



CourtCall[®]

Remote Appearances. Simplified.

Virtual Lobby User Guide

June 2024

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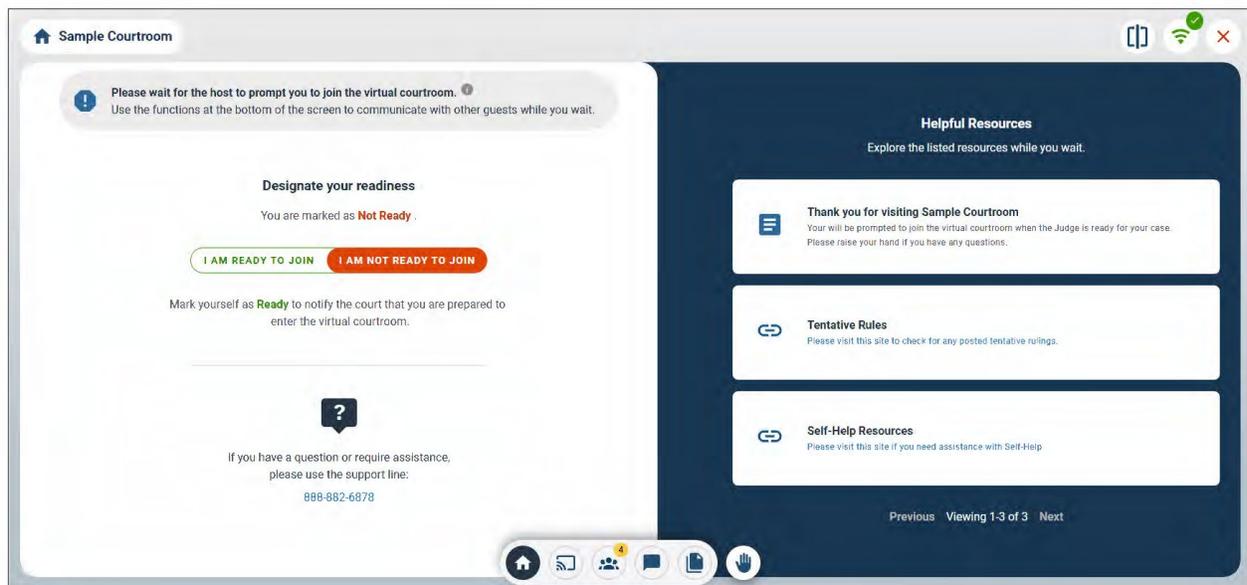
Overview

The CourtCall Virtual Lobby is an entirely browser-based application that allows guests to check in and mark themselves as “ready,” prior to joining the virtual courtroom to participate in a hearing. Guests can leverage the Virtual Lobby’s built-in chat, file sharing, and meeting functionality to handle important business or view the court’s livestream while waiting to be admitted into the virtual courtroom.

IMPORTANT NOTE: The Virtual Lobby is entirely separate from the virtual courtroom and you will be required to join a separate application to participate in the virtual courtroom.

Home Screen

When joining the Virtual Lobby, you will land on the home screen. From here, you can mark yourself as “ready to join” or “not ready to join” the virtual courtroom. You can also review helpful resources and navigate throughout the rest of the Virtual Lobby. **IMPORTANT NOTE: You will receive a prompt to join the virtual courtroom from any tab within the Lobby, so you need not worry if you move around the Lobby.**



Joining the Virtual Courtroom

In the upper left of the home screen, you will be reminded to wait for the prompt to join the virtual courtroom. **IMPORTANT NOTE: The Virtual Lobby is entirely separate from the virtual courtroom and you will be required to join a separate application to participate in the virtual courtroom. This transfer is not automatic and you must click to join and if you do not join, you may miss your hearing or event.**



Please wait for the host to prompt you to join the virtual courtroom. 

Use the functions at the bottom of the screen to communicate with other guests while you wait.

