

## Office of Hearing Examiner Zoom Meeting Guidelines

The Office of Hearing Examiner is equipped for Zoom video conference appearances. The following guide contains information you will need to participate in a hearing via Zoom – please read through this entire guide prior to requesting to participate by Zoom Video Conference.

Zoom is a real-time, web-based conferencing application. Zoom can be downloaded and installed easily, and is available on Windows, Mac, iOS, and Android devices (computer, tablet, and phone). This guide will help to get you started using Zoom and successfully connect to a hearing by video or phone.

We encourage you to view the Zoom online tutorials to familiarize yourself with the application before joining a call. **For additional resources and training videos please visit Zoom’s website – [Here](#).**

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### Step 1: Requesting Videoconference Appearance by Parties and Testimony by Witnesses

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- A. Participation by a party or witness via Zoom must be approved by the Hearing Examiner in advance of the hearing. If videoconference is allowed, the Hearing Examiner may identify specific requirements on a case-by-case basis as necessary to promote the efficient and orderly conduct of hearings.
- B. Requests for a party or witness to appear by Zoom should be submitted to the Office of Hearing Examiner (“OHE”) via telephone at: (206) 684-0521, or email at: [hearing.examiner@seattle.gov](mailto:hearing.examiner@seattle.gov).
- C. All requests for appearances by Zoom must be made as early as possible and no later than one week in advance of a scheduled hearing.
- D. System requirements for Zoom use are detailed in Appendix A to this document.

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### Step 2: System Test

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- A. Authorization for a party or witness to appear via Zoom is subject to successful completion of a system test prior to the hearing to ensure the party’s computer system is compatible with the hearing room equipment.
- B. The OHE Legal Assistant coordinates and conducts the system test, and will schedule a time for the test. Parties must be responsive to these system test requests, and make themselves available to participate.
- C. The system test will include an e-mail invitation for a Zoom meeting. [See the graphic below](#).

TEST:XX-00-000 Inbox x

7:05 AM (4 minutes ago) ☆ ↶ ⋮

TEST:XX-00-000  
View on Google Calendar

When Tue Apr 7, 2020 8am – 8:30am (PDT)  
Where Zoom Meeting  
Who Edlund-Cho, Galen\*

Yes Maybe No More options

Agenda  
Tue Apr 7, 2020  
No earlier events  
8am TEST:XX-00-000  
No later events

Galen Edlund-Cho is inviting you to a scheduled Zoom meeting.

Topic: Test: XX-00-000  
Time: Apr 7, 2020 08:00 AM Pacific Time (US and Canada)

Join Zoom Meeting  
<https://zoom.us/j/564585903?pwd=WDB1YS95REZzOEIHNnhRdis0QnlIZz09>

Meeting ID: 564 585 903  
Password: 004160

One tap mobile  
+16699006833,,564585903# US (San Jose)  
+13462487799,,564585903# US (Houston)

Dial by your location  
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Find your local number: <https://zoom.us/u/azqufq9Sr>

- D. To participate in the system test Zoom meeting, a paid Zoom account is not required.

**Windows or MAC Install and Download** - <https://zoom.us/join> and sign up for free  
See Appendix B for Download graphics.

- E. The system test involves a brief conversation to ensure compatibility and audio, visual fidelity.
- F. After the system test, the Hearing Examiner may identify additional specific guidelines that need to be followed for Zoom participation at the hearing.

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### Step 3: Prehearing Preparation

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- A. If the system test is successfully completed, you will receive an e-mail from [hearing.examiner@seattle.gov](mailto:hearing.examiner@seattle.gov) inviting you to a Zoom meeting. Do not take any action with this e-mail until the day of the hearing, except to confirm that your meeting time is set for the correct time-zone (see item B below). Please save the email invitation until the date of the hearing, as it will have all of the information you will need to join the video conference.
- B. **IMPORTANT:** The below graphic shows an image of what you will see in the body of the emailed Zoom invitation you receive. Please check the time zone listed in the parentheses after the meeting time. The meeting time will show up in the time zone to which your

personal e-mail account calendar is set. If the calendar settings are not accurate to your location, you may need to convert the time to your local time to ensure timely participation in the hearing.

