



What's Zoom? How do I get it?

Zoom is a free audio-visual communication application (app). Currently, most hearings held by Ontario tribunals are virtual hearings held over Zoom. Zoom can be downloaded on any smartphone, computer or tablet. Zoom can also be accessed through a traditional telephone by calling into the virtual hearing.

For smartphones and tablets: you can find it where you usually go to download apps, such as Google Play or the App Store. Look for these symbols on your device:

- Google Play 
- App Store 

For computers: you can download it from Zoom's official website: <https://zoom.us/download>

How do I join the Zoom hearing?

The information to join your hearing on Zoom is on your Notice of Virtual Hearing (NOVH). The NOVH is sent to you by mail and/or email. It should have your file number on it.

Your NOVH will have a Zoom link on it. To join by computer, tablet or smartphone, please click this link in the email version of your NOVH. Your Zoom application should automatically open and join the hearing.

If you are having trouble using the link, or if you received a paper NOVH only, please type the link out by hand in your web browser.

It says I'm in a waiting room. What does that mean?

A waiting room is exactly what it sounds like. You've successfully joined the hearing and are now waiting to be admitted into the main hearing room. The moderators or adjudicator will admit you when they are ready. Please be patient as this may take a while.

I'm in the meeting. Which functions do I use?

Zoom has multiple functions but only a few may be used during hearings. If you're on a computer or tablet, look at the bottom of your screen and you should see this toolbar:



Generally, the main functions on this toolbar used for the virtual hearing are "Mute/Unmute", "Start Video" and "Reactions".



Click "Mute" to mute yourself – so you cannot be heard – or "unmute" to speak.



Click "Start Video" to either turn your video on or off. Turning your video on means people can see you.



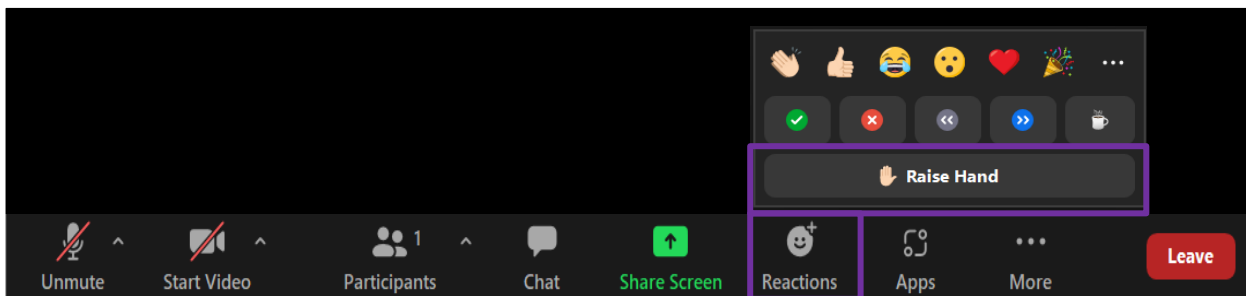
"Reactions" leads to the "Raise Hand" function which moderators may ask you to use, to confirm attendance or ask a question.

How do I raise my hand?

To access the "Raise Hand" function, first click on "Reactions":



Once you click on "Reactions", you will see this menu appear:

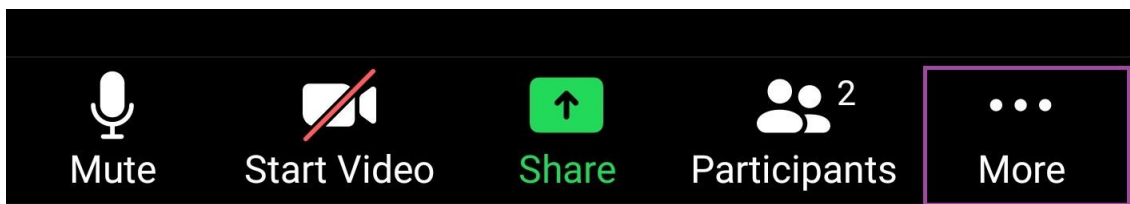


Click "Raise Hand" to raise your hand. Click it again to lower it.

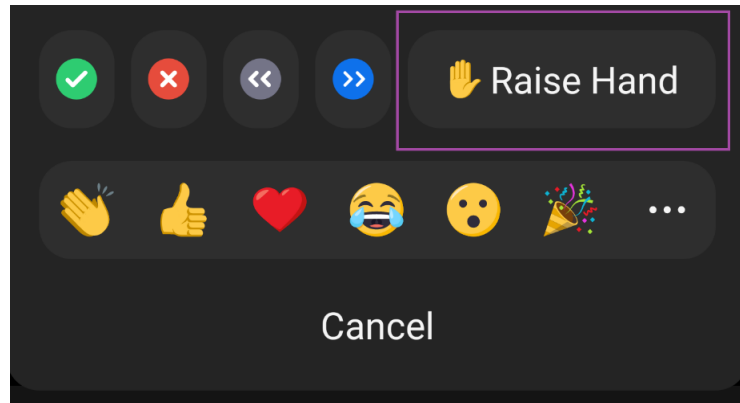
Is this any different if I'm on Zoom using a smartphone?

There is very little difference. When you first join by smartphone, to connect to audio you'll be asked if you want to connect over WiFi or cellular data. Choose whichever option you are currently using as Internet to access the hearing. The "Mute" and "Start Video" options are the same. The only difference is how you "Raise Hand".

