

	Civil Court Hearings – Party Guidance		
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Civil Court Hearings – Webex Video Conferencing

IMPORTANT: Cases which have been identified by the court as suitable to proceed virtually by Webex will include all parties to the action being able to connect to the court hearing. Cases which cannot proceed by Webex may require to be conducted via another method – e.g. *telephone conferencing etc.*

Parties who have been requested to attend a civil child welfare or bulk court hearing via Webex should ensure that they have suitable technology **prior** to the date allocated.

Webex

- Webex can be accessed on any internet connected device, we recommend that you download WebEx and familiarise yourself with Webex as much as possible **prior** to the date assigned for your hearing.
 - Windows: <https://www.webex.com/downloads.html/>
 - Apple (iOS): <https://apps.apple.com/us/app/cisco-spark/id833967564>
 - Android: <https://play.google.com/store/apps/details?id=com.cisco.wx2.android>

Technology requirements - Laptop/PC

- Ensure your Internet bandwidth meets Webex minimum requirement -
- It is recommended that you only access the civil child welfare or bulk court hearing using a wired internet connection or WiFi, and **not** using a phone connection.
- We recommend using a headset or microphone when attending the civil child welfare or bulk court hearing
 - For the best video experience in Cisco Webex Video Platform meetings, Cisco recommends each screen must have at least 2.0 Mbps bandwidth (bi-directional, i.e. sending and receiving).
 - We recommend users have 10Mbps for accessing the court hearings
 - Bandwidth test - You can test your network speed using the following website link [Speedtest by Ookla - The Global Broadband Speed Test](#)

- Should you require a private consultation with your solicitor, please make this request to the Sheriff and the Webex host will facilitate this for where you , unless you have joined via telephone.

Troubleshooting

If you encounter any issues using Webex, we recommend referring to the online guidance:
<https://www.cisco.com/c/en/us/products/conferencing/webex-support/index.html>

Joining via Telephone

If for any reason it is still not possible to join WebEx via an internet connection, it may be possible to join by telephone. However it should be noted that you will **not** be able to see proceedings via this method nor be able to participate in a Breakout Session, should you wish to speak in private to your solicitor..

To join via telephone - you should contact your solicitor who will request the clerk of court to email the “**Case Access Code**”. Once you have the ‘*Case Access Code*’, please follow the steps below:

- Call (United Kingdom Toll) **+44-20-7660-8149**;
- Using your phone keypad, enter the **Case Access Code** provided;
- When prompted, press # to join.

Once connected, the line will remain silent until the hearing begins. The meeting audio will then activate automatically.

NOTE: Joining the meeting by this method may incur additional costs and you should check with your phone service provider.