

Federal Court



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# Introduction to Zoom Best Practices

Webinar with Justice William Pentney

and

Registry Officer Imrana Ahmed

February 2, 2021



# Objectives

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The goal is to help you have a smooth hearing.  
You want to be calm and concentrated on your case – not  
on technical problems.

The key is preparation.





# Overview

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Part I – Zoom Basics

Part II – Court via Zoom

Part III – Tips for Success

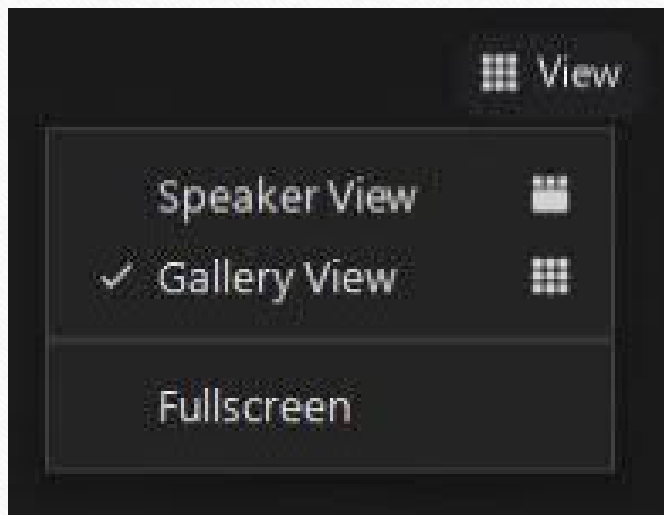
Questions



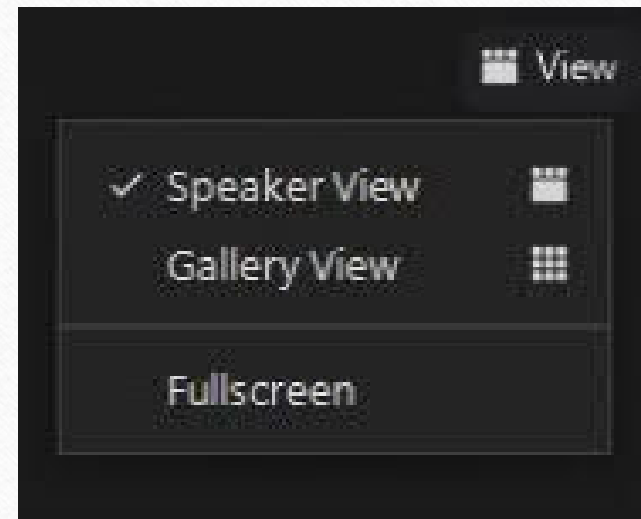


# Gallery and Speaker View

- At the top right of your screen: choose Gallery or Speaker View



OR



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# Gallery View shows several people in a grid





# Speaker View enlarges the video of the person speaking

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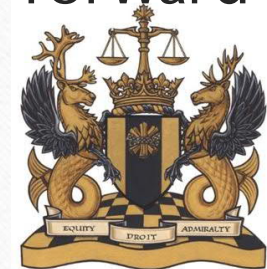




# Part I – Zoom Basics

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- Setting up
- Invitation to the hearing
- Connecting
- Zoom menu and options: microphone, video, participants, etc.
- Backup plan
- Being seen and heard
- Putting your best foot forward



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# I. Zoom Basics – Setting Up

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- Download Zoom (one week before the hearing)
  - Practice with friends and family so you become comfortable
  - Test your equipment
  - Choose where you will set up for the hearing
  - Review Zoom details from the Registry Officer





# I. Zoom Basics – Invitation to the Hearing

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- Registry Officers send hearing invitations by email from an address such as this one: [First.Last@cas-satj.gc.ca](mailto:First.Last@cas-satj.gc.ca)
- You must confirm your attendance within two (2) days
- The link will begin with this: <https://cas-satj.zoom.us/.....>
- The Meeting ID and Passcode are your backup
- Please write both down immediately





# I. Zoom Basics – Connecting (1)

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- You need:
  - Plugged-in or fully-charged computer, tablet or smartphone \*
  - A stable internet connection:
    - Plug directly into router
    - Minimize competition: dedicate all household internet to Zoom
    - Using a cellphone: check service

\*Additional information in the [User Guide for Participants](#)





