

# Virtual Bail Teams

## Frequently Asked Questions

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*TIP: Use the CTRL + F (find) function to search for key words.*

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### A. VIRTUAL BAIL QUESTIONS

**Q1** I am not joined to the Virtual Bail Team, what do I do?

First, confirm that your stakeholder lead submitted your name to CSB to be added to the Virtual Bail Team.

Search your inbox for an auto-generated email from Microsoft with the subject line: "You have been added to a Team in Microsoft Teams". (TIP: use the search function in your inbox to find the email quickly)

**A1**

Once you find the email, click on the "Open Microsoft Teams" button and follow the prompts to switch over to the new team.

Refer to the *Virtual Bail Walkthrough* document for detailed steps.

**Q2** I didn't get an email from Microsoft adding me to the Team. What do I do?

**A2** First, confirm that your stakeholder lead submitted your name to CSB to be added to the Virtual Bail Team.

Sign out of MS Teams by clicking on your initials in the top right. Then sign back in and switch organizations to "Virtual Courts."

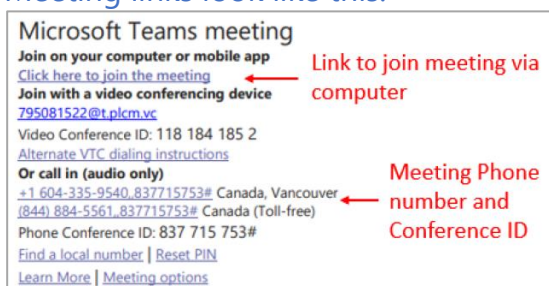
Refer to the *Virtual Bail Walkthrough* document for detailed steps.

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- Q3** I got the email from Microsoft and clicked the “Open Microsoft Teams” button but nothing happened. What do I do?
- A3** Sign out of MS Teams by clicking on your initials in the top right. Then sign back in and switch organizations to “Virtual Courts.”

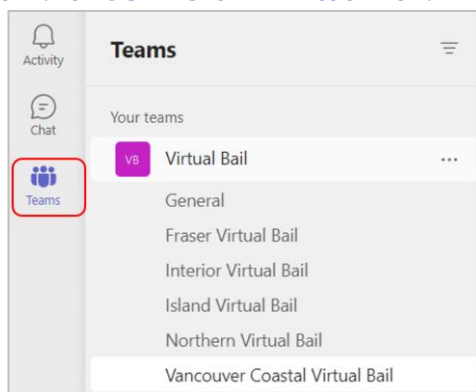
Refer to the *Virtual Bail Walkthrough* document for detailed steps.

- Q4** I followed all the steps and I am in the Team but I am not in the meeting/courtroom. What do I do?
- A4** Find the meeting invitation or meeting link and click the link to join the meeting/courtroom.  
Meeting links look like this:



