

# Procedures and Guide for Remote Appearances Using Zoom for Government (“ZoomGov”)

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## Overview

Effective November 2, 2020, the court will begin using the video platform of ZoomGov to expand the scope of remote proceedings to include trials and evidentiary hearings. Participants will not incur any cost and are not required to open a ZoomGov account. Participants may access ZoomGov in one of two ways by: (1) using the ZoomGov Application or (2) accessing ZoomGov online at [www.ZoomGov.com](http://www.ZoomGov.com) through a browser such as Chrome, Firefox, Safari and Mozilla.

Note that court proceedings will be referred to as “meetings” throughout these instructions in order to maintain consistency with the Zoom screen shots.

For more information regarding Zoom and general support, go to <https://support.zoom.us>.

**Important:** Persons granted remote access to proceedings are reminded of the general prohibition against photographing, recording, or rebroadcasting of federal court proceedings (including those held by telephone or videoconference). Recording of a federal court proceeding held by a video or teleconference is strictly prohibited. Violations of these rules may result in the denial of entry to future hearings or any other sanction deemed necessary by the court.

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## Equipment and Internet Requirements

You may use one of the following to test your internet speed <https://www.nperf.com/en/>, <https://www.speedtest.net/>, <https://www.comparitech.com/internet-providers/speed-test/>. You can also join a test meeting at <https://zoom.us/test>.

Video connections will require:

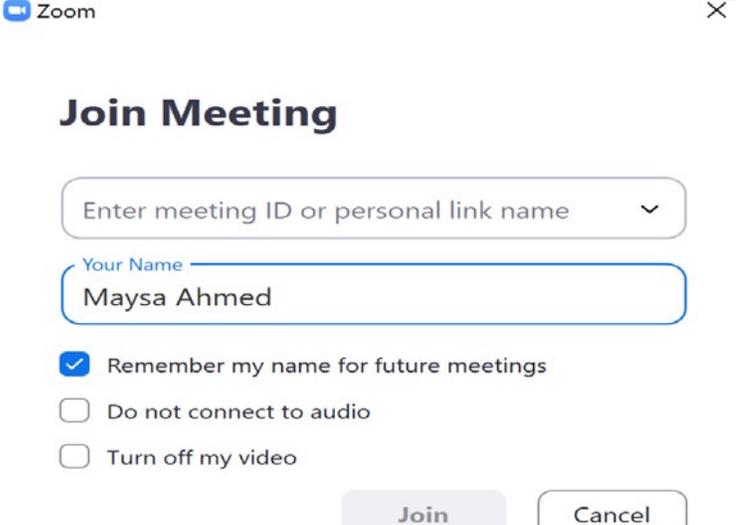
A laptop, desktop computer, iPad or tablet with a built-in or attached camera and a highspeed internet connection of 800 kbps/1.0 Mbps; OR

