



Scottish Courts and Tribunals Service

Preliminary Hearings

Information Guide for
The Crown & Defence Agents



Preliminary Hearings- WebEx Meetings

This guide provides information and step by step instructions for Advocate Deputes and Defence Agents who participate in Preliminary Hearings virtually within SCTS courts.

Content Index

Checking Connectivity: Pre-hearing requirements	2
1. Browser Information:	2
2. Pre-hearing Checks:	2
3. Email Invitation	3
4. Joining the Meeting	3
5. Connection Issues	4
6. Joining via telephone	5
7. Entering the Meeting	6
8. The Lobby	6
9. 'Breakout Sessions'	7
10. Audio and Video Controls	7
11. Changing the video screen view	8
12. Positioning your Camera	9
13. Accused	9
14. Sharing a Screen during the Meeting	9
15. Screen Sharing Toolbar Menu	10
16. Leaving the Meeting	11
17. Support	11

Checking Connectivity: Pre-hearing requirements

1. **Browser Information:**

SCTS will schedule the Preliminary Hearing using the Cisco WebEx meeting platform. The minimum web browser and operating system requirement to allow Attendees to join a WebEx virtual hearing can be found online, using the below link:

<https://help.webex.com/en-us/nki3xrq/Webex-Meetings-Suite-System-Requirements>

- **Advocate Depute** – When a link and password for a Meeting is received from messenger@webex.com, said link should be accessed from the 'purple screen', as opposed to trying to access from VDI.

2. **Pre-hearing Checks:**

The Advocate Depute/Defence Agent should log in at least 30 minutes prior to the hearing start time and check the following –

1. That the equipment that being used (such as a 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" (e.g. BT Open Zone) **must** be avoided;
3. That there is sufficient charge in the device and a charging socket available if necessary;
4. That they will be situated in an environment where there will be no risk of disturbance affecting the running of the hearing;
5. That they are positioned in such a way as to be seen clearly on the screen (i.e. ensuring that they are not too close to the camera so that their face is dominating the screen).
6. If they are joining via Google Chrome for the first time, then they will be prompted to download and install the Cisco WebEx Meetings Google Chrome extension. If they are unable to do this, there is also the option to "**Run a temporary application**" which can be selected.
7. All attendees are required to join via **WebEx Meetings Desktop App**.

[➔ Back to Index](#)

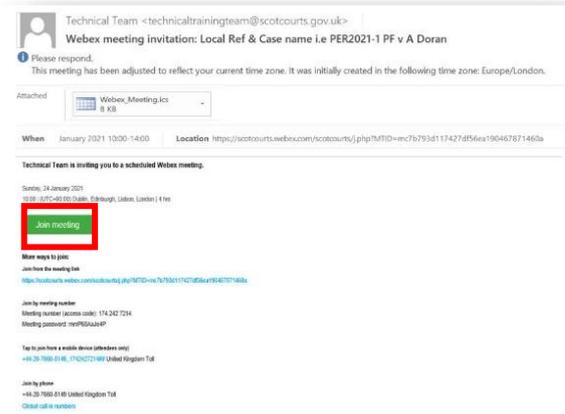
3. Email Invitation

Once a WebEx Meeting Preliminary Hearing has been set-up by SCTS, Attendees will receive an email invitation from messenger@webex.com.

Attendees should note that depending upon the filters set up on individual email accounts, this invitation may go to their '**Spam**' folder. If the email is not received then the spam folder should always be checked *prior* to contacting the court.

This invitation will contain the following information:

- Join Meeting button
- Meeting name
- Meeting date and start time
- Meeting number (access code for dial-in)
- Meeting password
- Attendee link to join Meeting
- Attendee password
- Dial-in details



[➔ Back to Index](#)

