

Virtual Hearings: Self-Represented Litigant Zoom User Guide

September 2020 | Prepared by the Supreme Court of Victoria



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1. Overview

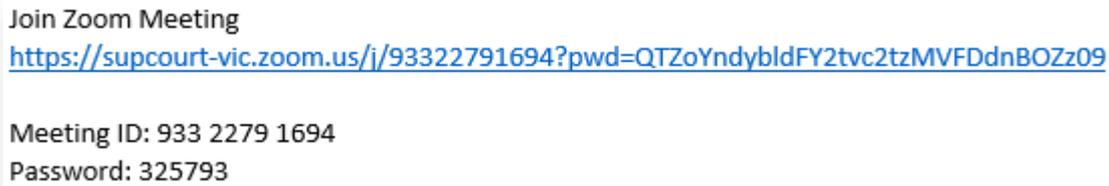
- 1.1 Zoom is a video conferencing application that you can use on any device, including a computer (recommended), tablet or a smartphone.
- 1.2 Zoom is an excellent tool for conducting online hearings, but technology can require patience. If you have issues or concerns, please inform the associate to the judge conducting the hearing.
- 1.3 If during the hearing you find that you are unable to communicate through Zoom, please inform the associate by email. The associate can either assist you to communicate through Zoom or through an alternative method.
- 1.4 The ability of a participant to interact through Zoom depends on the quality of their internet connection. The Court encourages users to access Zoom through your device from a location that has reasonable internet speed, whether via WiFi or a cellular network.
- 1.5 The Court recommends using Zoom on a computer (desktop or laptop) with a large screen because reading documents and seeing other parties is usually easier, and a computer enables a participant to manipulate documents more easily.

2. Prior to the hearing

- 2.1 Provide your email address and mobile phone number to the associate to the judge conducting the hearing by emailing the associate.
- 2.2 Download the Zoom application for your device (available free at <https://zoom.us/download> or in the store suitable for your device's operating system). As noted above, it is recommended that you use a desktop or laptop computer.
- 2.3 If possible, familiarise yourself with the Zoom application.

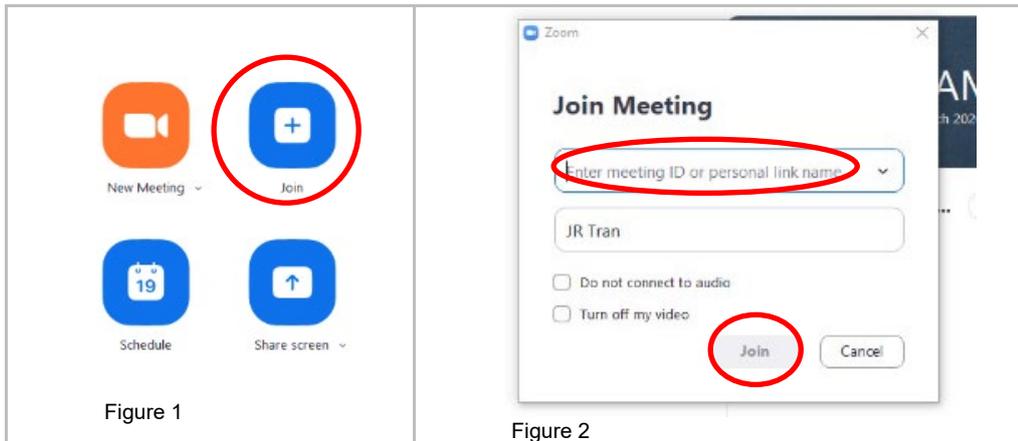
3. On the day of the hearing

3.1 Prior to your hearing you will receive a meeting invitation via the email address you provided. The meeting invitation will contain the link to join the meeting, and a meeting ID/password. See the below example:



3.2 You can join the Zoom meeting in two ways:

- 1. Click on the link contained in the invitation to open the Zoom application on your device.
- 2. Open the Zoom application (Figure 1), and click on 'Join'. Type the meeting ID and press 'Join' (Figure 2). Enter the meeting password.



3.3 You will initially be placed in a virtual waiting room. The screen will appear as set out in Figure 3 below.

Please wait, the meeting host will let you in soon.

