



VIRTUAL COURT HEARINGS – DAH PROCEDURES & POLICIES

DAH Procedures for Attending Zoom Hearings

- 1. Technical Responsibilities:** The DAH does not provide technical assistance for testing or troubleshooting. It is your responsibility to ensure that you have the equipment and networking needed for a successful connection to the Zoom hearing. **If you are unable to appear at this virtual court hearing, contact your attorney or notify the DAH by calling 313-224-0098 before the hearing.**
- 2. Testing Windows, Apple, or Android Devices:** Directions for testing your device and network prior to the proceeding can be found at:
<https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>
- 3. Technical Support:** The DAH uses Zoom meeting services for the Virtual Court Room experience. If you are having TECHNICAL issues with your equipment, you should review the Zoom training and support materials at:
<https://support.zoom.us/hc/en-us/articles/206175806>

DAH Policies for Virtual Court Room Participation

- A virtual court room proceeding is a court proceeding and appropriate conduct and attire is expected and required.
- Remote participants should take time *prior to* the hearing to become familiar with the controls and test the microphone and speaker controls.
- Remote participants must use a good Wi-Fi connection or a substantial LTE mobile data plan to ensure a quality connection.
- Remote participants must use a private and quiet room that will be free of interruptions. Outdoor, car or public places are not permitted.
- Remote video participants must place their mobile device on a solid surface with the camera at eye level.
- If the Court determines that the quality of the video or audio experience is not acceptable, the Court has the right to terminate the call.
- The Hearing Officer has full power over the virtual court room as if the hearing and litigants were in a physical court room.