When the court is ready for your case, you will receive a pop-up prompt asking you to click to join the virtual courtroom:



Should you dismiss the message before clicking to join, do not worry as the notice in the upper left of the home screen will shift to a notification indicating that you should click to join the virtual courtroom.



Please enter the virtual courtroom now.

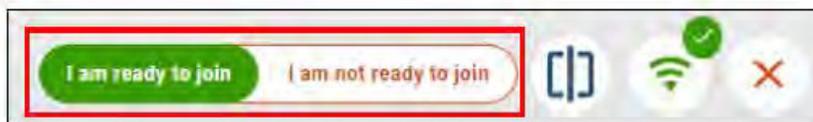
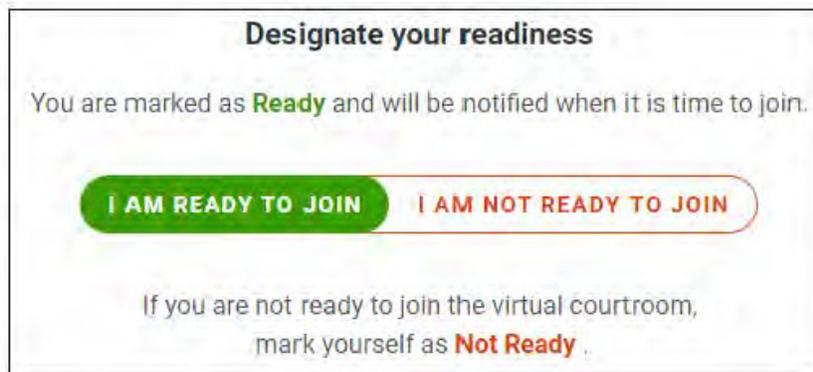
[Click here](#) to open the meeting in a new window.

There will also be an icon to click in the upper right header of the Virtual Lobby (across all tabs):



Ready / Not Ready

