

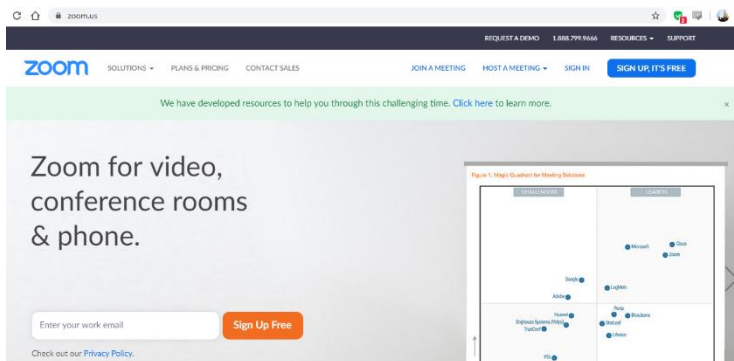
GUIDE TO VIDEO-CONFERENCE HEARINGS AT THE STATE COURTS CENTRE FOR DISPUTE RESOLUTION (“SCCDR”) ON THE ZOOM PLATFORM

A. Getting started with Zoom

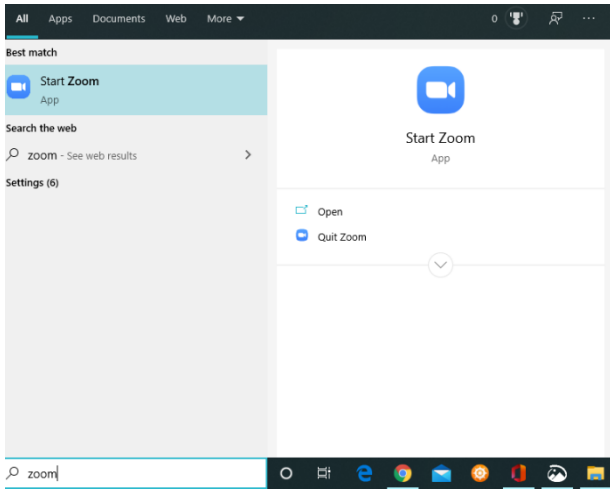
1. A video conference hearing conducted on the Zoom platform is a Zoom meeting. You can download Zoom at <https://zoom.us/>. The software is free and can be installed on your mobile phone, tablet, laptop or desktop and is available from both Google Play Store (for Android devices) or the Apple App Store (for iOS devices). For further information on downloading Zoom, please go to <https://support.zoom.us/hc/en-us/articles/201362233>
2. You do not need to pay to use Zoom to attend a hearing. You also do not need to create a Zoom account (whether free or paid) to use Zoom to attend a hearing, although you may do so if you wish.
3. The system requirements for using Zoom are:
 - a. An internet connection (broadband wired or wireless (3G, 4G/LTE))
 - b. Speakers and a microphone (built in, USB plug in or Bluetooth), and
 - c. A webcam (built in or USB plug in), HD cam or HD camcorder with video capture card
4. Detailed system requirements can be found at : <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

