



# Placer County Superior Court Remote Appearance System User Guide

Last Updated: 11/13/2024

## OVERVIEW

---

If you would like to appear remotely, you will need to either self-schedule your remote appearance on the Court's website or file the proper remote appearance forms depending on the type of hearing. To determine the eligibility and requirements to appear remotely for your hearing type, select your case type from the Court's Remote Appearance homepage: <https://www.placer.courts.ca.gov/online-services/remote-appearance-system>

- **If your hearing requires written notice or a form be filed with the court**, follow the form requirements outlined on the case-type specific remote appearance page.
- **If your hearing type is eligible for self-scheduling**, go to <https://rcs.courtcall.com> no later than **4pm the court day before your hearing**. This is the deadline to schedule your appearance; after this time, you will see an error message when searching for your case and you will be unable to schedule your remote appearance.

This user guide details how to access CourtCall, the site where attendees can schedule or cancel a remote appearance, connect to the videoconference, and upload evidence for applicable hearing types. Click on an item in the table of contents below to navigate to that section.

It is important to know:

1. Confirm you received the link to connect the day **PRIOR** to the hearing. Pursuant to the Court's Local Rules, remote appearance links **WILL NOT** be provided the same-day as your hearing.
2. Prepare in the same way you would if appearing in person.
  - a. Dress appropriately.
  - b. Think about your background. It is highly recommended that you be located indoors with limited background noise and distractions.
  - c. It is highly recommended to use a headset with a mic equipped.
  - d. Join the meeting up to 5 minutes early.
3. Prior to connecting, ensure your device (must be equipped with a camera, microphone, and speaker) is compatible with the Court's remote appearance system by reviewing the FAQs and this user guide.
4. Please enter both your first and last name when joining the meeting. It is highly encouraged to also include your case number.
5. Your case may not be heard at the time the calendar is scheduled to start. Once you join, the courtroom will admit you into the Virtual Hallway. When the courtroom is ready to hear your case, you will be admitted into the virtual courtroom. Please unmute yourself and turn on your video once admitted to the virtual courtroom. Keep in mind your case may not be called for a few hours.

**Questions? Call the Remote Appearance Support line at (916) 408-6000 & select option 8**

The Remote Appearance Support line is available during the Court's normal business hours.

## TABLE OF CONTENTS

<b>OVERVIEW</b> .....	<b>1</b>
<b>ACCESSING COURTCALL</b> .....	<b>3</b>
Navigating to Home Page from the Court’s Website.....	3
Creating Your CA Courts Identity Account .....	4
Signing into your CA Courts Identity Account.....	6
Forgot CA Courts Identity Password.....	6
<b>SCHEDULING YOUR REMOTE APPEARANCE</b> .....	<b>8</b>
Navigating to Scheduling Website .....	9
Step 1: Search for Case.....	9
Step 2: Attendee Info.....	11
Step 3: Select Events .....	12
Step 4: Finalize & Pay .....	14
Remote Appearance Confirmation.....	15
Cancelling Your Remote Appearance .....	16
Resend Your Remote Appearance Confirmation Email .....	18
<b>EVIDENCE</b> .....	<b>19</b>
Uploading Evidence.....	20
Technical Specifications.....	22
Viewing Evidence.....	23
<b>CONNECTING ON THE DAY OF YOUR HEARING</b> .....	<b>24</b>
How to Connect to the Conference.....	24
Connecting to CourtCall’s Virtual Lobby.....	25
Technical Specifications .....	25
Preparing for Your Remote Appearance .....	25
Meeting Controls in the Teams Conference .....	26

## ACCESSING COURTCALL

---

CourtCall can be accessed by going to:

<https://rcs.courtcall.com>



**NOTE:** To appear at the hearing, follow the link that is emailed to you after you schedule. You will **not** be able to connect to the hearing by going to the CourtCall page.

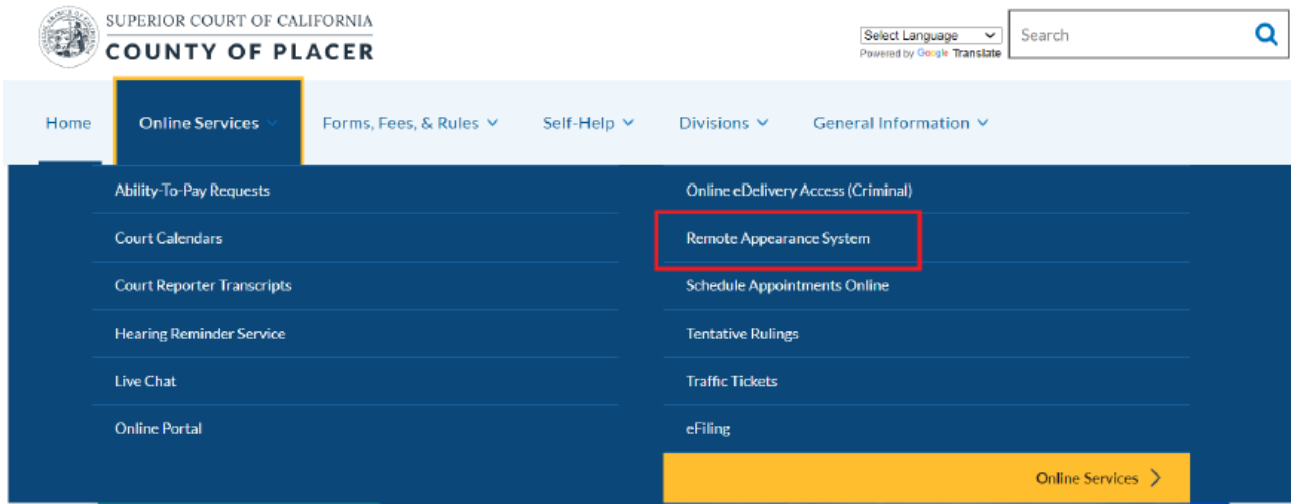
In this section, you will find *(click an item to be directed to that page)*:

- I. [Navigating to Home Page from Court's Website](#)
- II. [Creating Your CA Courts Identity Account](#)
- III. [Signing into your CA Courts Identity Account](#)
- IV. [Forgot CA Courts Identity Password](#)

### Navigating to Home Page from the Court's Website

Select **Online Services > Remote Appearance System** on the Court's website (<https://www.placer.courts.ca.gov/>).

This will bring you to the Remote Appearance page, where you can select the case type buttons to find case-type specific information about remote appearances.



## Creating Your CA Courts Identity Account

To create an account:

1. Go to <https://www.placer.courts.ca.gov/online-services/remote-appearance-system> and

click on [Schedule or Cancel Now](#).