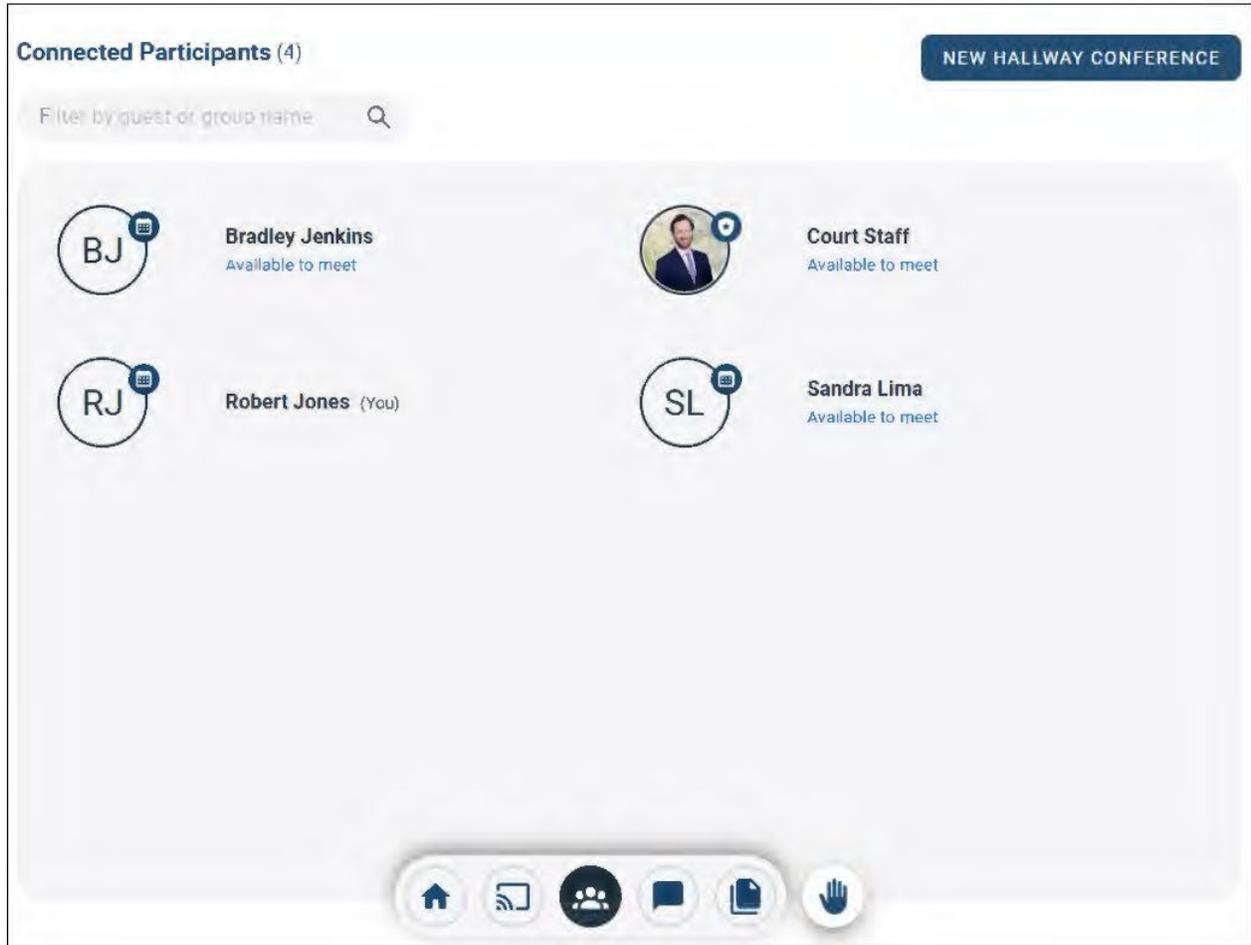
The Virtual Lobby allows you to mark yourself as “Ready to Join” or “Not Ready to Join” the virtual courtroom. Courtroom staff *may* rely on your status to determine whether to prompt you to join the virtual courtroom, though **you may be prompted to join regardless of your status**. You will join the Virtual Lobby marked as “not ready to join” so change your status as soon as you are ready. If you need time to chat with others on your case, you may stay marked as “Not Ready to Join” until you are finished. You may change your status from the Home Screen or in the upper right of any other tab in the Virtual Lobby.



