

TECHNICAL GUIDE TO VIDEO CONFERENCING

USING ZOOM FOR HEARINGS

A. Getting started with Zoom

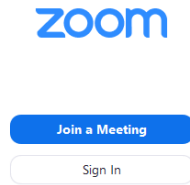
1. A video conference hearing conducted on the Zoom platform is a Zoom meeting. You can download Zoom at <https://zoom.us/>. The software is free and can be installed on your mobile phone, iPad, desktops, laptops and notebook computers and from Google Play Store (for Android devices) or from App Store (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 any Zoom account (whether free or paid¹) to use Zoom to attend a hearing, although you may do so if you wish.
3. The system requirements for use of Zoom are:
 - (a) An Internet connection (broadband wired or wireless (3G or 4G/LTE));
 - (b) Speakers and a microphone (built-in, USB plug-in or Bluetooth); and
 - (c) A webcam (built-in or USB plug-in) or a HD cam or HD camcorder with video capture card.
4. The detailed system requirements can be found at <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>).
5. Zoom can be used on a suitable mobile device with a front-facing camera, e.g. a tablet or mobile phone. Similarly, you can use a desktop or notebook computer with a front-facing camera.

B. Joining a Zoom hearing

6. Prior to the appointed hearing time, log into the Zoom “Waiting Room”. You can do this using one of these methods (depending on the device you are using, the interface may appear slightly differently):

¹ A free Zoom account allows a party to *host* a multi-party meeting for up to 40 minutes. When you join a hearing by Zoom you are doing so as a participant (not as a host) and your participation in the hearing is **not** limited to 40 minutes per session.

1. Click **Join a Meeting** if you want to join without signing in.
2. **Sign in to Zoom** then click Join.



7. Check whether a **Personal Link Name** or **Meeting ID** has been assigned for your hearing in the Registrar's Notice.
8. If a **Personal Link Name** is assigned for your hearing, for e.g. "fjccourts.XXXX" when prompted with "Join with meeting ID", please select "Join with personal link name" instead then enter the Personal Link Name assigned for your hearing. Please note that the Personal Link Name is case sensitive.
9. If a **Meeting ID** is assigned for your hearing, please enter the 9, 10 or 11 digit number.
10. For your display name, **please state in the following order: (1) the case number (if any); (2) your law firm (if any); and (3) your first and last name.**

For example, "D123/2020 ABC Law Tan Xiao Mei" (where the case is FC/D 123/2020); or "ABC Law John Lee" (where no case number has been allocated yet); or "D123/2020 Nicole Lim" (where you are not represented by a law firm). The information you include should be sufficient for the Court to identify your matter.

11. Please connect audio and video and click Join. Do not select "Do not connect to audio". Do not select "Turn off my video".
12. If prompted, click "Join Audio by Computer" to connect your computer's speakers and microphone to the Zoom Meeting. You should also click on "Join with Video" if prompted.
13. When you have joined the Zoom Meeting, you will be kept in a Waiting Room. You will see the message, "Please wait, the meeting host will let you in soon". While in the Waiting Room, the Court may broadcast messages to everyone in the Waiting Room using the Chat

functionality. Please click on the speech bubble to see the message. You do not need and will not be able to respond to the Court on this Chat when you are in the Waiting Room.

Please wait, the meeting host will let you in soon

Chamber 2-1 Supreme Court's Personal Meeting Room



Close Meeting Messages

Chamber 2-1 Supreme Court (Host)

pls wait. next matter is s123

14. When the Court is ready to hear your matter, you will be admitted to the hearing. At this point, if prompted, please select “Join with Video”.
15. To familiarise yourself with how to join a meeting, you may join a test meeting at: <https://zoom.us/test>. For more information on using Zoom to joining a meeting, please go to: <https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting>. Zoom also hosts free and interactive live training webinars daily on joining a meeting, which can be accessed at <https://support.zoom.us/hc/en-us/articles/360029527911>.

C. Conduct during the video conference hearings

16. **Court Dress and Etiquette** – You must continue to observe Court dress and etiquette as if you are appearing before the Court physically in person. All court rules and practices on dress and etiquette will continue to apply. However, it will not be necessary to stand and/or bow to the Court at the start or end of the hearing or to stand when addressing the Court, when otherwise required to do so for physical attendance.
17. **Attendance at hearings in chambers** – Only persons notified to the Court should be present at each location or be admitted into the Zoom hearing. Parties must inform the Court of all counsel / persons present at the hearing (including any counsel / persons who may not be seen or captured on by the video) and may be asked to confirm that they are not aware of any unauthorised persons in attendance.

18. **Recording of video conference hearings** – Unauthorised audio or visual recording of hearings is strictly prohibited and in appropriate cases, the Court may require an undertaking that no such recording will be made. Attention is drawn to section 5 of the Administration of Justice (Protection) Act 2016 (Act No. 19 of 2016) regarding contempt of court by unauthorised recordings.

D. Referring to documents in the course of the video conference hearings

19. Should parties wish to refer to documents during the hearing, the documents must be filed and tendered to Court at least 3 days before the hearing and parties should save soft copies of the said document or page(s) they wish to refer to and share it with the Court when directed by the Court.
20. To share documents/photograph of a document, parties will have to click on the green 'Share' button which appears at the bottom and in the middle of the screen. To end sharing of document, click on the same green button.

E. Encountering problems during the Zoom hearing

21. If you wish to inform the Court that you have encountered problems with a Zoom hearing, you may call the Family Justice Court's Registry at 6435 5398. The Registry staff will be your liaison point, in case you need to contact the Court urgently. Please note that the Registry staff answering your telephone call will not be able to offer technical assistance. You are strongly encouraged to go through this Guide and the attached FAQs to familiarise yourself with Zoom.
22. If you are experiencing an intermittent or poor connection or are expecting a disruption to your connection, please inform the Court, who will decide whether to proceed or not with the hearing.
23. If you are unexpectedly disconnected from the hearing, please try to rejoin the hearing as soon possible using the same hearing details. Please consider using a wired Internet connection or moving to a location with a better WiFi signal to improve the strength of your connection.
24. If you are unable to rejoin the hearing after 5 minutes or more, please inform the Family Justice Court's Registry as soon as possible at 6435

5398 providing full details of your case and specifying that you have been disconnected from a current hearing.

25. There may be occasions when a case is unable to proceed with the Zoom hearing. For instance, there may be continued technical difficulties. If, for any reason, the Court considers that it is not expedient for any hearing to continue via Zoom, it may:
 - (a) Adjourn the matter and require parties to attend Court personally on an appointed date and time;
 - (b) Conduct the hearing via the telephone; or
 - (c) Make any other direction that may be appropriate in the circumstances of the case.