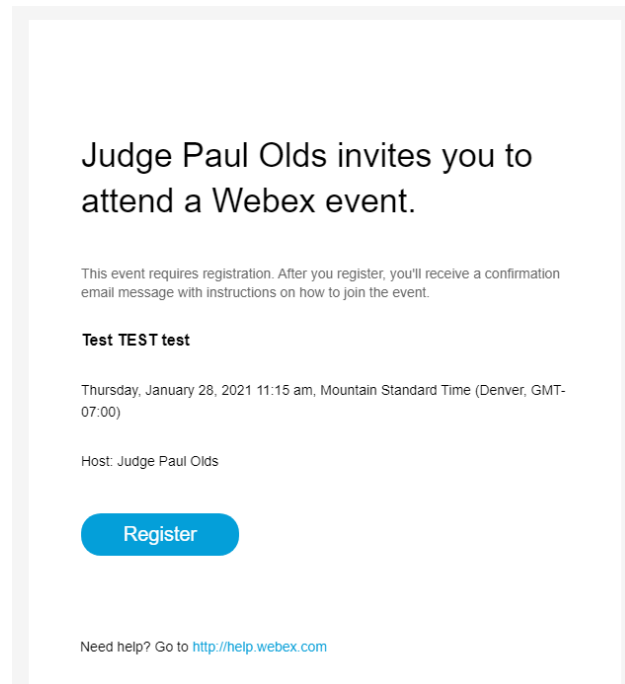



## Installation of Webex Events

- \* The first time you join a hearing in WebEx you will need to install WebEx. You will only need to do this once.
- \* These instructions will be for Google Chrome, but each browser will require similar installation.


1. You'll receive an email or notification from the Court to join a WebEx Event. Please register for the event



2. Enter your name and email address



You'll need to fill in your name and email address

For 

**Event Information:** Judge TEST

**Event status:** Not started

**Date and time:** Thursday, May 28, 2020 12:30 pm  
Mountain Daylight Time (Denver, GMT-06:00)  
[Change time zone](#)

**Duration:** 1 hour

**Description:** Under rule 4-401.02 of the Utah Rules of Judicial Administration court proceedings, including electronic proceedings, may not be recorded, photographed, or transmitted to other devices. A failure to comply with this prohibition may be treated as contempt of court, punishable by a fine or time in jail.

Join Event Now as Panelist

To join this event as a panelist, provide the following information.

**First name:**

**Last name:**

**Email address:**

[Submit](#)

If you are the host, [start your event.](#)

By joining this event, you are accepting the Cisco Webex [Terms of Service](#) and [Privacy Statement](#).

If you are sent an attendee link or access through an attendee link.  
You will need to acknowledge the information below and register before you can join the event.

Please complete this form to register for the event. An asterisk (\*) indicates required information.

Please answer the following questions:

\* First name:  \* Last name:

\* Email address:

\* Confirm email address:

\* Content Warning::  
 Acknowledge that you understand this is a court proceeding and content may be mature in nature

\* Confirm Rule::  
 Under rule 4-401.02 of the Utah Rules of Judicial Administration court proceedings, including electronic proceedings, may not be recorded, photographed, or transmitted to other devices.

\* Confirm Compliance::  
 A failure to comply with this prohibition may be treated as contempt of court, punishable by a fine or time in jail.

3. Once the **event has started** you can Join the event, the Join button Event will be available.
  - a. You will need to install WebEx Events before you can join.
  - b. If you've installed WebEx Events previously, the event will launch automatically after selecting Join.

Event Information: Judge TEST

Event status: ● Started Join Event Now as Panelist

Date and time: Thursday, May 28, 2020 12:30 pm  
Mountain Daylight Time (Denver, GMT-06:00)  
[Change time zone](#)

Duration: 1 hour

Description: Under rule 4-401.02 of the Utah Rules of Judicial Administration court proceedings, including electronic proceedings, may not be recorded, photographed, or transmitted to other devices. A failure to comply with this prohibition may be treated as contempt of court, punishable by a fine or time in jail.

Join  
If you are the host, [start your event.](#)

4. After selecting Join, it will take you through a couple of steps to add Webex Events.
  - a. Step One

## Step 1 of 2: Add Webex to Chrome

Follow this one-time process to join all Webex meetings quickly.


1

Add Webex to Chrome

...an extension? Run a temporary application to j

Select Add Webex to Chrome.

2

 Cisco Webex Extension

Add to Chrome

Select Add to Chrome in the Chrome store.

Select

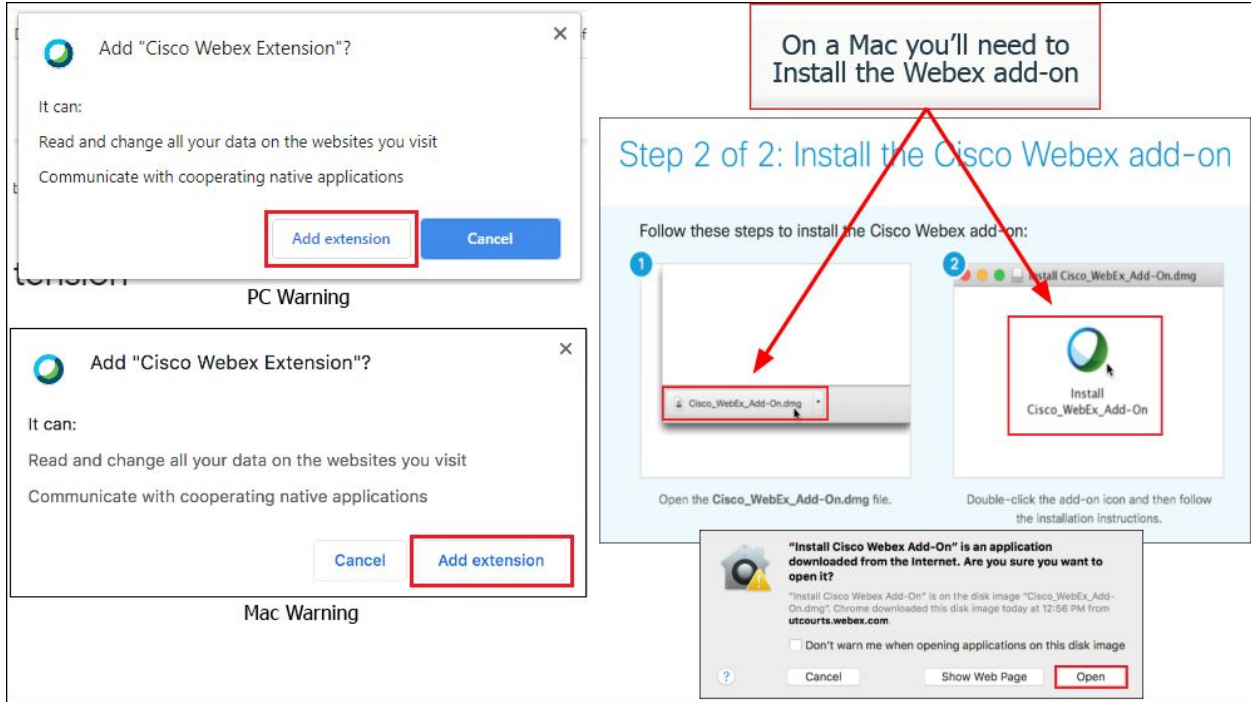
Add Webex to Chrome

**\*\*\*you could also install the WebEx application to your computer by choosing "run a temporary application" instead of adding the extension to Chrome\*\*\* in this case, please run the application, wait and look for the WebEx icon at the button of your computer (on the taskbar) --> **

