

# Guide for Appearing in the Provincial Court Using Microsoft Teams

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This Guide provides specific information about how to use MS Teams for your court appearance. [NP 21 Remote Attendance in the Provincial Court](#) provides direction and information for attending a virtual or in-person proceeding in the Provincial Court remotely by audioconference (including telephone or Microsoft Teams) or videoconference (including Microsoft Teams).

# 1. Audioconference and Videoconference Options

Microsoft Teams allows participants to join the proceeding using video or audio from a desktop, laptop, tablet or smartphone, or to dial-in to a proceeding from a telephone.

The decision as to how a proceeding is conducted is a matter for each judicial officer. In considering the suitability of videoconferencing or audioconferencing, the Court may consider issues such as the nature of the case, the technological facilities available to parties or their lawyers, their ability to effectively participate in the proceeding, and how best to uphold the interests of justice.

Participants will receive correspondence from the Court in relation to the technology that will be used to facilitate their proceeding for videoconference and audioconference as a back-up for participants who do not have videoconferencing technology available or experience technical difficulties during the proceeding.

Participants are expected to be proactive and inform the applicable Court promptly if they foresee any difficulty with participating in a virtual proceeding, and to propose jointly agreed solutions where possible.

# 2. Establishing the proceeding

Virtual proceedings via Microsoft Teams are set up using email addresses.

Upon request from the Court, participants are to provide their direct email addresses and contact phone numbers as a back-up to the Court so that a proceeding invitation can be sent. If you know that you will be receiving an invitation to attend a proceeding, check your inbox and spam folder to avoid missing the email from the Court.

# 3. Joining the proceeding

Participants can join a Microsoft Teams proceeding from a desktop, laptop, tablet or smartphone via the purple '[Click here to join the meeting](#)' link included in the proceeding invitation.

- [Click here to join the meeting](#)
- +1 604-335-9540 Canada, Vancouver (Toll)
- (844) 844-5561 Canada (Toll-free)
- Phone Conference ID: 986 641 XX#
- [Learn More](#)



To use Microsoft Teams via a tablet or smartphone, users need to download the Microsoft Teams app from the relevant App Store.



On a desktop computer or laptop, Microsoft Teams can be used in a web browser version, or by downloading the free desktop app. For a better user experience, download the desktop app. See below for details.

Alternatively, participants can join a Microsoft Teams proceeding by telephone, by dialling the conference number (including area code), conference ID and #, and following the prompts.


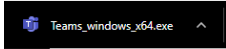
If joining a Microsoft Teams proceeding from a desktop computer or laptop, it is recommended that participants download the Microsoft Teams desktop app prior to the proceeding.

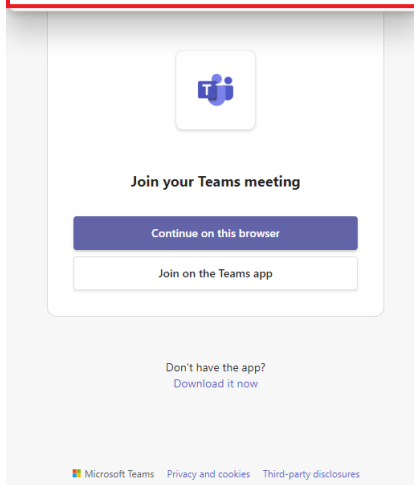
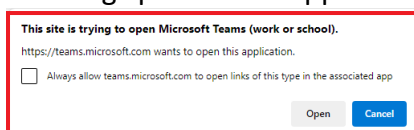
The desktop app can be downloaded for free from the Microsoft website [here](#).