The toolbar at the bottom of your screen will look similar to this:



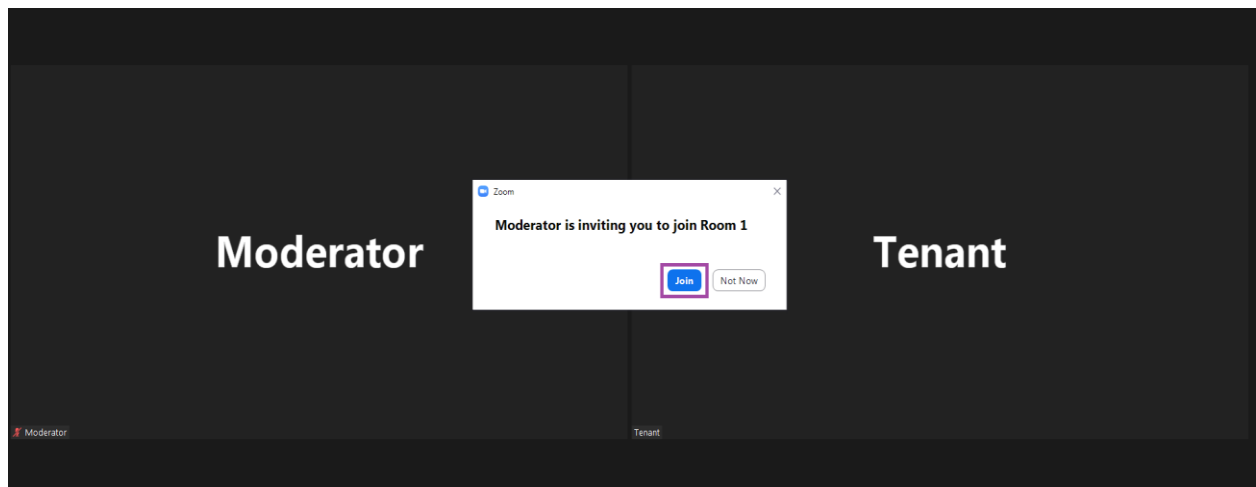
To “Raise Hand” on a smartphone, click where it says “More” on the toolbar. You should then see a screen similar to the following:



Click “Raise Hand” to raise your hand and click it again to lower it.

I’m supposed to be in a breakout room but I don’t know how to join.

Whether you’re on a computer, tablet or smartphone, when a moderator invites you to join a breakout room, a prompt should appear on your screen. Click “Join” when it does.



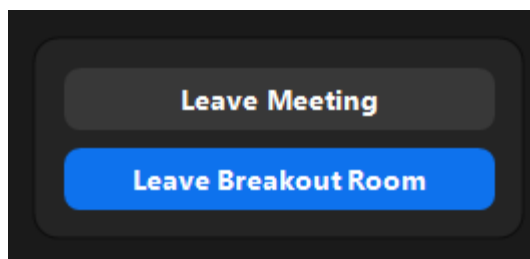
If no prompt appears, try clicking “More” if that function is available to you. Otherwise, click “Raise Hand” and ask the moderators to invite you to the breakout again when they call on you.

How do I leave a breakout room?

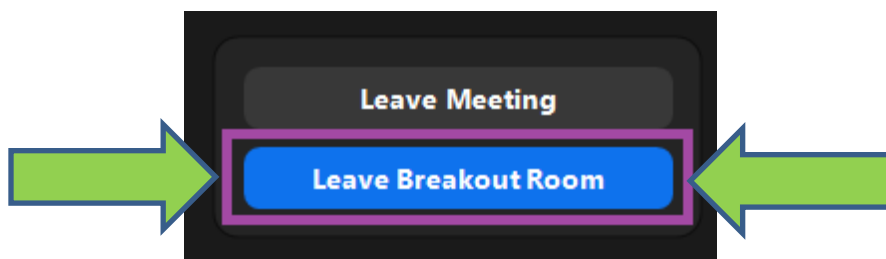
Your toolbar will have a blue button in the bottom right-hand corner saying “Leave Room”:



When you click this, two options will appear: “Leave Breakout Room” and “Leave Meeting”:

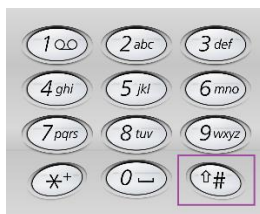


Click “Leave Breakout Room” to return to the main session. Clicking “Leave Meeting” will exit you completely from the hearing:



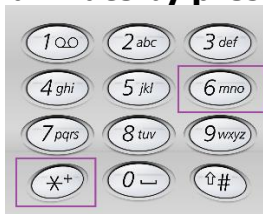
I'm calling in on a phone—how do I participate?

First, check your NOVH. The front page has the toll free phone number you can call to join the video hearing. Below the phone number is a "Passcode". Enter this number when prompted while on the call and then press # ("Pound") on your number pad.

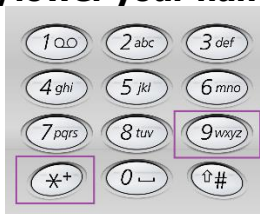


If you're calling in on a phone, you have two functions available to you:

Mute/Unmute: You can mute and unmute by pressing on your keypad *6



Raise/Lower Hand: You can raise/lower your hand by pressing on your keypad *9



You will be unable to join or exit breakout rooms by yourself. The moderators will have to move you to the correct spot.

For more information on Zoom etiquette during your hearing, please visit:

<https://tribunalsontario.ca/documents/lrb/Brochures/Participating%20in%20a%20Zoom%20Video%20Hearing%20at%20the%20LTB%20%28EN%29.html>