



## PARTICIPANT USER GUIDE



Judicial Branch of Arizona  
Maricopa County Superior Court

This guide will take you through the following steps:

- What to do when you receive your Online Hearing email
- How to launch the software
- How to join the hearing
- How to join the hearing at a specific time
- How to check and test your devices

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## THE ONLINE HEARING INVITATION EMAIL



### Online Hearing Notice for JA [REDACTED]

*This hearing will be conducted through the new Court Connect program offered by the Superior Court of Arizona in Maricopa County. This new and innovative program allows Court participants to appear in an online, rather than a physical, courtroom. Hearings are preferably conducted by video-conference but can also be conducted by phone. Lawyers (and self-represented litigants) are responsible for distributing this notice to anyone who will be appearing on their behalf.*

*All participants must use the JOIN ONLINE HEARING button or the dial-in information below to participate.*

**Participants:** Please follow the steps below to participate in the proceeding which will be conducted remotely using the Court Connect platform.

1. Click the JOIN ONLINE HEARING button below
2. Enter your full name and role in name field
3. Wait for the facilitator to admit you to the proceeding

Remember to keep this email handy so you can use it to participate in the following proceeding.

Case Name: JA [REDACTED]

Start Date/Time: Thursday, August 13, 2020 11:45 AM MST

**JOIN ONLINE HEARING**

Click button to  
join the hearing

Dial-in Information: 1-800-368-6868

Access Code: [REDACTED]

To ensure an optimal experience, please review the brief Court Connect training prior to the hearing: [Here](#)



The Court will email an Online Hearing Notice, which is a meeting invitation to all participants (who have an email on file with the court).



The Online Hearing Notice will include the hearing details (case number, date/time) and a button to join the online hearing.



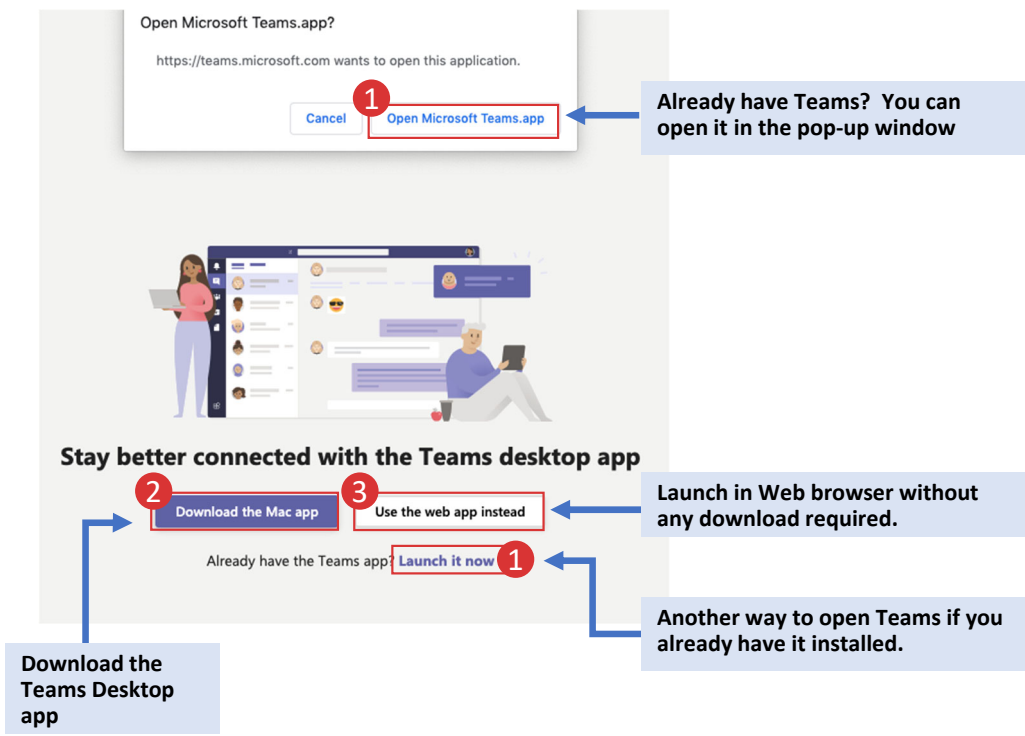
At the hearing start time (or a little before), open the Online Hearing Notice invitation and click the **JOIN ONLINE HEARING** button.



If you are appearing via phone only, the dial in instructions are listed below

# LAUNCH TEAMS DESKTOP APP OR WEB APP

The Court Connect program operates on the Microsoft Teams software application. There are a few ways you can access Teams for your online hearing.