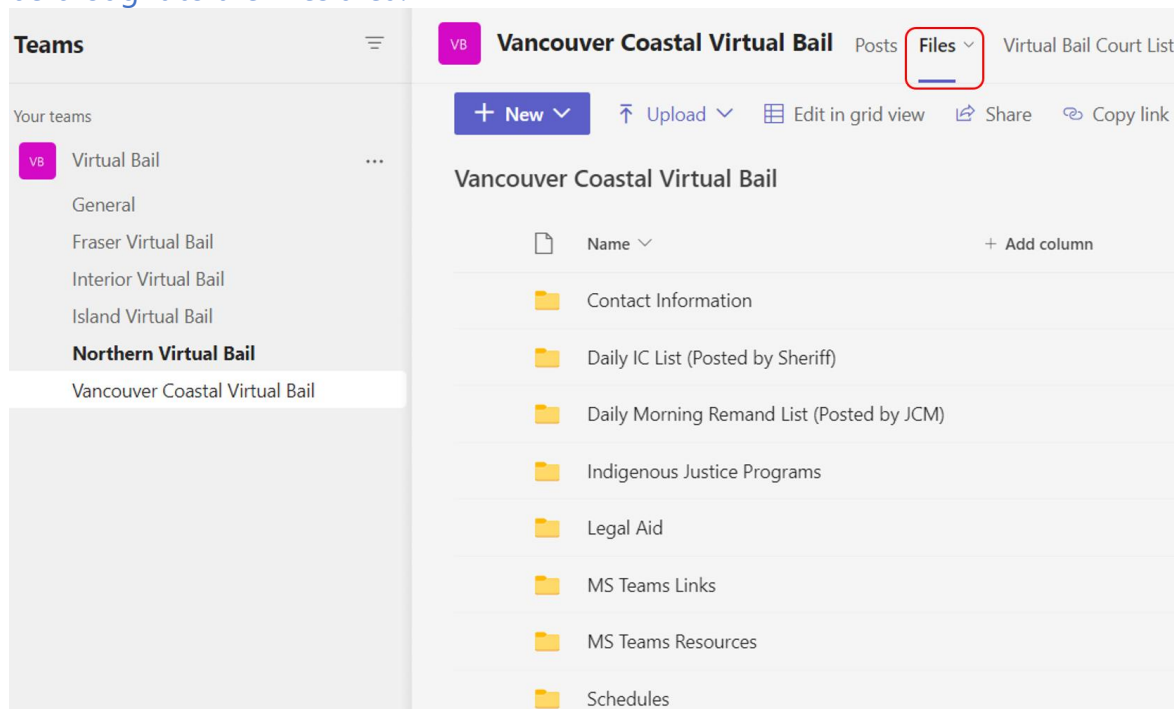
The Virtual Bail Team is a platform that houses files, enables chat between members and posts for all Team participants to see.

- Q5** Where can I find the Files section of the Team?
- A5** First ensure you are in the Teams section by clicking the Team button on the left-hand side of your screen. Then, ensure that you click the channel for your region under the Virtual Bail Team. under North – Virtual Bail.



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Once you have selected the region, at the top centre of the screen, click “Files” to be brought to the Files area.

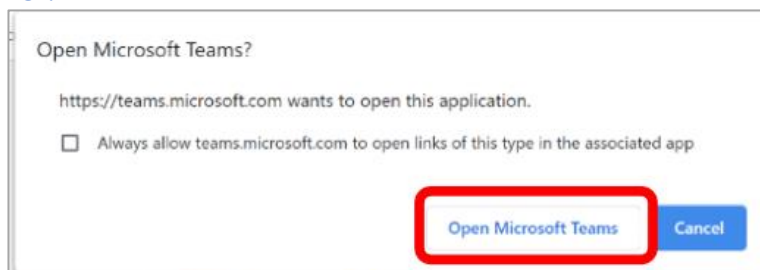


**Q6** Where can I find the courtroom meeting links?

**A6** The courtroom meeting links for are found in the Files section of the regional channel. Select the region you are looking for and navigate to the Files section under Document>General>MS Teams Links. The document is titled *Virtual Bail Link Document*.

**Q7** I am clicking the link in the *Virtual Bail Link Document*." document but nothing happens. What do I do?

**A7** Some users will need to press the Ctrl key on your keyboard to activate the link. The link will often open a browser window. Follow the prompts and click “Open Microsoft Teams”.

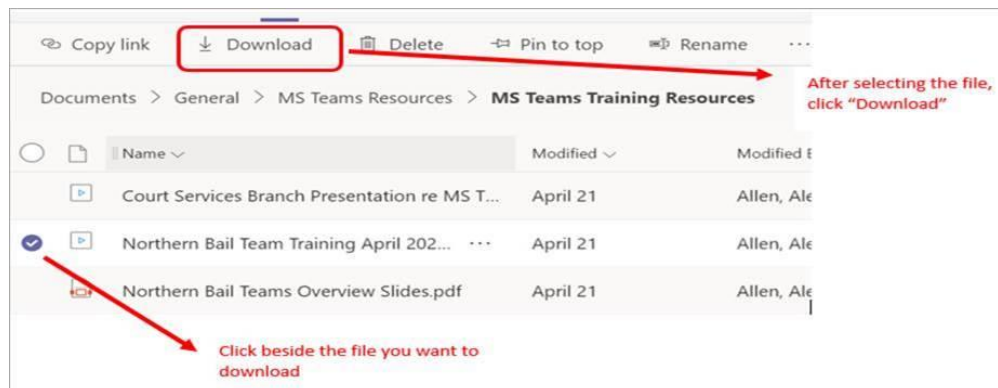


Refer to the *Virtual Bail Walkthrough* document for detailed steps.

