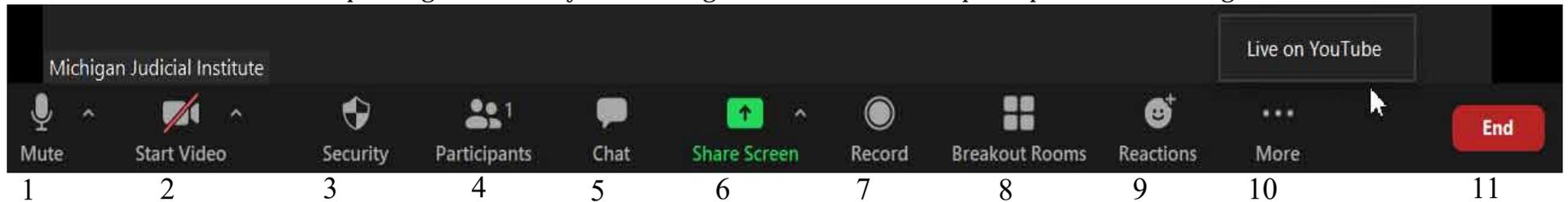


Zoom 101 Benchcard: Getting Familiar With Zoom and Conducting Remote Proceedings

The Zoom menu is a black bar with several icons that appears at the bottom of your screen. Each icon has a function. Note that your menu may look different from the one below, depending on whether you are acting as the host, co-host, or participant of the meeting.



1. This controls your microphone. You can mute and unmute yourself so other participants can/cannot hear you. The ^ allows you to access your audio options and settings. **Note:** If you use Polycom for audio, see page 2.
2. This controls your camera. You can turn your camera on and off so that other participants can/cannot see you. The ^ allows you to access your video options and settings. **Note:** If you use Polycom for video, see page 2.
3. You will only see this if you are the host. It allows you to set permissions for other participants and control who has access to the proceeding.
4. You can click on this icon to see a list of participants and whether they are muted and/or on video. If you are the host, you can also control other participants' settings.
5. If enabled, participants can instant message other participants. You will see any chats directed to you or to all participants. The host can control this option (enable or disable chats between participants). For more information, see SCAO's [Virtual Courtroom Standards and Guidelines](#), p 5. Note that some court clerks will type the case name, number, date and time into the chat window to help with transcription later.
6. You can share your screen so that the other participants see what you are looking at on your computer/device. The host can click ^ to control who in the proceeding has the ability to share their screen.
7. This allows you to record the proceeding and serves as a very useful backup to livestreaming. See information on page 2 for additional resources.
8. You will only see this if you are the host and if breakout rooms have been enabled. This allows small groups of participants to collaborate or discuss the proceeding in a separate session. For example, parties and their attorneys could use a breakout room to have a confidential discussion. If you are the host and do not see this, you will need to enable this option. For more information, see <https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms>.
9. Anyone can click this to react silently to what is said during the proceeding. At this time, there does not appear to be a way to disable this feature.
10. If your court has a YouTube account enabled, you will see an option in the "More" area for streaming to YouTube. If you cannot connect to YouTube, consider recording the proceeding and posting later as a way of providing public access (See number 7 above and public access resources on page 2).
11. You will only see this if you are the host. "End" lets you end the meeting for all participants. If you are **not** the host, you will see a button that says "Leave Meeting" which allows you to leave the proceeding.

Additional Zoom Information

Host vs. Co-Host:

The host is a person who is managing the administrative side of the Zoom proceeding. Sometimes this may be the judge, but many times it is another court staff member. A co-host is assigned by the host. Although co-hosts do not have all of the same privileges as a host, they do have the ability to manage participants and start/stop recording the proceeding.

Understand the use of gallery view, speaker view, and full screen view:



At the top right of your screen, you will see a button that says either *speaker view* or *gallery view* and a button that has a disconnected square. You can click on it to speaker/gallery to switch views. *Speaker view* allows participants to see only who is speaking. *Gallery view* allows participants to see each other. The disconnected square, allows you to choose whether to see the proceeding in a *full screen view*.

Using Polycom With Zoom:

Using a Polycom to join a Zoom meeting is the same as making traditional Polycom point-to-point calls. Your Polycom remote should control your video and microphone. For more information, see JIS's [How to Call From Polycom Into a Zoom Meeting](#) and [Tips for Using the Polycom Remote](#).

Waiting room:

The area where participants “wait” before being allowed into a proceeding. To use, this feature must be enabled, and it is suggested that courts do so. Enabling the waiting room prevents participation by individuals who are not involved in the case. It is suggested that courts personalize their waiting room so participants know they are in the correct proceeding. Example: “You are in the waiting room for a matter scheduled before Judge Smith. You will be admitted when the court calls your case. Thank you for your patience.”

Conducting a Remote Proceeding

At the beginning of the proceeding, lay the ground rules and explain to participants what you expect from them in terms of courtroom decorum. A Zoom meeting is different than a live proceeding in that participants do not have the benefit of body language and physical presence, which can result in participants inadvertently interrupting each other. It is helpful to call on people to speak and to explain this and other procedures for controlling the meeting. Other suggestions include:

- Inform participants how you are providing public access. See Additional Resources listed below for more information.
- If a party informs you they are having technical difficulty or if you notice it, be prepared to postpone the proceeding.
- Encourage participants to remain on mute and “raise their hand” if they wish to speak. Some courts keep all participants on mute until it is that person’s turn to talk. Participants have the ability to silently raise their hand during the proceeding by clicking “raise hand” on their screen. If you are the host or co-host, you will see that someone has raised their hand and can determine whether to allow them to speak.
- It may be helpful to use a virtual courtroom background. Having a solid-colored wall or even a sheet cuts down on the wobble of the background.

Additional Resources

Public Access

- [JIS’s Recommendations on Using Zoom & Public Access for Court Proceedings](#)
- [MJI’s Legal Analysis on Public Right to Access Remote Hearings and Benchcards on Limiting Access to Remote Proceedings](#)
- [SCAO’s FAQs Regarding Remote Proceedings](#)

Using Zoom

- [JIS’s Using Zoom and Virtual Courtroom Resource Center](#)
- [Virtual Courtrooms Webpage](#)
- [SCAO’s Michigan Trial Court Standards for Courtroom Technology](#)