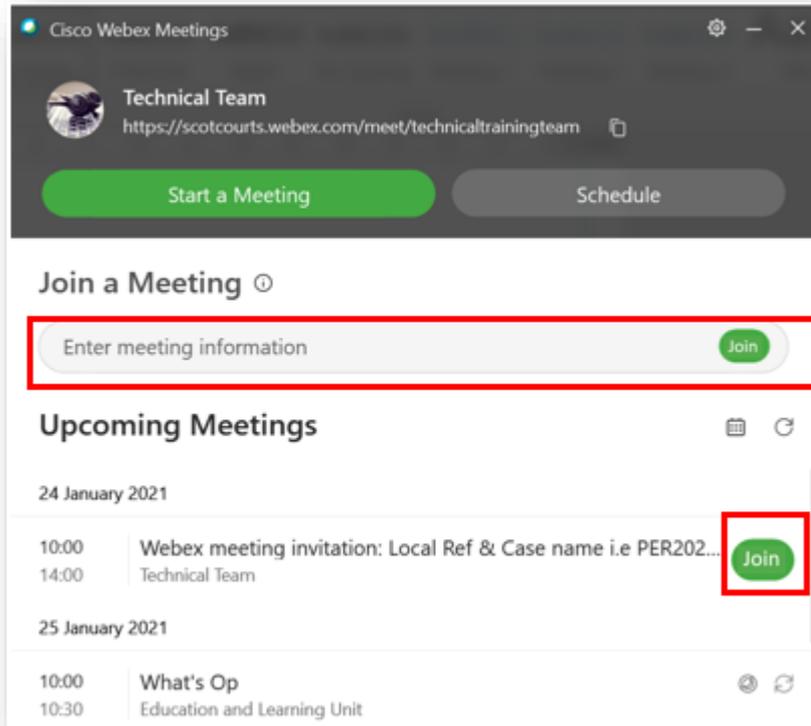
4. Joining the Meeting

Ensure you have the “**Cisco WebEx Desktop App**” downloaded. If not, the first time you join a Cisco WebEx Meeting by clicking on the **green ‘Join Meeting’** button within the email invitation, the “WebEx Meeting Desktop Installer” will then download. When installation has completed, click on the “**Installer**” to join the meeting.

Once you have left that meeting, the “**WebEx Meeting Desktop App**” is now available on your desktop.

- Click to open the App and select “**Join as Guest**”.
- Enter your **name, designation** and **email address** and then click **Continue**.
(**NOTE:** When entering your name, it is beneficial to enter it in the following way:
 - *James Smith, Advocate Depute Jack Brown QC. Defence*
 - *This enables all parties within the virtual trial to identify each Attendee’s role.*
- Users can change their display name or email address using the **Edit** (pencil icon) function
- Thereafter, any Meetings which are scheduled via Microsoft Outlook will be automatically added to your WebEx Desktop App.

Any future meetings can be joined directly using the WebEx Desktop App, either by entering the “**Meeting Link**” or “**Meeting Number**” into the App and clicking on the “**Join**” button or by clicking onto the “**Join**” button within the scheduled Outlook Meetings.



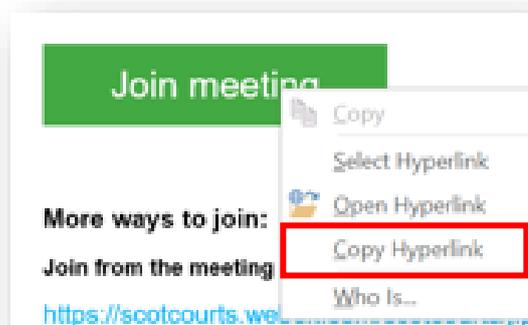
Helpful guidance is available on YouTube [here](#).

[➔ Back to Index](#)

5. Connection Issues

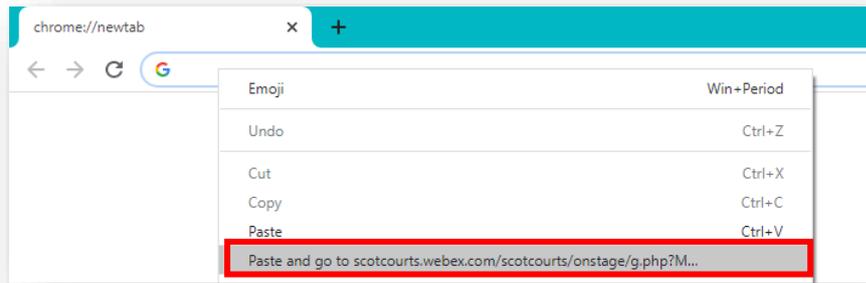
If for any reason, the '**Join Meeting**' button does not work, you **must** contact the clerk of court *immediately* to advise them that you are having a problem connecting.

An alternative way to join the Meeting is to right click on the '**Join Meeting**' button, and then select '**Copy hyperlink**', as shown below.



Next step is to open a new browser tab (i.e. Chrome), then **right click** on the address line and select "**paste and go to the added hyperlink address**".

[➔ Back to Index](#)



If you still cannot gain access to the Meeting using the above method, the Advocate Depute/ Defence Agent **must** contact the clerk of Court *as soon as possible* to request that a copy of the Meeting hyperlink and password be emailed to them.

[→ Back to Index](#)

6. Joining via telephone

If for any reason it is not possible to join WebEx Meetings via an internet connection, it is still possible to join by telephone. However it should be noted that you will **not** be able to see Attendees via this method, although you will still be able to interact.