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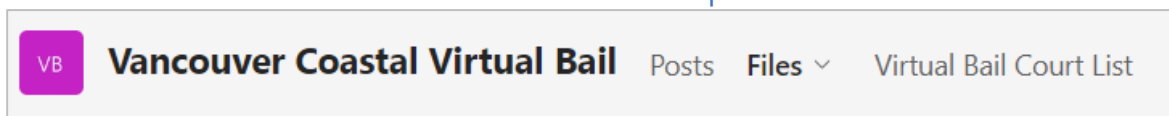
**Q7** I want to download a file so that I can save it. How do I do that?

**A7** You can download by clicking the radio button beside the file and selecting download.

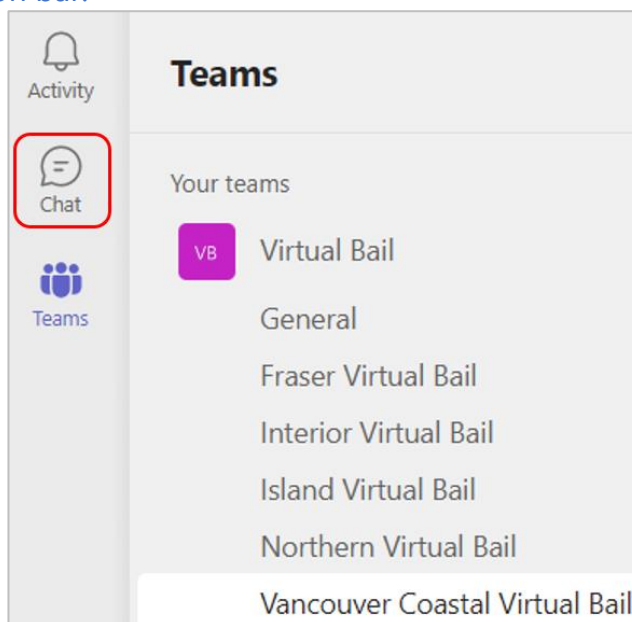


**Q8** I am in the Virtual Bail Team but I don't know how to navigate away from the Files screen.

**A8** If you want to look at the posts in the Team, you can click the Posts or Virtual Bail Court List button next to the Files button at the top of the screen.



Or if you want to send a chat to someone you can click on the Chat button on the left-hand navigation bar.



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**Q9** I am in the Team and need to send an individual message to someone. How do I do that?

**A9** Once you have selected the Chat button on the left-hand navigation bar, use the search function at the top of the screen to type in the name of the person you want to send the message to.



Refer to the *Virtual Bail Walkthrough* document for detailed steps.

**Q10** I need to talk to my client. They are being held at a detachment that has a MS Teams video unit. What do I do?

**A10** Send an individual message to the Sheriff coordinator to find out the MS Teams video unit name and whether the detachment is available to set up the MS Teams video call.

Refer to the Counsel Flysheet titled *Calling MS Teams Video Units* for detailed steps. This document is found by selecting the Files section of the regional channel: [Name of Region]>Files> MS Teams Resources.

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**Q11** I need to talk to my client. They are being held at a detachment that does not have a MS Teams video unit. What do I do?

**A11** Send an individual chat message to the Sheriff coordinator (to inquire whether your client is available).

Then refer to the Jail cell phone list document available in the folder as follows: [Name of Region]>Files> Contact Information.

For instructions on how to send an individual message, please refer to Q9.

## Frequently Asked Questions

### B. TROUBLESHOOTING QUESTIONS

#### Q1 Why was I suddenly disconnected from the hearing?

POSSIBLE CAUSE 1: Someone in the meeting has stayed joined to the meeting overnight and the meeting from the previous day has lasted for over 26 hours.