Participants Tab

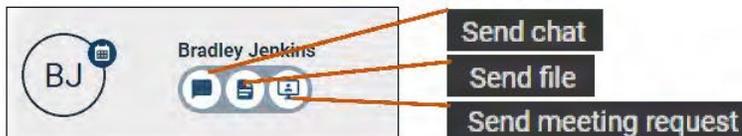


From the participants tab, you can see a list of connected court staff members, as well as any other connected guests who are on the same case(s) as you.



Participant Shortcuts

You can quickly invite another guest to a breakout conference, send a chat, or share a file by using the available shortcuts. Simply hover over the name of the guest and click on one of the three shortcut buttons. To create a group chat or share a file with multiple guests, please use the chat tab or the file tab. To create a group breakout conference, please view the detailed instructions on page 7.



Edit Your Name

If necessary, you can hover over your own name to edit it.

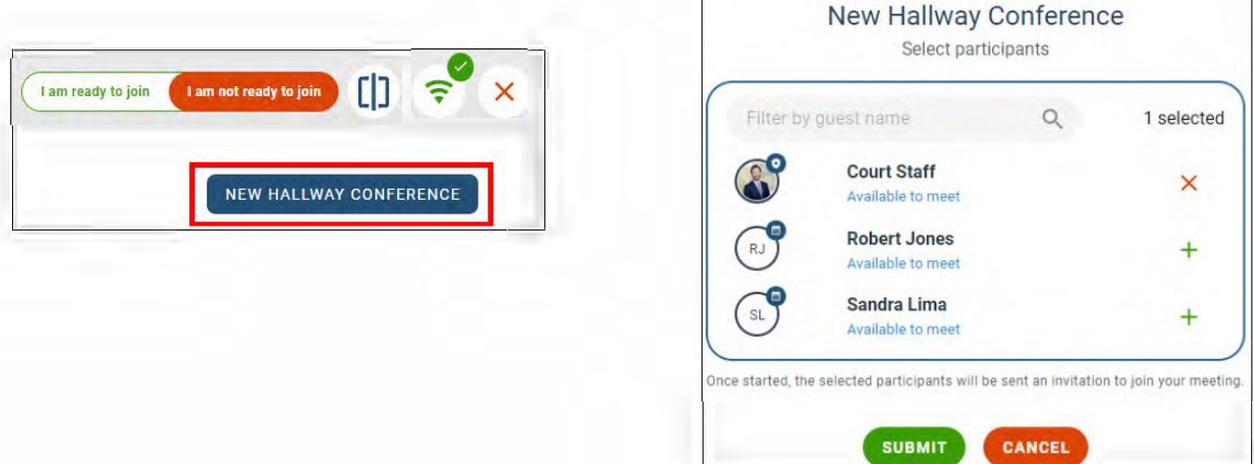


Hallway Conferences

If permitted by the court, you will be able to participate in a separate “Hallway Conference” to meet with other guests on your case(s). Hallway Conferences launch in a separate browser tab, so it is critical to keep an eye on the primary Virtual Lobby tab. When exiting a Hallway Conference, it is also imperative to refrain from closing the entire browser window – simply close the tab. If you accidentally close the entire window, simply click the initial link from your confirmation email to rejoin. To avoid any conflicts with the virtual courtroom platform, please make sure your camera and microphone are no longer in use when exiting the Hallway Conference.

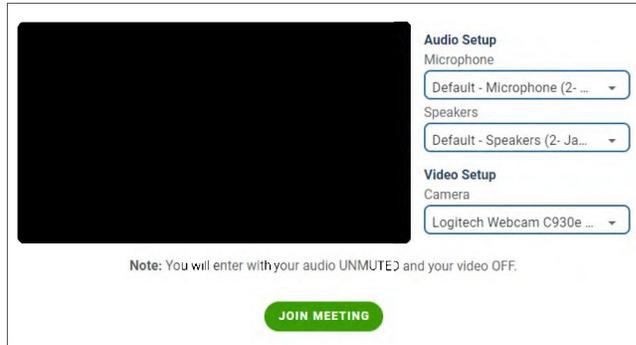
Initiating a Hallway Conference

From the participants tab, click the “New Hallway Conference” button in the upper right corner. Use the pop-up to select the desired guest(s) to include. Guests with a red x (x) are selected, while those with a green + (+) may still be added. When ready, hit “Submit” and the new tab with the Hallway Conference will automatically open. Invited guests will receive an invitation and will be required to accept, prior to joining.

