

Exhibit A: Zoom Training (N.D. Cal.)

United States Bankruptcy Court Northern District of California

**Edward Emmons, Clerk of Court
LaTia Sanders Terrado, IT Manager**



The Northern District of California Bankruptcy Court has trained 125 participants through its Zoom training program as of November 2020. The program was designed by the IT team, and the programs are led by case administrators and other non-IT staff.

As a result of this training, attorneys are more comfortable with Zoom hearings, and Zoom has reduced the demands on IT staff and courtroom deputies.

The topics included in the training session are:

- joining as an attendee;
- raising hand;
- naming recommendations;
- how to test your audio and video before joining a hearing;
- promotion to panelist;
- turning on audio/video;
- tips on participating as a panelist (minimize sound/movement);
- using screen-sharing to display exhibits;
- personal appearance/grooming;
- basic troubleshooting;
- security; and
- Zoom resources.

For additional information, please contact Canb_Zoom_Team@canb.uscourts.gov.