

March 2026

## 1. Overview

- 1.1 Zoom is a video conferencing application that you can use on any device, including a computer (recommended), tablet or smartphone.
- 1.2 Zoom is an excellent tool for conducting online hearings, but technology can require patience. If you have any issues or concerns, please inform the associate to the Judicial Officer conducting the hearing.
- 1.3 If at any point 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 alternate method.
- 1.4 The ability of a participant to interact through Zoom depends on the quality of that user's internet connection. We encourage all users to access the Zoom video conferencing platform (the Zoom app) through your device from a location that has reasonable internet speed, whether via WiFi or a cellular network.
- 1.5 The Court recommends use of a computer (desktop or laptop) with a large screen. This is because reading documents and seeing other parties is usually easier on a large screen, and a computer enables a participant to manipulate documents more easily.

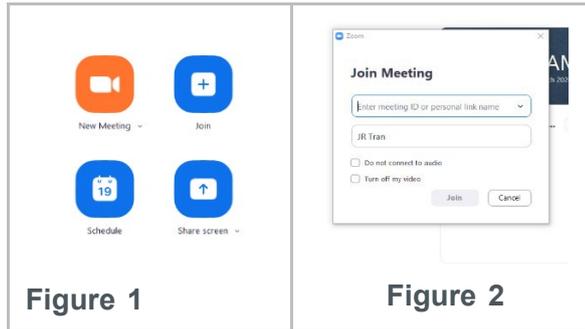
## 2. Prior to the hearing

- 2.1 Provide the email address and mobile phone number of each participant in the hearing (including each practitioner and party) by email to the associate to the Judicial Officer conducting the hearing.
- 2.2 Download the Zoom application for your device (available free at <https://zoom.us/download> or in the app store for your device). 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 your provided email address. The meeting invitation will have a URL allowing you to join the meeting, and a meeting ID/password.
- 3.2 You can join the Zoom meeting in 2 ways.
  - Clicking the URL contained in the invitation, which will open the Zoom application on your device and automatically join the meeting.

- Opening the Zoom application (Figure 1), clicking ‘Join a Meeting’, typing the meeting ID and pressing ‘Join’ (Figure 2) and then entering the meeting password.



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

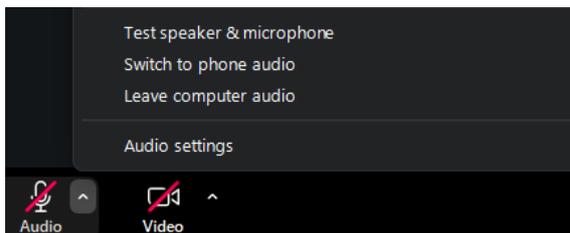
**Please wait, the meeting host will let you in soon.**

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



3.5 Participants who will be speaking during the hearing, including counsel and witnesses (**active participant**), should have their video/camera and microphone turned on during the hearing. Other participants, such as instructing solicitors and observers, should ensure that their video/camera and microphone is turned off.

3.6 If you are an active participant, please take the opportunity to ensure your microphone, speaker and camera are working and not muted. You can do this by clicking the ^ icon next to the “Mute” icon on the bottom left-hand side of the screen, selecting “Test Speaker & Microphone” and following the prompts.



**3.7** When using a desktop or laptop, in Windows, maximise the Zoom window or press ‘View’ > ‘Fullscreen’ in the top right corner

**3.8** If joining by phone, you can dial the number provided in the meeting invite. Note, if you dial using a toll number, carrier rates may apply. Once you have dialled the number, you will be prompted to enter the meeting ID, which is located in the meeting invite, followed by a hash (#). If the meeting requires a password, enter the password in the invitation. If the meeting has not started, press hash (#) to wait until the associate has opened the meeting.

**3.9** If you wish to use a virtual background, click on ^ next to the “Video” icon at bottom left hand side. Select ‘Video & effect settings’ > Virtual Backgrounds. You can upload an image by selecting the blue + button on the right.