# I. Zoom Basics – Connecting (2)

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- You need:
  - Email from the Registry Officer with link to the Zoom hearing
  - Registry Officer's phone number
  - Two Dial-in phone numbers from the invitation
  - Also give your phone number for the day of the hearing to the Registry Officer

Please write down this information next to the Meeting ID and Passcode you noted earlier





# I. Zoom Basics – Zoom Menu (1)

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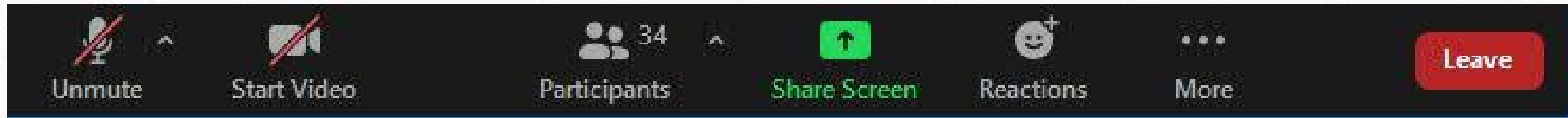
- This presentation has images taken from a PC with Windows
- What you see on Zoom depends on your:
  - Computer (PC or Mac)
  - Operating system
  - Tablet or smartphone





# I. Zoom Basics – Zoom Menu (2)

- Discover the Zoom menu: hover your mouse over the bottom of the screen



Microphone



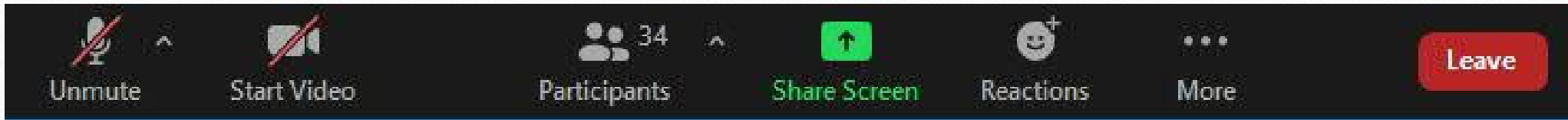
Video camera



Participants: Judge, Registry  
Officer, Courtroom reporter,  
lawyers, parties







- Microphone icon: for adjusting your audio, turning mute on and off
- Video camera icon: same as microphone, but for audio
- Participants: opens a new window with the names of people in the hearing, if their video and microphone are on/off, allows you to change your name if you touch/hover mouse over it
- Downward arrow to close
- OR click X in participant box





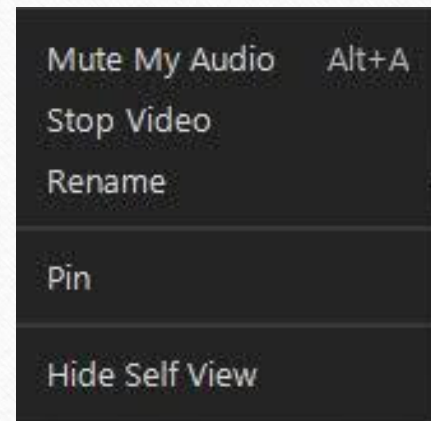
# I. Zoom Basics – Zoom Options

- Right-click on your own image or another participant in the meeting for several options

Mute →

Pin →

Hide self-view →



- If you are using a tablet, swipe and touch different parts of the screen to see what happens





# I. Zoom Basics – Backup Plan

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If the Zoom screen “disappears” or if you are disconnected:

- Find the Zoom icon on your computer & click on it
- Check your internet connection
- Call Dial-in number from invitation
- Repeat the same steps you used to connect the first time.
- Join without video
- Call the Registry Officer
- Try a different device: Use the Zoom app on a tablet or smartphone using the Meeting ID and Passcode





# I. Zoom Basics – Being Seen and Heard

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- Microphone – could be integrated to your headphones
- Webcam (with microphone) and speakers
- Not recommended: using the built-in microphone and speakers in your computer, tablet or smartphone
- A source of light illuminating your face
  - Do NOT have the main source of light behind or beside you





# I. Zoom Basics – Putting Your Best Foot Forward (1)

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- What will the judge see?
- Neutral background: tidy space, blank wall, curtain
- What could the judge hear?
- Can anyone come into the room? What other sounds might interrupt the hearing (phone ringing, delivery, children, pets)
- Do the Zoom test to see how you look and sound