B. Joining a Zoom Meeting

5. Prior to the appointed time for the hearing, log into Zoom or start the Zoom app.

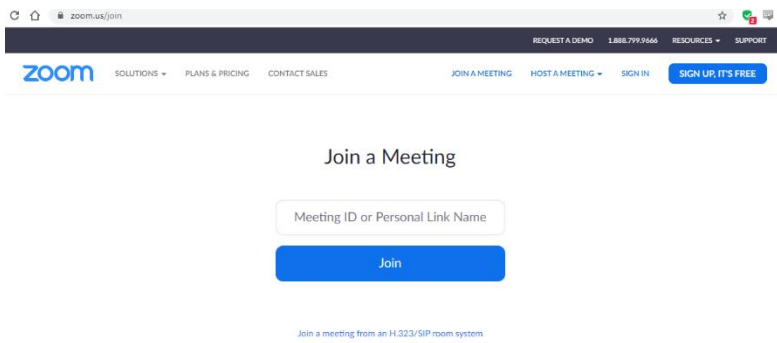


From the browser

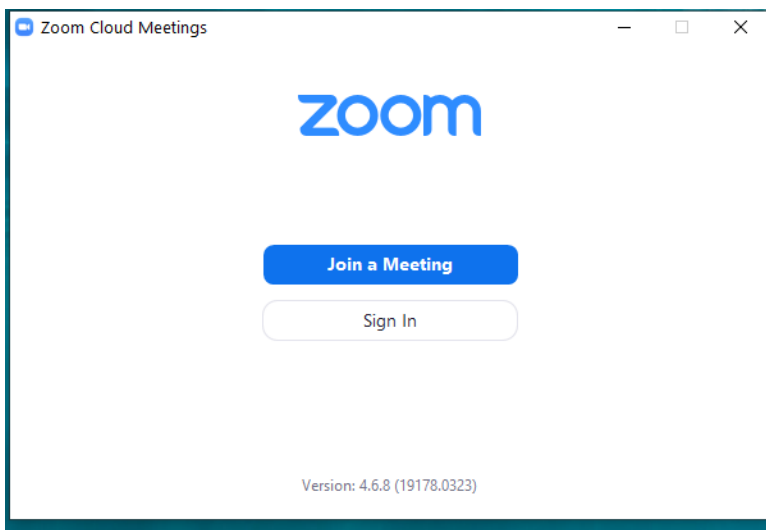


from the app

6. Then click on Join a meeting



from the browser



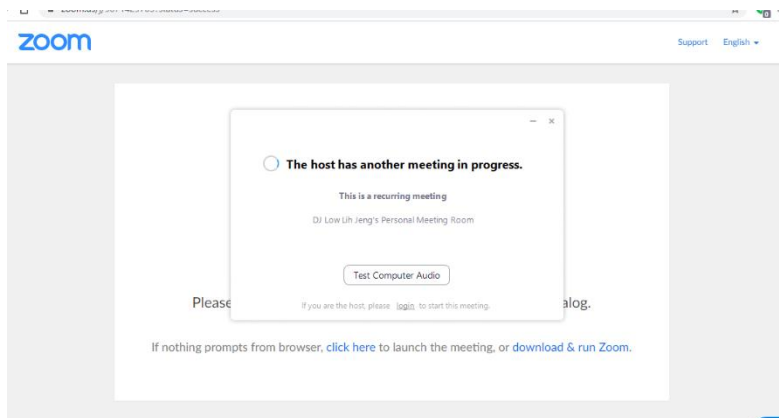
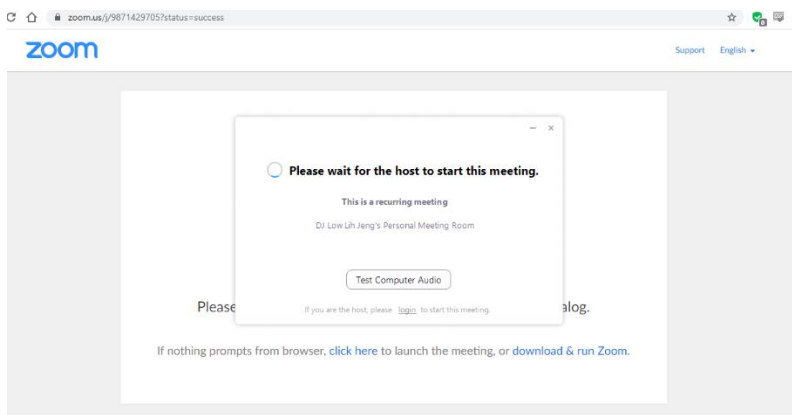
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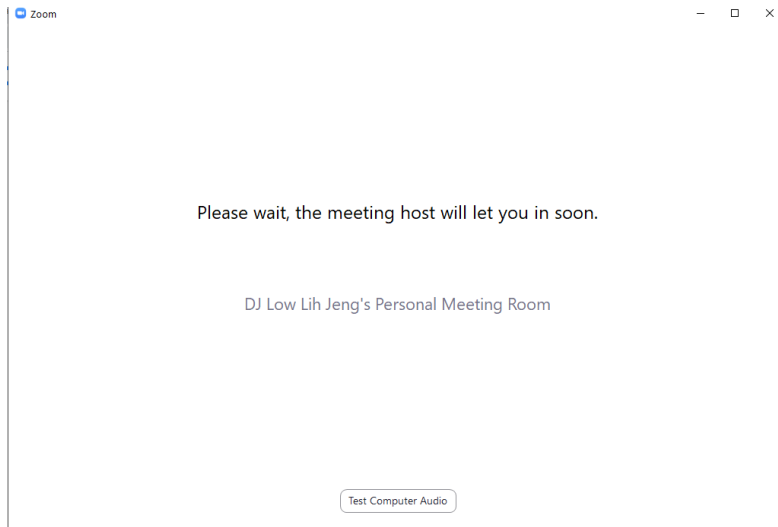
7. You will be asked to provide the meeting ID which would have been sent to you in the Registrar's Notice. If you have misplaced this, please call SCCDR Registry at 69550456.

8. You will also be shown the name you will appear as. Please ensure that this is changed to the following format:-
- a. Case number
 - b. Law firm (if any)
 - c. Your name

This is to ensure that the Judicial Officer (“JO”), if he has more than one video conference scheduled, calls the correct parties.

9. Once you are in, you may see one of these messages. In all cases, please wait for the JO to commence the hearing and to let you in.





10. Once you are admitted, the hearing will commence.

C. Documents and Videos

11. Documents and videos can be shared during the Zoom hearing and can also be annotated to highlight specific points. However, for ease of reference, parties are to submit, at least 2 clear days before the appointed date of the VC hearing, all videos and PDF copies of all documents and authorities that they intend to rely upon to the relevant aCDR email account.
12. Please refer to the relevant paragraphs in Registrar's Circular No. 2 of 2020 ("Registrar's Circular") for details pertaining to (a) the email account to which documents are to be sent (at paragraphs 6 – 8, 12); (b) the subject heading for the email (at paragraph 13); (c) how documents should be attached and labelled (at paragraph 14-15); and (d) the timelines to be observed (at paragraph 17). For the avoidance of doubt, paragraph 31 of the Registrar's Circular requiring the Mentioning Counsel to send the Early Neutral Evaluation (ENE) Submission on behalf of all parties will not apply.

D. Problems during the Zoom hearing

13. If you experience intermittent or a poor connection during the hearing, please inform the court, who will then decide if the hearing should continue.
14. If you are unexpectedly disconnected from the hearing, please try to rejoin the hearing as soon as possible using the same hearing details. You may wish to consider moving to a location with a stronger WiFi signal or using a wired broadband connection.
15. If you have not been able to rejoin the hearing or if you need assistance, please contact the SCCDR Registry at 69550456.