You should contact the clerk of court *as soon as possible* to obtain 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**;
- When prompted, **press #** to join.

Once connected, the line will remain silent until the trial begins and then the sound will activate automatically.

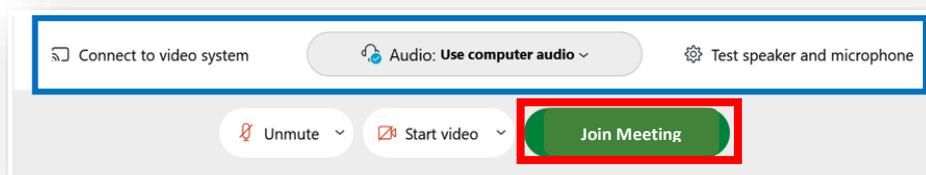
NOTE: By calling into the meeting, this may incur additional costs and you should check with your phone service provider.

[→ Back to Index](#)

7. Entering the Meeting

The WebEx Meeting entry window will then be launched, which will present buttons to enable the audio microphone and the video camera. The selected settings for each can be found above the icons as shown in the screenshot below.

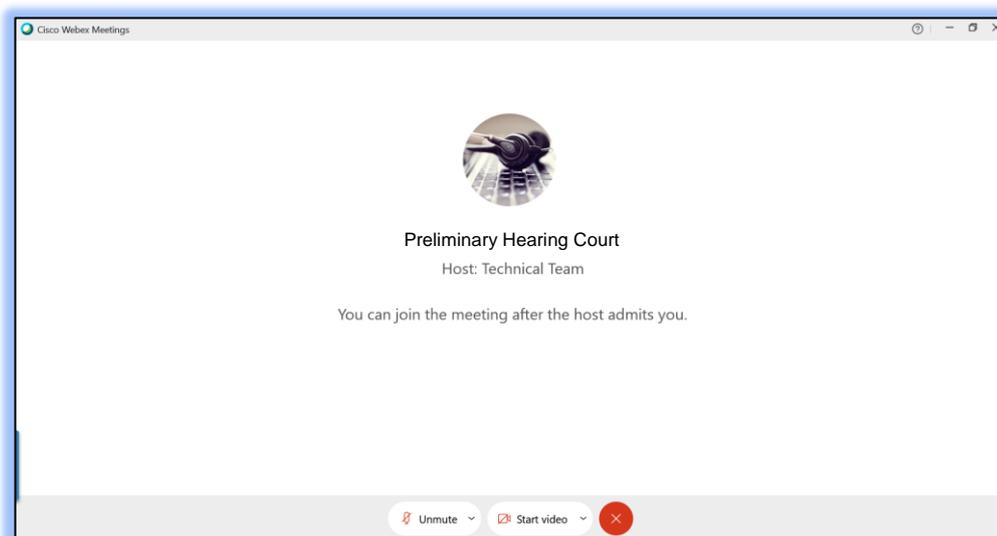
Once you are ready to join the Meeting, click the green **‘Join Meeting’** button. *(Note: once you have the “WebEx Desktop App” installed, you will be able to join all Meetings via this method directly by clicking on the “Join” button).*



[➔ Back to Index](#)

8. The Lobby

Upon entering the WebEx Meeting, you may find that rather than going straight into the meeting you are held in what's known as the Lobby. This is essentially a virtual waiting room. You will see a screen similar to that shown below:



Please do not leave the meeting, the clerk will admit you as soon as possible.

[➔ Back to Index](#)

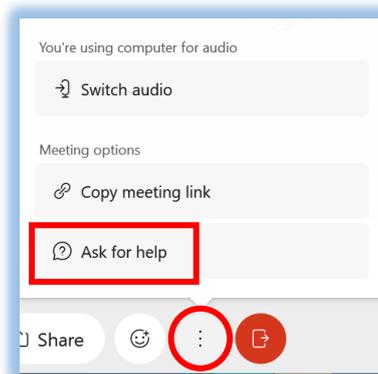
9. 'Breakout Sessions'

All Attendees must preferably have joined the meeting using either the WebEx Desktop or the Mobile App to enable participation within a Breakout Session.

Breakout Sessions may be instigated during the course of a live hearing for any adjournment requested, objections raised, private discussions with accused, etc. Once the Breakout Session is instigated, only the specifically selected Attendees assigned to a Breakout Session by the clerk of court will enter into that session.

Upon entering and exiting a 'Breakout Session', the audio microphone will automatically be **muted** and you will be required to manually activate your microphone audio within the Breakout Session.