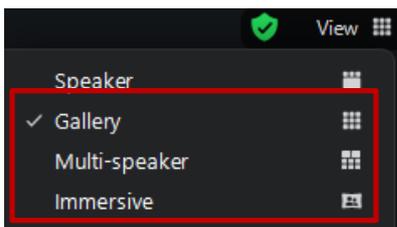
## 4. During the hearing

**4.1** You can mute and unmute your own microphone, by pressing the “Mute” or “Unmute” icon on the bottom left-hand side of your screen



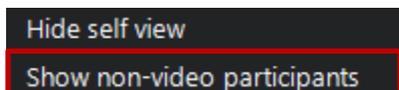
**4.2** It is important that you keep your microphone on mute at all times and only unmute when you are speaking. This is to prevent any background noise and feedback.

**4.3** Unless you are using a small device such as a mobile phone, you can switch between ‘Speaker View’, ‘Gallery View’ and ‘Multi-Speaker’ by selecting ‘View’ in the top right-hand corner of the video and clicking on the appropriate icon. If you are using a small device, you can view other participants by swiping left or right across the screen.



**4.4** You can choose to hide participants who have their video turned off (e.g. instructing solicitors). You can click on the ‘View’ icon and select ‘Hide Non-Video Participants’. You can also click on the 3 dots at the upper right of a participant box without a video and select ‘Hide Non-Video Participants’.

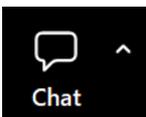
**4.5** To show non-video participants again, click ‘View’ and select ‘Show non-video participants’.



**4.6** If you wish to alert the Judicial Officer that you want to speak, you can 'Raise hand'.



**4.7** It is not recommended to send chat messages, however if you are having technical issues, it can be useful. You can send chat messages to a single participant (e.g. your instructing solicitor) or to the associate. To send a message, first click the "Chat" icon on the bottom of the screen.



A white/black box will appear after you click the "Chat" icon. To send a private message, click on the "Everyone" icon in the box and select the person you want to message. If left unchanged, your message will go to everyone that is on the conference, including the judge (if they are remote). *We recommend not sending private messages in Zoom*, in case a participant accidentally sends a private message to everyone.



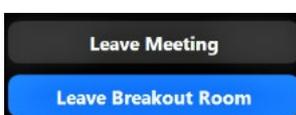
**4.8** If there is a particular document that you would like all participants to view, you can share your screen by clicking the green icon on the bottom of your screen. Please orally request permission from the Judicial Officer first, then press the "Share Screen" icon. Please note that before you can share documents via this function, the associate may need to change your privileges in the meeting to allow Zoom to share your documents.



**4.9** The Judicial Officer can conduct group sessions with all participants and also assign participants to "breakout rooms" for private sessions.

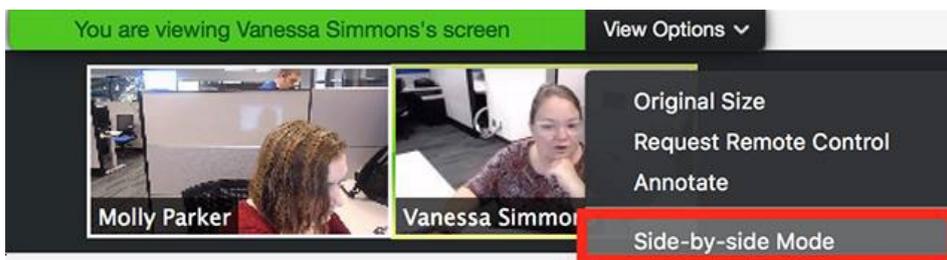
**4.10** If you are in a breakout room and want to let the Judicial Officer know that you would like to speak with them, press the "Ask for help" button at the bottom of your screen. This will send an automatic message to the Judicial Officer or Associate to come to your breakout room.

**4.11** 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".



**4.12** During the Zoom hearing, if a document is being shared, the participant can change the view to have both the content being shared and the view of the other participants on the same screen. To do this, while viewing a shared screen, click on “View Options” at the top of the screen and select “Side-by-side mode”. This will enable the shared screen to appear on the left and the participants to appear on the right. Hover above and drag the separator 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”. This will revert to the original view of the document in the centre of the window and the participant at the top of the screen.



**4.13** In Active Speaker view, you can pin a specific participant (or up to 9 participants) 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.



To cancel the pin and return to Active Speaker view, click ‘Switch to Active Speaker’ in the top left corner of your screen.