

## How to attend your ZOOM virtual hearing

Trying to limit parties in the courthouse and to keep everyone safe during COVID19, we are asking that child support parties attend their hearings virtually (or by phone if necessary) through Zoom.

A ZOOM HEARING REQUEST MUST BE SET UP AT LEAST 36 HOURS BEFORE YOUR HEARING

IT IS IMPORTANT TO THE COURT THAT YOU CAN ATTEND YOUR HEARING. PLEASE CONTACT YOUR CASE WORKER OR LAWYER IF YOU HAVE ANY PROBLEMS ATTENDING. THE NUMBER TO THE DISTRICT ATTORNEY'S CHILD SUPPORT OFFICE IS (504) 364-3630

**Getting Started:** You **do not** have to have a **Zoom** account to attend a **Zoom** meeting. You will be prompted to **download** the software, once you **have** clicked on the link that you **have** been provided. You may also wish to create an account, but that is not **required** to participate in a **Zoom** meeting.

You **do not** need to download or install any software to join a zoom meeting. When you click the link provided you will see an option to "Join from your browser" link. Use this option if you do not wish to install software on your device.

### **Attending your virtual hearing:**

Zoom hearings can be joined from the internet, the Zoom application ("App" for your phone or tablet), landline or mobile phone (**Instructions below**), and with a H.323 or SIP device.

You will need the **Zoom Meeting ID** number for the hearing. The **Zoom Meeting ID** for your assigned case will be emailed to you by the court prior to your hearing date. It will include your case number and last name of the Non-Custodial Parent. If you requested a Zoom conference and have not received your invitation at least 24 hours before your court case please contact the court at (504) 367-3500 and give them your name, case number, and date of hearing, so someone can assist you.

1. Open the email sent to you by the court. It will contain your **Zoom Meeting ID**. It will look something like this:

Join Zoom Meeting

<https://us02web.zoom.us/j/81952118062?pwd=OStxS3huWmRyRVZyWkFsVkhJeTZRZz09>

2. Click on the hyperlink and it will take to you a new screen and connection you to Zoom. The new screen will give you the option to Launch Meeting (if you have Zoom installed on your device), download and run Zoom, or join from your browser. Example below.

When system dialog prompts, click **Open Zoom Meetings**.

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If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

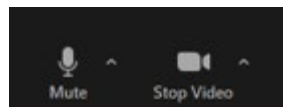
If you cannot download or run the application, [join from your browser](#).

3. When you are connected to Zoom, you will see the message below. You will see this message until your hearing starts. Remain online. Other hearings are being held so your case will be taken up once all parties get online and the pervious case has been handled.

Please wait, the meeting host will let you in soon.

**If you get off the online session before your hearing is called, your case may be canceled.**

4. Once your hearing starts you will see the judge or hearing officer in the zoom app. Turn on your audio and video by clicking on the buttons in the lower left corner of the app.



Pictured here:

5. Once you have joined, you will enter the virtual waiting room. Prior to the start of your hearing, the Judge or hearing officer will admit you into the virtual hearing. You might have to wait past the start of your hearing time. **If there are other hearings before your hearing, we do not know how long they will last. You may have to wait quite a while, so please be patient.**

You can also download an application (“App”) to your smartphone or device. To download the Zoom mobile application, visit the zoom website at <https://zoom.us/download>

## Considerations for Virtual Hearings:

Virtual hearings are just like attending court in person

### Required:

- Dress appropriate
- Mute your microphone unless you are asked to speak
- Follow Judge or hearing officer's stated rules or risk being removed from the hearing

### If Possible:

- Avoid moving your video or quick movements
- Find a quiet space
- Have a plan to call into the hearing by phone in case you have technology problems
- Be aware of your background and what is showing in your video display
- Login 10 minutes prior to your hearing start time

### Join by telephone if:


- you do not have a microphone or speaker on your computer,
- you do not have a smartphone (iOS or Android), or
- you cannot connect to a network for video and VoIP (computer audio)

### To join by telephone:

- If you are joining via telephone, call one of the telephone numbers listed in the box, then enter your **Zoom Meeting ID** number and passcode.

1. Call one of the telephone numbers provided in the box
2. Enter the assigned **Zoom Meeting ID** number followed by # symbol

- Phone Controls:
  - \*6 - Toggle mute/unmute
  - \*9 - Raise hand



#### Dial by your location

Dial by your location

877 853 5247 US Toll-free

888 788 0099 US Toll-free

833 548 0276 US Toll-free

833 548 0282 US Toll-free



To watch a video about how to join a Zoom meeting, click this link:

<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

### **Test Zoom before your hearing**

If you haven't used Zoom before, please test how Zoom will work on your computer, phone or tablet by going to:

<http://zoom.us/test>

It will help you set up your audio and video connections.