Placer Superior Court is pleased to offer remote appearances by telephone and by video. Remote appearances are available for select hearings. You may need to request a remote appearance by filing a form with the court, or for hearings that do not require a request, schedule by 4 PM the business day before your hearing.

### Video - Going to Court Remotely

SCHEDULE OR CANCEL

For Civil, Family, and Traffic only. By cancelling, you are indicating you will not appear remotely. Your court hearing will move forward.

RELATED INFORMATION

- [Test Your System](#)
- [Remote Appearance FAQ](#)
- [Electronic Evidence](#)
- [Remote Appearance System User Guide](#)

- NOTE:** All users will be required to sign in or create a California Court’s Identity account before scheduling a remote appearance. There is no longer be a “Guest” option for those making an audio-only appearance.

2. At the bottom of the Sign In page, click on **Sign Up Now**.

Sign in with your existing account

Email Address

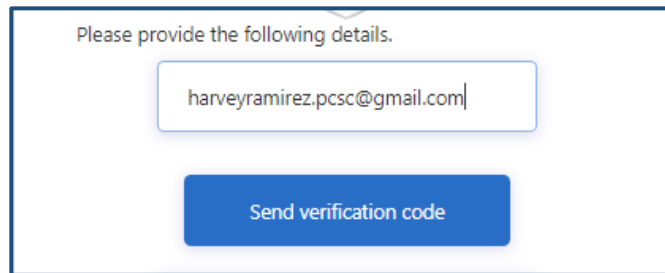
Password

[Forgot your password?](#)

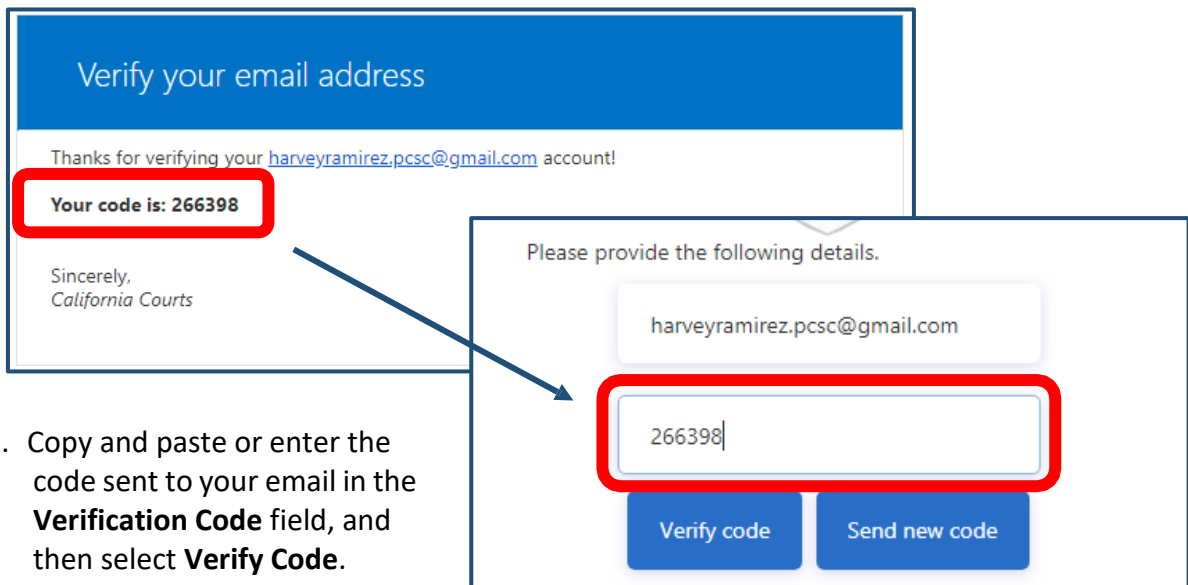
[Sign in](#)

Don't have an account? [Sign up now](#)

3. Enter your email and then select **Send Verification Code**.



4. A verification code will be sent to your email from “Microsoft on behalf of California Courts [msonlineserviceteam@microsoftonline.com](mailto:msonlineserviceteam@microsoftonline.com)”. You may need to check your spam folder.



5. Copy and paste or enter the code sent to your email in the **Verification Code** field, and then select **Verify Code**.

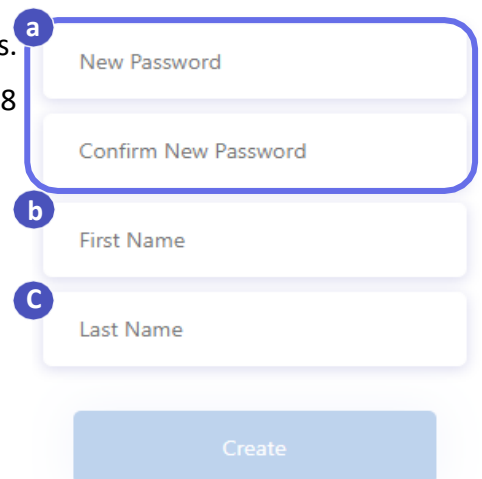
! If you get a message that the code has expired, select **Send New Code**. Repeat the process for a new code.

6. Once the code has been verified, complete the remaining fields.

- a. **Password:** It is required that your password consists of 8 to 16 characters, and includes **3 of the 4** following characteristics:
- i. Uppercase letter(s)
  - ii. Lowercase letter(s)
  - iii. Number(s) (0-9)
  - iv. Special character(s), for example:  
# @ \$ % ^ & = ! ?

Once determined, enter your password into both the **New Password** and **Confirm New Password** fields.

- b. **First Name**
- c. **Last Name**



7. Select **Create** at the bottom of the screen. The button will turn dark blue once all fields are completed. If it remains shaded (pictured), confirm each of the fields are correct.

### **Signing into your CA Courts Identity Account**

1. Go to <https://rcs.courtcall.com>
2. Enter your CA Courts Identity email address and password on the Sign in page.
3. Select **Sign In** to complete logging in.

Sign in with your existing account

Email Address

Password

[Forgot your password?](#)

Sign in

### **Forgot CA Courts Identity Password**

1. Go to <https://rcs.courtcall.com>.
2. Below the password field, click on **Forgot your password?**

Sign in with your existing account

Email Address

Password

[Forgot your password?](#)

Sign in

[Don't have an account? Sign up now](#)

3. Enter the email associated to your account and select **Send Verification Code**.

Please provide the following details.

