

PREPARING TO PARTICIPATE IN A HOUSING COURT ZOOM PROCEEDING

PLEASE NOTE: Persons granted remote accesses to proceedings are reminded of the general prohibition against photographing, recording, and rebroadcasting of court proceedings (including those held by telephone or videoconference). Any recording of a court proceeding held by video or teleconference, including “screen-shots” or other visual copying of a hearing, is absolutely prohibited. Violation of these prohibitions may result in sanctions, including removal of court-issued media credentials, restricted entry to future hearings, denial of entry to future hearings, or any other sanctions deemed necessary by the court. Members of the press and the public are also expected to mute their phones during telephonic hearings and to not disrupt proceedings in any manner.

The court will not provide technical support for Zoom participants or attendees. Please contact the ZOOM Help Center by following the link: <https://support.zoom.us/hc/en-us>, your local IT support, or other online guidance.

CASE PARTICIPANTS

Attorneys, witnesses, case parties, etc., in a Zoom proceeding with the court must follow the guidance below, as adequate preparation and testing of the system are required to ensure a good experience for everyone involved. For security and enforcement of court standards, the court may disable some Zoom interactions (such as chat, screen share, whiteboard, Q&A, raise hand, react, etc.).

ATTENDEES

The public, press and or other non-participating observers (“attendees”) of a Zoom proceeding with the court must follow the guidance set forth below:

ACCESS

1. Access information for attendees will be available by emailing Housing Court staff at housingcourtinfo@cmcoh.org. **YOU MUST PUT YOUR CASE NUMBER IN THE SUBJECT LINE OF THE EMAIL.**
2. Case participants will receive an email invitation from the court with specific information that must be followed. The ZOOM link, meeting ID and password will only be provided to those who have requested to attend the proceeding.
3. Attendees will be able to see and/or hear the court proceeding in the same manner as the participants, and will have a similar experience to sitting in the courtroom.
4. Please note that some proceedings may provide phone-only connectivity via Zoom or other means.

5. Participants: If you do not already have a Zoom account, set one up at <https://zoom.us/>. A paid Zoom account is not necessary for any interaction with the court. *Attendees do not need a Zoom account.*
6. Log into <https://zoom.us/signin> and set your name, phone and email. Including a photo will help identify you when connecting. *Attendees do not need a Zoom profile or to provide any identity information.*
7. Install the latest Zoom Client for Meetings at <https://zoom.us/download>. Although Zoom can be used in a browser only, it is not suitable for participating with the court. The full Zoom client is required for best functionality and best experience with the system. *Attendees may use the browser version of Zoom, but it is limited.*
8. Always keep your software up to date! The Zoom Client automatically updates itself upon launching the software, but you can also update it manually.

SETTINGS

Zoom has a variety of settings, and as the system evolves, certain aspects or features may change. The settings below are highly recommended by the court to improve your video conference.

1. General: **Ask me to confirm when I leave a meeting:** ON (*Helps prevent unintended departures*).
2. Video: **Enable HD:** OFF (*Helps prevent poor video performance, and usually looks just as good as HD*).
3. Video: **Always display participant names on their video:** ON
4. Video: **Always show video preview dialog when joining a video meeting:** ON (Final check before your video displays to others).
5. The court will likely use only the audio and video functionality of Zoom. Other functions such as text chat, screen sharing, etc., will be disabled for your session, and you need only learn the basics of observing or participating in a Zoom Webinar by audio or video.

LEARN ZOOM

1. Getting Started: <https://support.zoom.us/hc/en-us/categories/200101697>
2. Video: <https://support.zoom.us/hc/en-us/sections/200521865-Video>
3. Audio: <https://support.zoom.us/hc/en-us/sections/200319096-Audio>

RECOMMENDATIONS

1. Mute your phone, and mute all sounds from all other applications (email notifications, chat messaging, etc.).
2. Avoid using battery power only (laptops, etc.). Plug into a good power source while in a Zoom meeting.
3. Avoid using an open microphone and speakers, such as those that are built-into laptops or a webcams. Using a good quality headset (headphones with mic) will often help ensure you can be heard, and can hear others with maximum quality.
4. Avoid noisy and echoing locations. Use of a headset will improve audio quality when this is unavoidable.
5. Avoid distracting real or virtual backgrounds.
6. Avoid poor camera positioning (if possible). Try to frame yourself so you take up most the screen, at eye level.
7. Avoid running any unnecessary applications besides Zoom, to conserve your computer's processing power and networking.
8. For home networks, if possible, avoid sharing your internet service with others during the session.
9. **Before Every Court Session using Zoom**
 - a. Connect your device to power.
 - b. Make sure your internet connection is good.
 - c. Test your video.
 - d. Test your audio.
 - e. Turn off all audio disruptions (phones, messaging alerts, email alerts, etc.).

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