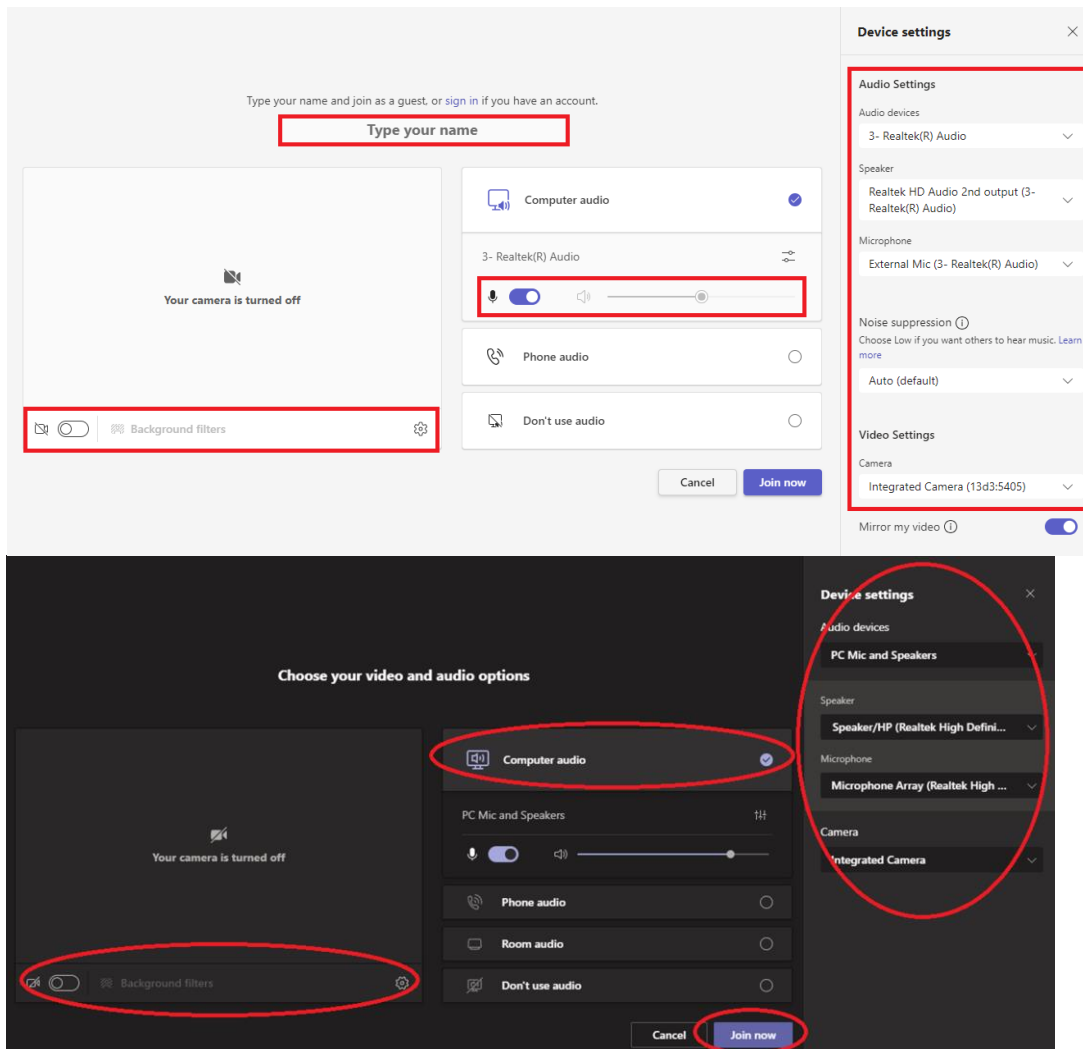
The Microsoft Teams webpage and web version work better in the Google Chrome web browser. All links should be copied and pasted into Chrome, rather than Internet Explorer, Mozilla Firefox or Safari.