Verification is necessary. Please click Send button.

harveyramirez.pcsc@gmail.com

Send verification code

Continue

4. Copy and paste or enter the verification code sent to your email into the **Verification Code** field. Select **Continue**.

Please provide the following details.

E-mail address verified. You can now continue.

harveyramirez.pcsc@gmail.com

Continue

Change e-mail

5. Once the code has been verified, complete the remaining fields.
  - a. **Password:** It is required that your password consists of 8 to 16 characters, and includes **3 of the 4** following characteristics:
    - i. Uppercase letter(s)
    - ii. Lowercase letter(s)
    - iii. Number(s) (0-9)
    - iv. Special character(s), for example: # @ \$ % ^ & = ! ?

Once determined, enter your password into both the **New Password** and **Confirm New Password** fields.

Please provide the following details.

New Password

Confirm New Password

Continue

6. Select **Continue**.
7. Login using your new password.

## **SCHEDULING YOUR REMOTE APPEARANCE**

---

For hearing types that are eligible for self-scheduling, or a judicial officer has acknowledged a remote appearance, parties and/or attorneys may schedule themselves using CourtCall's Remote Hearing Scheduler. **If you need to submit written notice of your intent to appear remotely or a request to appear remotely, see the deadlines listed on the court's website (<http://www.placer.courts.ca.gov/>).**

**YOUR LAST OPPORTUNITY TO SCHEDULE A REMOTE APPEARANCE IS  
15 HOURS BEFORE YOUR HEARING.**

Please note, to self-schedule a remote appearance:

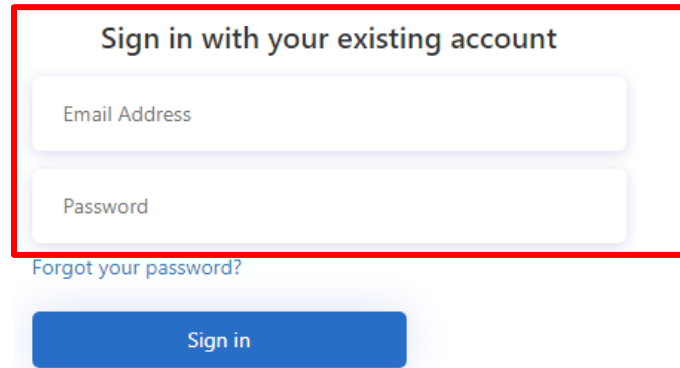
- ✓ If you do not schedule your remote appearance **15 hours in advance of the start of your hearing**, you will see a **"The case [case #] could not be found. Please verify that the case number you entered is correct"** message when searching for your case and you will be unable to schedule your remote appearance. Please leave yourself enough time to navigate to the scheduling page and complete all the steps listed in this user guide. The scheduling cutoff time is precise.
- ✓ Your hearing must be set with the court **within the next 30 days** (*if your event is set more than 30 days out, you will not be able to schedule a remote appearance until a later date*).
- ✓ The remote appearance you schedule will **ONLY be valid for the date and time selected and can only be used by one person**. The conference ID, PIN, and/or link provided to you will not work if your matter is continued or has another hearing set.
- ✓ **If you schedule within 2 days of the court event**, there may be a late fee of \$15. This only applies to hearing types that charge a fee for appearing remotely.

In this section, you will find (*click an item to be directed to that page*):

1. [Navigating to Scheduling Website](#)
2. [Step 1: Search for Case](#)
3. [Step 2: Attendee Info](#)
4. [Step 3: Select Events](#)
5. [Step 4: Finalize & Pay](#)
6. [Cancelling Your Remote Appearance](#)
7. [Resend Your Remote Appearance Confirmation Email](#)

## **Navigating to Scheduling Website**

To begin, go to <https://rcs.courtcall.com>. Log into your CA Courts Identity account when prompted.



Sign in with your existing account

Email Address

Password

[Forgot your password?](#)

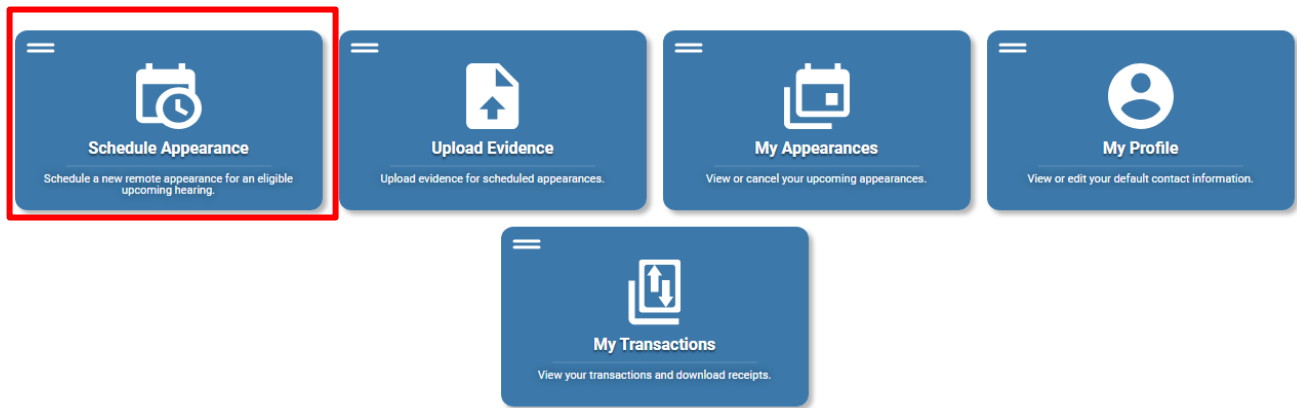
Sign in


Select “Superior Court of California, County of Placer” to navigate to the Court’s Remote Appearance System.



## **Step 1: Search for Case**



Select **Schedule Appearance** to begin scheduling your remote appearance.

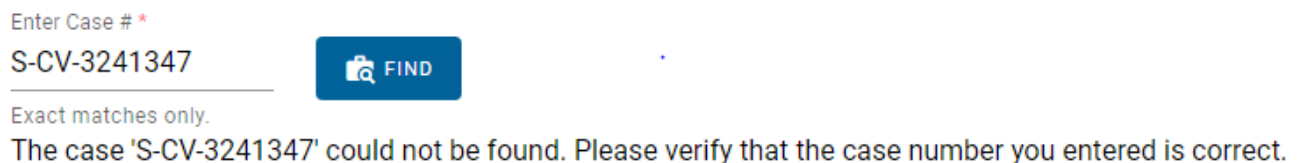


Enter your case number, including any numbers, letters, and dashes. See the list of case numbers with X's as examples below. Once entered, select .