Figure 3

3.4 Once admitted to the meeting, Zoom will display a menu bar at the bottom of the screen, set out in Figure 4 below.

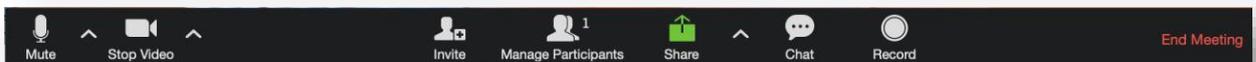


Figure 4

- 3.5 If you will be speaking during the hearing, you should have your video/camera and microphone **turned on**. Otherwise, you may be asked to turn off you video/camera and microphone.
- 3.6 If you will be speaking, please take the opportunity to ensure your microphone, speaker and camera are working, and not muted. You can test by clicking the ^ (or v) icon next to “Mute” on the bottom left hand side of the screen, selecting “Test Speaker & Microphone” and following the prompts (Figure 5).

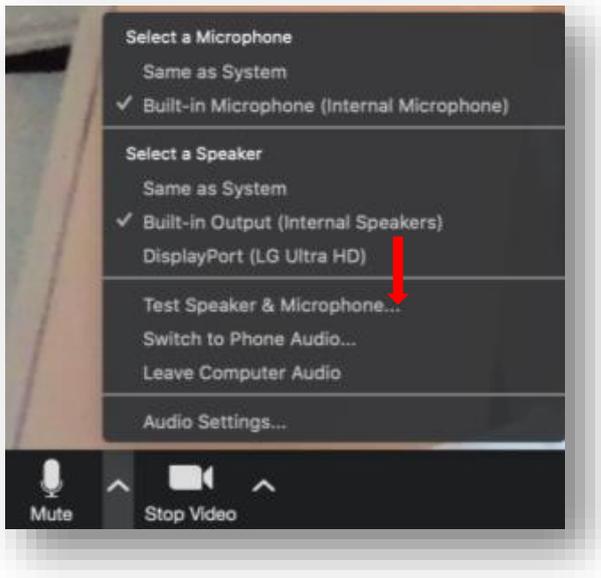
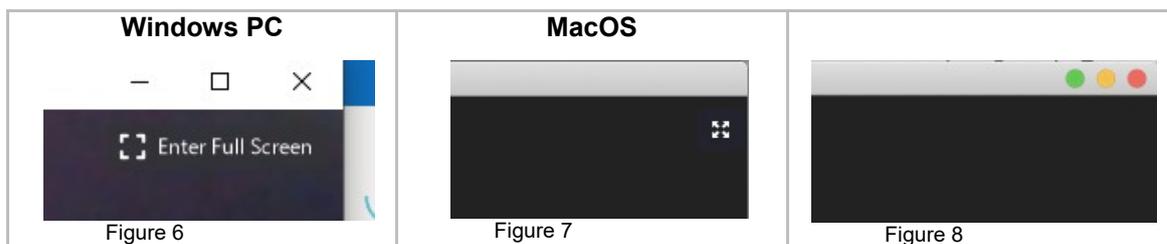


Figure 5

- 3.7 **Full Screen Mode:** When using a desktop or laptop on a Windows device, maximise the Zoom window or press “Enter Full Screen” to use the whole of your screen (Figure 6). On a Mac, maximise the Zoom window by pressing the icon on the top right hand corner (Figure 7) or the green dot top left of the window (Figure 8).



3.8 To join by phone, dial the number provided in the meeting invitation (example below):



Dial by your location
1800 517 320 (Toll Free)
+61 8 7150 1149 Australia
+61 2 8015 6011 Australia
+61 3 7018 2005 Australia
Meeting ID: 933 2279 1694
Password: 325793
Find your local number: <https://supcourt-vic.zoom.us/j/adj3GdM90S>

After dialling the number, you will be prompted to enter the meeting ID, which is provided in the email invitation, below the dial in numbers.

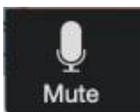
Enter the meeting ID followed by a hash (#).

If the meeting requires a password, enter the password included in the invitation.

