

Remote Hearing Instructions – Limited Civil & Small Claims



- Your hearing will be held **REMOTELY**.
- A computer, tablet, or smartphone with a functioning camera will be needed to appear for the remote hearing via Zoom (see *How to Download the Zoom application instructions* below).
- If you are representing a party, you **MUST** provide them these instructions.
- If you, the party you are representing, or your witnesses **CANNOT** follow these instructions, please call Remote Hearing Assistance at (657) 622-8513.

Interpreter Requests

If you need an interpreter, please complete the request form ([Superior Court of California - County of Orange \(occourts.org\)](https://www.courts.ca.gov/occourts.org)) prior to your hearing. The court may appoint an interpreter to provide language access for witnesses and litigants, if one is available. The court may also permit another individual (other than an attorney) to assist a party in a small claims matter.

Exhibit Information

Any exhibits submitted to the court must also be served on the opposing side before the court may review the exhibits. The judicial officer may ask the opposing party if they have received the documents. If the opposing party has not, the judicial officer may continue the hearing to another date.

Departments C61 and VCC5:

- Exhibits **must** be submitted two days prior to the hearing date through the **evidence portal**.
 - For more information and to access the evidence portal, please click [here](#).

Departments C17, C66, VCC1/C64, VCC2, and VCC3:

- Exhibits must be submitted to the department assigned to hear the case two days prior to the hearing date. Please include exhibits as attachments and the case number in the subject line of the email.
 - Department C17 – liveC17@occourts.org
 - Department C66 – liveC66@occourts.org
 - Department VCC1/C64 – liveVCC1@occourts.org
 - Department VCC2 – liveVCC2@occourts.org
 - Department VCC3 – liveVCC3@occourts.org

How to Download the Zoom Application:

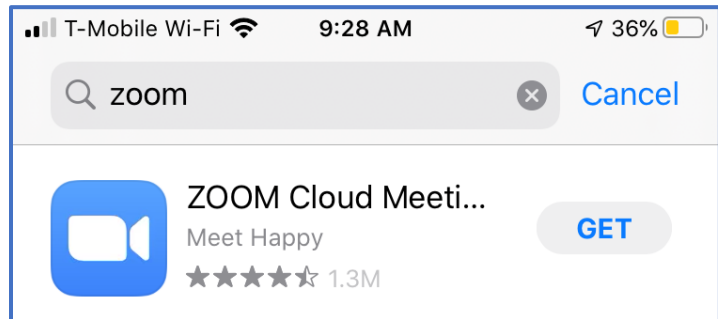


To reduce the amount of people within court buildings and to ensure that social distancing protocols are maintained during the Coronavirus (COVID-19) Pandemic, the court has begun to implement remote hearings.

To appear remotely, a computer, tablet, or smartphone that has a camera and microphone is required. The Zoom application will also be required.

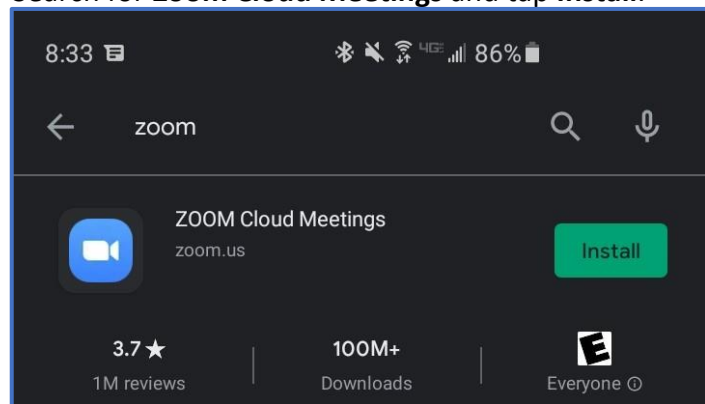
On iPhone:

1. From a **Home** screen, tap **App Store**. Note: To install applications, users must sign in using their Apple ID or create one.
2. Click **Search**.
3. Search for **Zoom**.
4. Pick **Zoom Cloud Meetings** and tap **Get**.



