

## Virtual Bail Team Technology Support & Resolution Options

The Virtual Bail Project utilizes MS Teams technology to host courtroom and triage links, to call video units for accused and to host the Virtual Bail Team.

This document will outline a variety of technical support issues and identify what measures should be taken by Virtual Bail participants to remedy an issue.

Court Services Branch has contracted Softlanding to provide Virtual Bail Team support for Virtual Bail participants for a select number of technical issues. **For issues outside the scope of support that Softlanding can provide, Virtual Bail participants must assume responsibility for resolving their own technical issues.**



For instructions on how to use Teams or a broad overview of the Virtual Bail Team, please refer to the following training resources: the Virtual Bail Team walkthrough document and the series of Virtual Bail Team training videos, all available on the Virtual Bail Team.

Please see the **non-comprehensive** list below regarding resolution options for technical issues.

IDENTIFIED ISSUE	RESOLUTION/WHERE TO REPORT
MS Teams issues ( <u>under</u> 30 minutes)	Softlanding <ul style="list-style-type: none"> <li>Email: <a href="mailto:BCVirtualSupport@softlanding.ca">BCVirtualSupport@softlanding.ca</a> or</li> <li>Call: #1-866-996-3222</li> </ul> <p><b>**Softlanding will triage support calls and only provide 30 minutes of support for each issue.**</b></p>
MS Teams issues ( <b>OVER</b> 30 minutes)	Any issue taking longer than 30 minutes to resolve will need to be escalated to the participant's personal technical support system (i.e. work help desk, in-house IT, etc.)
Challenges with: <ul style="list-style-type: none"> <li>Signing into the Virtual Bail Team</li> <li>Following Virtual Bail Team registration steps</li> <li>Changing name as a Guest in the Virtual Bail Team</li> <li>Calling or messaging other participants, including accused video units</li> </ul>	Softlanding
MS Teams application issues <ul style="list-style-type: none"> <li>MS Teams meeting view,</li> <li>MS Teams not loading or updating;</li> <li>Areas of MS Teams application not showing up (Files or Channels)</li> </ul>	Personal technical support system (i.e. work help desk, in-house IT etc.)
Software/Hardware issues (updates, patches, headphones or microphones etc.)	Personal technical support system (i.e. work help desk, in-house IT etc.)
Virtual Bail Team participant registration	Email Virtual Bail Registration Inbox to register: <a href="mailto:Virtualbailteam.Registration@gov.bc.ca">Virtualbailteam.Registration@gov.bc.ca</a>

IDENTIFIED ISSUE	RESOLUTION/WHERE TO REPORT
Locating courtroom or triage links	Located on BC Law Society website or on Virtual Bail Team
Challenges connecting to courtroom MS Teams links (Virtual Bail)	Report to Registry Coordinator
Challenges connecting to MS Teams links (All other courtroom links)	Report to the <a href="#">court location</a> via email or phone  The court location will follow up via internal reporting processes.
Issue with the MS Teams device in courtroom or other audio issue in the courtroom.	Court Clerk to Report via internal reporting procedure  Judge may also report using their normal reporting procedure.
Issue with Judge's MS Teams or other technology	Judge to report using their internal reporting procedure.
Issue with the MS Teams devices in sheriff cells, RCMP or police detachments	Sheriff Coordinator /location sheriffs to report using their internal reporting processes.
Process related questions/issues	Virtual Bail Working Group meetings/ working group leads/ Virtual Bail Process Stream