# I. Zoom Basics – Putting Your Best Foot Forward (2)

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- Organize your space to have everything you need within reach
- In what way will you take notes?
- Where will you place your own materials?
- How will you follow references from opposing counsel?
- Will anything interfere with your microphone or video?
- The Court will record the hearing – no other recording is allowed





# Part II – Court via Zoom

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- Videoconference or teleconference?
- Contact with Registry Officer
- Changing your name
- Adapting behaviour to Zoom





## II. Court via Zoom – Videoconference or Teleconference?

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Join a videoconference with:

- audio and video
- audio only (not recommended)
- video and dial-in by phone for audio (poor internet connection)
- If it is a larger hearing, it will be conducted via webinar and the Registry Officer will provide more information and instruction

Join a teleconference with:

- video off, audio only
- dial-in by phone



\*Additional information in the [User Guide for Participants](#)



## II. Court via Zoom – Contact with the Registry Officer (1)

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- Registry Officers set the parameters for the Zoom hearing, subject to any motion or request made to the presiding judge: you need to help them prepare
- Do you intend to bring up confidential information? (in written materials or during oral arguments)?
- Is simultaneous interpretation required?



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## II. Court via Zoom – Contact with the Registry Officer (2)

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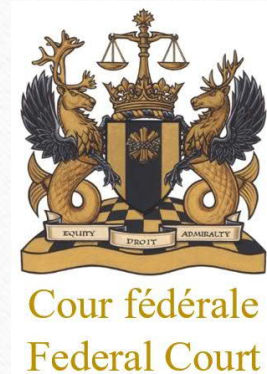
- Do you want to invite a member of your family, a friend or anyone else to attend? They will need their own link.
- Are you using another video-conferencing platform? (Cisco, SIP, Skype)
- If you answered yes to any of the questions above:





# You need to tell the Registry Officer.

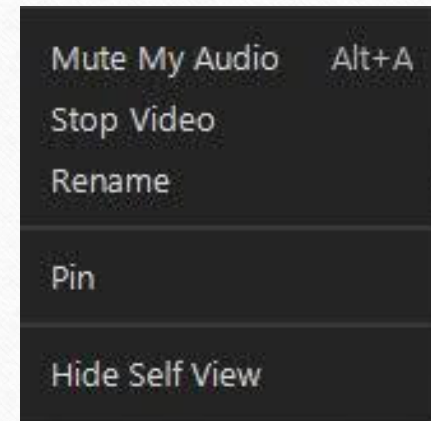
In advance of the hearing  
(not 20 minutes before it begins)





## II. Court via Zoom – Changing Your Name

- Right-click on your own image, click “Rename” – enter your name and save
- OR touch/click on Participants, click “More” next to your name



Rename



More





## II. Court via Zoom – Adapting behaviour to Zoom (1)

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- Did you send the Registry Officer ALL your documents in electronic format ahead of the hearing?
- Do you want to be standing or sitting down?
- Can you see the opposing party or counsel? Can they see you?
- The Registry Officer will explain how they will manage their part of the hearing: how to contact them, use of breakout/waiting rooms





## II. Court via Zoom – Adapting behaviour to Zoom (2)

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- The presiding judicial officer will explain how they want to manage the hearing itself (e.g. how to make an objection)
- The Zoom Chat function is for administrative use only
- If you want to speak informally to the opposing party:
  - Decide ahead of time if you will text, email or use a chat application on your smartphone or computer
- The Court records the hearing – no other recording is allowed





## Part III – Tips for Success

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- Virtual backgrounds
- Controlling the screen
- Sharing your screen
- Confidentiality





