

SCHEDULE 24
INFORMATION DOCUMENT FOR WITNESSES AT A VIRTUAL HEARING



Preparing to testify at a virtual hearing

BEFORE THE VIRTUAL HEARING

Prepare your equipment

Device. You must use a device that allows you to communicate through video: a smartphone, tablet, laptop or a desktop computer with a webcam.

Make sure your audio and video work well. You can make test calls with an application you already know like Facetime, Messenger, Zoom, Teams or Skype.

Internet Connection. You need a minimum Internet download and upload speed of 10 Mbps. You can check your connection speed here: www.speedtest.net.

Webcam. The webcam you use must be stable and allow participants to be eye level with you.

Headphones. It is advisable to use headphones for more comfort and to hear the other participants better.

Chair and useful items. Prepare a comfortable chair to sit on. The hearing can take several hours. Make sure to also have useful items on hand like paper, a pencil, a glass of water, your glasses, etc.

Choose a quiet and closed room

Choose a closed room that is sufficiently soundproof to prevent others from hearing you. Make sure you have an appropriate background (what we will see behind you).

Please note that you must be alone in the room when you testify.

Take measures to protect children

If you are alone with a child on the day of your testimony, the child must be old enough to be left alone for short periods. You can ask for your testimony to be paused every 15 or 30 minutes to check in on your child.

If your child has to attend remote classes or do homework, make sure they can do it on their own electronic device. Also make sure that your Internet connection is fast enough for both devices.

If your child is too young to be left alone, try to find someone to take care of them during your testimony. If this is not possible, please notify the judge ASAP. The judge will take the necessary measures.

TO JOIN THE VIRTUAL HEARING ROOM

The virtual hearing will take place on the “Microsoft Teams” platform.

You may:

- **Download and install the Teams application.**
This will give you access to all of the platform’s features.
- **Access the virtual hearing room directly in your browser, without downloading and installing the Teams application.**
However, you will not have access to all of the platform’s features. For example, you will only be able to see one participant at a time.
Please note: You must use Chrome or Microsoft Edge Chromium. Do not use Internet Explorer or Firefox.

Connect at least 5 minutes before the start of the hearing

The process is simple. You must:

1. Click on the link you received by email from the judge or court clerk.
2. Enter your name when asked.
3. Click on “Join now.”
4. If the site asks, you must select “Join as guest.”
5. Wait for the judge or court clerk to let you into the hearing room.

We recommend that you turn off your microphone and camera once you are in the room by clicking on the icons that will appear on the screen.

Testing your connection to the Teams platform

The Court recommends that you test your connection and familiarize yourself with the Teams platform.

For assistance, please call 1 514 393-2537 or 1 866 423-3248.

That is also where you will find the contact information of the support desk that will help you with any technical problems.

Information document for witnesses who must participate in a virtual or semi-virtual hearing before the Superior Court of Québec – Updated October 2020

Connecting by phone (audio only)

If you are not able to use video, you may join the virtual hearing by phone. In this case, you must:

1. Dial 1 581 319-2194 (if your area code is 418) or 833 450-1741 (other area codes, toll-free).
2. When asked, enter the 9-digit conference ID you received by email from the judge or court clerk, followed by the pound key.

IMPORTANT REMINDERS BEFORE YOU TESTIFY

- If you are planning to use a wireless Internet connection (WiFi), make sure you have the password.
- Plug your device into a socket or make sure you have enough battery power if your device is not plugged in.
- Even though you are testifying virtually, you must wear appropriate attire.
- Make sure to have useful items on hand like paper, a pencil, a glass of water, your glasses, etc.
- For any questions on how to use the Teams platform, please consult the Microsoft Teams User Guide for the General Public published by Justice Québec (<https://www.justice.gouv.qc.ca/en/judicial-system/virtual-courtroom-hearings>).

Finally, be assured that the virtual room in which the hearing is held is secure. You can trust the technology used. So far, users have been pleasantly surprised.

Thank you for your cooperation.