To download the desktop app and join the proceeding through the app:

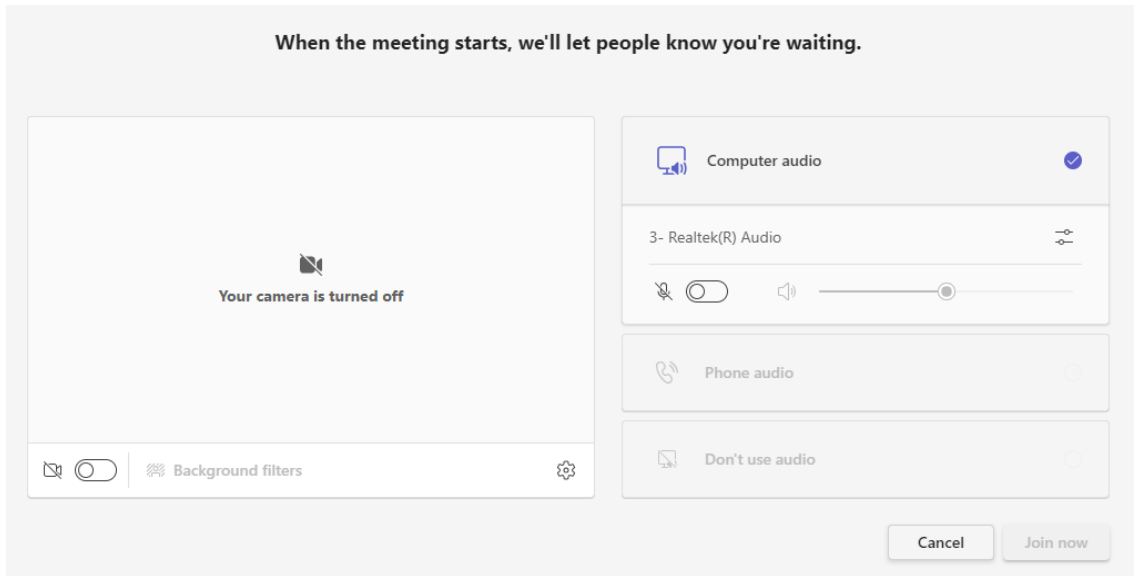
1. Visit <https://www.microsoft.com/en-ca/microsoft-365/microsoft-teams/download-app>.
2. Click on the purple download button. 
3. A download will begin. Once completed, click on the file to begin installation. 
4. Once installation is complete, press Continue to check that Microsoft Teams will open. If it opens, no further action is required until the day of the proceeding.
5. *On the next screen (which will read “You’re not on Teams yet, but you can set it up for your organization”), participants do not need to sign up for a Teams account – it is sufficient to have the desktop app downloaded onto the computer.*
6. On the day of the proceeding, **at least 15 minutes before the listing time**, click on the ‘[Click here to join the meeting](#)’ link. It will open in the web browser, but a dialogue box will pop up that says ‘This site is trying to open Microsoft Teams (work or school)’. Click open to launch the Microsoft Teams App so that the meeting opens in the app.



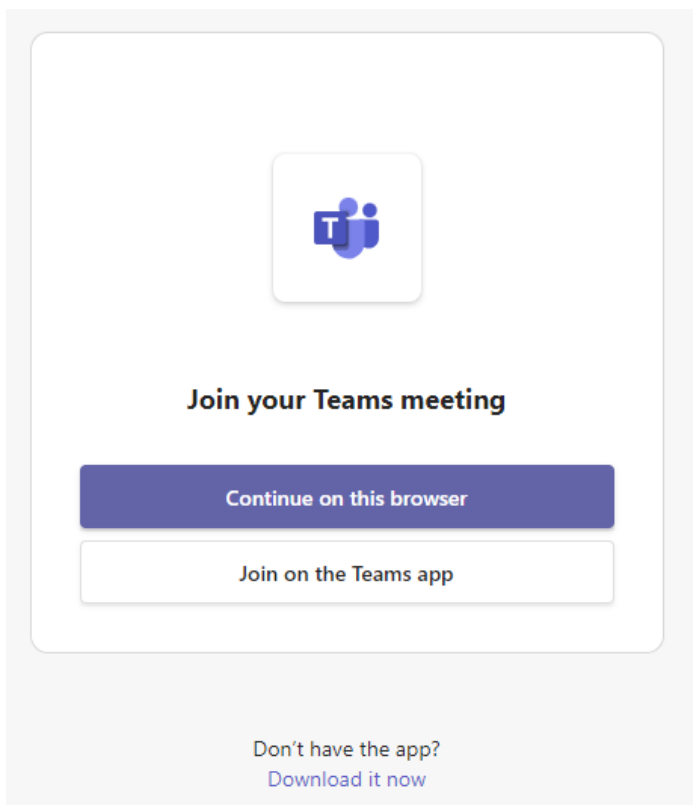
7. The Microsoft Teams app should launch the meeting and show either the following screen (if you are using Teams Web Application) or the next screen (if you are using MS Teams Application):