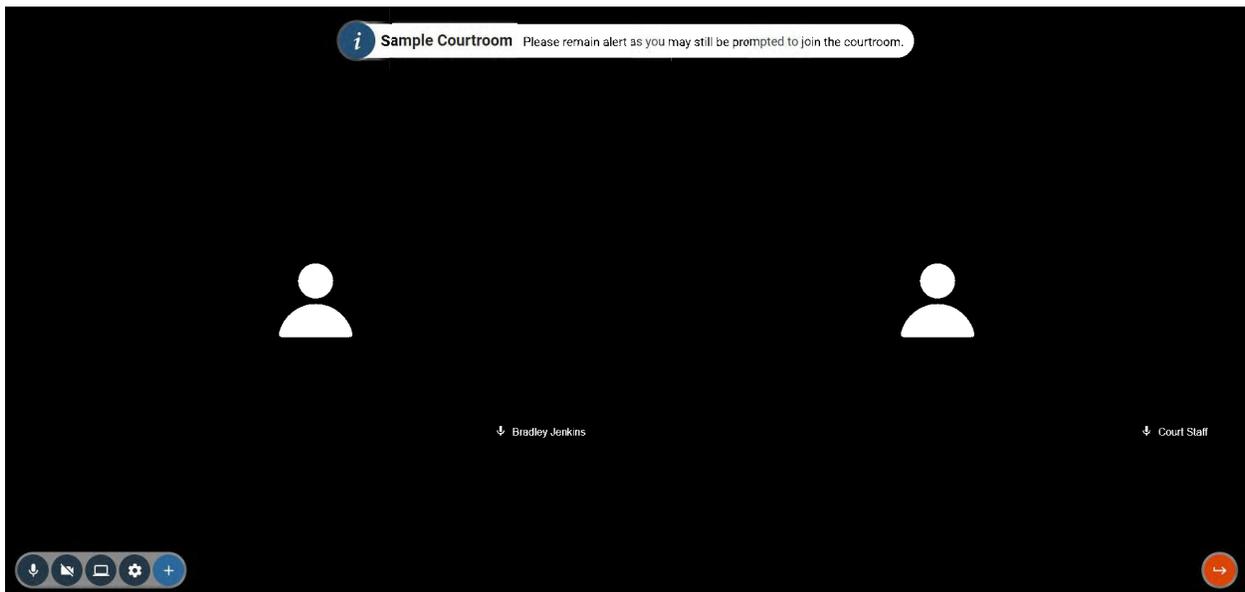


Upon Joining the Hallway Conference

When the new tab launches, you will be presented with audio/video settings to ensure you have the correct camera, microphone, and speakers selected. Confirm your selections and hit “Join Meeting.” You will enter the Hallway Conference with your **audio unmuted** and **your camera off**.

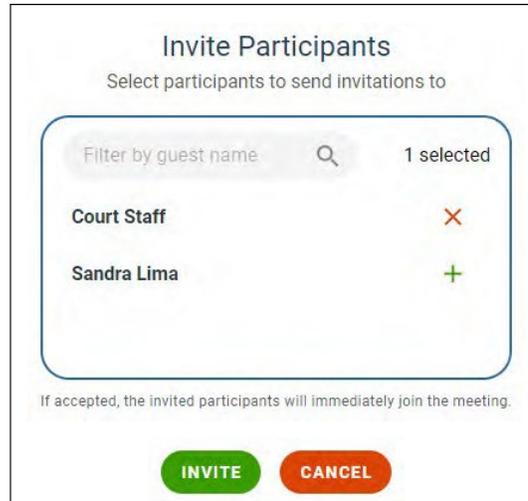


Use the icons in the lower left portion of the screen to enable/disable your camera and microphone or to re-open your audio/video settings. Use the red exit button in the lower right to leave the hallway conference or simply close the browser tab.



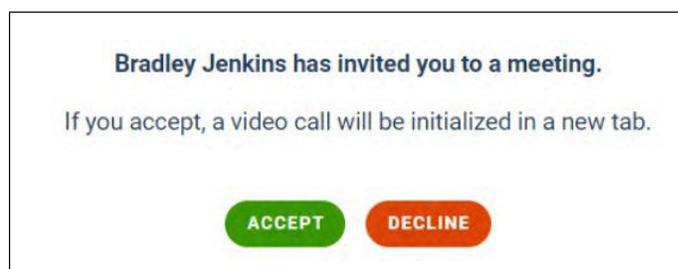
Inviting Additional Guests to an Active Hallway Conference

If necessary, use the blue + icon in the meeting controls to open the pop-up to invite additional guests. Guests will receive an invite on their screen, just as they would for a new Hallway Conference.



Accepting/Declining an Invite to a Hallway Conference

When you are invited to a Hallway Conference by another guest, you have the option to accept or decline. Accepting the invitation will automatically place you into the Hallway Conference in a new tab. If you decline the invitation, you will remain in the Virtual Lobby and the inviting party will be advised.