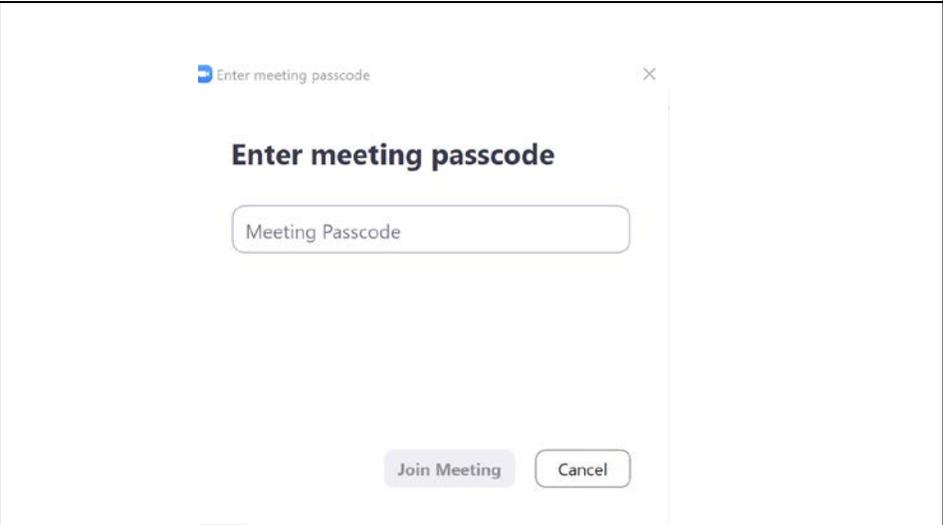
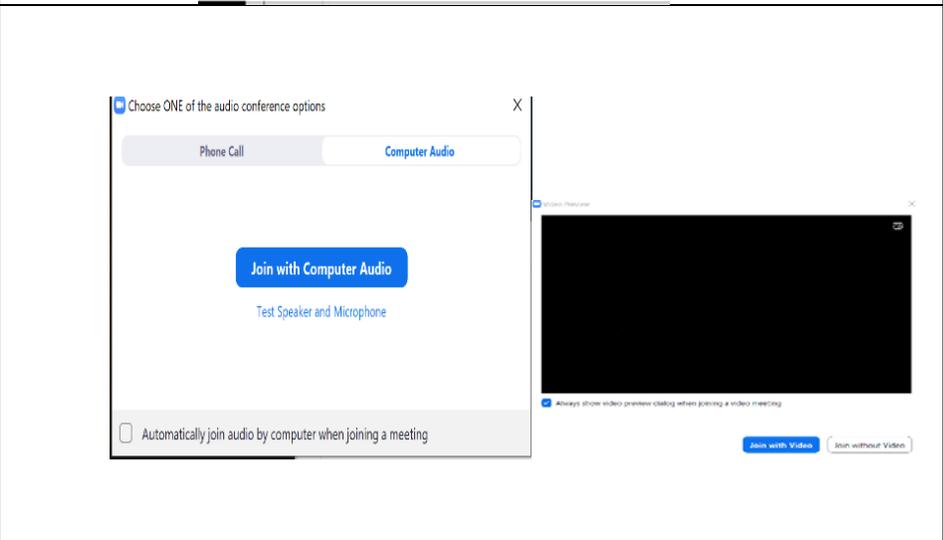
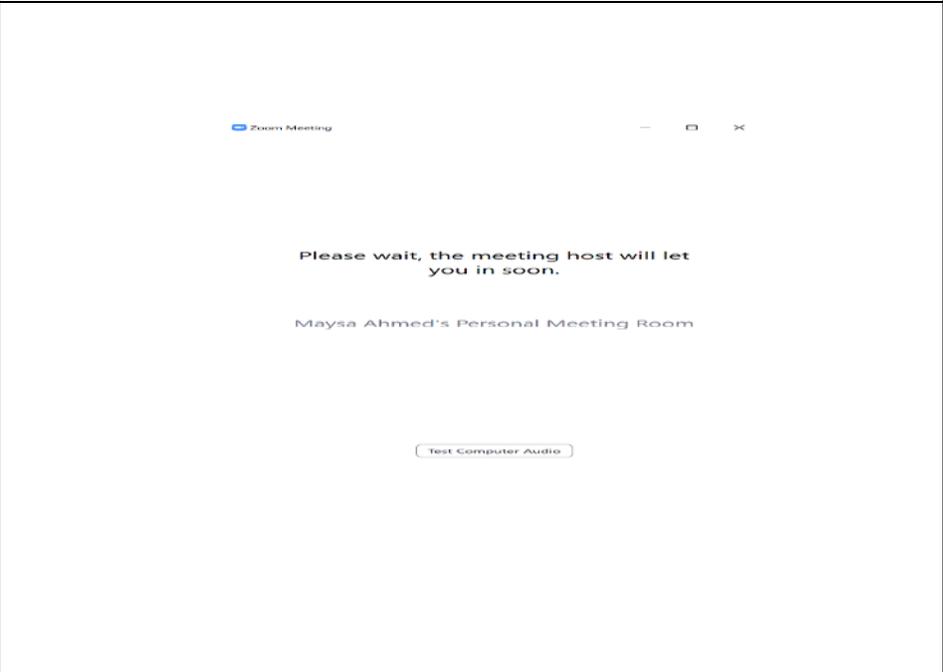
A Smartphone with internet connection broadband wireless 3G or 4G/ LTE.