TEST:XX-00-000 Inbox x

7:05 AM (4 minutes ago) ☆ ↶ ⋮

to me ▾

**Apr 7**  
Tue

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## C. Exhibits

1. **If you are a party to an appeal:** All exhibits (documents you intend to submit as evidence at hearing) must be sent in hardcopy to the OHE, and to all of the other parties at least **10** calendar days before the hearing date (or such other date established by the Hearing Examiner). You must also arrange a means to receive exhibits during the hearing instantaneously (e.g. via e-mail), in case of exhibits being presented by other parties during the hearing.
2. Exhibits must be presented in a packet or binder, with all exhibits numerically marked and presented in sequential order. If possible, a colored sheet of paper or similar material should separate each exhibit. You will not be able to simply show documents through the video call, so please make sure **all** documents have been submitted ahead of time.
3. **If you are called as a witness for a hearing:** It is the responsibility of the person calling the witness who is appearing via Zoom to provide ALL exhibits to the witness ahead of time, so the witness may refer to them during testimony. Exhibits should be arranged in the same manner described above for parties (e.g. numbered separately, and presented in a packet or binder). The party calling the witness must also arrange a means to provide exhibits to the witness instantaneously (e.g. via e-mail), in case of rebuttal exhibits being presented during

the hearing.

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## STEP 4: DAY OF HEARING

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- A. Please ready your computer at least 30 minutes before the scheduled hearing time to ensure timely participation.
- B. Open the Zoom Meeting Invitation e-mail receive from [hearing.examiner@seattle.gov](mailto:hearing.examiner@seattle.gov).
- C. Click on the **“Join Zoom Meeting”** link below the big box. See the graphic below.

TEST:XX-00-000 1 of 1,524

TEST:XX-00-000 7:05 AM (4 minutes ago)

TEST:XX-00-000  
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- D. **If you encounter any technical difficulties before or during the hearing, please alert the Hearing Examiner or OHE Legal Assistant immediately at (206) 697-1438; [galen.edlund-cho@seattle.gov](mailto:galen.edlund-cho@seattle.gov); and/or by using the “chat” function in Zoom.**

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## Appendix A: User Requirements

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You must have access to the following equipment to participate in a hearing via Zoom:

1. Desktop or Laptop computer
2. Web camera

3. Reliable high-speed internet connection
4. Headphones (must be available in case your microphone and speakers cause feedback)

If you have any questions regarding participation via Zoom video conference, please contact the Legal Assistant at (206) 615-1718 or galen.edlund-cho@seattle.gov

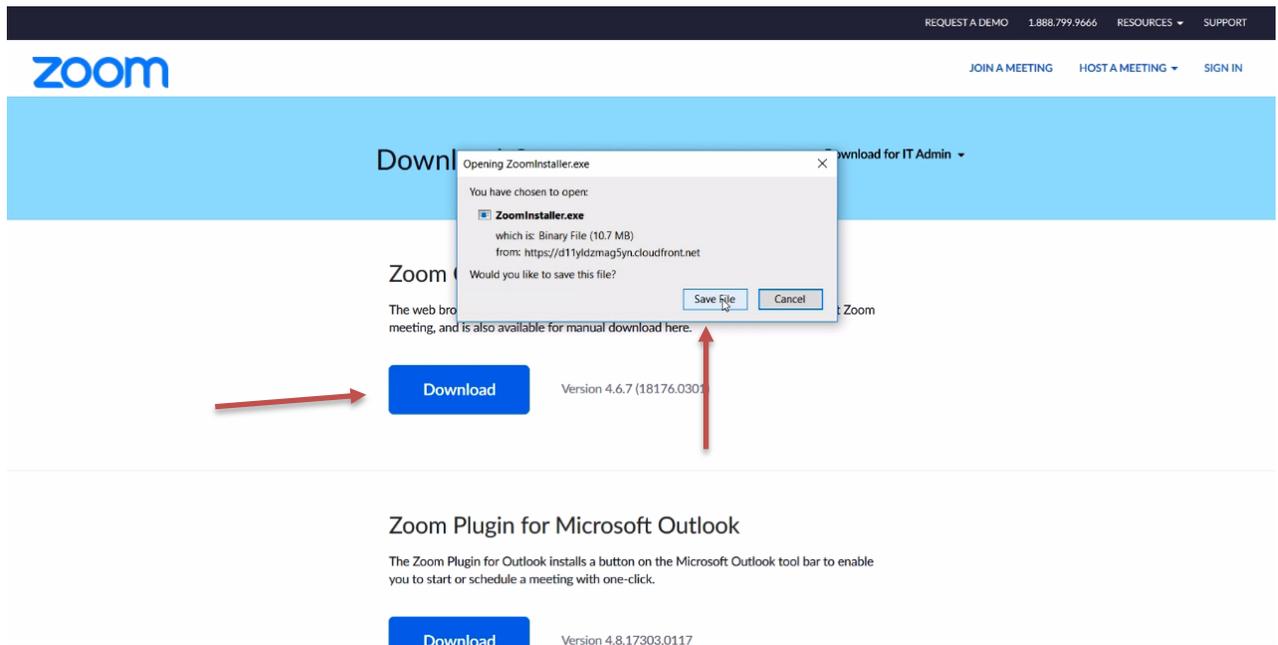
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## Appendix B: Getting Started – Download and Sign-Up