If you are placed in a Breakout Session then you will have the ability to request that the Clerk join said session if they're not automatically joining (i.e. if the Defence Agent is having a private consultation with their client). This is done by selecting the 'more options' button from the WebEx toolbar at the bottom of the screen, and then clicking on 'Ask for Help', as shown below:



You can also leave the session and return to the main meeting at any time using the button shown below, which is located at the bottom of your screen:



[→ Back to Index](#)

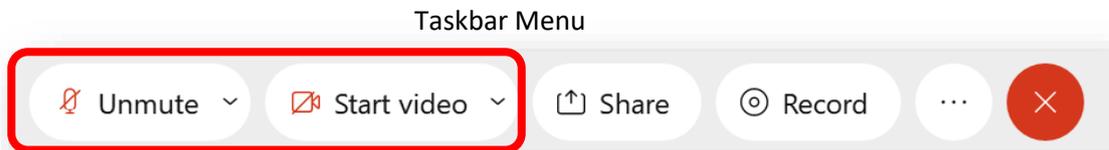
10. Audio and Video Controls

Upon entering and exiting a 'Breakout Session', the audio microphone may be **muted** and you will require to manually activate your microphone audio within the Breakout Session.

There is a **Taskbar Menu** at the bottom of the screen showing a series of buttons (shown below).

The Audio icon, first from the left, shows a microphone symbol and the word 'Unmute', this is the one to click to mute or unmute the audio microphone. The symbol will be shown in red when audio is muted and green when unmuted. Click the button once to toggle between muted and unmuted.

The Video icon, second from the left, shows a video camera symbol and the words 'Start video', this is the one to click to start or stop the video. The symbol will be shown in red then the video is switched off, and green when it is switched on. Click the button to toggle between starting and stopping the video.



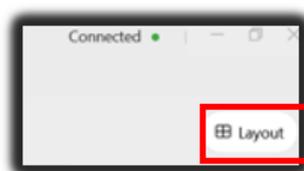
[→ Back to Index](#)

11. Changing the video screen view

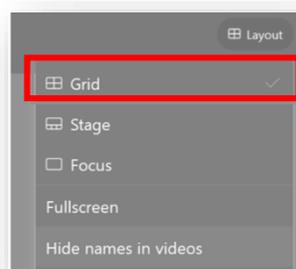
When entering the Meeting, the video display will automatically default to the 'Active Speaker View'. This is where the display changes depending upon the person speaking, with all others shown as small windows at the bottom of the screen.

The recommended video layout for all Attendees is the 'Grid' view, as this shows all Attendees and the Host in a tiled layout.

To change to "Grid" view, move the cursor over the video to bring up the display change options in the top right hand side of the video display. Click on the "Layout" button, highlighted in red below:



This will extend the icon to show other options available for the video view, and the 'Grid' option should be selected, as show below:



[→ Back to Index](#)

12. Positioning your Camera

Remember you **must** ensure that you are positioned in such a way as to be seen clearly on the screen with you:

- Centred on the screen
- Suitably distanced from the screen – i.e. not too close to the camera that your face is dominating the screen.



[→ Back to Index](#)

13. Accused

Accused: Where the accused has been authorised to appear from the Defence Agent’s office, via the WebEx Desktop App, 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.

[→ Back to Index](#)