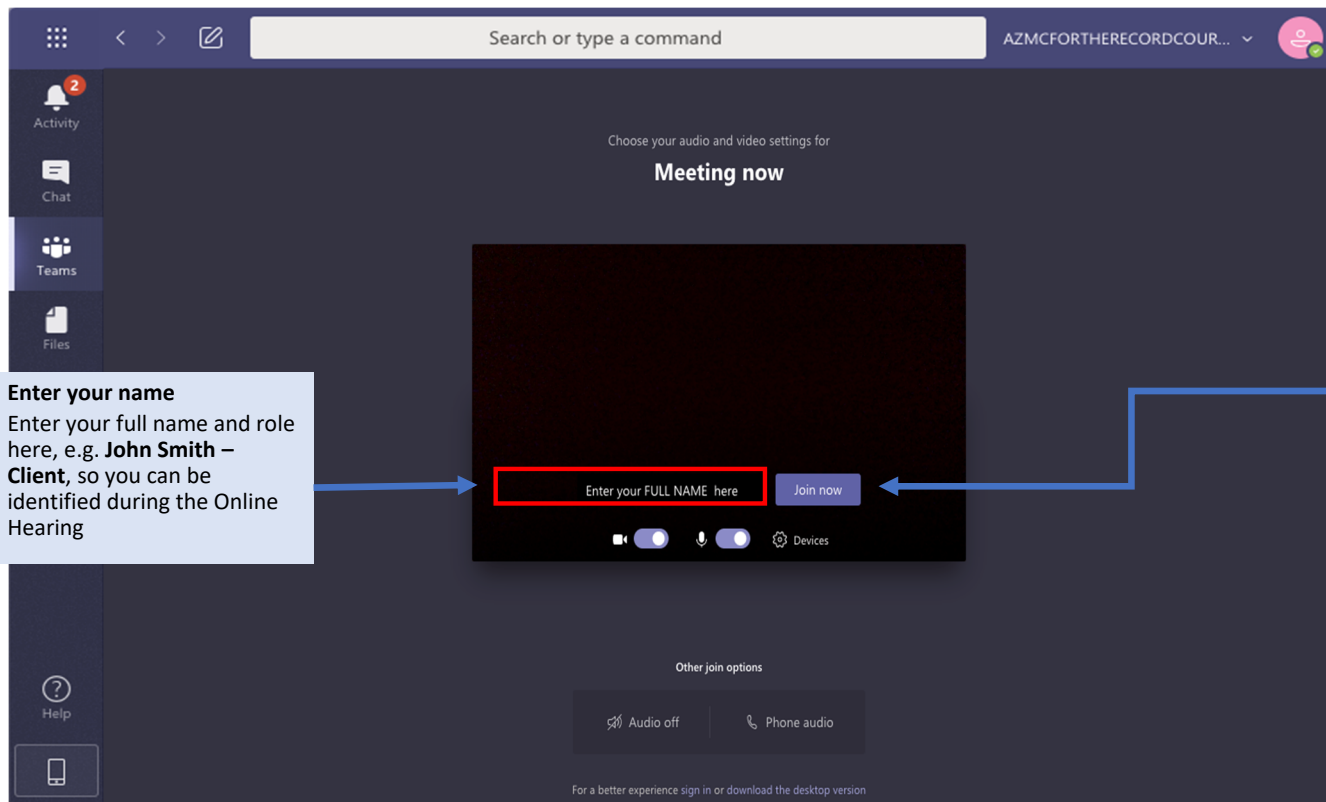
1 If you already have Teams on your PC or device, you can open the desktop app on your computer by clicking Open Microsoft Teams app button in the pop-up window or by clicking Launch it now link at the bottom of the page.

2 If you don't already have Teams, you can download the app on your PC or smart device by clicking the Download button (If you choose this option, please do so in advance of your hearing to allow enough time).

3 You can launch Teams in a web app on your PC or device without having to download anything. To do this click "Use the web app instead".

## JOIN THE ONLINE HEARING

Enter your full name and role, then click **Join now** and wait until the Court facilitator admits you to the Online Hearing Waiting Room. When your matter is ready to be called by the Judge, instructions will be provided by court staff to enter in the courtroom. If you forget to enter your details, you can leave the hearing after you have identified yourself in the hearing and then rejoin with your name and role.



