

	PF/Defence Agent Guidance		
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PF/Defence Agent Guidance

WebEx Login: At least the day before the event, the PF/Defence agent **must** attend a pre-event test (the date and time of which will be agreed with the Court) using the details provided in an email intimation. *(See Appendix for guidance on how to join an Event)*. Clarification that this has been done **must** be noted on the certification document which must be subsequently completed and returned to the court.

- **PF** – When a link and password for an event is received from messenger@webex.com, said link should be accessed from the ‘purple screen’, as opposed to trying to access from VDI.

Productions: All productions **must** be lodged with the court, in electronic format, no later than 24 hours prior to the hearing starting. For example: if you are lodging a list of authorities, you **must** also lodged an electronic copy of said authorities.

The Event: On the day of the Event, the PF/Defence agent **must** log into WebEx, and ensure that they have their correct **designation noted**, namely PF or Defence Solicitor/QC.

Examples: First name: **J Smith**, Last name: **Defence Solicitor**
 First name: **B Brown**, Last name: **Procurator Fiscal**

- **Pre-event Checks:** The PF/Defence Agent should log in at least 30 minutes prior to the Event Start time and check –
 1. That the equipment that they are using (i.e. laptop, mobile phone, tablet, etc.) is in working order and that WebEx can be accessed on it;
 2. That the internet connection being used is a secured and/or wired connection. The use of Personal or open hotspots (i.e. BT Open Zone) **must** be avoided;
 3. That there is sufficient charge in the device and a charging socket available if necessary;
 4. That evidence will be given in an environment where there will be no risk of disturbance affecting the giving of evidence or the running of the trial;
 5. That you are positioned in such a way as to be seen clearly on the screen (i.e. ensuring that you are not too close to the camera so that your face is

dominating the screen).

- **Connection Issues:** If there is any issue with accessing WebEx via the 'Join Event' button contained in the email invitation, then the PF/Defence Agent **must** notify the clerk of court of this as soon as possible so that they are aware of the issue.
 - The PF/Defence agent can right click on the 'Join Event' button and select 'copy hyperlink'. This can then be pasted into a new browser window (i.e. Chrome) and by pressing the enter button, should take you to the WebEx Event login screen;
 - Alternatively, the clerk can issue a new copy of the hyperlink and password for the event via email upon request, if this doesn't work;

Joining via telephone: If for any reason it is not possible to join WebEx via an internet connection, it is possible to join by telephone. However it should be noted that you will **not** be able to see all other participants via this method, but you will still be able to interact. You will have to obtain the "Case Access Code" from the Clerk of Court. Once you have the Case Access Code, please follow the steps below:

- To join you must call (United Kingdom Toll) +44-20-7660-8149;
- Using your phones keypad, enter the Case Access Code;
- When prompted, press # to join.

NOTE: This may incur a cost and you should check with your phone provider. Once connected, the line will remain silent until the hearing begins and then the sound will activate automatically.

- **Accused:** Where the accused has been authorised to appear from the Defence Agent's office, the responsibility for all aspects of External IT requirements (i.e. ensuring there is access to a separate computer/laptop with webcam, speakers, mic, broadband/wired connection) lies with the Defence Agent. SCTS **cannot** provide IT equipment or broadband support for the accused in these instances;
- **Witnesses:** The PF/Defence agent must liaise with their witnesses to ensure that they are in the relevant venues and have access to the necessary systems for their attendance, so that this information can be passed to the clerk during the practice session (They will have to liaise with the Court Officer in respect of civilian witnesses who have attended at the Court and the police station in respect of police witnesses);
- **Crown Witnesses:** PF will advise the Clerk which witness they wish to call. The PF will then contact said witness using the contact details previously provided and inform the witness that they should now join the event using the Panelist link within their email intimation. This will be repeated as and when each witness is required, until all evidence has been led and concluded;

- **Defence Witnesses:** Defence agent will advise the Clerk of which witness they wish to call. The Defence agent will then contact said witness using contact details previously provided and inform them that they should now join the event using the Panelist link in their email intimation. This will be repeated as and when each witness is required, until all evidence has been led and concluded;
- **Objections:** The PF/Defence agent can raise an objection at any time during the event by simply stating aloud that they have an objection. The witness will be asked to leave the event **entirely** prior to any submissions being made. If the witness is connected through the VC equipment, then the Court Officer will be responsible for disconnecting them. The witness will then be required to dial back in prior to the case continuing by the PF/Defence agent, when notified to do so by the Clerk;
- **End of Event:** Once the case has concluded, the PF/Defence agent are responsible for ensuring that they leave the event and close down WebEx. This is done by clicking on the red button at the bottom of the screen and selecting "Leave Event".