- S-CV-XXXXXXX
- M-CV-XXXXXXX
- S-PR-XXXXXXX
- S-FS-XXXXXXX
- S-DR-XXXXXXX
- R-SC-XXXXXXX
- 62-XXXXXXX
- 41-XXXXXXX



 If you see an error message (**\*The case [case #] could not be found. Please verify that the case number you entered is correct**) after selecting , there could be a few different reasons why you received this general error message.



1. Your hearing is not eligible for self-scheduling and requires written notice be filed. Check the Court's website at <http://www.placer.courts.ca.gov/RAS.shtml> to see if your hearing type is eligible for a remote appearance.

2. You are entering your case number in the wrong format. Enter your case number with all numbers, letters, and dashes. See the list of case numbers with X's as examples.
3. Your hearing is set on or more than 30 days from today.
4. You are searching for your case after the deadline to self-schedule (**15 hours in advance of the start of your hearing**).

## **Step 2: Attendee Info**

Step 2 is how the Court gathers your contact information and can identify you on the day of your hearing.

You will first be prompted to identify the type of attendee you are by selecting the empty circle for either **Attorney** or **Party**.

**2** **Select Party or Attorney**

Party  Attorney

Party \*

Select Party... ▼

After you've selected whose attending, you will be prompted to enter the rest of the Attendee Information.

For Attendee Information:

- All fields are mandatory, excluding the **additional email address for appearance information** field.
- The **Primary Email Address** field will be pre-filled in with the email address you registered for your CA Courts Identity account. This can be edited if you wish to change the primary email address.
- The **additional email address for appearance information** field does not schedule additional attendees; if you enter any email addresses, they will receive a copy of your confirmation email.

*Attorney*

2

## Select Party or Attorney

Party  Attorney

Attorney \*

Firm Name \*

Bar Number \*

Primary Email Address \*

Phone Number \*

First Additional Email Address

Second Additional Email Address

Send Email Reminders

Yes  No

*A Party to the Case*

2

## Select Party or Attorney

Party \*

David Jones (Plaintiff)

Primary Email Address \*

djones.pcsc@yahoo.com

Phone Number \*

First Additional Email Address

Second Additional Email Address

Send Email Reminders

Yes  No

### **Step 3: Select Events**

Select the event you are scheduling a remote appearance for by clicking on the empty box next

to the date and time. Once selected, click on



under **Review Selected Events**.

### 3 Select Events

	Start Date / Time	Type	Department	Fee
<input checked="" type="checkbox"/>	7/12/2024 3:30 PM PDT	Small Claims Hearing	Department 31	\$27.00

### 4 Review Selected Events



**NOTE:** If you have a fee waiver and there is a remote appearance fee associated with your hearing, there will be a checkbox to apply your fee waiver to the remote appearance registration.

**NOTE:** If you are scheduling within 2 days of the court event, there may be a late fee of \$15 applied to your remote appearance registration. A late fee will only be charged to hearing types that charge a fee for appearing remotely.

## Step 4: Finalize & Pay

The user information and selected event will appear on the **Finalize & Pay** page. Review and confirm the information is correct before selecting **Continue to Payment**.

### Review Selected Events

**Case #**  
R-SC-0027642

**Case Name**  
Jones, David vs. Smith, Jennifer

**Party**  
David Jones (Plaintiff)

 **CONTINUE TO PAYMENT**

Please review your selected Events below. When you are ready to proceed with payment, click on the "Continue to Payment" button above. You will be redirected to nCourt for payment processing.

Appearance Date	Type	Department	Fee
7/12/2024 3:30 PM PDT	Small Claims Hearing	Department 31	\$27.00
			<b>Total \$27.00</b>

If you are scheduling for an event that charges a fee, you will also need to add a payment method. Once entered, select **Continue to Payment**. The Court accepts eChecks, Visa, American Express, Discover, and MasterCard.

### Payment

You have elected to pay for the following item(s).

**Superior Court of California, County Of Placer**  
10920 Justice Center Drive, Roseville, California 95678

Description	ID	Service Fee	Amount
Fee for Remote Appearance 104785	104785	\$1.35	\$27.00
<b>Total:</b>		<b>\$1.35</b>	<b>\$27.00</b>

**Total Amount Due: \$28.35**

#### Billing Information

International Address





**First Name**  
Enter First Name

**Last Name**  
Enter Last Name

**Address 1**  
Enter Address Line 1

**Address 2**  
Enter Address Line 2

#### Payment Information

**Card Type**  
   

**Card Number**  
[Input field]

**CVV Code**  
[Input field]

**Expiration**  
12 [dropdown] 2034 [dropdown]

## Remote Appearance Confirmation

After payment has been submitted, you will receive confirmation of your remote appearance. This confirmation will include details about your remote appearance.

If you select **Schedule Another**, you can schedule more appearances for the same attendee in other cases. You will be directed to complete Steps 1-4 again for the second case.



### Appearance Confirmation

Please review your scheduled Events below.

<b>Case #</b> R-SC-0027642	<b>Case Name</b> Jones, David vs. Smith, Jennifer
<b>Party</b> David Jones (Plaintiff)	

SCHEDULE ANOTHER MY APPEARANCES

App ID	Date	Type	Department	Fee	Actions
104785	7/12/2024 3:30 PM PDT	Small Claims Hearing	Department 31	\$27.00	UPLOAD EVIDENCE
					Total \$27.00

Once the appearance is scheduled, you will also receive a confirmation email. This email will include a personal Join link to join the web conference on the day of the hearing.



## Superior Court of California County of Placer

You are scheduled to appear remotely for the following appearance:

<b>ID</b>	104785
<b>Judge / Location</b>	Department 31
<b>Party</b>	David Jones
<b>Date / Time</b>	Friday, July 12, 2024 / 3:30 PM PDT
<b>Case #</b>	R-SC-0027642
<b>Case Name</b>	Jones, David vs. Smith, Jennifer
<b>Proceeding Type</b>	Small Claims Hearing
<b>Click to Join</b>	<a href="https://placer.ga.ccrsdev.com/lq5092d9986">https://placer.ga.ccrsdev.com/lq5092d9986</a>

This unique link is for your use only. Please do not share this link or forward it to other parties.

Please do not reply to this email as it is generated automatically and sent from an unmonitored account.