**Enter your name**  
Enter your full name and role here, e.g. **John Smith – Client**, so you can be identified during the Online Hearing

**Wait to join the Online Hearing**  
Click Join now and wait until you are admitted to the Online Hearing.

# JOIN MIDWAY THROUGH THE ONLINE HEARING

If you are a Witness, or someone that is required to appear at a specific time during the hearing, the Court facilitator or your Counsel will advise you by phone call or text message that you will be required soon. You can attend the hearing using the Join Online Hearing button in the email and wait until the facilitator admits you into the courtroom.

**Online Hearing Notice for JA [REDACTED]**

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Remember to keep this email handy so you can use it to participate in the following proceeding.

**Case Name:** JA [REDACTED]  
**Start Date/Time:** Thursday, August 13, 2020 11:45 AM MST

**JOIN ONLINE HEARING**

**Dial-in Information:** +1 602 344-6545  
**Access Code:** 888-8888

To ensure an optimal experience, please review the brief Court Connect training prior to the hearing: [HERE](#)

**Online Hearing email**  
Click JOIN ONLINE HEARING link to attend the online hearing.

**When the meeting starts, we'll let people know**

If you're the organizer or the invite came from your work or school, please sign in.

Zoom meeting controls: video, audio, devices

**The lobby**  
After clicking on the hearing link, wait patiently until the Court facilitator lets you into the hearing.

# DEVICE SETTINGS: IN YOUR PROFILE SETTINGS

To troubleshoot your microphone, camera, or speaker: Click on your profile icon in the top right corner of the screen and then *Settings* in the menu option to see your *Device Settings*.

**Your Profile settings**  
Click your profile icon to see setting options.

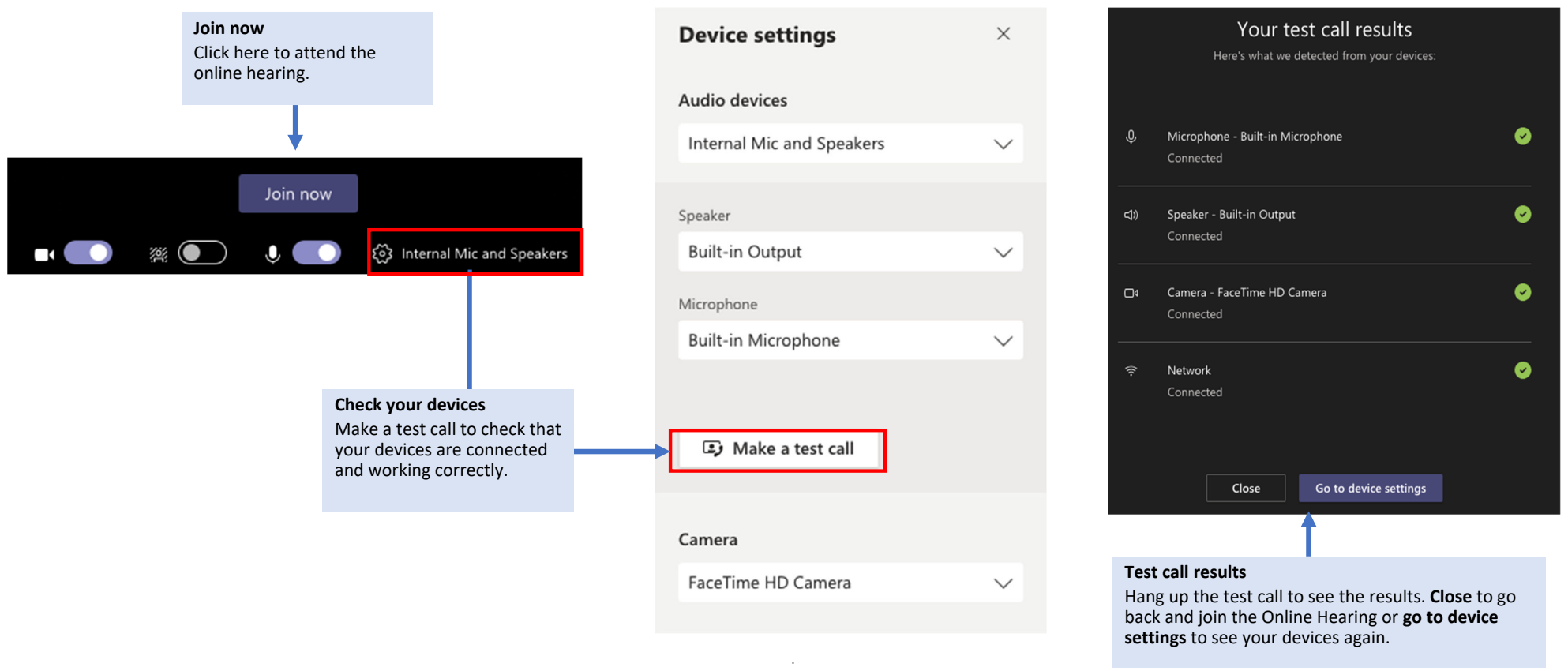
**View Settings**  
Click Settings to open device settings window.