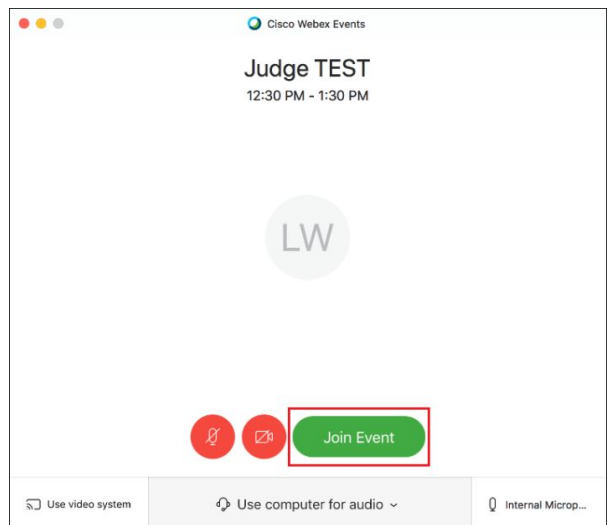
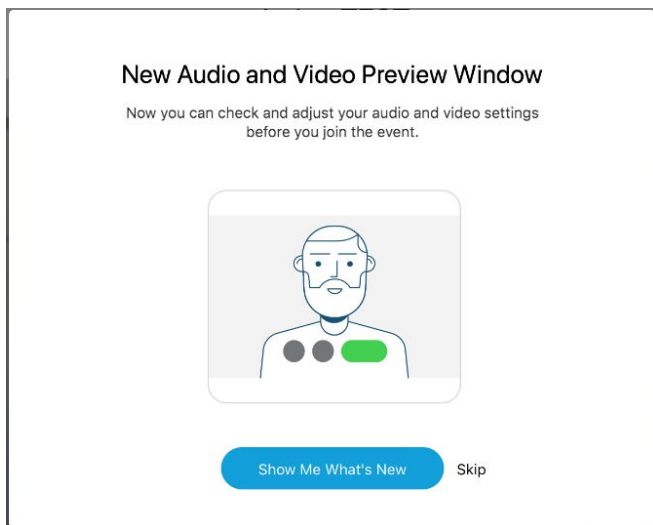
b. Step Two



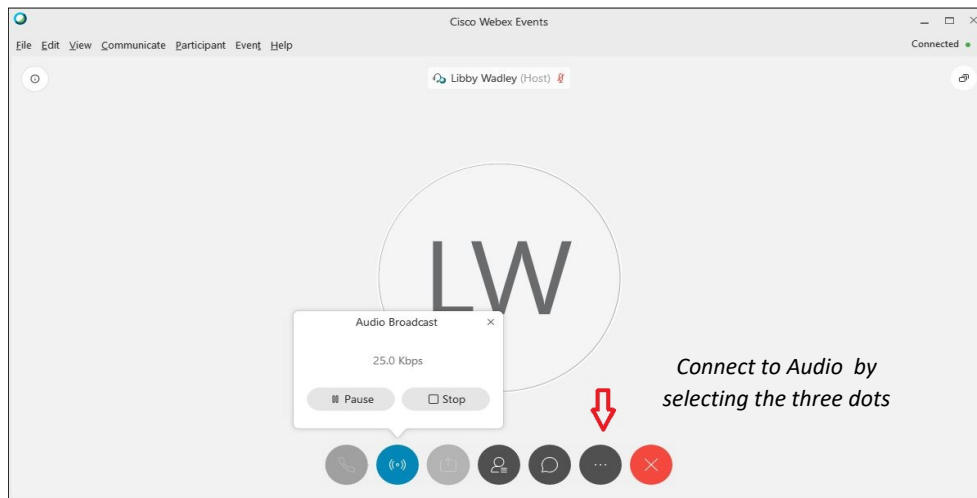
5. Select to add extensions and add-ons (Mac).



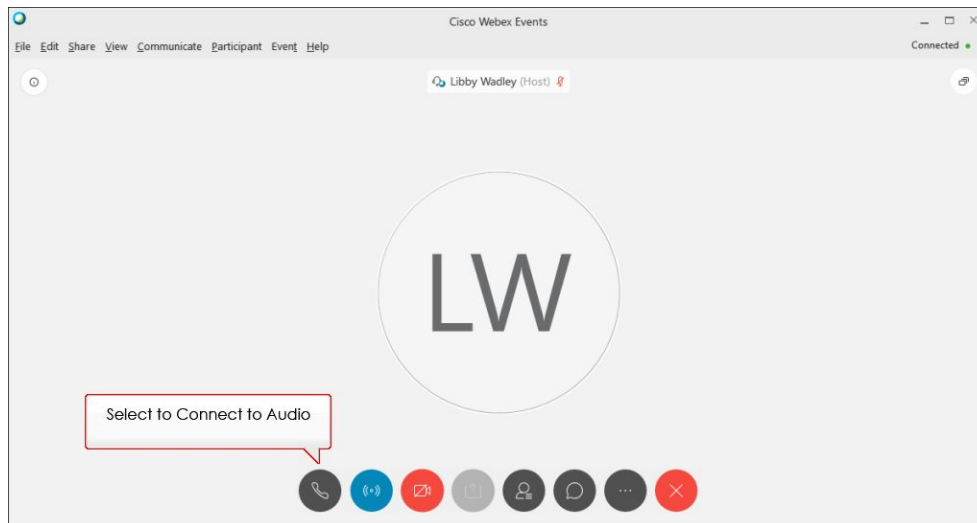
6. Once installed you can walk through what's new with WebEx, adjust audio or video or skip to the Join Event.