On Android:

1. Open **Google Play**, use the **Play Store App**
2. Search for **Zoom Cloud Meetings** and tap **Install**.



On Desktop

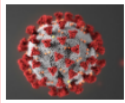
1. In the user's web browser, follow/copy and paste the following link: <https://zoom.us/download>
2. Under **Zoom Client for Meetings**, select **Download**.



Zoom: How to Join a Hearing from a User's Device

Joining through the Court Website

1. On the date and time of hearing, go to the Court's website: www.occourts.org
2. Click on the COVID-19 button.



Attention: CLICK HERE for all court information, policies and procedures relating to the COVID-19 pandemic.

3. Scroll down and click Civil.



4. In the box located at the top of the page, click the "CLICK HERE TO APPEAR FOR C17, C61, C66, VCC1/C64, VCC2, VCC3, AND VCC5 HEARINGS" button, which appears in red.



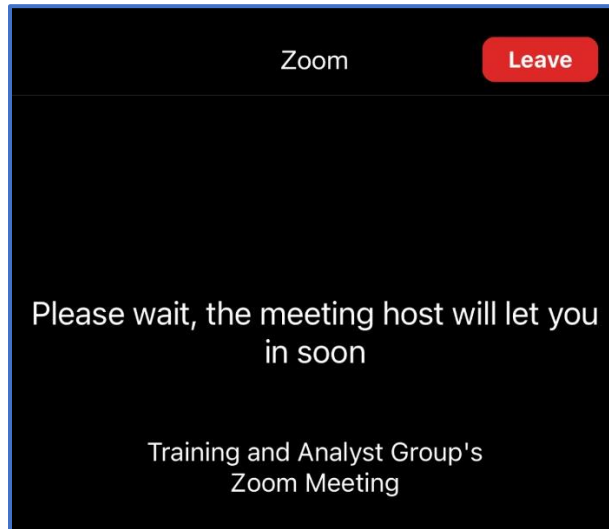
5. Then, participants will click the appropriate department button in which they are scheduled to appear.
6. Participants will locate the day of their appearance and click on the time they are scheduled to appear. Ensure that the right day of the week and time of the day are selected.

Department C17						
Courtroom	AM/PM	Monday	Tuesday	Wednesday	Thursday	Friday
Dept. C17	AM	8:30am	8:30am	8:30am	8:30am	8:30am
		9:00am	9:00am	9:00am	9:00am	9:00am
	PM	1:30pm	1:30pm	1:30pm	1:30pm	1:30pm

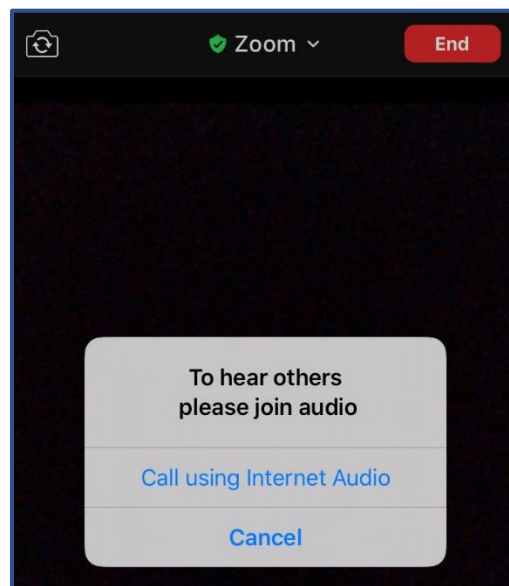
Note: It is recommended that participants test the link the night before the hearing. Do not test links during court hours as a user might join a hearing already in session. Contact the court if any issues are encountered.

