

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

HOW TO PREPARE FOR YOUR REMOTE ZOOM COURT APPEARANCE

EQUIPMENT:

- To appear by video, you need a device with a microphone, camera, and Internet connection.
- 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>
- Download the Zoom app if you are using a smartphone or tablet from the App/Play store.
- Download Zoom Client if you are using a desktop or laptop computer. Go to www.zoom.us/download
- Use the Test Meeting feature to make sure you can login and that your equipment works
<https://zoom.us/test>
- Make sure your equipment is fully charged. Plug in your laptop or tablet to a power source.
- If you cannot appear by video, you may call in using the phone number for audio appearances.
- Mute all sounds from other applications running on your device (notifications, emails, messages, etc.)

ENVIRONMENT:

- Make sure you have a quiet place without distractions where you can participate in your hearing.
- Silence your cellphone (if you are not using).

- Do not attempt to participate while traveling in a vehicle. You may experience connectivity issues that affect your participation.
- Be aware of your background. Position yourself in front of a blank, neutral wall if possible.
- Be aware of the lighting. Do not sit in front of or behind a window because the light or reflection can affect the video.
- Sitting directly under a light will create shadows.
- Arrange childcare if necessary.

TIPS:

- Behave as you would if you were appearing in person.
- Dress appropriately. For video, solid colors are best. Try to pick a color that won't blend in with your background wall.
- Keep your device on mute until it is your turn to speak.
- Do not speak over anyone and do not interrupt.
- Wait a few second before speaking so there are no miscommunication errors or people speaking over each other.
- Use appropriate language.
- If there is a court reporter or language interpreter present, be aware that they may interrupt from time to time to clarify who is speaking.
- When speaking look directly into the camera, not the screen.
- Position your camera at your eye level or slightly above eye level.
- Do not put your phone on hold if you are appearing by phone.

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EXHIBITS & WITNESSES:

- Exhibits and Witness lists must be submitted to the court and served on the other party. See the appropriate deadline for your type of case. If you need help figuring out your deadline, contact the Self Help Center.
- If you do not file your exhibits by the deadline for your type of case, your information may not be considered.
- Witnesses (must be named on previously submitted witness list) should join the Zoom meeting and follow the same guidelines as parties.

TUTORIALS:

- Zoom video tutorials:
https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials?_ga=2.251474895.819192870.1596141257-578689434.1595000850
- Zoom FAQ's and Quick Start Guides:
<https://support.zoom.us/hc/en-us/articles/206175806>

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.

There is no cost to appear by Zoom.