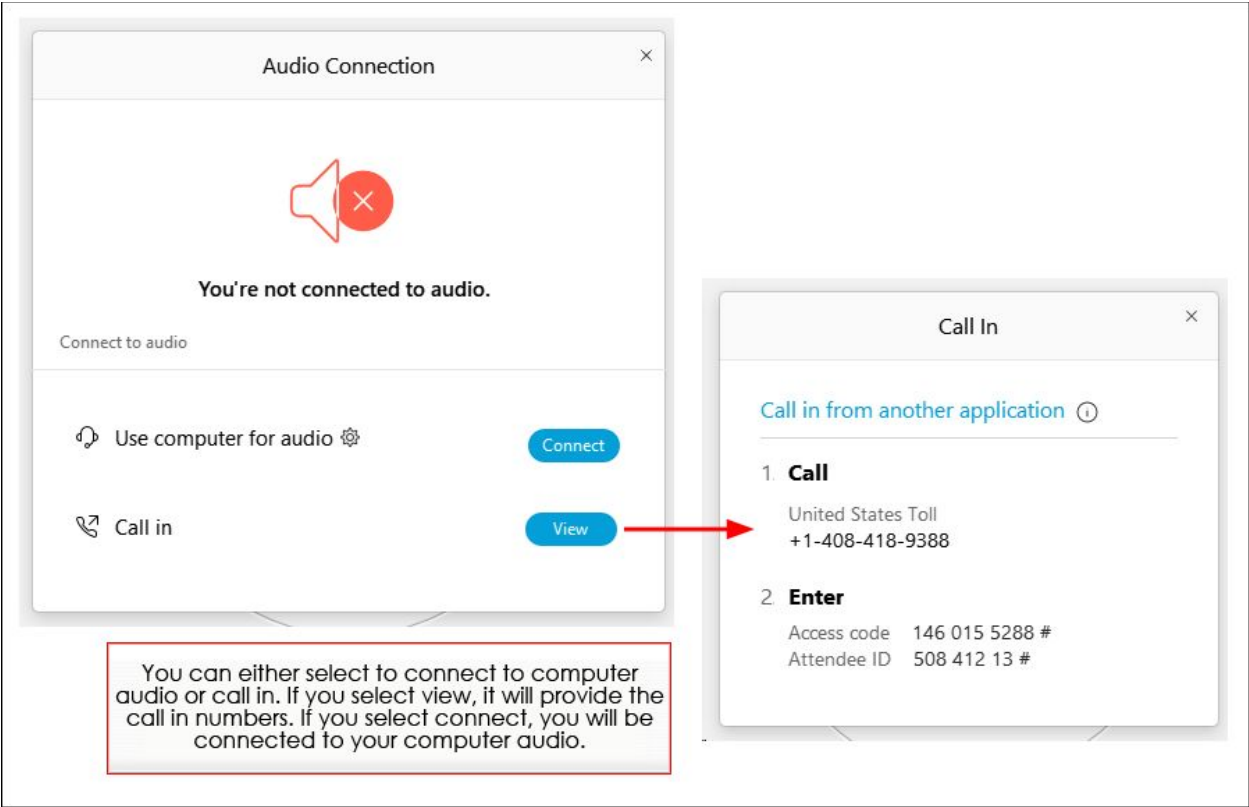
1. Attendee View - This is typically the public, press or JPEC, however anyone can be an attendee.
  - a. If the Court has invited you as an attendee, you will see the screen below.
  - b. The Court will either move you to a panelist immediately or they will add you as a panelist when your case is called. If you are attending by phone, you cannot be moved to a panelist, however the court will allow your audio to communicate.
  - c. You will not be able to communicate with the Court until they've allowed your audio or you have been moved to a panelist to participate in the hearing. Please make sure to "Connect to Audio" once your case is called. You will see that option after your name is called.



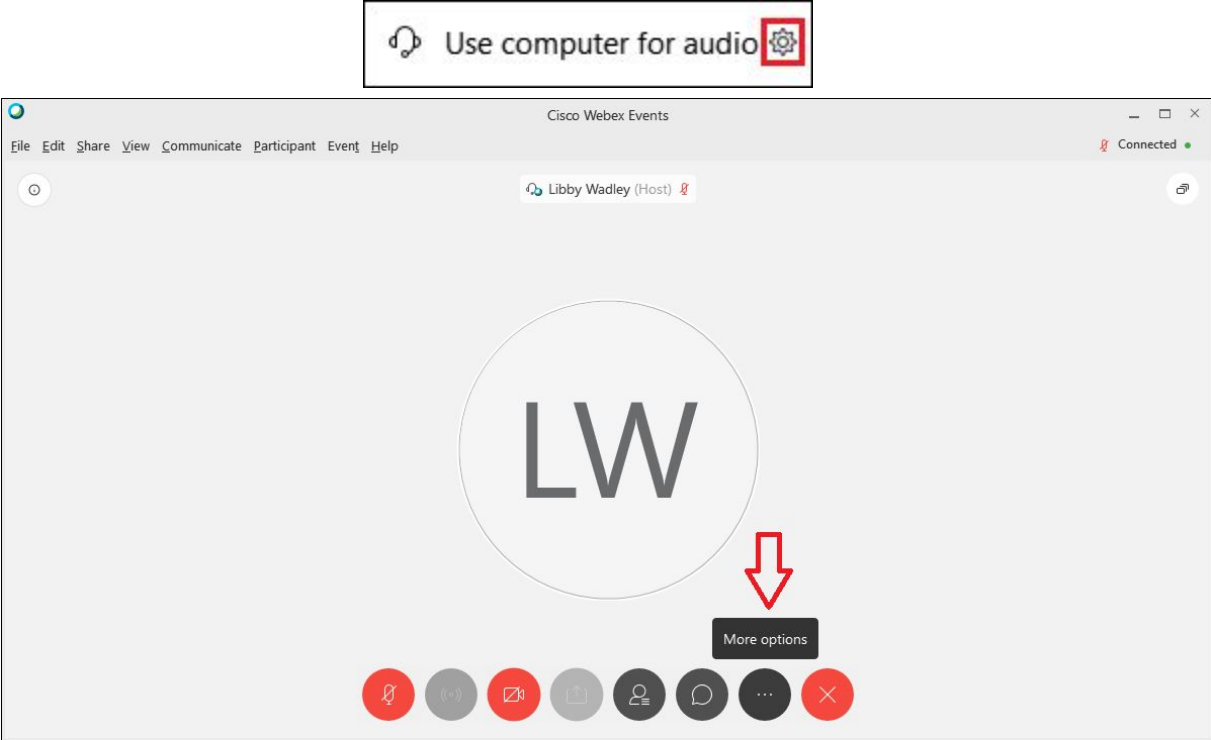
2. Panelist View - This is typically an attorney, client, witness or any others that need to participate in a hearing
  - a. When an attendee is moved to a panelist, you will need to connect to audio.