© 2024 CourtCall, LLC - 2050 W 190th St Suite 105A, Torrance, CA 90504 - (888) 882-6878 - All Rights Reserved

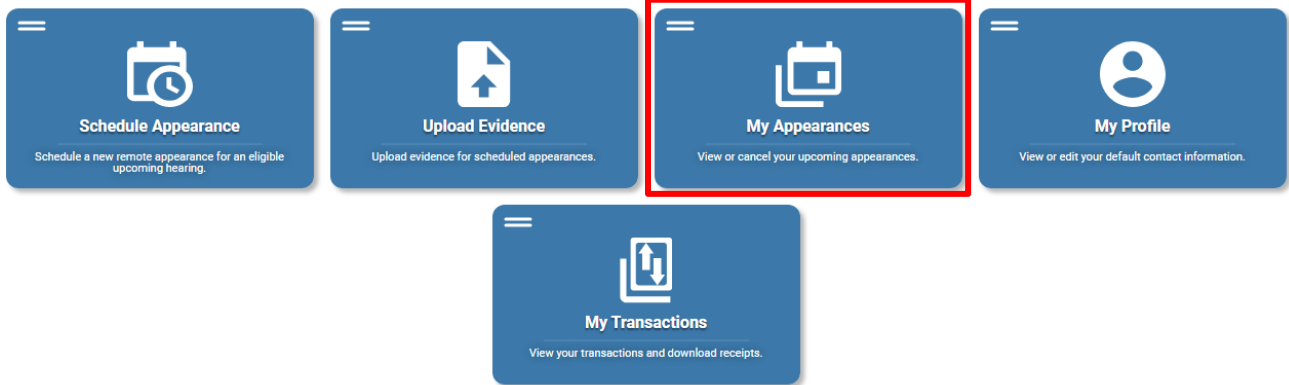




**NOTE:** If you do not reach the confirmation page nor receive the email confirmation, the remote appearance was not scheduled.

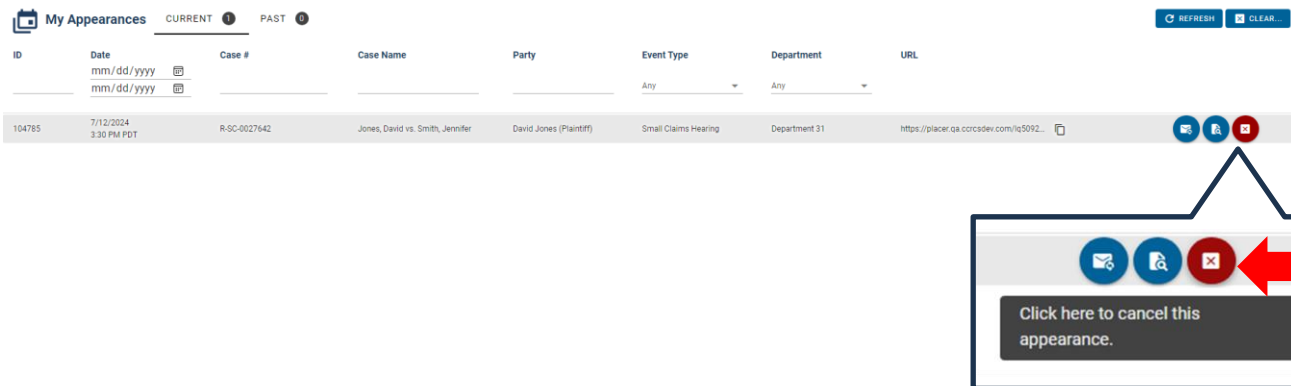
## Canceling Your Remote Appearance



Cancellation requests must be made 15 hours in advance of the start of your hearing. To cancel a remote appearance:

1. Go to <https://rcs.courtcall.com>. Once you've logged with your CA Courts Identity account, click on **My Appearances**



2. Any scheduled remote appearances that are eligible for cancellation will have a  listed. Locate the scheduled remote appearance you would like to cancel from the list and select .



-  **NOTE:** If a remote appearance does not have the Cancel Appearance option () available, this means the deadline to cancel your remote appearance has passed.

3. Select a cancellation reason from the drop-down menu.

**Cancel Appearance**

App ID 104785  
Case # R-SC-0027642  
Case Name Jones, David vs. Smith, Jennifer  
Party David Jones (Plaintiff)  
Event Type Small Claims Hearing

Appearing in Person  
Co-Counsel Appearing Instead  
Dismissed  
Duplicate Appearance  
Not Needed  
Not Needed per Tentative Ruling

Cancellation Reason \*

Are you sure you want to cancel this appearance?

YES, CANCEL CLOSE

4. Confirm your cancellation.

Cancellation Reason \*

Appearing in Person

Are you sure you want to cancel this appearance?

