



## ORANGE COUNTY SUPERIOR COURT

# TRAFFIC REMOTE HEARINGS – ZOOM INSTRUCTIONS FOR PARTICIPANT

## OVERVIEW

The Orange County Superior Court has implemented Remote Hearings for traffic court appearances. You have scheduled to attend a Remote Hearing for your traffic citation at a specific date and time. You do not have to appear in person at the courthouse. Traffic Remote Hearings will be conducted utilizing ZoomGov, a software that allows you to make your appearance with your phone, tablet, or personal computer that has an integrated camera for a virtual physical appearance. Some devices may require you to download the Zoom application for the proper connection with video access. In addition, the Court has prepared a [How to Register for a My Court Portal Account](#) guide containing instructions for creating a My Court Portal account, which will allow you to set up an Automatic Reminder for your Remote Hearing if you choose this convenient feature.



All traffic proceedings, except court trials, for all infractions shall be conducted via remote video hearing, at which time the court must obtain your consent to appear remotely pursuant to PC § 1428.5(a)(1). If you wish to appear-in person, you may make such request at your first remote appearance.

## BEFORE GETTING STARTED – WHAT YOU NEED TO KNOW

Please note the following prior to attending your Remote Hearing:

- A video appearance is required by the Court for Remote Hearings, please ensure you are in a quiet location and turn your camera on when starting your Remote Hearing
- Similar to an in-person court appearance, please ensure you are dressed appropriately for the Remote Hearing
- If you require an interpreter, make the request with court staff through the Chat feature prior to your hearing and one will be provided for you
- In order to prevent audio issues or distracting background noises, the Court recommends using headphones with a microphone, if possible
- Please be prompt in joining the hearing, your case may not be heard if you have not joined by the time the judicial officer begins the proceedings
- If appearing via a mobile device, please ensure you have adequate battery power and signal for the hearing
- Do not drive while attending your hearing
- If you are able to, connect via Wi-Fi, as streaming the hearing may use a significant amount of data
- If appearing via mobile device, please download the Zoom application and create a profile prior to the hearing date
- Please enter your full name when creating the profile, the name you enter will be displayed to the judicial officer

Please note the following as it relates to the Remote Hearing:

- The Court has the ability to mute any participant during the hearing
- Recording or photography of the hearing is prohibited
- You may be contacted via the Zoom Chat feature during the hearing, if contacted, please reply promptly
- During the hearing, please be patient, and do not unmute yourself until directed by the Judicial Officer
- If at any time you become disconnected from the hearing, please rejoin the hearing utilizing the same link

- If you are disconnected and cannot reconnect, please send an email to the appropriate department as follows:

Remote Hearing Department	Email Address
<b>Central (Department CR1)</b>	<a href="mailto:LiveCR1@occourts.org">LiveCR1@occourts.org</a>
<b>Harbor (Department HR1)</b>	<a href="mailto:LiveHR1@occourts.org">LiveHR1@occourts.org</a>
<b>North (Department NR1)</b>	<a href="mailto:LiveNR1@occourts.org">LiveNR1@occourts.org</a>
<b>West (Department WR1)</b>	<a href="mailto:LiveWR1@occourts.org">LiveWR1@occourts.org</a>

- You should only send an email if you are experiencing technical difficulties when trying to join the hearing



**Note** Please do not submit any inquiries or correspondence to the above emails as they will not be addressed. Any questions or correspondence regarding your case should be submitted through the My Court Portal account or by mail.

To attend your Remote Hearing:

1. Access the [Court Public Website Criminal & Traffic](#) page.
2. To access remote hearing instructions and additional information on My Court Portal, select the options below prior to your hearing.

To connect to the appropriate department for your remote court hearing, select the below department as indicated on your notice. Once you click on the appropriate department, please follow the instruction to join the meeting.

- [Traffic Remote Hearings- Zoom Instructions for Participant](#)
- [Traffic Remote Hearings- Zoom Instructions for Participant \(Vietnamese\)](#)
- [Traffic Remote Hearings- Zoom Instructions for Participant \(Spanish\)](#)
- [My Court Portal Instructions](#)

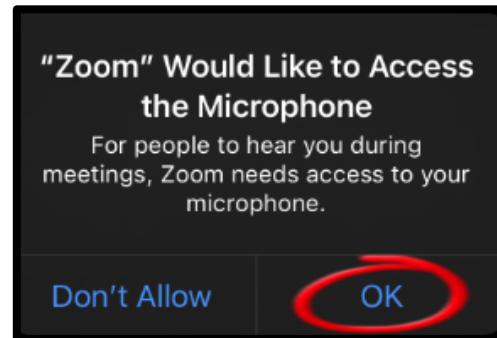
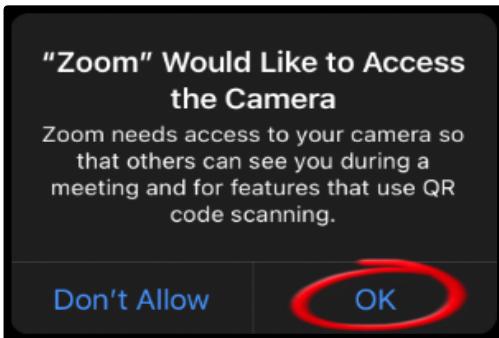
3. At the start time for your Remote Hearing, select the appropriate courtroom to access the ZoomGov Remote Hearing link.