Note: It is strongly recommended that you test your internet speed using one of the following: <https://www.nperf.com/en/>, <https://www.speedtest.net/>, <https://www.comparitech.com/internet-providers/speed-test/>. You can also join a test meeting at <https://zoom.us/test>.

## To Join a Meeting from the Zoom Application

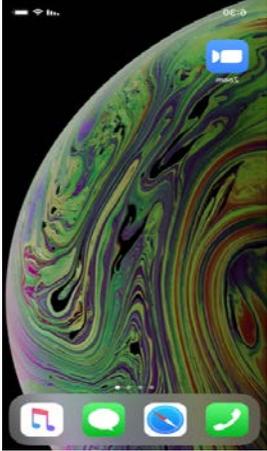
The Zoom Application must be installed on your laptop, desktop computer, iPad, tablet or Smartphone\* to follow these instructions. \*See instructions specifically for Smartphones on page 4.

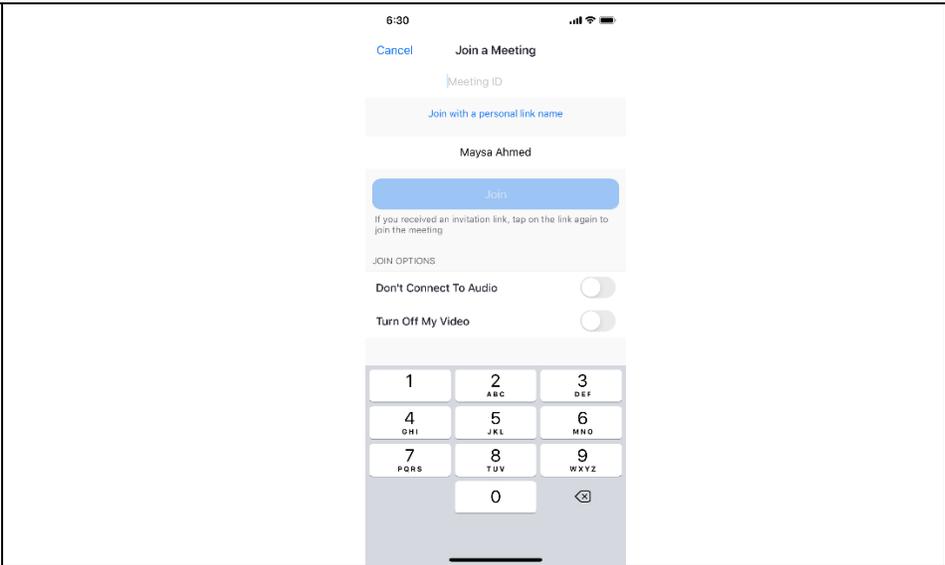
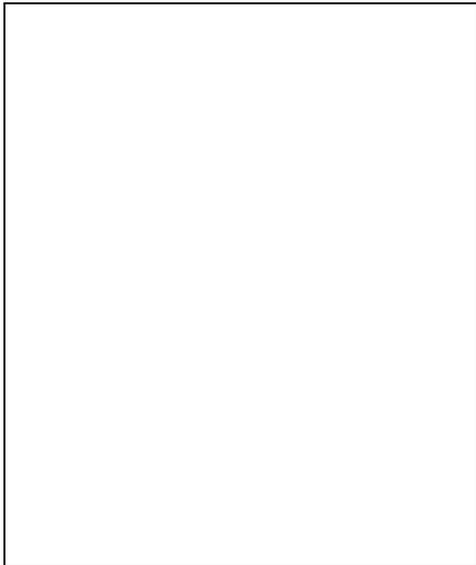
Step	Screen
Locate the Zoom Application on your device	 The image shows the Zoom application icon, which is a blue square with rounded corners containing a white video camera icon.
Open the Application. If you have an account, you may sign in. Otherwise, click Join a Meeting.	 The image shows the Zoom Cloud Meetings login screen. It features the Zoom logo at the top, a blue "Join a Meeting" button, and a white "Sign In" button. At the bottom, it displays the version number: "Version: 5.1.3 (28656,0709)".
Enter the meeting ID and your full name and click Join.  The meeting ID and passcode will be provided by the court	 The image shows the Zoom "Join Meeting" screen. It has a title "Join Meeting" and a text input field for "Enter meeting ID or personal link name". Below that is a "Your Name" field with "Maysa Ahmed" entered. There are three checkboxes: "Remember my name for future meetings" (checked), "Do not connect to audio" (unchecked), and "Turn off my video" (unchecked). At the bottom are "Join" and "Cancel" buttons.

