



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/>



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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.



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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.





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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.