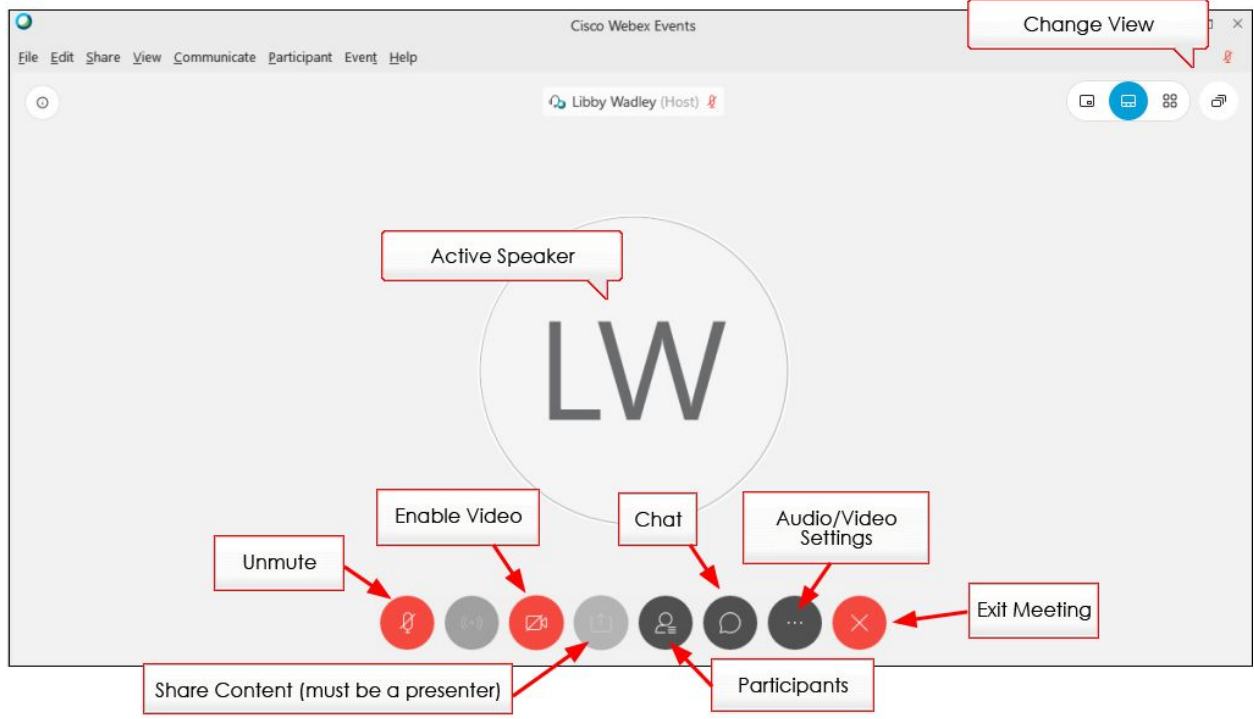
- b. Audio Connection



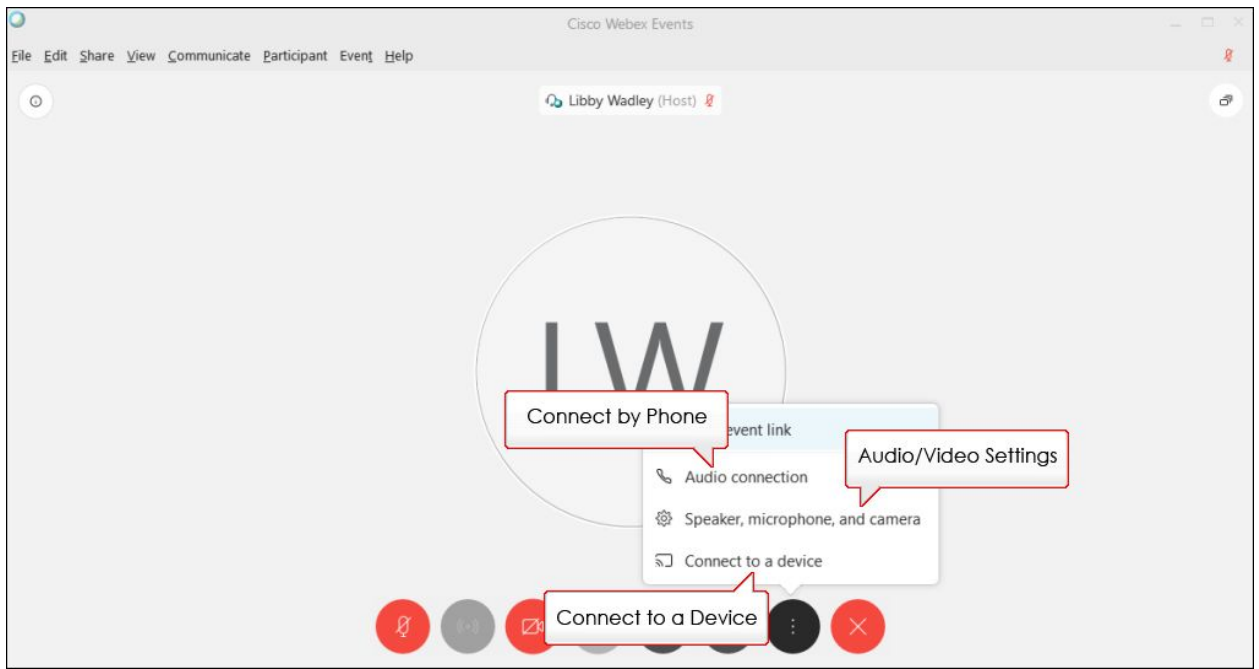
c. To adjust or select audio settings, you can do so by first selecting the settings icon OR after by selecting More options.