Step	Screen
<p>Enter the meeting passcode and click Join. You will be directed to the meeting.</p>	
<p>Connect to video then choose your audio. Click Join.</p> <p><b>** Refer to Instructions for Joining the Audio Portion of the Hearing below on page 8 for this step.</b></p>	
<p>If the host has enabled the “waiting room” feature, you may see a “Waiting for the host to start this meeting” or “Please wait, the meeting host will let you in soon” message. The host will admit you to the meeting when court is called to session.</p>	

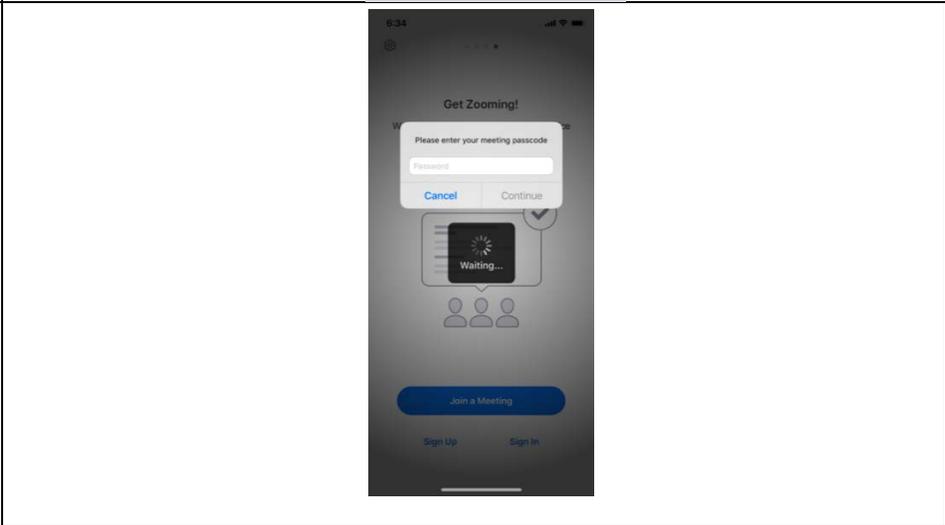
## To Join a Meeting from a Smartphone

Note that a video appearance with a Smartphone will only be possible with a highspeed internet connection.