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You do not need a paid account to use Zoom.

**Windows or MAC Install and Download** - <https://zoom.us/join> and sign up for free




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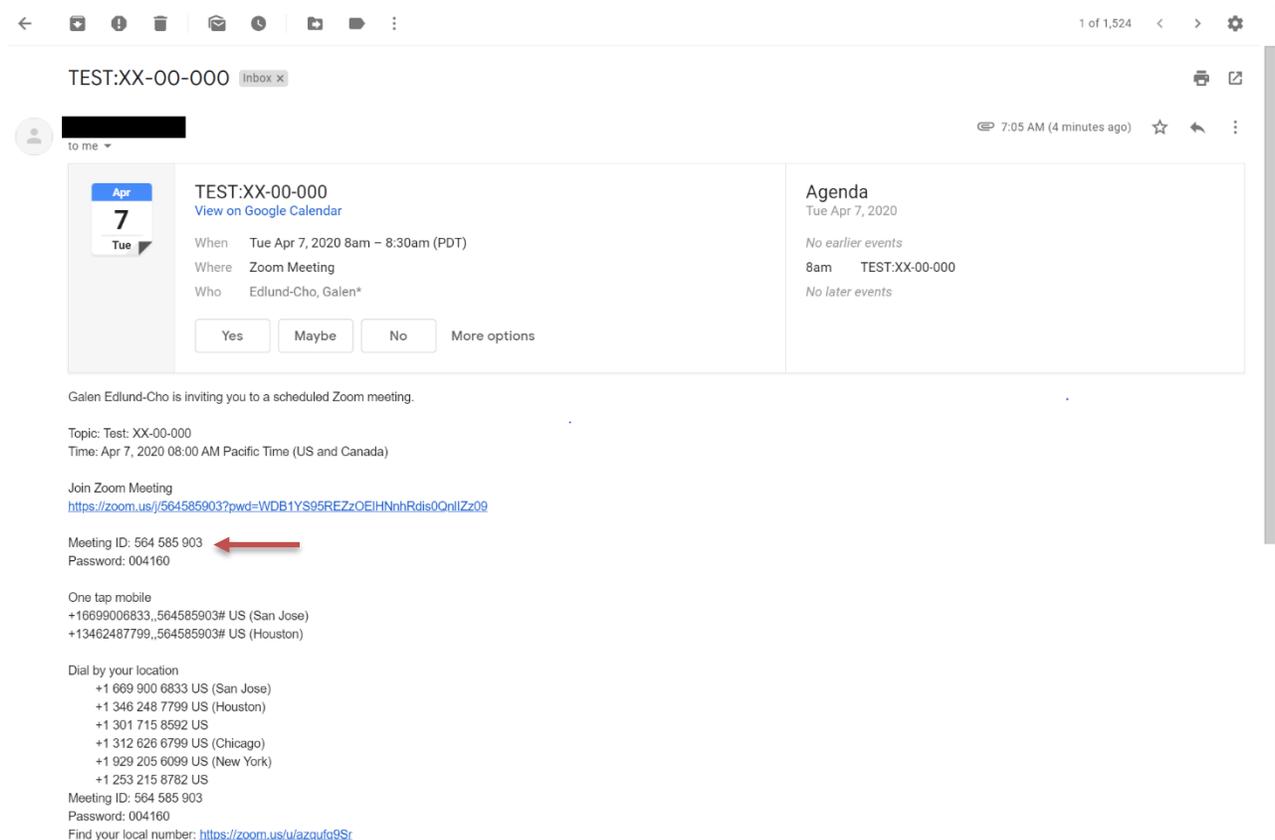
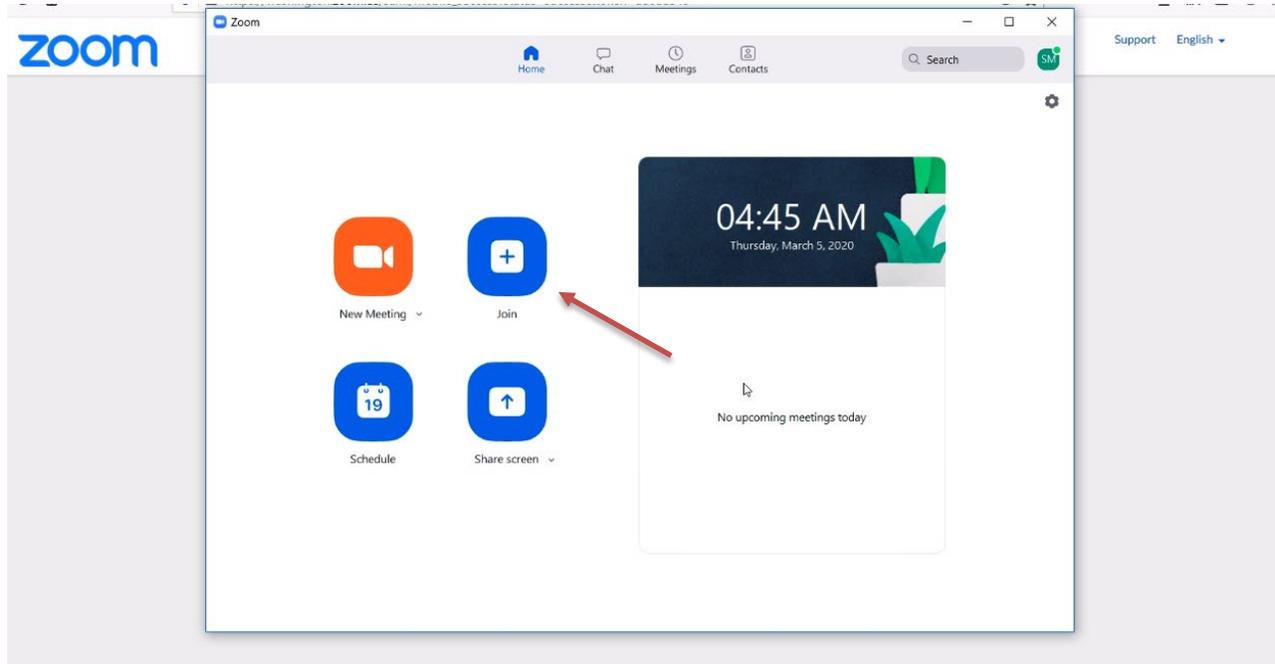
## Appendix C: Join by Video on your Computer