# Settings



## 1. More Options



a. How to Connect by Phone



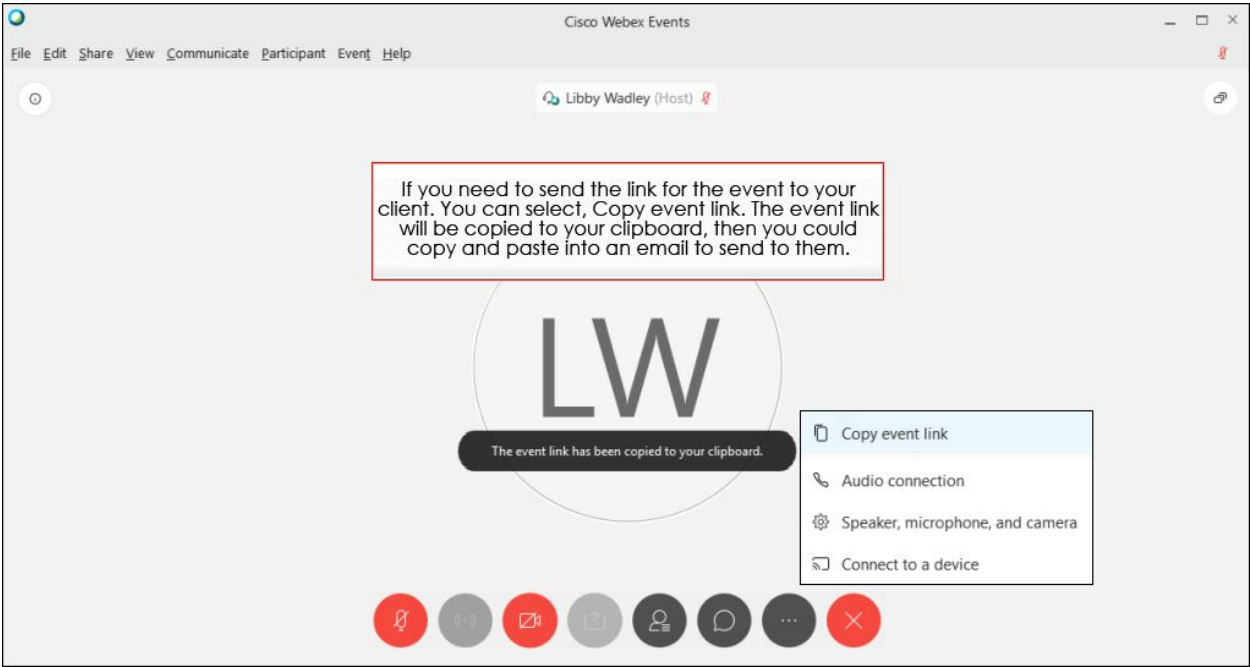
The screenshot shows the 'Audio Connection' dialog box. At the top, it says 'You're using computer for audio.' with a gear icon. Below this is a red 'Disconnect' button. A red box with an arrow points to the gear icon, containing the text: 'You can select to disconnect your audio if you do not or can not use computer audio. You can also address your computer settings. Note: if you hear feedback on your end, you may want to disconnect computer audio and rely on phone audio only.' Below the 'Disconnect' button is a 'Switch audio' section with a 'Call in' button and a 'View' button. A red box with an arrow points to the 'View' button, containing the text: 'You can select to view the Call In numbers if you don't or can't use computer for audio.' To the right, the 'Call In' dialog box is open, showing 'Call in from another application' with a list of options: '1 Call United States Toll' and '2 Enter Access code Attendee ID'. A black box with white text points to the 'Call in from another application' header, containing the text: 'Select "Call from another application" to connect to the meeting audio automatically by using an application that supports calling, such as Cisco Jabber or Skype. The link uses the tel: protocol (tel:<phone number>#<access code>#<attendee ID>).'

b. Speaker, Microphone and Camera Settings

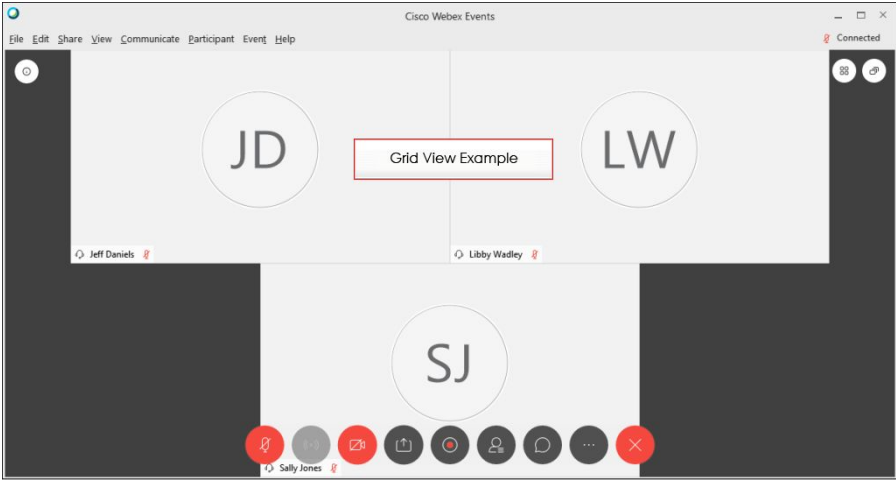
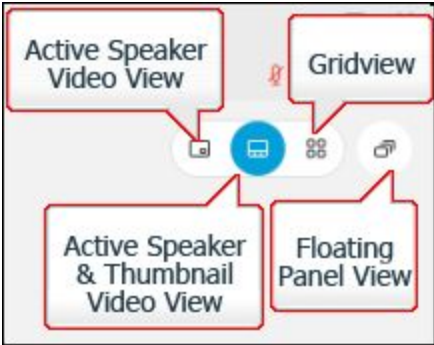


The screenshot shows the 'Speaker, Microphone, and Camera' settings dialog box. It is divided into three sections: Speaker, Microphone, and Camera. Each section has a dropdown menu and a volume slider. Red boxes highlight the dropdown menus and sliders for each section. Arrows point from these elements to the right, where the selected device names are listed in a separate window. For the Speaker, the selected device is 'Use System Setting (Conexant ISST Audio)' and the speaker name is 'Speaker (Conexant ISST Audio)'. For the Microphone, the selected device is 'Microphone (HD Pro Webcam C920)' and the microphone name is 'Microphone (HD Pro Webcam C920)'. For the Camera, the selected device is 'HP HD Camera' and the camera name is 'HP HD Camera'. A 'Preview only' window shows a camera feed. A red box at the bottom right contains the text: 'You can select each drop down to select different devices for speaker, microphone and camera. You can also test your speaker, receive a preview of your camera and see microphone feedback as you speak.'