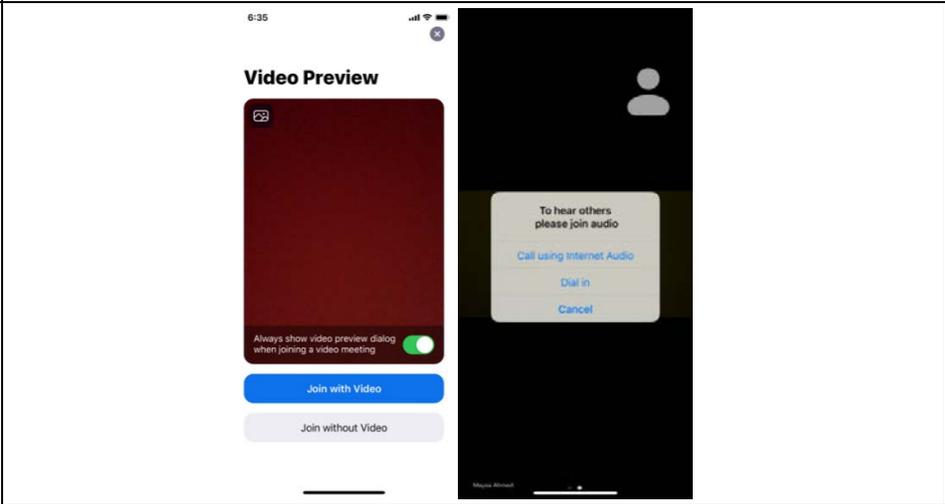
Step	Screen
<p>Locate the Zoom Application on your device</p>	 <p>The image shows a smartphone home screen with a colorful, abstract background. The dock at the bottom contains four icons: Music, Messages, Safari, and Phone. The Zoom app icon is visible in the dock.</p>
<p>Open the Application and, if you have an account, you may sign in. Otherwise, click Join a Meeting.</p>	 <p>The image shows the Zoom app's 'Start a Meeting' screen. At the top, it says 'Start a Meeting' and 'Start or join a video meeting on the go'. Below this is a circular diagram with four icons representing different meeting options. At the bottom, there is a large blue button labeled 'Join a Meeting' and two smaller buttons labeled 'Sign Up' and 'Sign In'.</p>
<p>Enter the meeting ID and your full name and click Join.</p>	 <p>The image shows the Zoom app's 'Join Meeting' screen. It features two input fields: one for the meeting ID and one for the user's name. Below the input fields is a large blue button labeled 'Join Meeting'.</p>



Enter the passcode and click Join. You will be admitted to the meeting.



Connect to video then choose your audio. Click Join.  
  
**\*\* Refer to Instructions for Joining the Audio Portion of the Hearing below on page 8 for this step.**

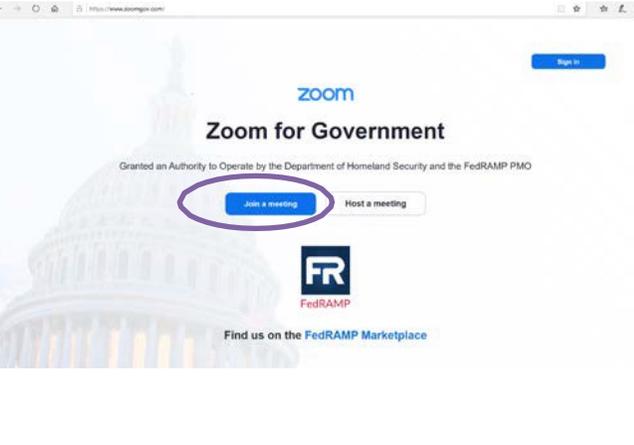
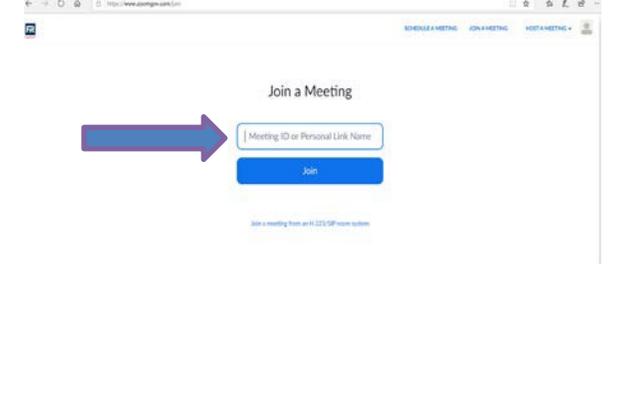