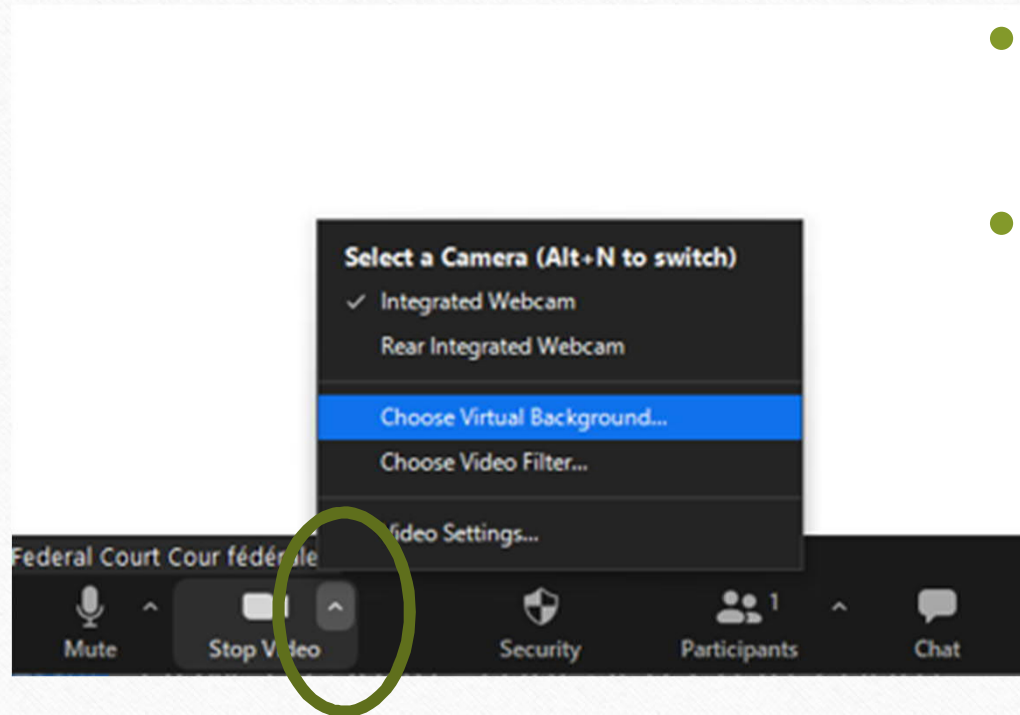
# III. Tips – Virtual backgrounds

- Virtual backgrounds = neutral background = professional = no distractions
- Not all computers will allow a virtual background

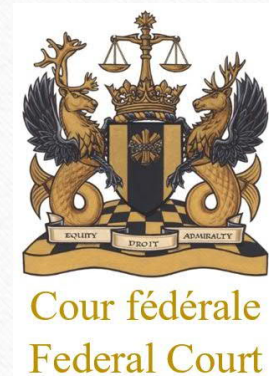




# III. Tips – Virtual Backgrounds (2)



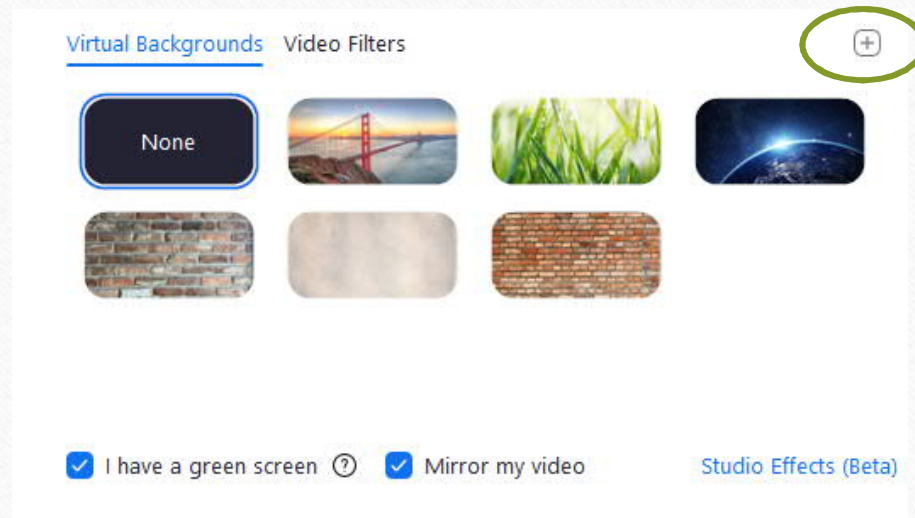
- Download a picture to your computer
- Click on the arrow to the right of the video camera icon and then "Choose Virtual background"





# III. Tips – Virtual Backgrounds (3)

- Click the + icon on the right hand side and select “Add image” to add the virtual background that you downloaded earlier



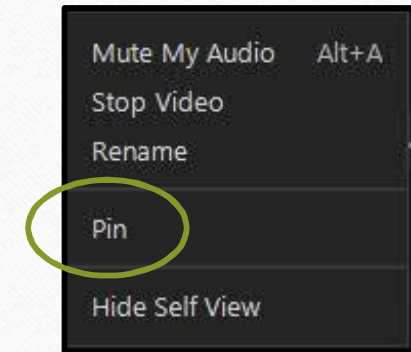
- Please consult the \* [User Guide for Participants](#) to find out how to use your own picture as a virtual background