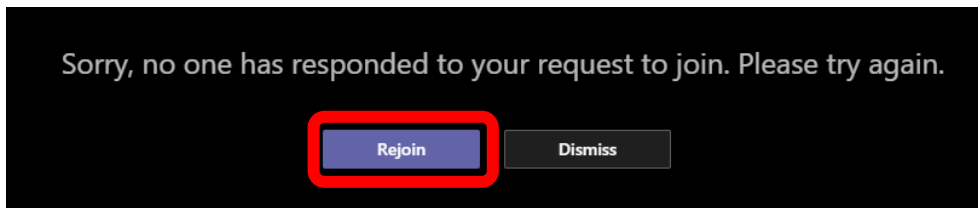
8. If you are using Teams Web Application, fill in the 'Enter name' field with your full name and description, such as 'First and Last Name (Crown)' or 'First and Last Name (Defence)'.
9. Use the sliders next to the camera icon and microphone icon to turn camera or microphone on and off.
10. Clicking on the 'Devices' cog will open the Device Settings menu, which allows the user to select the correct microphone, speakers and webcam that they are using.
11. When ready to join the proceeding, click on 'Join Now'.
12. All participants will wait separately in a virtual lobby. The below screen will be displayed. The judge running the proceeding can see when participants are waiting in the lobby, and will accept each participant into the proceeding when ready to do so. Please wait patiently, do not exit the lobby if you are not immediately admitted. If you have joined the meeting early, or the Court is delayed, the lobby may time out. If this occurs, please re-join the meeting.



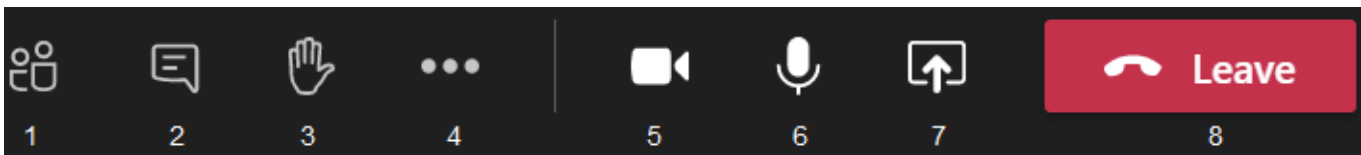
If a participant clicks on '[Click here to join the meeting](#)' from an email or calendar invite and does not have the desktop app installed, select 'Continue on this browser', and then follow steps 8 to 12 above.



If you have joined the proceeding early, or the Court is delayed and you have not been admitted into the proceeding, this screen below will appear. Keep clicking the Rejoin button if it continues to be delayed.