c. Copy Event Link  Copy event link

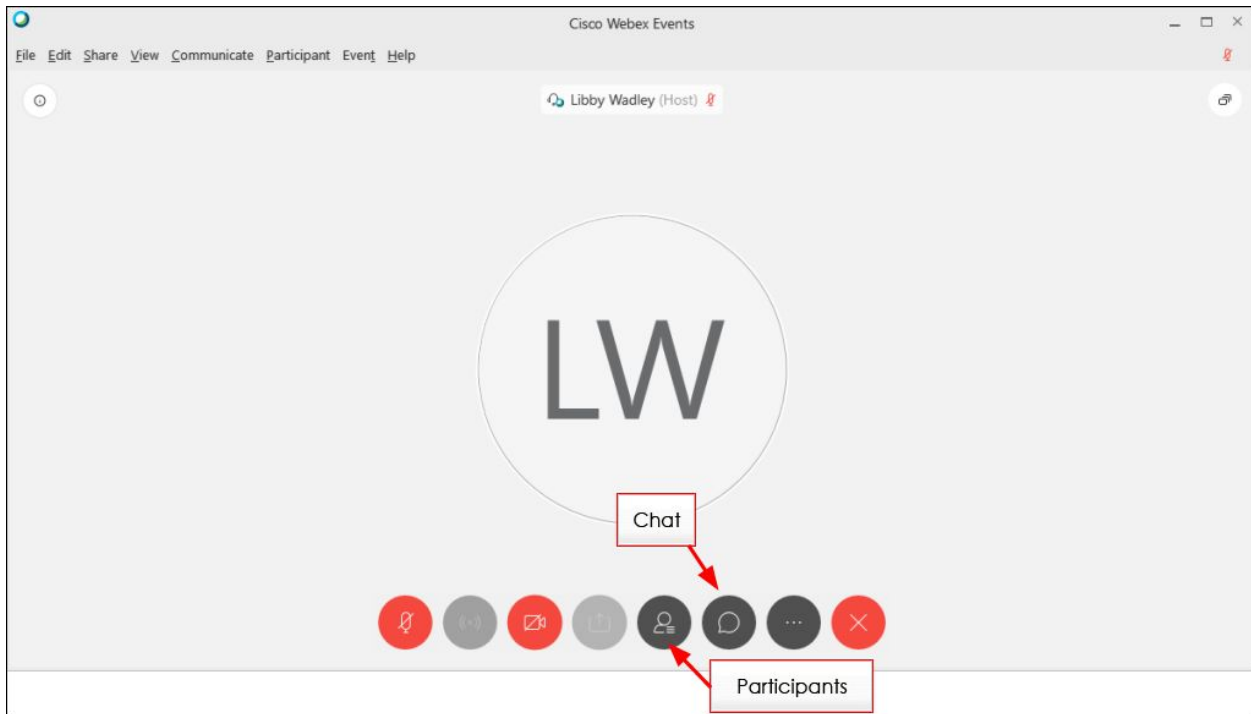


d. Change View 



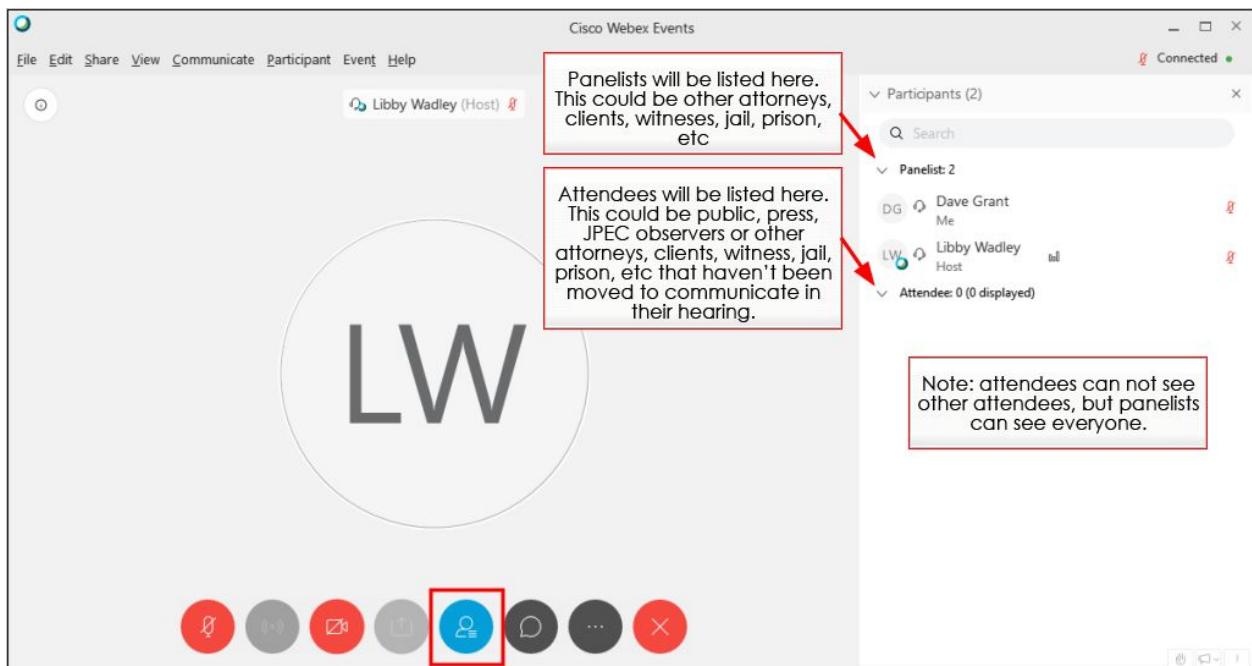


## Participants/Chat



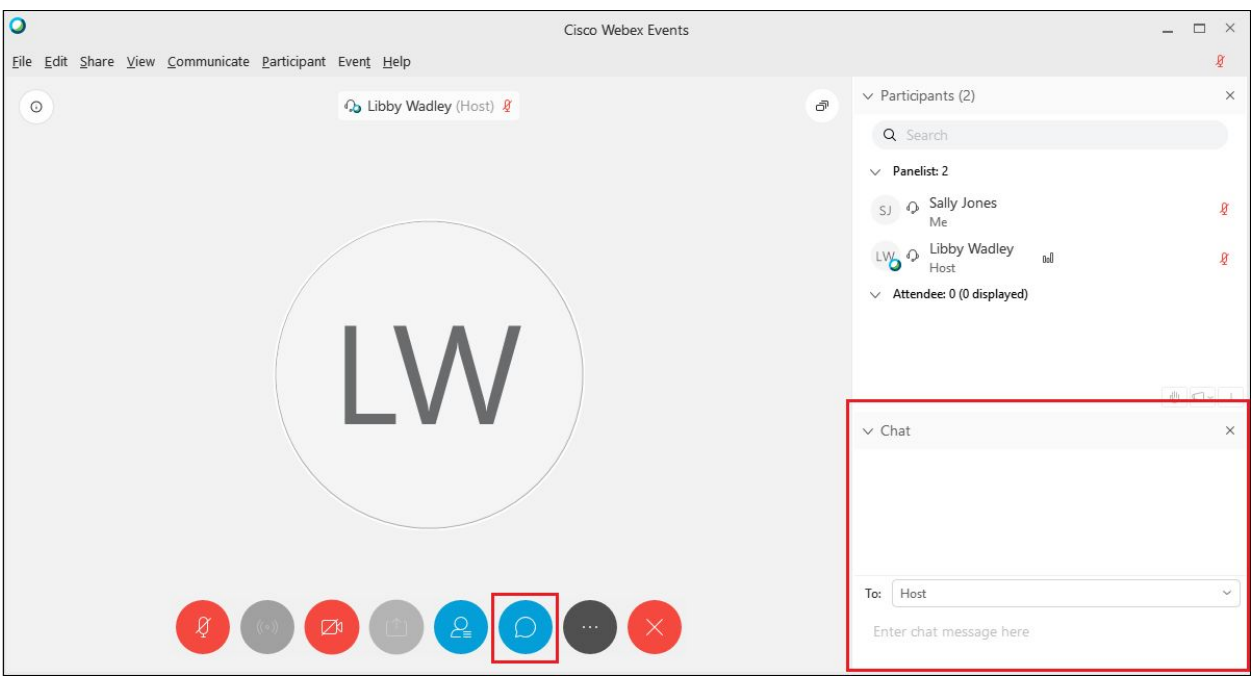
### 1. Participants

- a. Select the Participants Icon, to view the window on the right hand side of the screen.

