

	Civil Court Hearings – Party Guidance		
Document ID	7		
Author	Education and Learning Unit (ELU)	Date	01 Nov 2021
Approved by	ELU	Version	Version 2.12

## Civil Court Hearings – Webex Video Conferencing

**IMPORTANT:** Cases that have been identified by the court as suitable to proceed virtually by WebEx will include all parties to the action being able to connect to the court hearing. Cases that cannot proceed by Webex may require to be conducted via another method – e.g. *telephone conferencing etc.*

Parties who have been requested to attend a civil child welfare or bulk court hearing via WebEx should ensure that they have suitable technology **prior** to the date allocated.

### Webex

- Webex can be accessed on any internet-connected device. We recommend that you download the WebEx desktop or mobile App and familiarise yourself with WebEx as much as possible **prior** to the date assigned for your hearing.
  - Windows: <https://www.webex.com/downloads.html/>
  - Apple (iOS): <https://apps.apple.com/us/app/cisco-spark/id833967564>
  - Android: <https://play.google.com/store/apps/details?id=com.cisco.wx2.android>

### Technology requirements - Laptop/PC

- Ensure your Internet bandwidth meets Webex minimum requirement -
- It is recommended that you only access the civil child welfare or bulk court hearing using a wired internet connection or WiFi, and **not** using a phone connection.
- We recommend using a headset or microphone when attending the civil child welfare or bulk court hearing
  - For the best video experience in Cisco Webex Video Platform meetings, Cisco recommends each screen must have at least 2.0 Mbps bandwidth (bi-directional, i.e. sending and receiving).
  - We recommend users have 10Mbps for accessing the court hearings
  - Bandwidth test - You can test your network speed using the following website link [Speedtest by Ookla - The Global Broadband Speed Test](#)

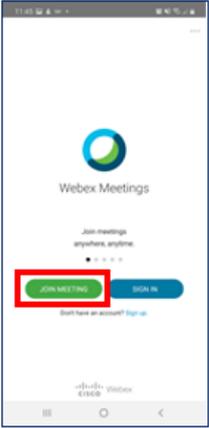
## Testing your Connection

Cisco provides an online link to a Webex test meeting where you can quickly establish if your computer's operating system and browsers work with Cisco Webex Events. Generally, on Windows 10 running Microsoft Edge or Google Chrome, the Webex meeting test will complete quickly.

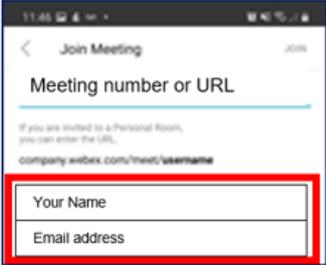
Cisco guide: <https://help.webex.com/en-us/nti2f6w/Webex-Meetings-Join-a-Test-Meeting>

## How to join using WebEx

- Launch the **WebEx** application
  - Select "**Join Meeting**"

- You will be prompted to enter your information
  - Input either the **meeting number** or URL link provided for the days Hearing
  - Input your **name** and contact **email address**



- WebEx will save this information for your next WebEx meeting, if required.
- When joining the court you will be placed in the lobby until admitted by the Host who is the clerk of court.

## Virtual Court Etiquette

- Please ensure you are on **mute** when not speaking so your background noise doesn't interfere with proceedings
- Please join the court at least 5 minutes **before** your allotted time
- Should you require a private consultation with your solicitor, please make this request to the Sheriff and the Webex host will facilitate this for you, unless you have joined via telephone.

## Troubleshooting

If you encounter any issues using Webex, we recommend referring to the online guidance:  
<https://www.cisco.com/c/en/us/products/conferencing/webex-support/index.html>

### Joining via Telephone

If for any reason it is still not possible to join WebEx via an internet connection, it may be possible to join by telephone. However, it should be noted that you will **not** be able to see proceedings via this method nor be able to participate in a Breakout Session, should you wish to speak in private to your solicitor.

To join via telephone - you should contact your solicitor who will request the clerk of court to email the “**Case Access Code**”. Once you have the ‘*Case Access Code*’, please follow the steps below:

- Call (United Kingdom Toll) **+44-20-7660-8149**;
- Using your phone keypad, enter the **Case Access Code** provided;
- When prompted, press **#** to join.

Once connected, the line will remain silent until the hearing begins. The meeting audio will then activate automatically.

**NOTE:** Joining the meeting by this method may incur additional costs and you should check with your phone service provider.