**View Devices**  
In the Settings window, click **Devices** to view audio devices, adjust camera and make a test call.

The image shows three sequential screenshots. The first screenshot is a profile settings menu for 'Plaintiff (Counsel)' with a 'Settings' option highlighted in a red box. The second screenshot is the system 'Settings' app with the 'Devices' option highlighted in a red box. The third screenshot is the 'Audio devices' settings page, showing options for 'Internal Mic and Headphones', 'Speaker', and 'Microphone', along with a 'Make a test call' button.

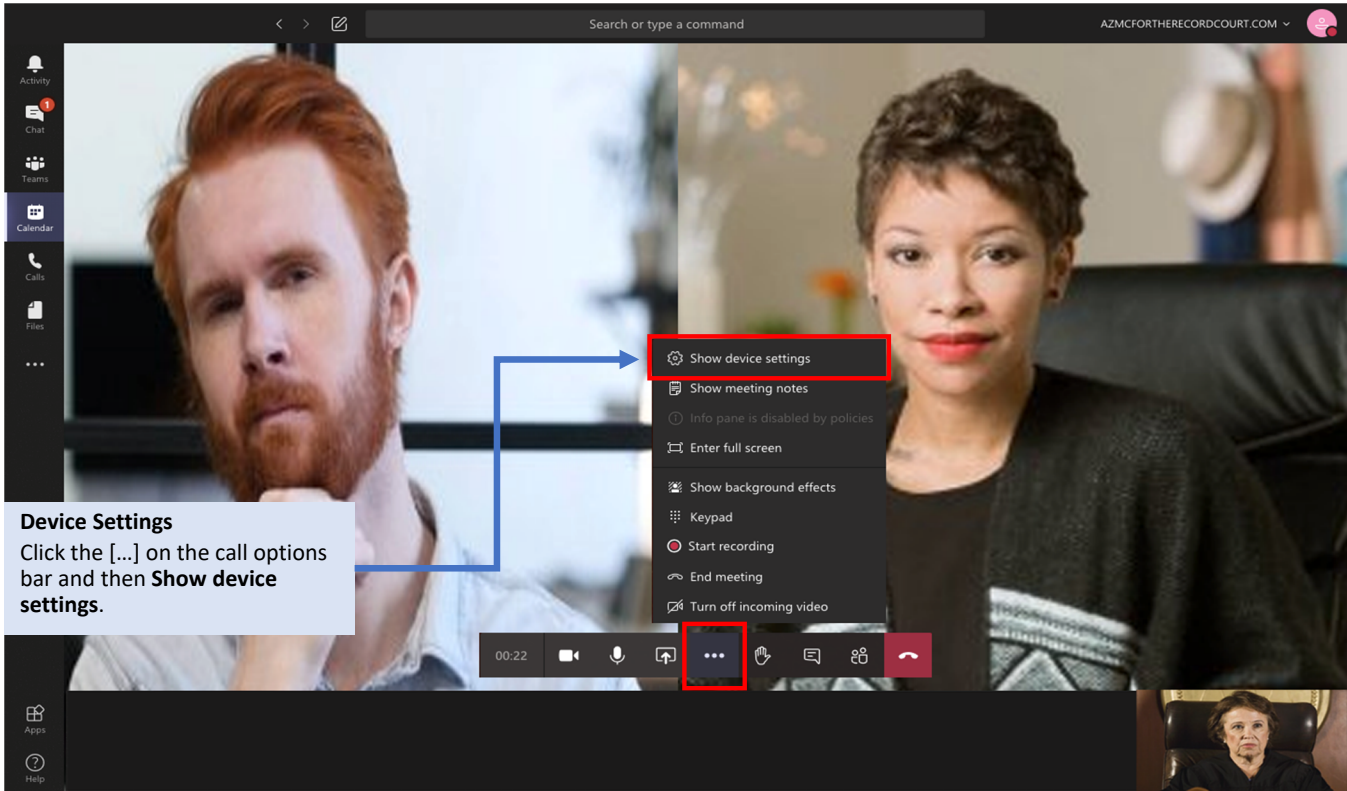
# MAKE A TEST CALL

Go to *Device settings* and click **Make a test call** to check that your microphone, speakers, camera and internet are connected and working correctly. At the end of the test, click **Join now** to attend the hearing.