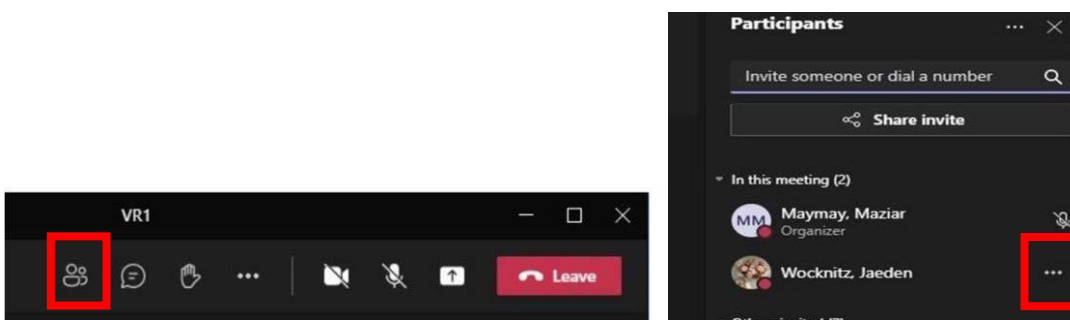
## 4. Options in the Microsoft Teams desktop app during a proceeding



1. Maximize your window to full screen to ensure a full view of all participants. To do this, left click the Maximize button in the top right corner.



2. Click on the **show participants icon** to see a list of all the participants in the proceeding.
3. If maximizing your MS Teams application doesn't have the desired effect, left click on the Participants button to open the Participant panel. In the pop-up menu, left click on Pin. The pinned participant will now be the most prominent image within your Teams meeting. If needed, you can pin more than one participant at a time (e.g. to pin both the accused and their counsel). To unpin, follow steps 3 to 5 and click on Unpin.

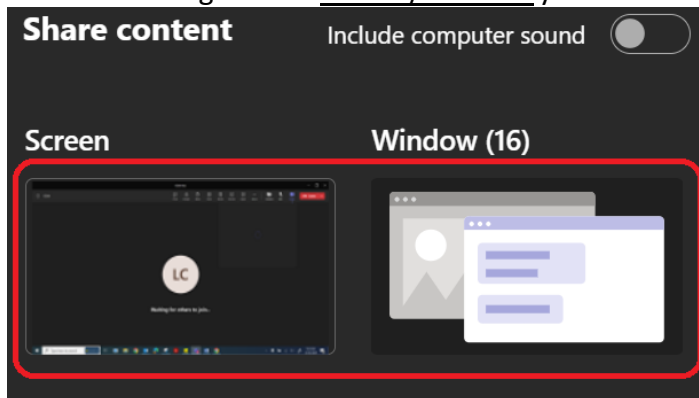


4. Click on the **show conversation icon** to see the chat window on the right hand side of the screen;
  - If you do not have the chat window open and a message is entered into the chat, an orange dot will appear on the show conversation icon to indicate that there is a new message.



3. Click on **raise hand** to indicate you wish to speak.
4. Click on the **ellipsis** (the three dots) for more options, including to check device settings, blur background, turn off incoming video.
5. Click on the **camera icon** to turn the video on and off.
6. Click on the **microphone icon** to turn the microphone on and off (mute and unmute).
7. **Only if directed by the Court**, click on the **share icon** to share a document on the screen for all participants to see – this option may only be available if the Court gives permission for participants to share.

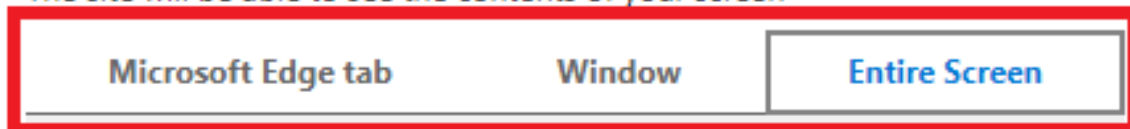
- For the desktop app: A panel will open to confirm that you would like to use Screenshare. Click the thumbnail image of the Screen/Window you would like to share.



- For the web app: A pop up will appear asking you to choose the item you wish to share. Select either Your Entire Screen, Application Window, or Browser Tab, and then click on the item that you would like to share.

