**FOR THE ATTENTION OF THOSE ATTENDING VIA VIDEO**

**Cloud Video Platform (CVP) is a video hearing service.**

**What you need to do now**

* Tell the court your preferred email address.
* If you have not already done so you should tell the court if you require an interpreter, or other support to join the call.
* If you want any witness to speak to the court, to give evidence about your case you need to tell the court their preferred email address.
* Send your witnesses (if you have them) the information telling them how to join the hearing. You will find this information below.
* Make sure your witnesses are free for the whole of the time the hearing lasts as we cannot say what time they will be needed before the hearing starts.

This information should be provided to the court **no later than 14 days prior** to the hearing or trial. You can provide this information to the court by updating your party contact details on your account.

**If you or someone you wish to rely on in court, cannot join or take part in a video hearing and require an alternative hearing, you will need to make an application to the court.**

**Test Call**

**You must do a test as soon as possible to ensure that you can access CVP without problems. You can do this now. Please do not wait until the day of the hearing.**

If you have a computer or laptop you will need to use Google Chrome as your browser to access CVP. If you use another browser, it may not work properly.

If you are using your smartphone or tablet device to join the hearing, download the ‘Pexip Infinity Connect’ app from your device’s application store. For Android users, this is called ‘Play store’ and ‘App store’ for Apple users.

You may find two versions of Pexip Infinity Connect’ with different icon colours. Download the app in a black and white icon. Do not download the app of the same name in orange as it will not let you join the hearing.

**Use the following CVP Test link – (use “test\_call” as conference alias)**

**https://join.meet.video.justice.gov.uk/default/#/?conference=test\_call**

**If you are unable to complete the test connection, call the helpline on 0330 8089405 without delay.**

**Getting ready for the hearing**

Before the date of the hearing, you **MUST:**

* Agree how you can talk privately with your legal representative during the hearing (if you have one).
* Make sure that you have any papers which you will need for the hearing with you. If they are electronic documents make sure that you have downloaded them before the hearing starts, and you are able to see them.
* Remember that everyone will be able to see you on video during the hearing. There are no rules about what you should wear. If you can, please dress smartly. You are not allowed to wear anything on your head unless it is for religious reasons.

**On the day of the hearing**

* Whilst the hearing will be recorded by the Court you must not make any personal or private recording or publish any part of the hearing.  It is a criminal offence to do so.
* Please try to be in a private quiet area so that you are not overheard but can hear everything.
* Once we’ve received the email address you want to use, we will send you an email with a link to join the hearing.
* To join the video hearing copy the link into the Google Chrome browser and type in your full name and role if you are representing or supporting a party. ***e.g., Mrs Smith, Solicitor for*** ….... The details put in the box will be visible throughout the hearing.
* When you join you will be the waiting area until the hearing starts. If there are any long delays to the start of the hearing, the court will contact you by email.
* At the end of the hearing, you will be told what will happen next and when you can expect a decision.

**It is very important you are ready to join the video call at the time of the hearing, so that you can take part. If you do not join the call, the hearing may go ahead, and decisions could be made in your absence.**