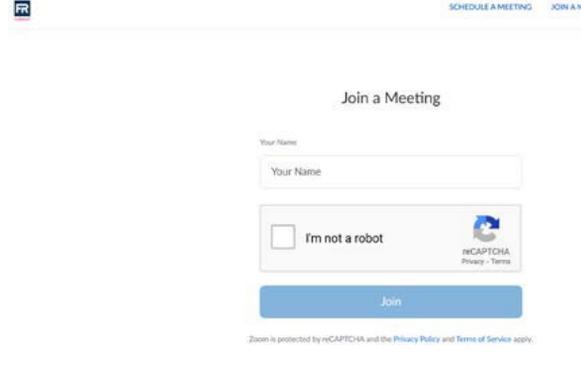
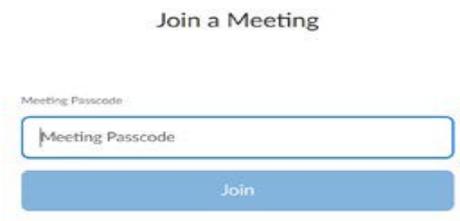
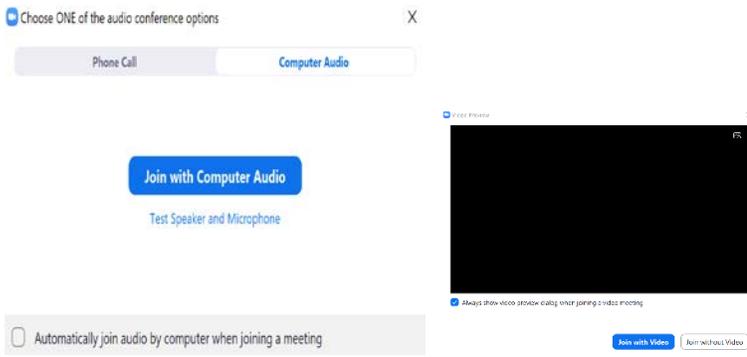
If the host has enabled the “waiting room” feature, you may see a “Waiting for the host to start this meeting” or “Please wait, the meeting host will let you in soon” message. The host will admit you to the meeting when court is called to session.

Note: Remember to mute your audio.



**To Join a Meeting from a Browser (Firefox, Chrome, Mozilla or Safari) using your laptop, desktop computer, iPad or tablet, or Smartphone.**

Step	Screen
<p>Go to <a href="http://www.zoomgov.com">www.zoomgov.com</a> or open the link that was provided in the Notice of ZoomGov Hearing or otherwise.</p> <p>If you click the link in the invitation, skip the next three steps</p>	<p style="text-align: center;"><a href="http://www.zoomgov.com">www.zoomgov.com</a></p>
<p>You will be directed to the Zoom for Government home page.</p>	
<p>Click on Join a Meeting.</p>	
<p>You will be prompted to enter the meeting ID number</p>	

Step	Screen
<p>Once you enter the meeting ID number, you will be directed to this page. If you don't have the Application pre-installed on your device, click "start from your browser."</p>	
<p>You will be directed to enter your full name. Confirm you are not a robot and click Join.</p>	
<p>Enter the meeting passcode and click Join. You will be admitted to the meeting.</p>	
<p>Connect to video then choose your audio. Click Join. Connect to video by pressing Join with Video. Press Join with Computer Audio if you are using a built-in camera and Mic, or press Join without video and Phone Call to call in using a phone.</p> <p><b>** Refer to Instructions for Joining the Audio Portion of the Hearing below on page 8 for this step.</b></p>	