### Choose what to share with [teams.microsoft.com](https://teams.microsoft.com)

The site will be able to see the contents of your screen



- **Entire Screen:** This will show all participants whatever you are currently viewing on your screen and allow them to view any actions you make on your device while your screen is being shared.
- **Window:** This will show all participants a specific file only (for example, a PDF of materials related to your court file). You will need to have the file open prior to sharing your screen or else you will not be able to select it. All files currently open will appear as thumbnails from which you may select.
- **Microsoft Edge/Chrome Tab:** This will show all participants the contents of a specific tab that is currently open in your web browser.
  - *Note: Google Chrome was used for the pictures in this guide. The browser you use to attend the videoconference proceeding may be different.*

- Once you have selected the item that you wish to share on the screen, click Share.



*Note: You will not be able to click share if you have not selected an item. The share button will change colour from white to blue once you have selected an item.*

8. Near the end of the time scheduled for your conference or hearing, you may see an "End of Meeting" warning appear on the screen. This indicates that the time scheduled for the proceeding is almost up, but the judge will decide when to end the proceeding. When the judge ends the proceeding, click on the **red phone icon** to disconnect from the proceeding.
  - In the desktop app, participants can right click on up to four participants' videos to **pin** them to the screen so that they are always visible.
  - If using the web browser version, by default, Microsoft Teams will display the video of the person speaking.
  - Please note, on different devices, these options may appear in a different location.

## 5. Standing down

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Should the Court need to stand down (provide everyone with a break during the proceeding), the videoconference will stay on. You are responsible for turning off your own microphone and webcam. **Do not leave** the videoconference. If you do not turn off your microphone and webcam other participants in the videoconference will be able to see and/or hear you.

Turn on your microphone and webcam at the end of the break. As soon as you do this, you can be seen and heard by anyone participating in the proceeding.

## 6. Options on the telephone during a Microsoft Teams audioconference proceeding

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If a participant joins the audioconference proceeding by dialling the conference number and conference ID, it is a standard telephone call. Participants only have the options presented to them on their phone screen, such as to mute, place the phone on speaker and hang up the call.



Participants should not place the Court on hold, or put the phone on loudspeaker, as this will decrease audio quality. The Court has the ability to mute participants who have joined the proceeding by telephone. If you are muted, a voiceover will inform you of this, and how to unmute. To unmute, press \*6. A voiceover will inform you when you are





If a participant is experiencing poor video quality during a proceeding, or cannot maintain a connection through the desktop app or web version, they can join via the teleconferencing option. The details are included in every meeting invite. If counsel or litigants do not have a strong internet connection, or do not have access to the technology to appear by video, communicate with the Court prior to the proceeding about participating by telephone.

## 7. Preparation and testing

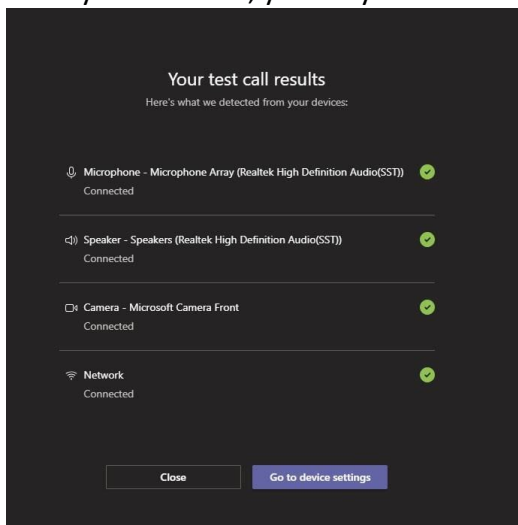
Participants should download the Microsoft Teams desktop app well in advance of the proceeding, and ensure they are familiar with the microphone, webcam and speakers on their device, and that any external hardware is installed and working properly. We recommend that you test the technology before the proceeding *from the location you plan to use during the hearing* in order to check your internet connection at that location. [Click here](#) to learn about the speed of your internet connection.