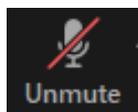
If the meeting has not started, press hash (#) to wait until the associate opens the meeting.

4. During the hearing

4.1 You can mute and unmute your microphone by pressing the “Mute” or “Unmute” icon on the bottom left hand side of your screen. See the examples below.



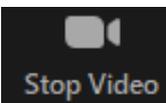
Mic is **unmuted**



Mic is **muted**

It is important that you keep your microphone on mute. Unmute only when you are speaking to prevent background noise and feedback.

4.2 You can also turn your video off and on. See the examples below.



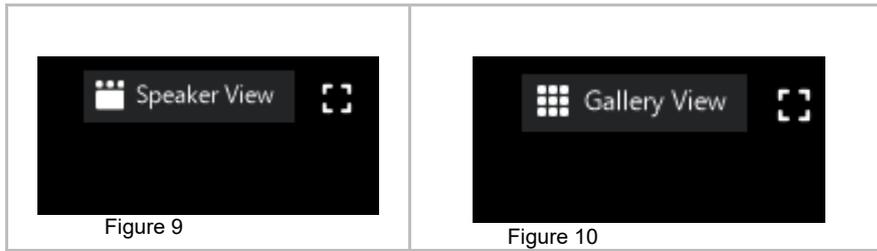
Video is **on**



Video is **off**

4.3 **View:** On a desktop or laptop, you can switch between “Speaker View” (view primary speaker – Figure 9) and “Gallery View” (view all participants – Figure 10)

Hover over the top right-hand corner of the video and click on the appropriate icon. If you are using a small device such as a smart phone, you can view other participants by swiping left or right across the screen.



4.4 **Non-Video Participants:** You can choose to hide participants who have their video turned off (e.g. solicitors).

When you are in Gallery View (see Figure 10 above), right-click on any participant who has their video turned off and select 'Hide Non-Video Participants'. You can also click on the 3 dots in the upper right corner of their participant box and select 'Hide Non-Video Participants'.

4.5 To show non-video participants again, click 'Total non-video participants' at the top of the screen and then select 'Show non-video participants' (Figure 11).

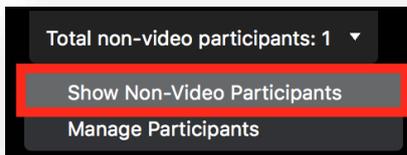


Figure 11

4.6 **Screen-sharing:** If there is a document that you would like all participants to view, you can share your screen by clicking the green icon (Figure 12) on the bottom of your screen.

Please note that before you can share documents via this function, the associate may need to change your privileges to allow Zoom to share your documents.

**Please request permission from the judge before sharing your content*

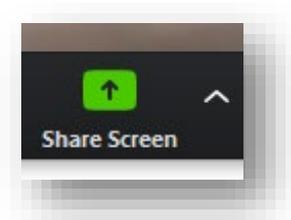


Figure 12

4.7 **Breakout Rooms:** Participants can be split into smaller groups called “break out rooms”. The judge can conduct group sessions with all participants and also assign participants to the “breakout rooms” for private sessions.

- 4.8 If you are in a breakout room and want to speak to the judge/associate, press the “Ask for help” button at the bottom of your screen (Figure 13). This will send an automatic message to the judge/associate to come to your breakout room.



Figure 13

- 4.9 To leave a breakout room and return to group session, please hover your cursor over the bottom right of the screen and click on “Leave Breakout Room” (Figure 14).

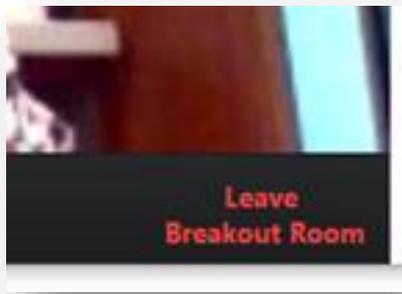


Figure 14

- 4.10 **Side by Side Mode:** If a participant is displaying a document, you can view it and the meeting participants side by side. Click on “View Options” at the top of the screen and select “Side-by-side mode” (Figure 15). This will enable the shared screen to appear on the left and the participants to appear on the right. Hover above the separator and drag to adjust the view of both screens. To disable the “Side-by-side mode”, click on “View Options” at the top of the screen and click “Side-by-side mode”.