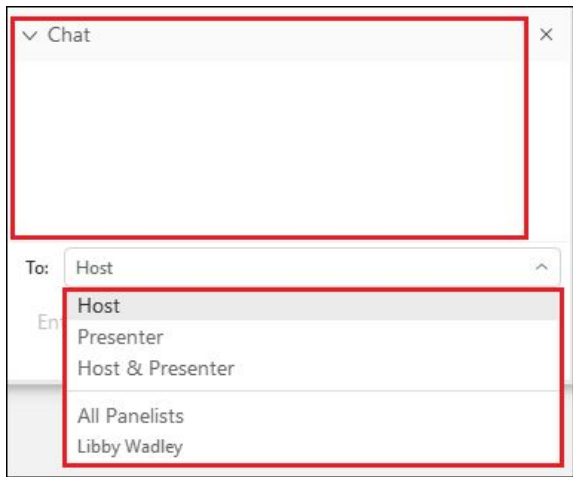


## 2. Chat

- a. Select the Chat Icon, to view the window on the right hand side of the screen.



- b. You can chat with the host, presenter and other panelist. If you have the ability to chat with all attendees, remember that attendees could be the public, press or JPEC.
- c. You can have private chat conversations with your clients or other attorneys.



Select their name, type the message, select Enter.

The private message will be sent to them and only the parties involved in the chat will have access.



# UTAH STATE COURTS

## WEBEX Tips for Pro SE Litigants:

### 1 PREPARATION

**A.** Webex can be used from your internet browser (Webex.com) or you can download an app onto a laptop, iPad, tablet or smartphone. Smart Phones may be better able to connect but the screen is smaller. Phones without internet, can call in like a conference call.

**B.** Please click on the link or the button "JOIN THE MEETING" that is emailed to you from the Court by the judicial assistants on the date and time, and you will enter the meeting directly.

*i. If you receive a message "meeting has not yet started", try again shortly.*

**C.** Check your internet bandwidth. If you do not have good bandwidth at home, you may try using a Smart Phone (if available). If you have an attorney, you may want to check with your attorney to see if going to their office is an option. Please remember the 6 ft rule and please try not to be in the same room with anyone else.

*i. If you are not sure of your bandwidth availability, you may want to contact your attorney or your internet provider.*

**D.** If the audio is not working on your computer, please check to see if the volume and mic are turned on.

*i. If the audio is not working, you may need to call in on your phone in addition to staying on the video on your computer. You can find the call-in information in three places*



**1.** In the email invitation that was sent

**2.** in the top left-hand side of your computer screen is a small "i" in a white circle. Click on this icon and it will bring up the call in information. (Depending on the type of device you are on, you may need to tap on the screen to bring up this icon.)

**3.** on the bottom of your screen there are icon circles; microphone, camera, participants, chat and then there is a circle with three dots. If you click on this circle it will bring up a menu, you can change audio connections and call in to the meeting while remaining on the video feed.

**E.** If the video is not working, log out of the meeting and log back in.

*i. If the video feed is still not working, you can try using a Smart Phone (if available) and log in using the WebEx App (this will be a small screen to participate, but you can at least tell the judge you are having difficulties), or*

*ii. You can call in as if it is a conference call.*

**1.** If this is a trial or evidentiary hearing, all parties and witnesses must appear via video. If that is a problem, it will need to be resolved with the other party/counsel, the judge and judicial assistant(s).

**F.** Be careful using a headset/AirPods with a tablet. There is significant feedback that is not present when you have the audio coming through the tablet and headphones.

**G.** For current information, please check the Utah Courts' website on COVID-19 Pandemic alerts. <https://www.utcourts.gov/alerts/>



# UTAH STATE COURTS

## WEBEX Tips for Pro SE Litigants:

### 2 WEBEX FUNCTIONS



MUTE / UNMUTE



CAMERA



PARTICIPANTS



CHAT



THREE DOTS

#### A. Once you “join” a meeting/hearing...Buttons on the bottom of your screen:

*i. MICROPHONE:* This is where you mute or unmute your audio. If the icon is red, you are muted. If the icon is gray and black your audio is live.

*ii. CAMERA:* This is where you mute or unmute your video. If the icon is red your video is OFF. If the icon is gray your video feed is LIVE.

*iii. SHARE SCREEN:* Unless you are the presenter this button will be grayed out and not functional. This is how you share content on your computer or your screen.

*iv. PARTICIPANTS:* This is where you see the participants in the meeting. If you click this icon it will pull up a list of participants, by name on the right of your screen.

*v. CHAT:* There is a chat feature on Webex. It is set to default to everyone. You can type or “chat” with everyone, if “everyone” is the selected party in the box. Please do not chat with the Judge directly or privately as this would be considered ex-parte communication. You can however, chat with the JA if you are experiencing technology difficulties. You can also chat with other parties in the case, but know these chats can be recorded.

*vi. THREE DOTS:* Clicking on this button will give you a menu to change audio settings. If you do not have a microphone as part of your laptop, you can change audio connection here and call into the meeting/hearing while still viewing the meeting/hearing on the laptop.

1. Click on “Audio Connection”
2. Click “View” under Call In
3. Use your phone to dial into the meeting/hearing using the numbers displayed on your screen.

#### B. Other Functions

*i. LOBBY:* The lobby is a virtual waiting room where you can be “moved to” by the host of the meeting. While in the lobby you will not see or hear anything going on in the meeting. When it is time to participate in your hearing, the host of the meeting will bring you back into the meeting.

*ii. RAISING A HAND:* There is a little hand icon next to your name in the participant list. You can raise your hand if you want to speak and the host of the meeting/hearing will recognize this hand moving and call upon you for your turn to speak.