Zoom Interface

1. When entering the Zoom meeting, users may be placed into a **Waiting Room**, where the host will admit users at the discretion of the Court. The user will receive this message on their screen:

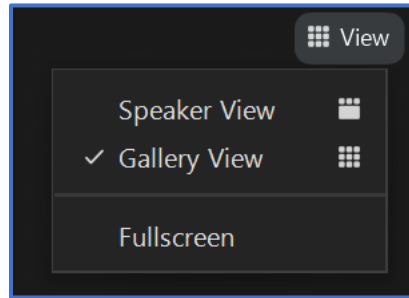


2. When entering the **Zoom** meeting through a device, a notification will appear, and an audio preference may be selected. Select **Call using Internet Audio**.



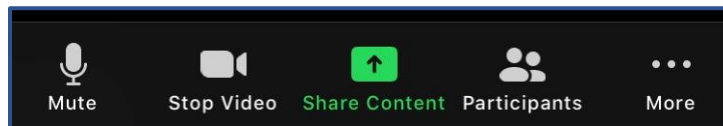
Note: It is recommended for all remote participants to use a headset to avoid creating distractions/feedback within the courtroom.

- In order to adjust the **View**, select **View** on the upper right corner, and select between **Speaker View** (the video focuses on the last participant who speaks) or **Gallery View** (the video focuses on every participant in the hearing).

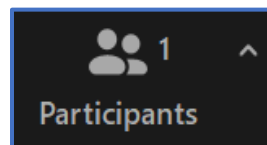


Note: Depending on the device being used, some formats do not support gallery/additional speaker view.

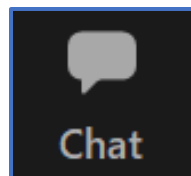
- At the bottom of the screen, a wide array of buttons appear when the cursor is used to hover over the screen. The ability to **Mute** and **Stop Video** appear on the far left.



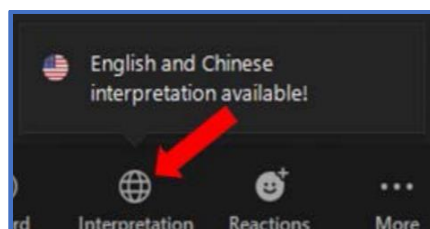
- To see a list of participants within the hearing, select **Participants**.



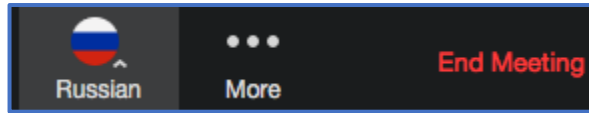
- To start a chat with a participant in this meeting, select **Chat**. Note: this feature may be disabled at the discretion of the courtroom's judicial officer.



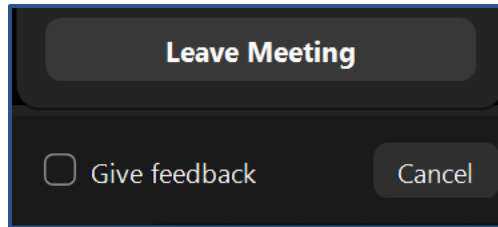
- If a user needs an interpreter, interpretation services are enabled by the Court. Once enabled, participants will receive a notification that language channels are available for selection. The court will select English and will instruct other participants to select their appropriate language channel. The attendees will be able to click **Interpretation** in the meeting.



Select the **language channel** needed to communicate with the interpreter.



7. In order to leave the meeting, select **Leave Meeting**.



Important Things to Note:

- The Court can mute anyone during the hearing.
- If the Court mutes a participant, a participant will have to unmute themselves before the Court can hear them again.
- If a user needs to mute themselves, they must to the control panel and select **Mute/Unmute**.
- Please ensure appropriate attire is worn for the hearing.
- Recording or photography of any kind is prohibited.
- If at any point a participant is disconnected from the hearing, rejoin the meeting through the same link, and the participant will be re-admitted into the video session.
- Using headphones with a microphone set is highly recommended. This will prevent echoing or background noises that cause distraction within the hearing.
- If a participant's connection to the remote hearing is weak, they may not have the proper bandwidth to connect to the Zoom hearing. The suggested bandwidth is listed below:

Bandwidth(up/down)	Scenarios
1Mbps/2Mbps	HD Group video calling (540p videos on 1080p screen)