# III. Tips – Controlling The Screen

- Put anyone in Speaker View by using the “Pin” feature
- Right-click on anyone’s image and “pin” their image
- The Registry Officer also controls what you see
  - Most of the time you will only see the judicial officer and the two lead counsel





# III. Tips – Sharing your screen (1)

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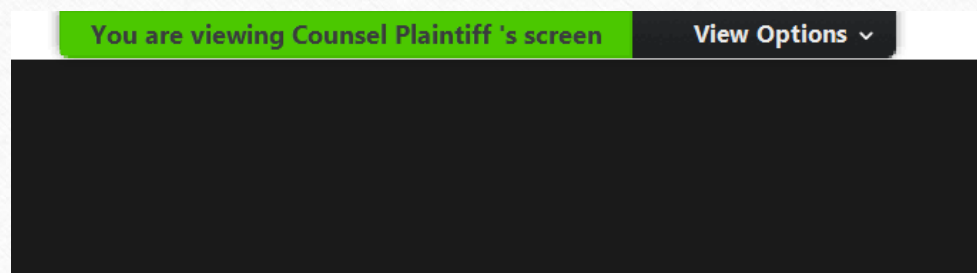
- During the hearing, you may want to show some of the documents you have filed with the Court
- BEFORE you share your screen, close everything on your computer that is unrelated to the hearing
- Disable notifications (email, apps, news outlets)
- Don't share your screen unnecessarily
- Practice before the hearing to feel comfortable using the feature





# III. Tips – Sharing your screen (2)

- Click “Share Screen” on the Zoom menu
- Choose the document you want to show the Court
- Click “Options” to adjust the video to screen share ratio
- At the top of the screen, you will see who is sharing