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**Using a Link:** If you were sent a link to join a Zoom meeting, or if you found it posted in a document or calendar invite, please click the link and follow the on-screen instructions to download/join the meeting.

Once the Zoom application has downloaded and opened, a pop-up window will ask if would like to join using your computer audio or telephone. Select the appropriate connection.

**Using a Meeting ID:** If you already have Zoom downloaded, open your Zoom application, click on the blue “Join” button. Then enter the 9, 10, or 11-digit meeting ID and your name when prompted. Click to join the meeting. You may be asked to wait for the host. [See graphics below.](#)



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## Appendix C: Join by Telephone

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**On your mobile phone or landline:** Dial the phone number you received in your meeting invitation. Once prompted enter the 9, 10, or 11-digit meeting ID followed by # (pound). Press # again to join as a participant.

If it is time for you to speak, press \*6 (star, six) to unmute, press \*6 to mute again.

TEST:XX-00-000 Inbox x

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to me ▾

Apr 7 Tue

**TEST:XX-00-000**

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## Appendix D: Quick Notes and Tips for Using Zoom

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- On the Zoom interface:
  - Toward the bottom-left corner of your screen, there will be a video camera icon. Click on it to turn your camera on or off.
  - To the right of that icon is an UP arrow, with a menu that allows you to test your video, before you turn it on.
  - To the left of the camera icon, you'll see a microphone icon. That's your mute/unmute option. The up-arrow there allows you to test your microphone and speakers.
- Upon joining the meeting, sound will be automatically muted by the Hearing Examiner.