4. The ZoomGov link will open in your web browser or Zoom application. Your browser may prompt you to provide access to use your microphone and camera. Please click **OK** to proceed to entering your user information. Please do not call, as you must appear by video.



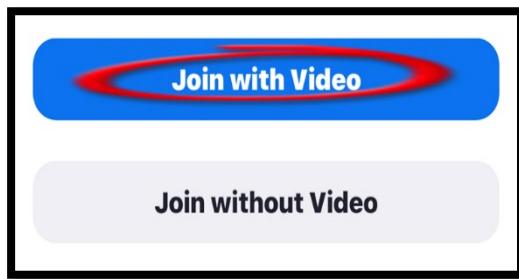
**Note** Please be aware that it may be required for the Zoom application to be downloaded for full camera and audio access when attending with a smartphone or tablet.



- When accessing the ZoomGov link hearing through a smartphone or tablet only, a notification will automatically appear and an audio preference may be selected. Select **Wifi or Cellular Data**.



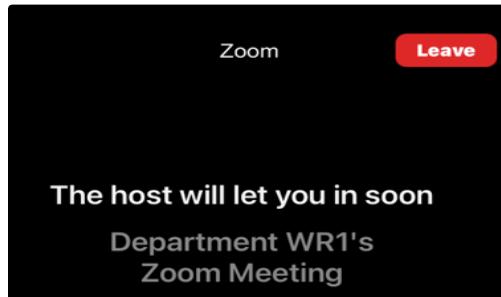
- A screen will display, with **Join with Video** button. Before joining, please ensure your audio is muted.



## DURING THE HEARING – WHAT TO EXPECT

### Joining the Hearing

Initially, when joining the hearing, you will be placed into a “waiting room”, a message will appear informing you that the host will let you in soon. While you are waiting to be admitted into the hearing, you will not hear anything. If at any time you become disconnected from the hearing, please rejoin the hearing through the same ZoomGov Remote Hearing link.

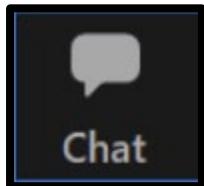


## Remote Hearing “Waiting Room”

While waiting to be admitted to the hearing, court staff is verifying all attendees to ensure they are listed on the court calendar for that day. Once that is completed, court staff will provide instructions prior to admitting you into hearing. At times during the calendar call, you may be redirected to the “Waiting Room” where you will wait until your case is called. When it is time for your hearing the Judicial Officer or court staff will admit you back into the hearing. Please do not unmute yourself until your case is called. Due to the large number of cases set on any given day, please be patient as your case will be called as quickly as possible.

## Chat with Host in “Waiting room”

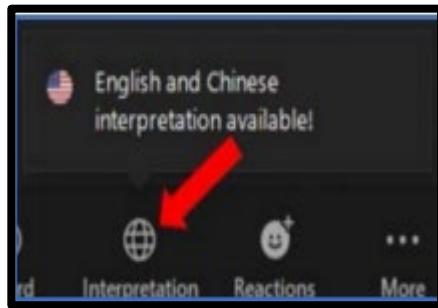
While in the “Waiting Room”, court staff may provide instructions to you through the Chat feature. However, you will not have the ability to respond by Chat while in the “Waiting Room”. The Chat feature will only be enabled during the hearing for you to respond to a Chat from the Host.



## Need for an Interpreter

If you need an interpreter, interpretation services can be enabled by the Host after you notify court staff the language you will need. Once enabled, participants will receive a notification that language channels are available for selection. The court will select English and will instruct other participants to select their appropriate language channel. Locate the tool bar on the bottom of the screen and follow the steps below.

1. Select the **Interpretation** icon.



2. Select the type of language needed for interpretation. Once selected, an interpreter will be connected with you aurally to assist you during the hearing.



## Check-in Process

Once court staff proceeds with the Check-In process, you will be moved to the hearing room for sound and video checks and additional instructions. Upon entering the hearing room, you will be muted automatically. Please follow court staff's directions regarding muting/unmuting audio and turning video on/off. Please do not unmute yourself until your case is called. Please do not utilize the Chat feature unless instructed to do so by the Judicial Officer or court staff. However, it can be used as stated in the "Need for Interpreter" section of this procedure. Once the Check- In process is complete, you may be moved back to the "Waiting Room" until the hearing begins.

## Advisements

Once the hearing begins, you will be moved back into hearing room where you will be able to see and listen to the Judicial Officer that will hear your case. Please do not unmute yourself at this point. The Judicial Officer will provide everyone with specific rights and advisements prior to the hearing and court staff may then move you back to the "Waiting Room".



## After Your Hearing

Once your hearing is done and you have been excused by the Judicial Officer, please leave the meeting by selecting **End** on the bottom right corner of your screen then select **Leave Meeting**.



If you are required to pay fines or fees, go to [My Court Portal Account to pay](#) or to see the status of your case. You can also submit any required documents through the My Court Portal's eCorrespondence function.