



Office of Administrative Hearings

Virtual Hearings

Reference Guide

This guide is for parties set to appear for a virtual hearing before an Administrative Law Judge (ALJ) from the Office of Administrative Hearings (OAH). The OAH uses Cisco Webex as its virtual hearing platform. Webex meetings allow for the parties, their representatives, and the ALJ to engage interactively through video or audio conference technology.

Best Practices for a Cisco Webex Virtual Hearing

- Make sure you are in a private, quiet location where there are few interruptions and distractions.
- Ensure that your device has reliable connectivity and coverage.
- If joining by smartphone, download and sign up for the Cisco Webex Meetings app.
- Test audio and video prior to the scheduled virtual hearing time at <https://www.webex.com/test-meeting.html>.
- Confirm that your device microphone and webcam are on and the speakers are turned up.
- Confirm that audio and video are enabled so everyone in the hearing can see and hear you. This can be managed through Webex controls.
- After confirming audio and video functionality on your device, mute your audio until you are asked to speak by the ALJ.
- Mute any other devices you have in the room with you so as not to cause a feedback loop.
- Frequently verify that your microphone is muted during the virtual hearing.
- Stay on mute until you are called on to testify, respond to questions from, or ask questions of, other participants, and remember to mute once you are done speaking.
- Speak one at a time and pause 1 to 2 seconds prior to speaking in case there is an audio or video lag.
- Do not speak at the same time as someone else.
- Inform the ALJ if you are experiencing technical difficulties.
- Do not record the hearing without express permission from the ALJ.
- Do not broadcast or live stream the hearing.
- If you are connecting to audio by phone, do not place the call on hold at any time.

General recommendations when joining a virtual hearing by video:	Additional recommendations when joining from a mobile device:
<ul style="list-style-type: none">○ Dress appropriately as if you were in a courtroom.○ Be mindful of what is behind you.○ When speaking, look directly at the camera, not at the screen.	<ul style="list-style-type: none">○ Plan to be in a stationary location while appearing via video; moving around is distracting to the other participants.○ Keep the camera pointed toward your face.
If the sound is difficult to hear, mute your computer microphone and speakers and call the associated conference call number. (You will be able to participate through the telephone connection and observe the video.)	

Witnesses

A witness should not testify from a location where non-hearing participants are present. Attorneys and clients may participate from the same location. When it is a witness' turn to testify, the witness may also participate from the same location as an attorney or representative. It is expected that all electronic devices, other than the one used to access the virtual hearing, are turned off during the testimony. No other programs or windows should be open on the witness's device or computer. Virtual hearing participants must not pass the functional equivalent of notes by electronic means to the witness during the time that witness is testifying.

Interpreters (when needed)

- To help the interpreter, speak slowly and in short sentences.
- When speaking, pause after every 1-2 sentences to allow the interpreter to translate.
- Wait for the interpreter to finish their interpretation before talking or answering a question.

Webex Meetings can be joined in the following ways

- Free Cisco Webex Meetings app for Android, iOS, or other mobile devices (audio and video).
- Web browser on PC, laptop, or smartphone (audio and video dependent on microphone and webcam).
- Please inform the OAH in advance if you plan to attend using audio only. Information on how to join the conference by telephone is listed below.

Exhibits for Virtual Hearings

- Exhibits should be submitted before the hearing and served on the opposing party or agency.
- For any digital media exhibits such as audio or video files, you should contact the OAH prior to the scheduled hearing to find out the best method for filing the exhibit(s).

Joining by Telephone

- Dial 1-415-655-0001. This is the OAH's dedicated Webex telephone number.
- When you dial the Webex number, you will hear: "Welcome to Webex. Enter your access code or meeting number followed by #." Enter the 9-digit access code listed in the body of the electronic Webex appointment the OAH sent to you.
- After you enter the access code, you will hear: "Enter your attendee number, followed by #. If you do not know your attendee number, press # to continue." **Simply press #. You do not have to enter an attendee number.**
- You will hear a prompt: "After the tone, say your name followed by #." **State your name and press the # key.**
- You will then hear a beep that indicates you have successfully connected to the meeting.
- If you dial into the hearing before the ALJ has started it, you will hear: "Welcome to Webex, enter your access code or meeting number followed by #." **Enter your access code and #.**
- You will then hear: "If you're the host save a phone number in your preferences or press # now to join as an attendee." **Press #.**
- You will then hear: **"After the tone say your name followed by #."**
 - You will then hear "The host has not joined the meeting. Please stand by." Music will play until the ALJ begins the Webex meeting.
 - When the ALJ starts the Webex meeting, you will hear "Enter your attendee ID number, followed by #. If you do not know your attendee number, press # to continue." **Simply press #. There is no attendee number to enter.** You will not hear a beep, but you will be live in the Webex meeting.