# DEVICE SETTINGS: IN THE ONLINE HEARING

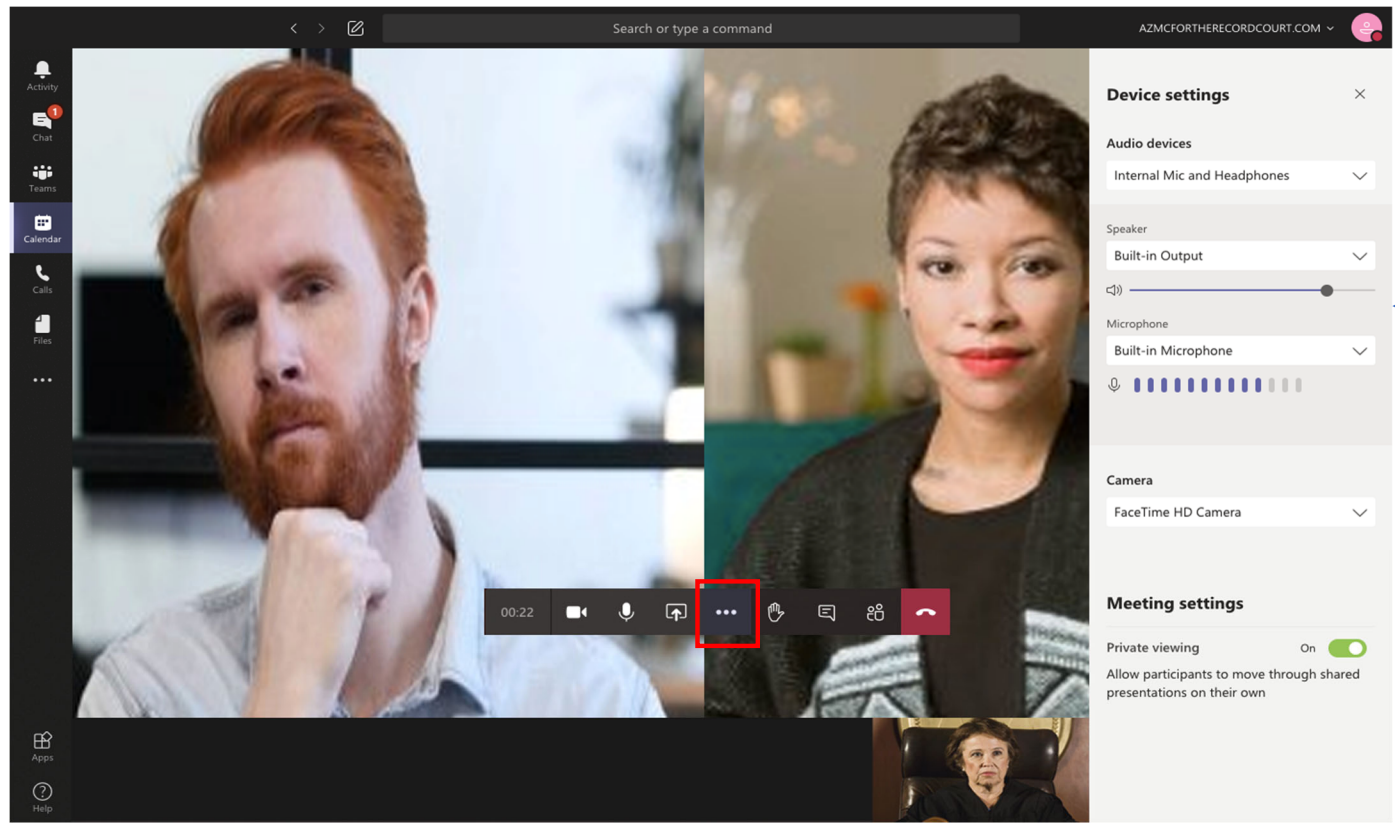
If you find that your speaker, microphone and camera need adjusting during the online hearing, you can do this by going to device settings in the meeting menu.





# CONFIGURE DEVICE SETTINGS

During the Online Hearing, after you click on *show device settings*, you can view and configure your audio and display devices.



**View Device Settings**  
Here you can see your audio devices, adjust your speaker volume, and check your microphone and camera.



THANK YOU

THE END