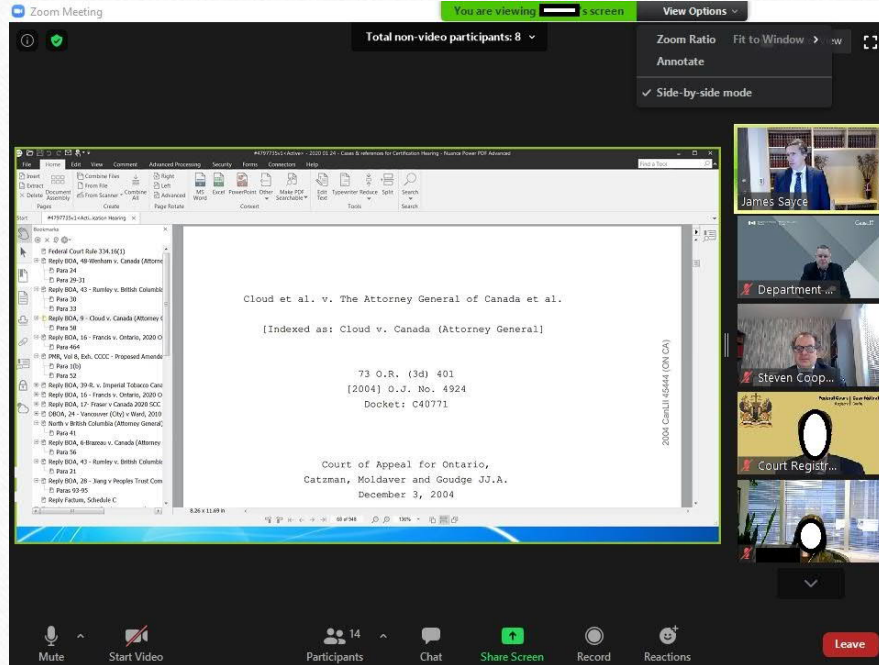
← Options



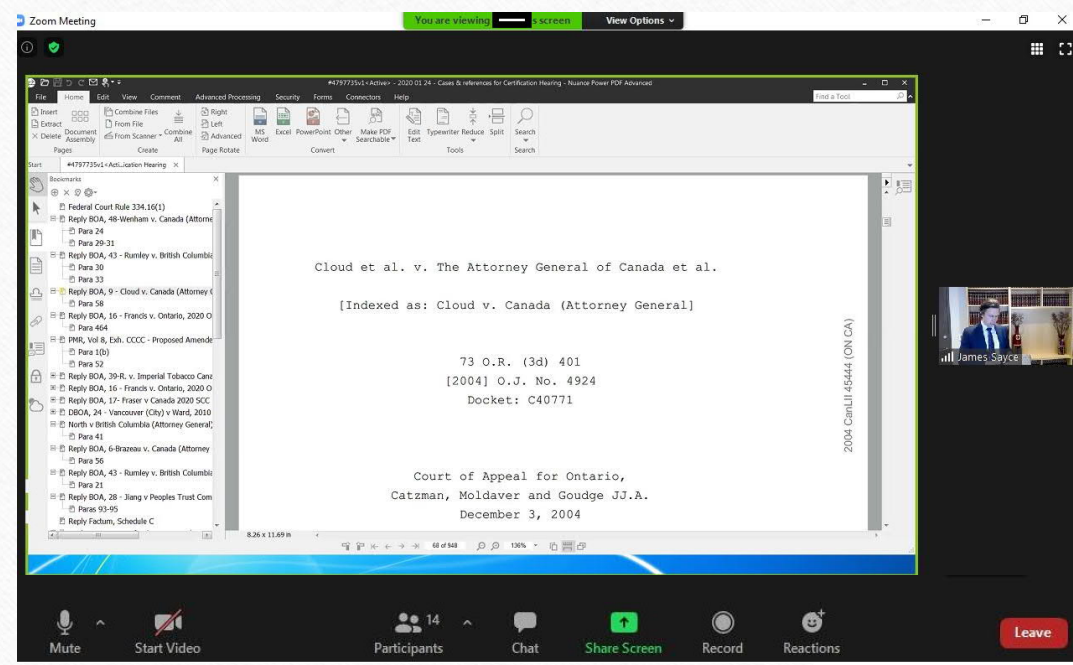


# III. Tips – Sharing your screen (3)

## Gallery View



## Speaker View





# III. Tips – Confidentiality

- The Registry Officer controls who “enters” the Zoom videoconference
- To protect confidentiality, the Registry Officer will:
  - Create a separate “breakout room”
  - Split the group into those who are/are not allowed to hear confidential information





# Conclusion (1)

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- Even if you are in your living room, act as if you are in a courtroom
- Your appearance and surrounding should be clean and tidy
- Everyone must dress in business attire (lawyers are not required to robe)
- Be prepared: equipment, Zoom, your materials





## Conclusion (2)

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- Test your microphone and camera ONE HOUR before the hearing
- For more complex proceedings such as trials, the Court may arrange a test run
- You can also set up your own free Zoom account for tests

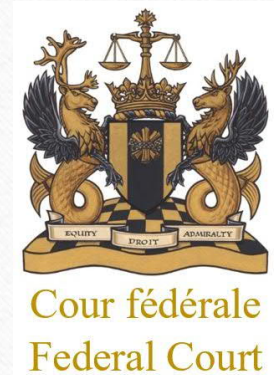




# Checklist

This checklist will be included with your email invitation to the hearing

- ☐ Have you read the [User Guide for Participants](#)?
- ☐ Do you have a stable internet connection?
- ☐ Are you dressed in business attire ? (lawyers not required to robe)
- ☐ Do you have a virtual or neutral background (plain wall)?
- ☐ Is the brightest source of light in the room in front of you?  
(lamps and windows should NOT be behind you)





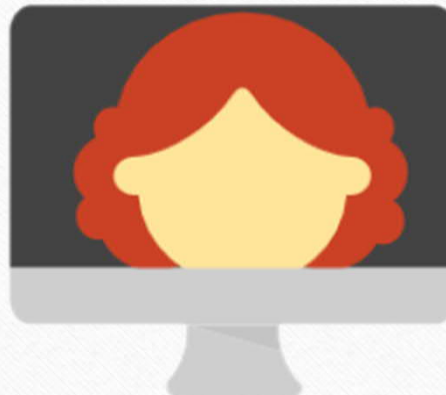
# Checklist

- ❑ Please check how you will appear to the judge (your head should be in the middle of the screen/they should see your shoulders)

Good



Too close



Too far





# Checklist

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☐ If you want to share your screen:

- Relevant documents should be ready and open
- Close personal tabs and any other files

☐ Join hearing 30 minutes before start:

- Test audio and video, name yourself, get Registry Officer's number

☐ Did you tell the Registry Officer? You need to tell the Registry Office asap!





Questions?

Questions ?



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