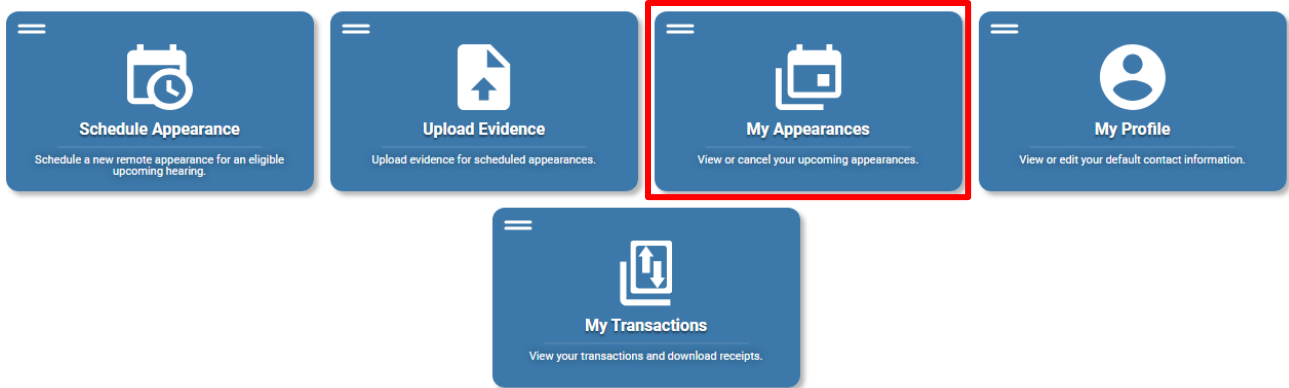
YES, CANCEL CLOSE


## **Resend Your Remote Appearance Confirmation Email**

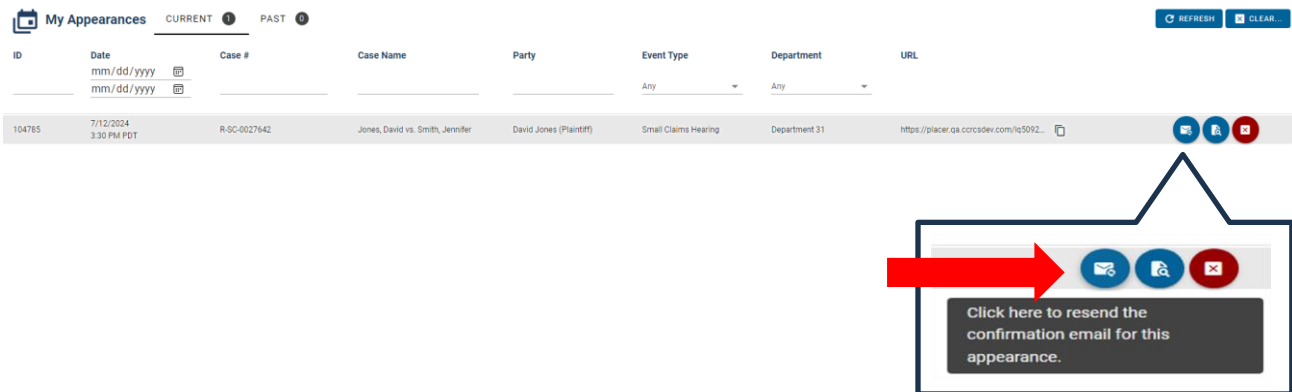
To resend yourself a copy of your remote appearance confirmation email:

1. Go to <https://rcs.courtcall.com>.

Once you've logged with your CA Courts Identity account, click on **My Appearances**.



2. Locate the scheduled remote appearance you would like to resend the confirmation email for. Select .



3. Select **Yes, Resend** in the bottom right corner.

## EVIDENCE

---

Electronic Evidence sharing is only available for certain hearing types. You may upload evidence online prior to your hearing. Because parties will not be physically present in the courtroom, **any evidence you intend on sharing must be uploaded to CourtCall's Remote Appearance Scheduler.**



**NOTE:** You cannot file documents through this method. You must use eFile to electronically file documents.

**Your last opportunity to upload evidence will be one hour before the hearing.** For example, if the calendar begins at 9:00 AM, the ability to upload evidence will be cutoff at 8:00 AM. **Only at the cutoff time, you will be able to see the other parties' evidence (for viewing only).**

Please leave yourself enough time to organize your evidence, navigate to the website, and complete all the steps required to upload the files. The cutoff time of one hour prior to the hearing is precise.

Accessing the Evidence portion of CourtCall is dependent upon scheduling a video appearance. Please return to the [Scheduling](#) section of this user guide if you have not yet completed that step.

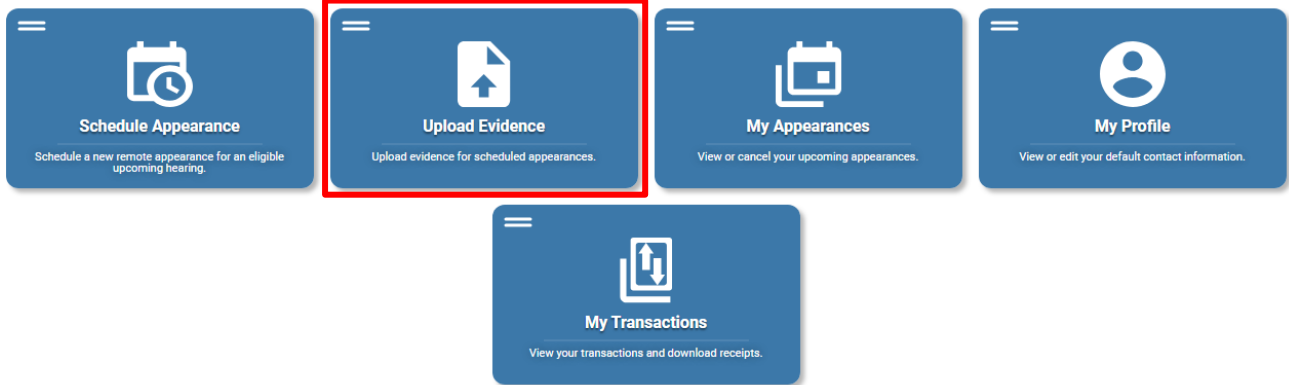
In this section, you will find:

1. [Uploading Evidence](#)
  - a. [Technical Specifications](#)
2. [Viewing Evidence](#)

## Uploading Evidence

Evidence Sharing is accessible by returning to the CourtCall home page at <https://rcs.courtcall.com>.

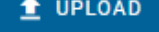
Once you've logged with your CA Courts Identity account, click on **Upload Evidence**.

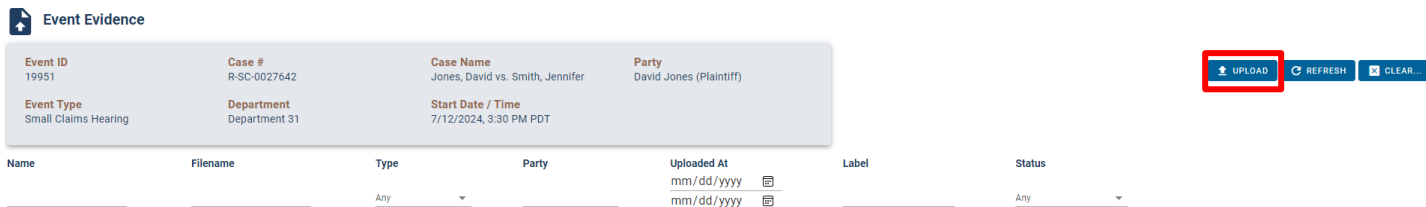



1. Locate the scheduled remote appearance you would like to upload evidence for.

Click on .




2. To upload files, select . This will open a window to select files from your computer.



3. Click  and select the files you would like to upload and click on the **Upload and Save** button.

## Upload Evidence File(s)



 ADD FILE


Allowed FileTypes

JPEG (jfi, jfif, jif, jpe, jpeg, jpg), Microsoft Office (docx, xlsx), MOV, MP3, MP4, MPEG (mpeg, mpg, vob), PDF, PNG, TXT

 UPLOAD & SAVE







CLOSE

- Your files are now saved to your CourtCall Appearance Record. They will automatically sort in alphabetical or numerical order. To view the evidence you've uploaded, select

 OPEN

next to the file you'd like to open.