Chat Tab



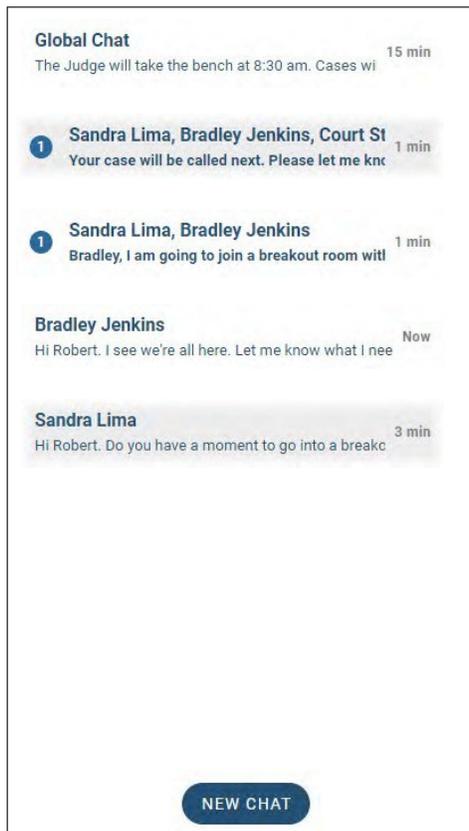
Use the chat tab to view room-wide chats posted by court staff in the “global chat” or participate in direct or group chats with others on your case(s).

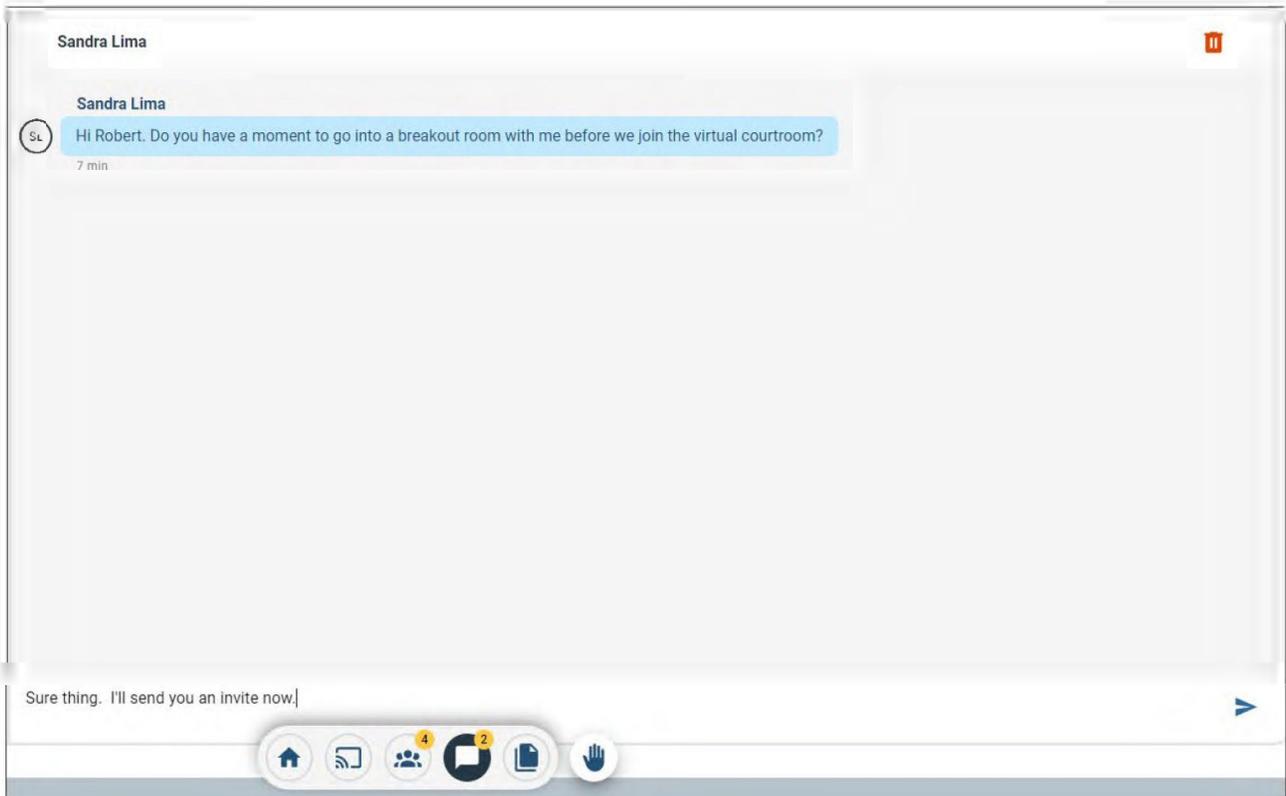
Global Chat

The global chat is a one-way chat from court staff to meeting guests. You cannot respond directly into the global chat.