A1 SOLUTION 1: In order to prevent this from happening again, ensure that you leave each Teams meeting using the "Leave" button **every time you are finished in court**. Teams is not designed to have meetings last more than one day and when participants stay connected for over 26 hours, the meeting will crash until every participant disconnects. Once a meeting crashes, all participants will need to leave the meeting before it is able to be resumed.

POSSIBLE CAUSE 2: Your network connection lagged or was interrupted.

SOLUTION 2: Try connecting again. If that doesn't work, unplug, and restart your internet router and computer. If you are using a phone, restart your phone.

#### Q2 Why did the video and sound kept cutting in and out?

A2 POSSIBLE CAUSE: Someone's network connection is too slow or is being interrupted. If the image and sound quality are interrupted, ask whether other participants can still hear you. If so, continue speaking as the image will reappear once bandwidth returns to normal.

SOLUTION: Ask if other parties can hear and see the video to determine if you or another user has the issue. If it is you, try turning off incoming video "More Actions/options" – this will allow your computer to free up some resources to focus on the audio. Or, Try to connect to the network using an Ethernet cable instead of Wi-Fi.

#### Q3 Why do I keep hearing an echo?

A3 POSSIBLE CAUSE: A participant's speaker is too close to the microphone.

SOLUTION: They should move the speaker away from their microphone. Participants should also mute their mic when they are not speaking. **We recommend using a headset to avoid feedback.**

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**Q4** It is hard to hear a speaker due to some background noise.

**A4** POSSIBLE CAUSE: A participant did not mute their microphone.

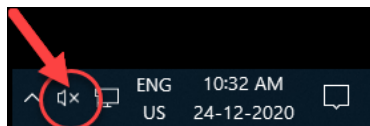
**SOLUTION:** Participants must make sure to mute their microphones when they are not speaking. If you are wearing a headset, adjust your microphone so that it is not touching any clothing.

**Please note:** Court clerks cannot mute accused participants that are appearing by video because the accused will not be able to unmute themselves. The areas where accused persons appear by video often have background noise that cannot be minimized.

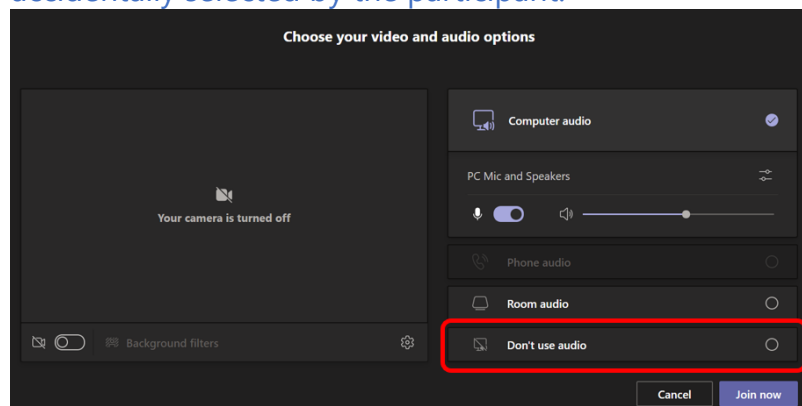
**Q5** Why can't I hear anyone?

**A5** POSSIBLE CAUSE 1: Device speaker settings.

**SOLUTION 1:** Try adjusting device speaker settings or audio control. They may be turned off or are set low.



**POSSIBLE CAUSE 2:** When joining the meeting, the "Don't use audio" button was accidentally selected by the participant.



**SOLUTION 2:** When in the meeting, mute and unmute yourself to trigger audio back on.

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**Q6** I was waiting in the lobby for almost 30 minutes and I was suddenly removed from the lobby. What happened?

**A6** POSSIBLE CAUSE: If you have joined early or the court is delayed (25 minutes or longer) and you have not been admitted, you will be removed from the lobby and will need to rejoin.

SOLUTION: Please rejoin the meeting.