Figure 15

4.11 **Pinning Participants:** In *Active Speaker* view, you can pin a participant so that you can always see them on your screen, even when they are not speaking. Hover your mouse over the participant that you wish to pin and select 'Pin Video' from the menu (Figure 16).

To cancel the pin and return to *Active Speaker* view, click 'Switch to Active Speaker' in the top left corner of your screen (Figure 17).

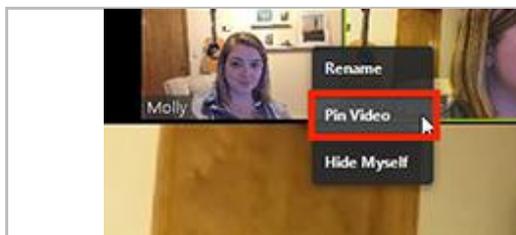


Figure 16



Figure 17

4.12 **Swapping shared content view:** If you want to swap the view so that the participants appear larger, click the swap icon in the top right corner of your screen where it says 'swap shared screen with video' (Figure 18).

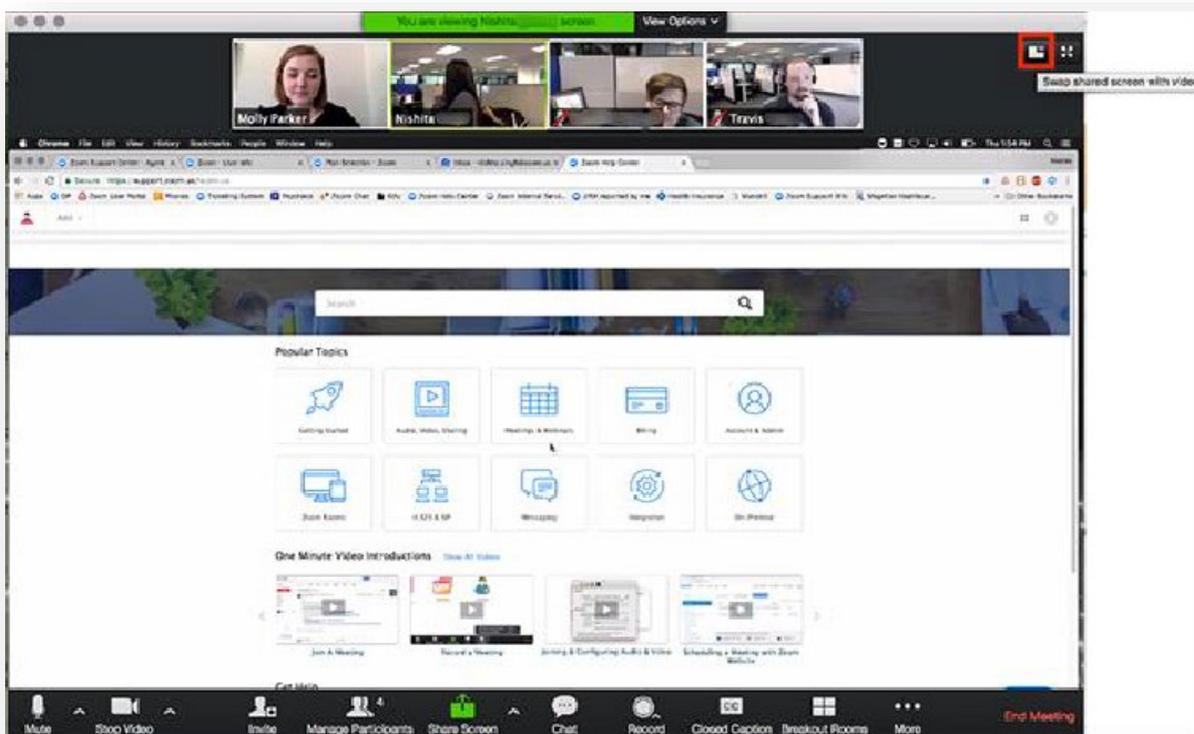


Figure 18