Viewing and Responding to Chats

The Virtual Lobby Chat tool functions much like other common chat tools that you may be familiar with. Use the navigation pane along the left side to view your list of available chats/chat groups. Chats or chat groups with unread messages will be marked accordingly. Click on the desired chat or chat group to view all messages and respond in the chat interface on the right side of the screen. Always use care to assure you are chatting with those you intended to chat with.

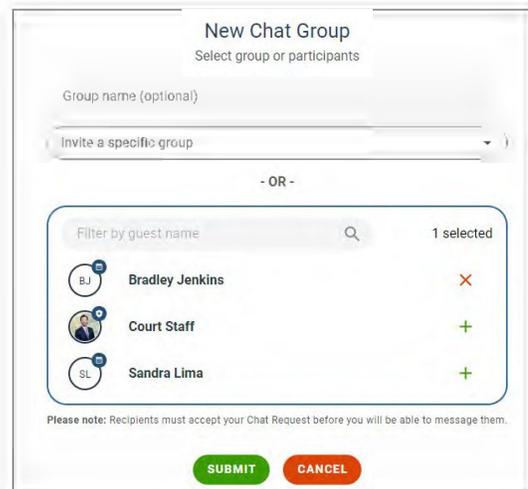
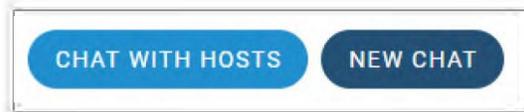




Creating a New Chat or Chat Group

To create a new direct chat or a new chat group, click the “new chat” button in the list of chats along the left side of the screen. Use the pop-up to select the desired guest(s) to include. Guests with a red x (x) are selected, while those with a green + (+) may still be added. When ready, click “Submit” and then navigate to that chat in the list on the left-hand side and click on it to begin typing.

If enabled by the court, you may be allowed to create a group chat with all connected hosts/court staff. To do so, click the button next to the “new chat” button in the list of chats along the left side of the screen.



Editing, Deleting, or Leaving a Chat or Chat Group

If you initially created a chat or chat group, you have permission to edit it or delete it using the icons in the upper right corner of the chat interface. The blue icon below will open “Manage Chat Group” pop-up, which functions like the “New Chat Group” pop-up, above. From there, you may add or remove guests. The red icon will delete and remove the entire chat and all guests will be notified.

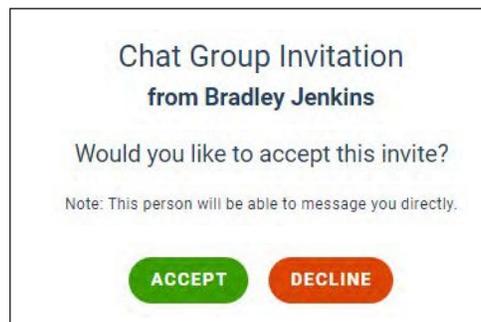


If you did not create the chat, you have the option to leave using the red icon, below.



Accepting a Chat Request

In some instances, the court may require guests to accept chats from other guests. If so, you will receive a pop-up asking you to accept or decline an incoming chat request. If accepted, the chat will become live. If declined, the other guest will be notified and the chat will not become live. If this feature is enabled, guests initiating new chats will be notified that they are awaiting a response before they can send a message.