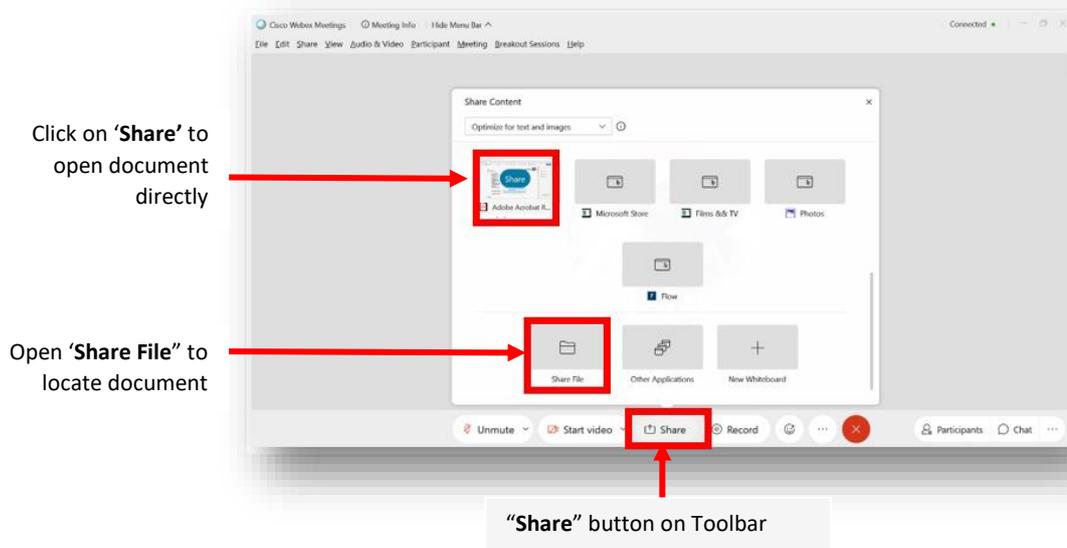
14. Sharing a Screen during the Meeting

Whilst a Meeting is live, only those with “Presenter” permission can share their evidence on screen so that it can be seen by all parties. The Clerk of Court will promote the AD/Defence agent to a Presenter as and when required.

Reminder: It is advisable to **mute** all notifications, close any personal or sensitive documents and have the relevant evidence/documents open on your device desktop *prior* to presenting evidence.

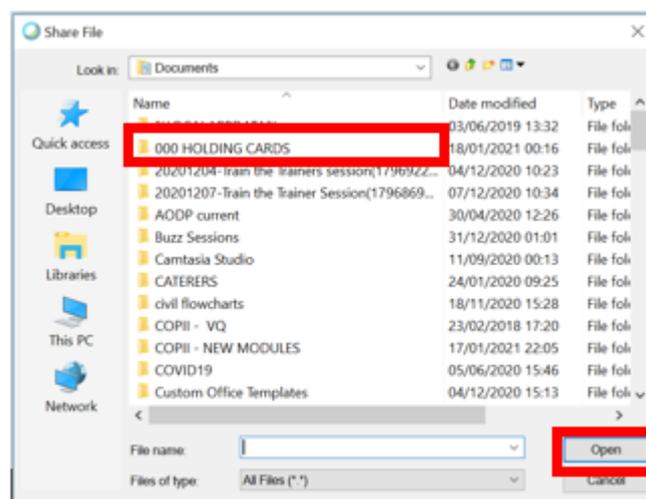
To share evidence, select “**Share**” from the Toolbar menu at the bottom of the WebEx screen as shown below.

If you have the document open on your desktop, this will appear within the Share pop-up box. Simply click on the **“Share”** button which appears in front of the document to proceed.



Share File Option

If you select this option (which is located at the bottom of the list of file types available on screen) your Drive folders will be shown in a separate pop-up box to enable you to locate the file you wish to share. Once located, select the **“Open”** button to proceed.



[➔ Back to Index](#)

15. Screen Sharing Toolbar Menu

Once your document is being shared on screen, the WebEx **“Share Toolbar”** will appear across the top section of your screen. A small drop-down menu is also attached beneath the Toolbar which will confirm the type of application you are sharing.

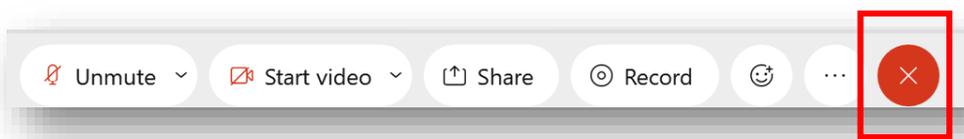
This Toolbar hovers briefly at the top of the screen before disappearing, but will reappear when you point/hover your mouse over the middle, upper edge of your screen.

Users can **stop** sharing any application or document any time, by selecting the “**Stop Sharing**” button from the main Pop-up Toolbar.

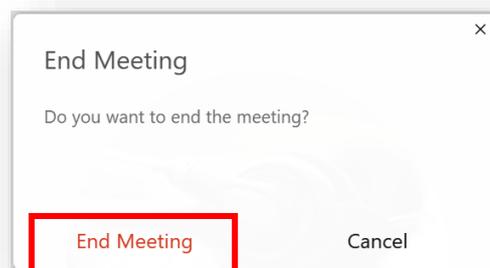


16. Leaving the Meeting

Once the case has been concluded, to leave a Meeting, locate the ‘**End Meeting**’ icon (Red button with a white ‘X’) from the WebEx Toolbar at the bottom of the screen.



WebEx will show a pop-up box asking for confirmation that you wish to leave the Meeting. Click on the “**Leave Meeting**” option at the bottom left of the pop-up box to terminate your participation.



[➔ Back to Index](#)

17. Support

Panellists seeking support on technical issues encountered before or during a Meeting should notify the Clerk **as soon as possible**. The Clerk can then notify the designated CDi support member of the issue to have this rectified as quickly as possible.

IMPORTANT: SCTS Change and Digital Innovation Unit (CDi) cannot provide IT equipment nor broadband support.

[➔ Back to Index](#)