# UTAH STATE COURTS

## WEBEX Tips for Pro SE Litigants:

### 3 BEST PRACTICES:

- A.** When you log in, remember to mute the video and audio. You may want to leave those on initially to make sure it's working and then mute each.
- B.** You may be entering a meeting/hearing where other cases are being heard, please be respectful and quiet, just as if you were entering a courtroom with a hearing ongoing. Please wait to speak and be addressed by the Judge or JA.
- C.** If it will help you feel more comfortable, take the time to get familiar with Webex in advance. There are Webex tutorials online and a wealth of information on the internet. (Webex.com>training-online)
- D.** You should mute your mic when you are not talking. If your mic is not muted and you are shuffling papers or moving a file across the table, the mic picks it up and distorts the sound in the courtroom and on the record.
- E.** The court may mute non-speaking parties' mics during the hearing.
- F.** If you are suffering from low bandwidth, turning off the video may improve the Webex performance.
- G.** Please try not to speak over each other. We are recording the audio from these hearings, and it is difficult for others to discern who spoke when.
- H.** Make sure to unmute your mic when speaking.
- I.** Please face the mic. When you turn your head to look at your screen, your voice might not be recorded.
- J.** If you're observing, you should mute your mic and video.
- K.** If you are a witness, know that when you enter the Webex hearing/meeting, the meeting may be in session and you will most likely be moved to the virtual lobby (by the JA or Judge), where you will not be able to hear or see anything happening in the hearing. You will need to wait in the lobby until you are admitted, or brought back into the hearing. Just because you can not see or hear anything does not mean they have been disconnected. Please wait until you are brought into the hearing by either the JA or the Judge. Please do not hang up and try to reconnect to the meeting. If you have questions, please email the JA.





# UTAH STATE COURTS

## WEBEX Tips for Pro SE Litigants:

### 4 OTHER ISSUES OR TIPS

**A. DRESS:** Remember you will be on a live video stream, so please dress according to an acceptable standard for attending court. Opinions may vary, but when in doubt dress conservative business dress.

**B. CAMERA ANGLE:** Be aware of the camera angle. Make sure you can see your face, that means everyone else can see your face too. Try not to have it at the side of your face, under your face or cut off half your face.

**C. LIGHTING:** Try to be in a well lit room or facing a window so there is good light on your face.

**D. BACKGROUND:**

**i. VIEW:**

1. Be aware of what is behind you. Webex tends to use a wide angle shot so take a minute and look at what is around you.
2. Consider sitting with your back against a wall so that other people are not seen walking behind you. As this can be very distracting.

**ii. NOISE:**

1. If you can find a quiet place in your home to handle the hearing, it would be appreciated. Background noise does interfere with the record.
2. Most judges understand that many people are working from home. But please try to minimize background noise from children, animals, fans and other devices. There will be a problem with the recording.
3. If there are other cell phones nearby, be aware, it may cause feedback noise on the Webex meeting/hearing.
4. Try not to eat or smoke during a meeting/hearing, this can be distracting to other participants in the meeting/hearing.
5. Be aware while taking a drink during a meeting/hearing. It is understandable that one may need to quench thirst or wet their throat while in a meeting/hearing... remember, everyone can see you and if you are not muted, they could potentially hear you.



- Click on the link and it will pull up the WebEx hearing screen. *[If using a mobile phone, follow prompts to download app, register, and join the court hearing.]*
- Until the event has started, the status will say **“Not started”** and you will click the register link
- Fill out the information and click submit.
- You will then receive an email with a link to log in at the date and time of your hearing



**Event Information: Judge Mc**  
 Registration is required to join this event. If you are not registered, you will be prompted to register when you click the Join event button.

**Event status:** Not started ([Register](#))

**Date and time:** Thursday, July 9, 2020 8:00 am Mountain Daylight Time (Denver, CO) ([Change time zone](#))

**Duration:** 3 hours



**Your registration was approved for the following Webex event.**

Host: Judge Brendan McCullagh  
 Event number (access code): 146 811 7192  
 Registration ID: This event does not require a registration ID.  
 Event password: TRjRHQi?842 (87574740 from phones)

Thursday, July 9, 2020 8:00 am, Mountain Daylight Time (Denver, GMT-06:00)

[Join event \[utcourts.webex.com\]](#)

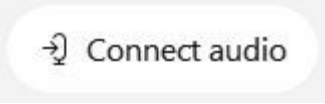
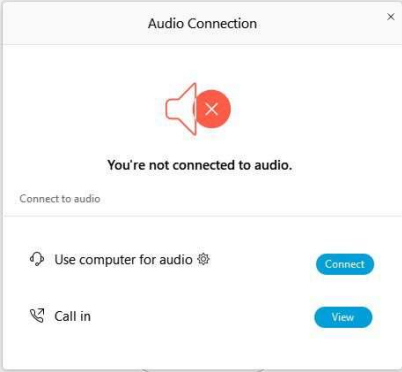


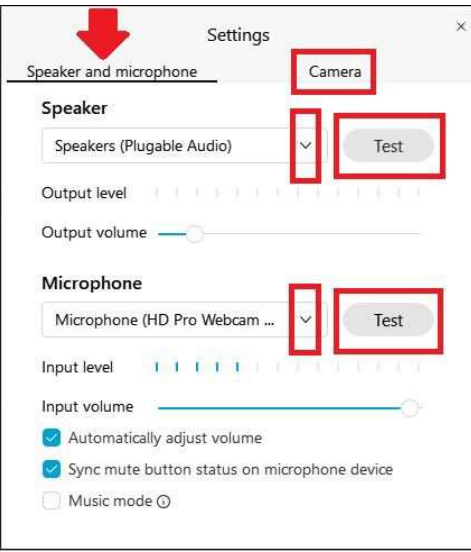
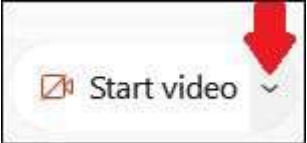

- If the hearing has **started**, fill out all required information and you will be admitted immediately
- Be advised you will be in a “listen only” status until called upon by the court



Welcome to the Riverdale Justice Court Virtual Hearing. Court will begin momentarily.

You will be in listen only mode (audio broadcast) until your case is called. When your case is called and you are made a panelist, please make sure your microphone is MUTED until you are called upon to speak.

You need to ensure you are connected to audio. Follow the steps below to connect.

<p>Select <b>Connect to Audio</b></p>  <p>Mouse over <b>Use computer for audio</b></p> 	<p>Select the down arrow next to <b>Unmute</b></p>  <p>Select <b>Speaker</b>, <b>Microphone output</b>, or select <b>Settings</b> to test output.</p> 	 <p>Also, select <b>Camera</b> to select or test video settings.</p>	<p><b>Video Settings</b></p>  <p>Select <b>Camera</b> output, or select <b>Settings</b> to test output or select to <b>Change virtual background</b>.</p> 
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If you have any additional questions as the hearings proceed, please reach out to your attorney or the court clerk. Thank you!