

SUPERIOR COURT OF CALIFORNIA, COUNTY OF SANTA CRUZ

SANTA CRUZ BRANCH
701 Ocean Street, Room 120
Santa Cruz, CA 95060



WATSONVILLE BRANCH
1 Second Street, Room 300
Watsonville, CA 95076

USING ZOOM FOR YOUR REMOTE APPEARANCE

The Court encourages all participants (attorneys, parties, and witnesses) to appear by video conference using Zoom. If you cannot appear by video, you may join the Zoom conference by audio only. See the separate handout on how to prepare for your hearing. There is no cost to appear by Zoom.

Before logging on to the Zoom remote court session, you will need to know which department your session will be held in. If you do not have this information, you can verify the date and time by using the online portal at <https://portal.santacruzcourt.org/portal> or by calling the court at (831) 420-2200 or (831) 786-7200.

JOINING THE ZOOM CALL WITH VIDEO:

- Join the Zoom Court Session 10 minutes before your scheduled time.
- Check the Court's website at <https://www.santacruzcourt.org/content/remote-appearance-0> for the login information for your hearing. You will see a link to view the Zoom information for each department.
- Find your courtroom (department). The information you need to connect is in the Connection Detail Column.
- Click on the link under "Online Virtual Courtroom". This will open your Zoom app/client.
- After you connect, a screen should load showing your face, after you see this screen click join with video.
- Once you have joined, you will be placed into the Zoom Waiting Room. (When in the waiting room, you cannot hear or see the court proceedings).
- When asked to enter a name, you **MUST** use your full name **as it appears in the case**, as well as, your case number.
- When the court is ready to hear your case, you will be allowed entry in the Zoom meeting from the waiting room.
- You will then see a message to "join with computer audio", or "join with internet audio". Choose the one that will allow you to connect with your device.
- Headset: We **strongly** recommend using headphones with a built-in microphone.
- If you do not have a headset with a microphone, you may join the video portion with your computer and use your phone for audio. <https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>
- Please keep yourself on mute until it is your turn to speak. When you are muted there is a red line through the microphone icon. You mute and unmute by clicking on this icon.
- Make sure the video icon does not have a red line through it when you enter the virtual

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session. Enabling video will allow others to see you.

CALL-IN OPTIONS:

- If connecting by phone (without video), you will need to dial the number listed for your courtroom (department).
- When prompted enter the meeting ID.
- Pressing *6 will mute and unmute your phone.

TUTORIALS:

You will find video tutorials on how to join at:

<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-video-tutorials>

FAQ's and Quick Start Guides for Zoom:

<https://support.zoom.us/hc/en-us/articles/206175806-Frequently-asked-questions>

IMPORTANT:

Any recording of a court proceeding held by video or teleconference, including "screen-shots" or other audio or visual copying of a hearing, is absolutely prohibited.

The court will not provide technical support for Zoom participants or attendees. Please contact the Zoom Help Center <https://support.zoom.us/hc/en-us> your local IT support, or other online guidance.

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