Webex Controls

The following options are available at the bottom of the Webex window:



- **Unmute** – mutes or unmutes audio; side arrow allows user to select audio device
- **Stop Video** – turns the video function on or off; side arrow allows user to select video device
- **Share** – the host or presenter may share content
- **Record** – controls the recording of the event; only available to the host
- **More Options** – additional options, such as testing audio and video
- **Red X** – leaves the Webex session
- **Participants** – opens and closes the participant panel, which displays those who have joined the session
- **Chat** – opens and closes the chat panel; only available if chat is enabled
- **More Options** – provides a list of additional actions panels if enabled

To view video displays differently, look for the following options in the upper right-hand area of the Webex window:

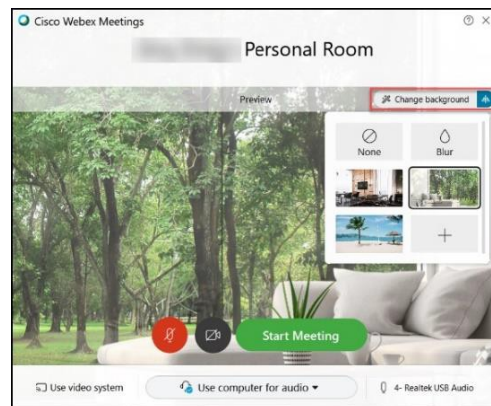
- **Presenter View with Thumbnails** – the view shows the video of the participant currently talking and thumbnail views of all others at the bottom of the screen.
- **Grid View** – default view; all participants are displayed in a grid with a maximum of 25 different videos.
- **Floating Panels** – breaks out all panels from the Webex session. These panels may be moved and arranged as the user desires.



Changing or Blurring your Background

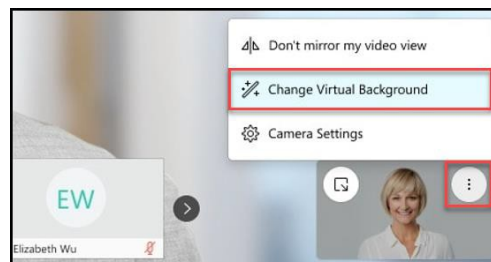
Before You Join the Meeting or Event

1. Click **Change Background** and then select one of the following options:
 - Click **Blur** to blur your surroundings while you remain in focus.
 - To use a default virtual background, click the one you want.
 - To use your own background, click the **Plus** icon.
 - Search for and open the desired image.
 - For best results, images should be equal to or greater than 1280 x 720 pixels.



During a Meeting or Event

1. In your self-view window, click the **Video** options icon, choose **Change Virtual Background**, and do one of the following:
 - Click **Blur** to blur your surroundings while remaining in focus.
 - To use a default virtual background, click the one you want.
 - To use your own background, click the **Plus** icon.
 - Search for and open the desired image.
 - For best results, images should be equal to or greater than 1280 x 720 pixels.
2. When you are ready for everyone in the session to see your background, click Apply. Webex remembers your selection for your next meeting.



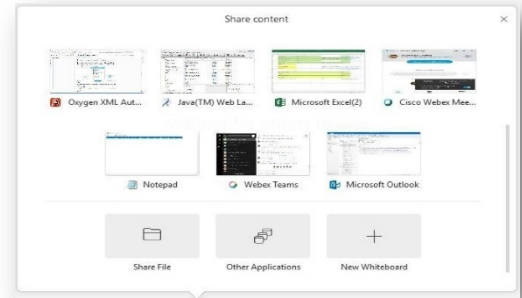
Sharing Content

Sharing of content can be performed by those with the host or presenter roles. Virtual hearing participants may be promoted to the role of presenter if authorized by the judge.

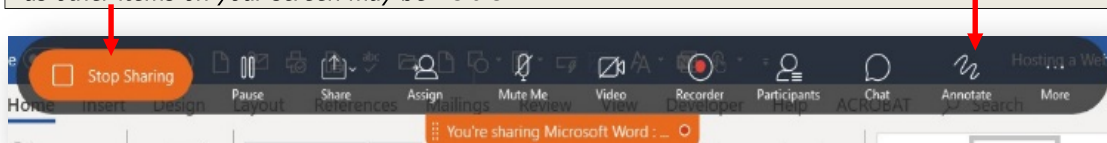
Exhibits (and other documents) may need to be shared during the virtual hearing. To share content during a virtual hearing so others can view it, select "Share content" from the event control panel.

A window will appear with a list of open programs and content the presenter can share. Select the content for the sharing to start.

When sharing content, the Webex toolbar will dock at the top of the screen. There are several options available while sharing. To mark up your content use the **Annotate** tool. To stop sharing content select the **Stop Sharing** button.



If the presenter is sharing content and needs to switch to different content, they will be required to stop sharing before the change can be made. Before presenting verify the correct screen is selected as other items on your screen may be visible.



Sharing Video in Webex

Sharing video is slightly different from sharing any other type of content. Before sharing a video in a virtual hearing, review the following recommendations to make sure the video can be viewed successfully.

It is recommended that:

- The video is in an MP4 video format
- You have a minimum internet speed of 10Mbps download and 3Mbps upload.
- You join on a computer, preferably a computer made within the last 2-3 years.
- A video at 720p definition should be a file size of roughly 5MB per minute of video; this means that an hour-long video should be around 300MB (sizes may vary up to 18% either smaller or larger).

Webex Meetings has a sharing mode that is optimized for video.

1. Select **Share** from the bottom menu bar.
 - a. From the drop-down, select **Optimize for motion and video.**
 - b. Select the content you would like to share.