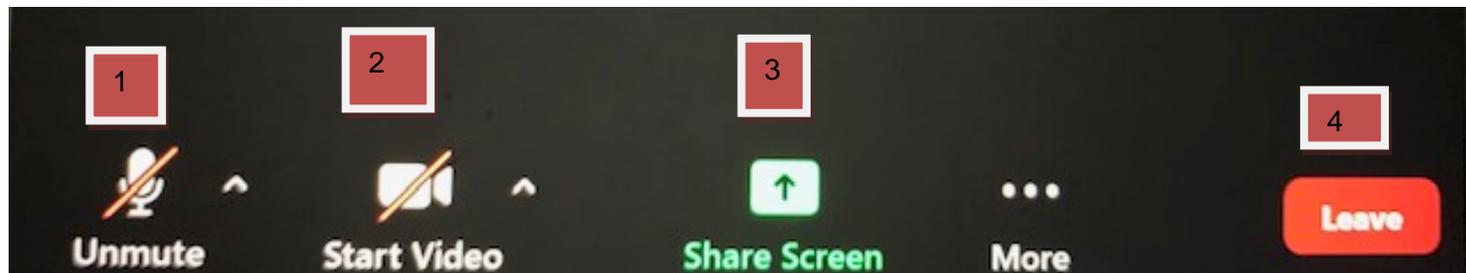
<p>If the host has enabled the “waiting room” feature, you may see a “Waiting for the host to start this meeting” or “Please wait, the meeting host will let you in soon” message. The host will admit you to the meeting when court is called to session.</p>	<p>Please wait, the meeting host will let you in soon.</p> <p>Maysa Ahmed's Personal Meeting Room</p>
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## \*\*Instructions for Joining the Audio Portion of the Hearing

1. Once connected to the video feed, you must choose between two audio options: (1) computer; or (2) telephone. Choose whichever will provide you the better audio quality, both outgoing and incoming.
  - a. **Computer audio** – You should already be connected to the court’s video session. Choose this option if you have a built in or attached microphone and speakers. You have an opportunity to test your audio at this point by clicking on “Test Computer Audio.” Once you are satisfied that your audio functions properly, click on “Join audio by computer.” Mute your session until your case is called or you are otherwise addressed by the court.
  - b. **Telephone audio** – You should already be connected to the court’s video session. Choose this option if you have no audio equipment on your computer or other mobile device, or it is malfunctioning. Then follow the onscreen instructions to connect the phone audio to your video connection. This usually will involve the following steps:
    - i. On your phone, dial 646-828-7666 (East Coast) or 669-254-5252 (West Coast).
    - ii. When prompted, enter the Meeting ID number (provided in your invitation), then #.
    - iii. When prompted, enter your participant ID, then # (to be associated with your computer log in). *This ID is provided to you by Zoom upon selecting the telephone audio option.*
    - iv. At this point, ZoomGov will sync your video and telephone feeds and identify you appropriately.
    - v. Upon connecting to the hearing, please **mute** your connection until your case is called or you are otherwise addressed by the court. The courtroom deputy will connect you to the live session once court is opened.

## Participant controls in the ZoomGov dashboard



On a computer, a menu bar containing participant tools may appear and disappear as you mouse over the Zoom meeting (or tap the screen on a tablet or phone), typically at the bottom of the screen. Mobile app interfaces will appear differently but contain most of the same functionality. Some tools will be turned off by our IT dept such as the Chat, Record, Raise Hand, and Reactions.