### Event Evidence

Event ID 19951	Case # R-SC-0027642	Case Name Jones, David vs. Smith, Jennifer	Party Jennifer Smith (Defendant)	 UPLOAD	 REFRESH	 CLEAR...
Event Type Small Claims Hearing	Department Department 31	Start Date / Time 7/12/2024, 3:30 PM PDT				
Name	Filename	Type	Party	Uploaded At mm/dd/yyyy 	Label	Status
		Any 		mm/dd/yyyy 		Any 
Roseville - Mattress Damage.jpg	Roseville - Mattress Damage.jpg	JPEG	Jennifer Smith	7/09/2024 9:21 AM PDT		Uploaded

 OPEN

 DELETE

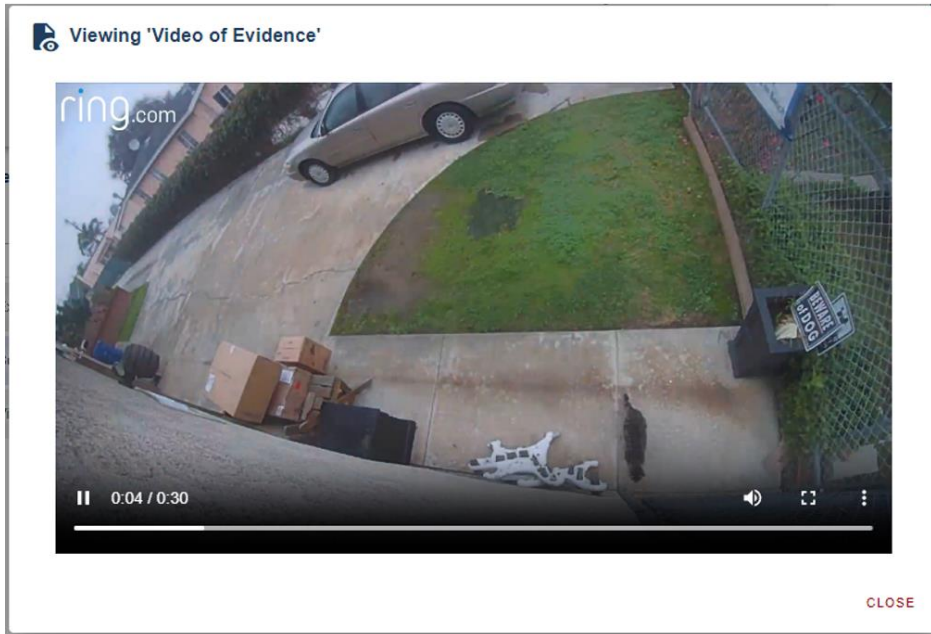
### Audio Files

Opening an audio file will launch an audio player:



### Video Files:

Opening a video file will launch a video player:



## **Technical Specifications**

Do not use Internet Explorer.

You may upload the following document types from your device:

- |         |         |         |
|---------|---------|---------|
| → .docx | → .jfi  | → .mpg  |
| → .xlsx | → .jpeg | → .mpeg |
| → .jpg  | → .png  | → .mp3  |
| → .jif  | → .txt  | → .mp4  |
| → .jpe  | → .pdf  |         |

Tips for uploading evidence:

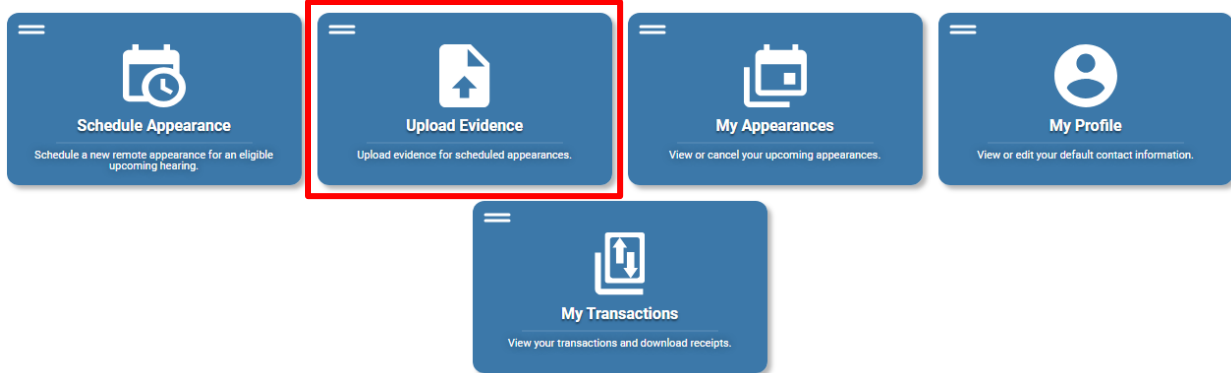
- **Do not combine all your files into a single exhibit.** For example, if you have (1) a lease, (2) a photograph, and (3) copies of emails, you should be uploading three separate files.
- Be sure to name your file(s) with a descriptive word or phrase that will inform you what that document is. Examples: “Lease signed 3-10-19”; “Photo of Blue House”; “Emails from March-April 2019”

The court is taking steps to protect against files that are infected with viruses. However, please ensure you have proper security to protect your computer. By using CourtCall, you assume all risks associated with the use of this site and the download of the other parties’ exhibits.

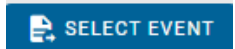
## Viewing Evidence

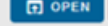
When it is exactly one hour before the calendar begins, you will no longer be able to upload files, and instead are able to view the other parties' uploaded evidence. CourtCall's Evidence Upload will switch from Upload to View mode (If the hearing begins at 9:00 AM, the website will switch at 8:00 AM. If the hearing begins at 8:30 AM, the website will switch at 7:30 AM).

1. To view the other parties' evidence, click on **Upload Evidence**.



2. Locate the scheduled remote appearance you would like to view evidence for. Click on



3. Select  next to the other parties' evidence you wish to view.



**NOTE:** Please review the other parties' evidence before the hearing begins. During the hearing, you will be able to view all the evidence listed above if you have both the video conference and CourtCall websites open. **You will not be able to access CourtCall from the video conference.**

## CONNECTING ON THE DAY OF YOUR HEARING

---

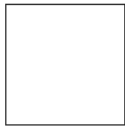
A remote appearance is the same as an in-person appearance and any actions that occur in the hearing carry the same authority as if all individuals were physically in the courtroom. You should prepare for your remote appearance as if you are personally appearing at the courthouse.

This section summarizes how to connect to your remote appearance and important details to ensure your device is set up correctly for the hearing. In this section, you will find (*click an item to be directed to that page*):

1. [How to Connect to Your Conference](#)
2. [Connecting to CourtCall's Virtual Lobby](#)
3. [Technical Specifications](#)
4. [Preparing for Your Remote Appearance](#)
5. [Teams Controls in Teams Conference](#)

### How to Connect to the Conference

At the time or up to 5 minutes before your hearing, click the **Join Link** provided in your confirmation email.