Once you have received a link to a Microsoft Teams proceeding from the Court, the link may be accessed at any time prior to the proceeding to check that the correct microphone, webcam and speakers are being recognised by Microsoft Teams, make a test call and to see what your video will look like.

If you have an MS Teams account and wish to do a test call on MS Teams:

1. Open the MS Teams app.
2. Click on the three dots (...) “Settings and more” icon to the left of your avatar (circular icon containing either your profile picture or your initials) at the top-right of the screen, and select ‘Settings’.
3. In the following screen, click ‘Devices’.
4. Make sure that the right devices are chosen for this test and click ‘Make a test call’.
5. After your test call, you may see the following screen:



6. If your test call was unsuccessful, you can click Go to device settings and change your audio and visual devices. and/or connect to the appropriate Internet network, and make the test call again.

Depending on the case, the Court may schedule a test between the parties prior to the proceeding. This is of benefit to all parties, and the Court expects that counsel and litigants will make themselves available to participate to reduce the need for an adjournment or any delay on the day of the proceeding.



Prior to any proceeding, counsel should agree with their clients on a method of confidential communication and how they will obtain any urgent instructions during the proceeding. Otherwise, instructions must be obtained **prior** to the commencement of the proceeding.

## 8. Technology tips

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Use a headset, or headphones that have a microphone (such as most headphones that come with smartphones), to avoid echo and increase audio quality. Ensure you select the headphones in the settings for 'Devices' as the microphone and speaker. If you have the volume turned up and audio coming through the speakers of your device, it may be picked up by your microphone and echo. If other participants are complaining of echo and you cannot hear any echo, it is likely that you are the cause.



Ensure you are located in a quiet, distraction free location with good lighting and minimal background noise. Use an appropriate camera angle and background to your video.



If litigants are participating from their home, as far as is possible, ensure that they are out of earshot of any children present in the household to which the proceedings relate.



Participants should have their microphone muted and cameras switched off when they are not speaking or not required to be seen, as the Judge directs.



If appearing by telephone, do not place the Court on hold. Speak directly into the phone. Do not place the phone on loudspeaker, as it will decrease audio quality.



Ensure devices are fully charged before the proceeding, and have the charger handy nearby. Videoconferencing can drain the battery of devices quickly.

## 9. Technological issues

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**Anyone** who will be appearing in the Provincial Court by Microsoft Teams can email the Canadian Bar Association at [members@cbabc.org](mailto:members@cbabc.org) for technical support to assist you with preparing for a Microsoft Teams hearing.

The Court is not able to provide technical support. Do not contact the Court Registry for assistance using Microsoft Teams. The [Microsoft Teams website](#) and the Help section of the Microsoft Teams application provide additional tips and advice about how to use the program.

In the event that you experience technological issues during an audioconference or videoconference proceeding, you should wait to see if the issue resolves itself. If the problem does not resolve on its own, tell

the judge that you are experiencing a problem. If you are not able to communicate with the judge directly (for example, because you have lost your internet connection), contact the applicable Court.

If you accidentally log out of the videoconference proceedings, or otherwise lose your connection to the proceeding, you should quickly attempt to rejoin by following the steps outlined in section 3 above.

If at anytime, due to delay, distortion or disconnection, you miss something that was said during the proceeding, please let the judge know immediately so that the statement can be repeated. Likewise, please be patient and prepared to repeat your own statements if asked.

If the Microsoft Teams video platform is not working, the Court will contact the parties either to provide Telus teleconference dial-in details or to reconnect the parties directly by audioconference, so all parties may continue the proceeding by dialing in from any telephone.

To join a Telus teleconference:

- Dial the conference phone number;
- Follow the prompts and enter the teleconference participant number: \*\*\*\*\* # ; and
- Hold music will play until the “moderator” (i.e. the judge) joins the call.