1. Join Audio (unmute/mute) – if you haven’t selected an audio connection option, this button is used to select either connecting to audio through the computer or a phone connection. Click the up arrow next to the Join Audio button for more audio settings.
  - a. Mute/Unmute your microphone – Once connected to audio, this button will turn into your Mute/Unmute button.
  - b. Click the up arrow next to the microphone icon to open audio settings. Here you change your speaker and microphone settings.
2. Start/Stop your video feed (Turn on/off camera) – Click the up arrow next to the camera icon to open video settings. Here you can change your camera settings.
3. Share your screen – If enabled for participants, you may click to start sharing your desktop display or any window/application on your computer with others in the meeting. Click the up arrow to reveal sharing options. This option may be disabled for participants.
4. Leave Meeting – Disconnect and leave the meeting. Other remaining participants will remain in the meeting room until the Host ends the meeting.

On the Zoom dashboard screen (normally in the top right corner of the screen), there is also a choice to choose between “speaker” and “gallery” view. “Speaker view” shows the active speaker. “Gallery view” displays the tiles (little pictures) for all the meeting participants.

For more information and instructional videos, see the Zoom Help Center at <https://support.zoom.us/hc/en-us>.

## TIPS AND BEST PRACTICES FOR A SUCCESSFUL ZOOMGOV APPEARANCE

1. Test the video and audio capabilities of your laptop, desktop computer, iPad, or tablet with a built-in or attached camera and highspeed internet connection or Smartphone in advance of the hearing, preferably a day in advance.
  - a. You can do this by entering the ZoomGov session with the ZoomGov connection information in the Zoom email or hearing notice. ZoomGov will prompt you that your meeting has not started yet, but you may test the connection by following the onscreen instructions.
2. Participants and members of the public should at all times remember that although conducted remotely, these hearings are official court proceedings, and individuals should maintain professional decorum.
  - a. If video is enabled, please wear attire consistent with the decorum of in-court proceedings.
  - b. ZoomGov permits the use of virtual backgrounds to safeguard your privacy. If you choose to use a virtual background, please avoid backgrounds that are offensive or distracting.
3. Do not situate yourself with a window or other strong light source directly behind you as that will significantly darken your image.
4. If you intend to speak at the hearing, please find a quiet place from which to participate. Close all doors around you in the room to limit disruption and eliminate distractions. Do not move away from the screen without permission of the Judge during the course of the virtual hearing. Cell phones and other technology not needed for the hearing should be placed in silent or do not disturb mode and all audible alerts should be disabled during the hearing.
5. If you are connecting to the hearing using a wireless device, you should situate yourself in a location with a strong wireless signal.
6. If you are using an external camera and/or microphone, plug them in before opening the Zoom application.
7. Only 1 microphone and speaker system should be active per physical location to avoid disruptive playback noise.
8. If available, a headset-microphone provides better sound quality for listening and speaking. Use of earphones is encouraged if it will assist in preserving confidentiality during the hearing.

9. ZoomGov video participants are permitted to specify a display name. When using the ZoomGov or Zoom online platform via computer or app, you may use the “rename” feature to adjust your name on the dashboard visible to the Court and the other hearing participants.
10. When you first speak—and each time you speak after someone else has spoken—please state your complete name. This may seem awkward but is essential to create an accurate court record of the proceedings. The only part of the hearing being recorded is the audio. If a transcript is requested, it is sometimes difficult for the transcriber to know who is speaking.

Do not speak out of turn or interrupt witness testimony. In order to prevent any accidental audio distractions, please mute your audio setting until it is your turn to speak. If connected to Zoom.Gov or Zoom audio by telephone, you can mute and unmute your connection by entering \*6 on your phone. If another person is testifying, you may not suggest answers, make gestures, or otherwise coach a witness or party while you are off camera.

11. Be courteous and respectful to all virtual court participants. The Judge, judiciary staff, other advocates, and witnesses should be addressed as if you were in a physical courtroom. However, unlike an in-person hearing, it is not necessary to stand when the Judge joins the hearing or when addressing the Court.
12. Do not bring food to the hearing. The usual restrictions on eating and drinking in a courtroom apply.
13. All participants are expected to exercise civility and to conduct themselves in a manner consistent within-person hearings in the courtroom.