### Superior Court of California **County of Placer**

This is a reminder that you have an upcoming remote appearance.

<b>ID</b>	104785
<b>Judge / Location</b>	Department 31
<b>Party</b>	David Jones
<b>Date / Time</b>	Friday, July 12, 2024 / 3:30 PM PDT
<b>Case #</b>	R-SC-0027642
<b>Case Name</b>	Jones, David vs. Smith, Jennifer
<b>Proceeding Type</b>	Small Claims Hearing
<b>Click to Join</b>	<a href="https://placer.qa.ccrsdev.com/lq5092d9986">https://placer.qa.ccrsdev.com/lq5092d9986</a>

This unique link is for your use only. Please do not share this link or forward it to other parties.

Please do not reply to this email as it is generated automatically and sent from an unmonitored account.

© 2024 CourtCall, LLC - 2050 W 190th St Suite 105A, Torrance, CA 90504 - (888) 882-6878 - All Rights Reserved

## **Connecting to CourtCall's Virtual Lobby**

After clicking the link, you will be prompted to join CourtCall's Virtual Lobby. The Virtual Lobby is an entirely browser-based application that parties will join prior to joining the virtual courtroom to participate in their hearing. Parties may use the Virtual Lobby to indicate to the Court they are ready for their hearing and communicate with their attorney or other parties in the case,

For more information and instructions on how to join the Virtual Lobby, please view the CourtCall Virtual Lobby User Guide.

## **Technical Specifications**

It is strongly recommended that remote hearing participants download the Microsoft Teams desktop application. You may choose that download when first entering the Teams meeting or you may separately download the program by clicking the link below:

[\*\*CLICK HERE TO DOWNLOAD THE MICROSOFT TEAMS DESKTOP APPLICATION IN ADVANCE OF YOUR HEARING.\*\*](#)

If joining from a browser, Google Chrome 65 and Microsoft Edge 83 (or later) are recommended.

### *Test your Device*

Teams offers a "Test Call" feature for the Teams desktop app for Windows and Mac. [Microsoft outlines the steps to make a test call on their website:](#)

1. In the Teams desktop app, select **Settings and more (•••)** next to your profile picture at the top of Teams and then choose **Settings > Devices**.
2. Choose **Make a test call** under Audio devices.
3. In a test call, you'll see how your mic, speaker, and camera are working. Follow the instructions from Test Call Bot and record a short message. The message will play back for you. After that, you'll get a summary of the test call, and you can go to your device settings to make changes.

## **Preparing for Your Remote Appearance**

*Join the Conference as if you are Appearing in Person*

- Position your device's camera so that **your face is fully displayed** and not backlit.
- **Dress appropriately.** Dress as if you were appearing in person at the courthouse.
- Have your documents, electronically or in hard copy, available **before** your hearing

starts.

- You may not receive assistance from anyone besides your attorney or interpreter during your hearing.
- You may not record, live stream or otherwise capture your video appearance.

### *Setting Up your Device*

- It is highly recommended to **have a charger easily accessible or plugged into your device** before and during the hearing.
- The court requires you to be **located indoors with limited background noise and distractions**, and have a clear audio and video stream.
- The use of headphones is highly recommended.
- Enter the meeting muted, and keep your audio **MUTED** and video **TURNED OFF** until your case is called.
- If using the desktop app for Windows and Mac, complete a test call before connecting.

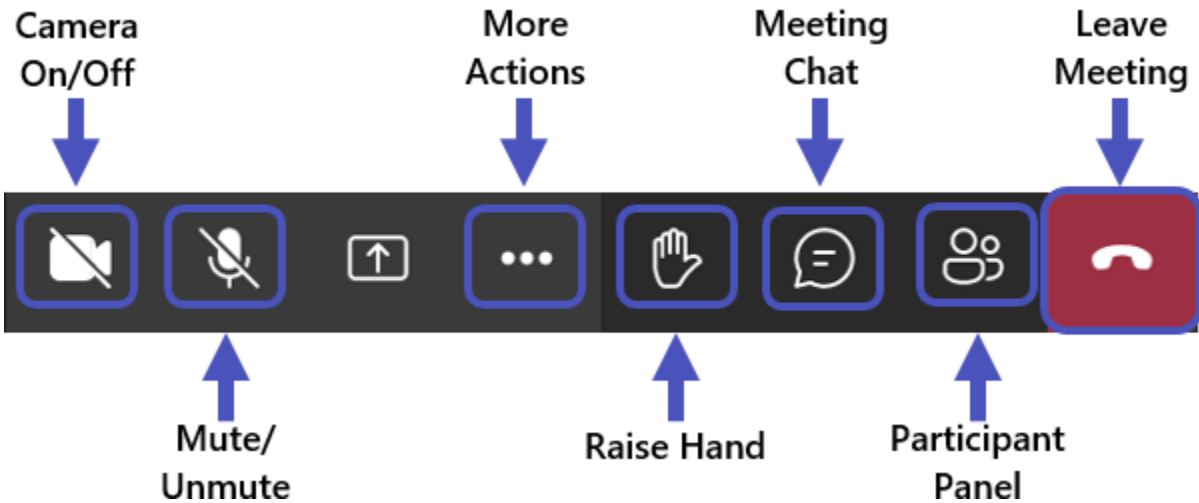
**If at any time you become disconnected from the hearing, please rejoin the conference by selecting Rejoin, or by closing the window and reselecting the link in your email confirmation.**

**Reminder:** The conference information emailed to your will **ONLY** work for the court hearing listed. If your matter is continued or has another hearing set, this link will NOT work for your future hearing(s).

### **Meeting Controls in the Teams Conference**

#### *Menu Bar*

Each meeting will have the same controls at the top or middle of the screen, depending on if you join from a browser or application\*:



\* Screen sharing has been disabled for court hearings.

### *Meeting Chat*

The meeting chat feature is available to video participants, and audio participants who join on the Teams app.

- The chat is not monitored by the Court.
- If you send a message in the chat, it is viewable to everyone in the meeting.

### *Customize the Meeting Layout*

Teams default crops videos to make each participant's video fit the meeting screen better. If the courtroom video appears cropped (you cannot fully see the judicial officer or attorney table), [Microsoft outlines the steps to customize your view of the Teams meeting on their website](#):

- **Reframe the video:** Right click the three dots for the courtroom video and select **Fit to frame** to see the entire video.
- **Pin courtroom video:** Right click the three dots for the courtroom video and select **Pin**. You can pin additional participants or unpin the courtroom if needed.