

ZOOM HEARINGS: FAQs

QUESTION: I have a hearing on _____. Should I appear in person at the courthouse?

ANSWER: Effective May 18, 2020 all court hearings will be held by video conferencing. The court will utilize the ZOOM videoconferencing platform for upcoming hearings.

QUESTION: How do I prepare for a ZOOM hearing?

ANSWER: Prior to your hearing date, please visit www.zoom.us to find out how to log into Zoom. The Zoom video application can be accessed from your computer, tablet, and most smartphones that are equipped with a camera and microphone.

If you have documents to provide to the court please call DCSS at 1-866-901-3212 to provide them to your case specialist who will submit them to court on your behalf or visit <https://www.slocounty.ca.gov/Departments/Child-Support/COVID-19-and-Child-Support.aspx> for instructions on how to submit the document directly to court.

QUESTION: I do not own a computer. How do I access ZOOM without one?

ANSWER: If you are unable to borrow a computer from a friend or relative, you can also access Zoom using a tablet, most smartphones or any cell phone or landline telephone.

QUESTION: Is there a way to do a test before my actual hearing date?

ANSWER: Yes, we strongly recommend that you test the Zoom audio and video functions on your chosen device before your hearing date. Visit <https://zoom.us/test> for more information on how to test your device.

QUESTION: What should I do on the day of the hearing?

ANSWER: On the day of your hearing, please log into the Zoom application. To join the hearing click on "Join A Meeting" and enter the "Meeting ID" and "Meeting Password." The meeting ID and password were previously sent to you and can be found on your court continuation notice.

After you join the meeting, you will be placed into a "virtual waiting room." When the court is ready to start the hearing, the court will move you from the waiting room into the meeting.

QUESTION: What should I do if I experience technical problems?

ANSWER: If you need further assistance, here are some additional resources:

Zoom Getting Started:

<https://support.zoom.us/hc/en-us/categories/200101697>

Zoom Quick Start Guide for new users:

<https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>

Zoom Video Tutorials:

<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

QUESTION: Are there any other rules for video court hearings?

ANSWER: Yes, Please visit <https://www.slocounty.ca.gov/Departments/Child-Support/COVID-19-and-Child-Support.aspx> to review the Court's formal instructions. Here are some additional rules to follow:

- Dress appropriately
- Do not wear sunglasses or hats
- Do not record the Zoom meeting in any way pursuant to California Rule of Court rule 1.150 (c) and (d); and,

- Do not share your screens or give the Zoom meeting number and password to non-parties.

QUESTION: May I use a virtual background so my home is not visible to the court?

ANSWER: Yes, you may use a one-color plain virtual background or one of the Zoom program default virtual backgrounds. All other virtual backgrounds are not permitted. However, accessing Zoom from your car can increase privacy.