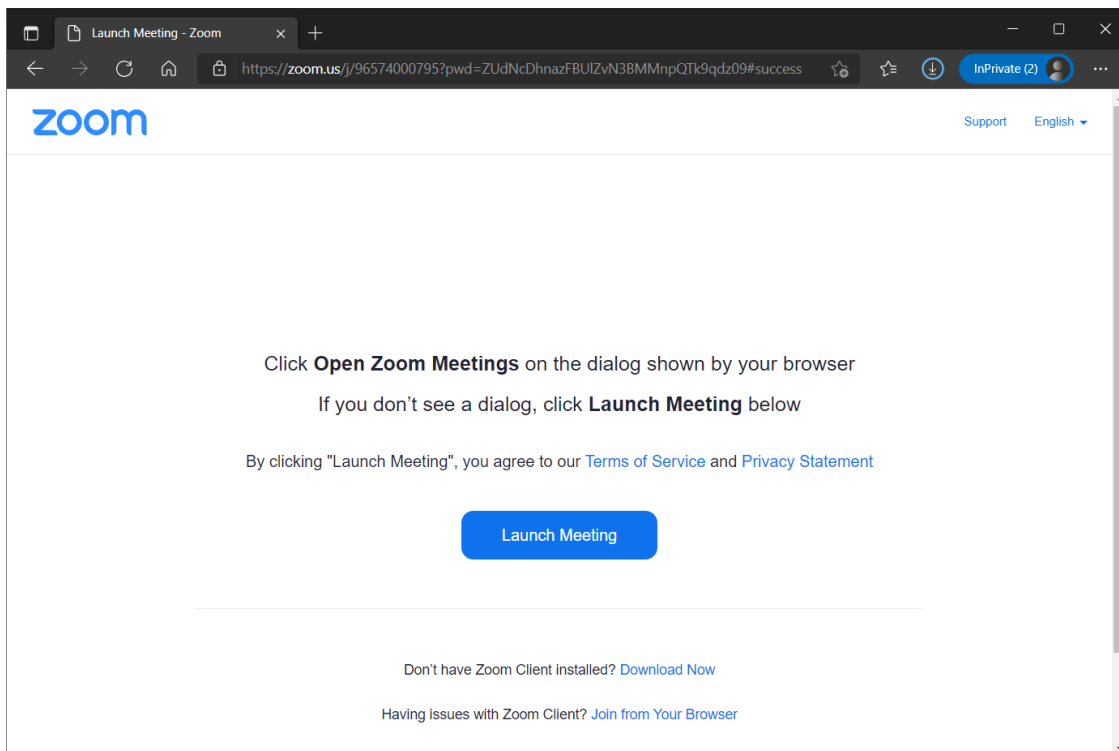
1. No need to create a Zoom Account if you don’t have one.
2. To test your Zoom connection, click on this [test link](#).
IMPORTANT: THIS IS SOLELY A TEST LINK. THIS IS NOT THE LINK YOU WILL USE FOR YOUR HEARING. ON THE DAY OF YOUR HEARING, YOU NEED TO LOG IN TO THE LINK FOR YOUR SPECIFIC DEPARTMENT. PLEASE REFER TO THE [COURT WEBSITE](#) FOR YOUR ASSIGNED COURT DEPARTMENT LINK.
3. Click on **Join**. (You only see this screen in Step 3 for the test. When clicking on a normal Zoom link, you’ll see Step 4 onward.)



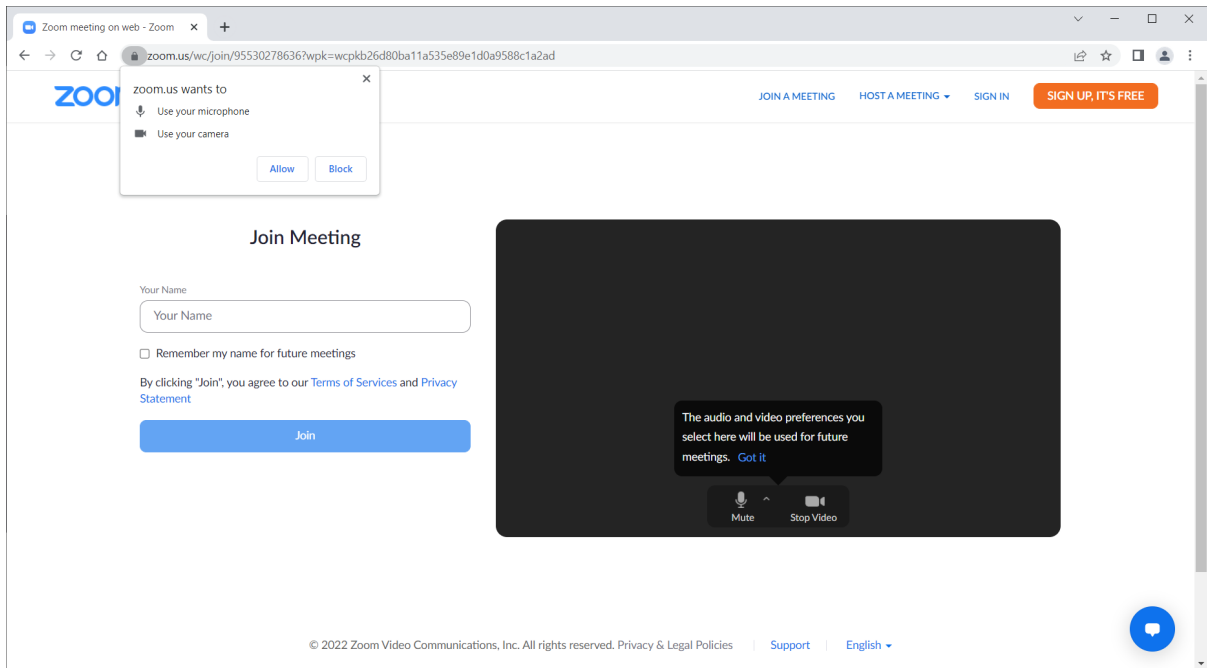
4. Click **Open** if you're prompted with this option.



5. Click on the **Join from Your Browser** at the bottom.



6. Click **Allow** if prompted. Enter your name: First Name, Last Name and Party Description (For example: Amy Smith – Petitioner). Then click **Join**.



7. Once connected successfully, you will see a message saying “The meeting host will let you in soon.”
8. Click “Test Speaker and Mic” to check your audio.
9. Once you’re done, click on the red **End** button to end the meeting.