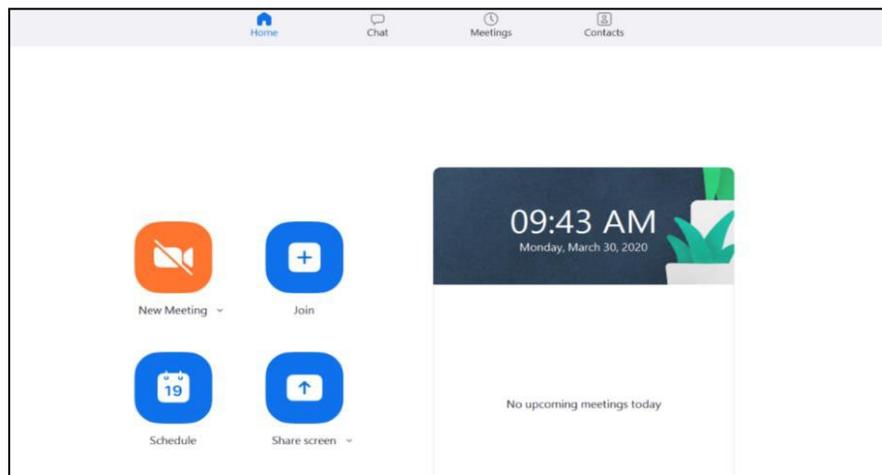
- If you are joining by video, remember that everyone can see you and your background.
- If you are using an external camera and/or microphone be sure to plug them in before opening the Zoom application. We recommend using a headset when possible.
- Only 1 microphone and speaker system should be active per physical location. Otherwise the 2 systems may cause noise and feedback.
- Be sure to mute yourself when you are not speaking.
- Use the Chat feature (located in the bottom menu) to ask questions without interrupting the speaker.

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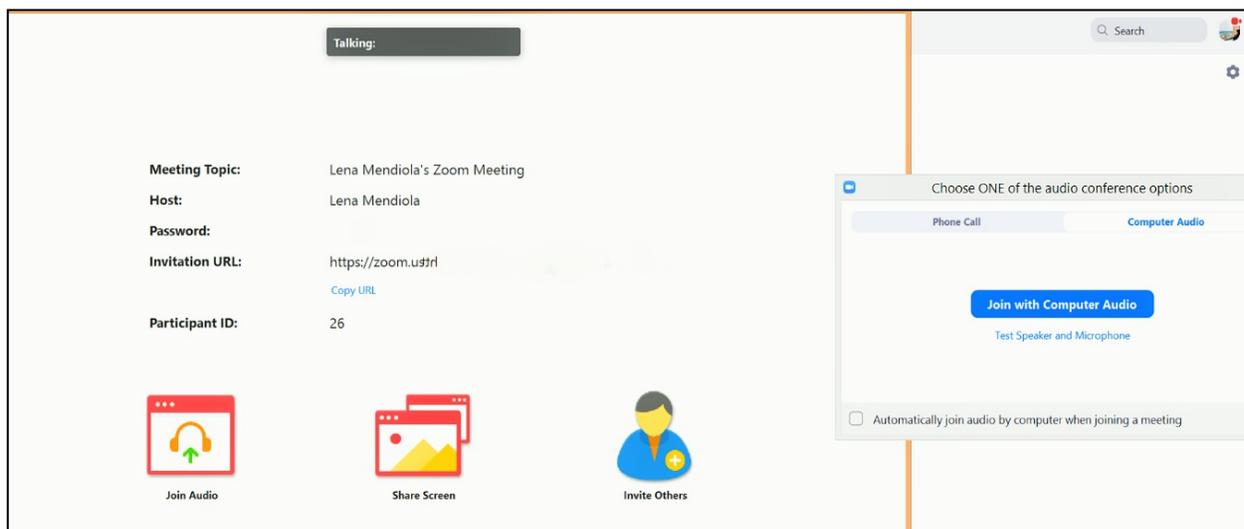
### Appendix E: Pictorial Guide

**Please take a moment to familiarize yourself with the interface before joining a meeting. Note that the phone app will look different.**

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## Enter a Meeting



## User Controls