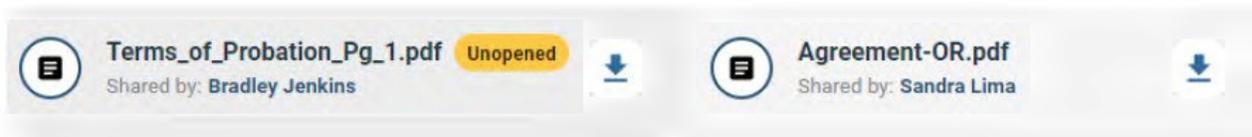
Files Tab



The Files Tab can be used to upload and share files with others on your case(s) and/or court staff or to view/download files shared with you by others on your case(s) and/or court staff.

Viewing / Downloading a File Shared with You

Navigate to the Files Tab to view all files shared with you. Each file will indicate if it has been viewed/downloaded. To view/download a file, click the download icon to save it to your device. If there are several files, you can limit those that are displayed by using the filter.

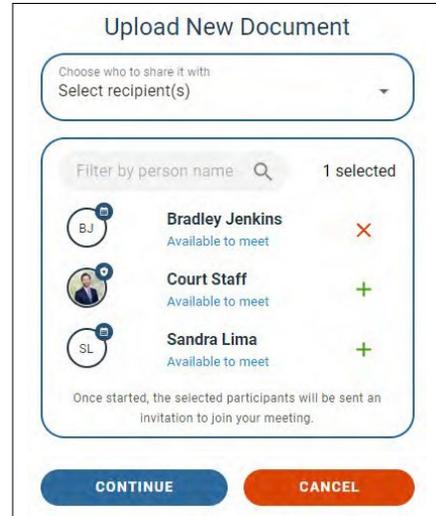
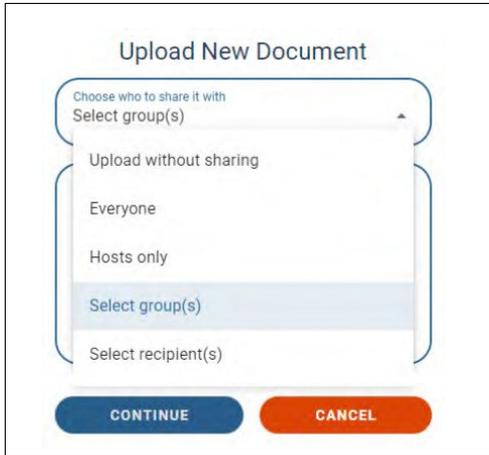


Sharing / Uploading a File with Others

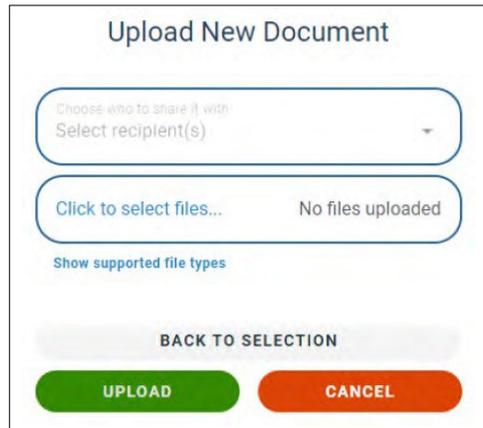
To share a file with others (the Court or parties on your case) click the “Upload Document” button in the upper right portion of the Files Tab and use the pop-up to choose who to share with. You may choose to:

- Upload without Sharing: Prepare the file and wait to share with others until you are ready
- Share with Everyone: This includes all court staff and guests on your case(s)
- Share with Hosts only: This includes court staff only
- Select Group(s): This allows you to select one or more specific cases
- Select Recipient(s): This allows you to choose individual guests

Once ready, select the desired guest(s) to include in the share. Guests with a red x (x) are selected, while those with a green + (+) may still be added.



To select a file to share, click “Continue” and then click on “Click to Select Files” and follow the prompts on your device. Once you have selected a file, click “Upload.” You may also click on “Back to Selection” to revise any of your share settings or “Cancel” to abort the process.



Editing or Deleting a File You Have Shared

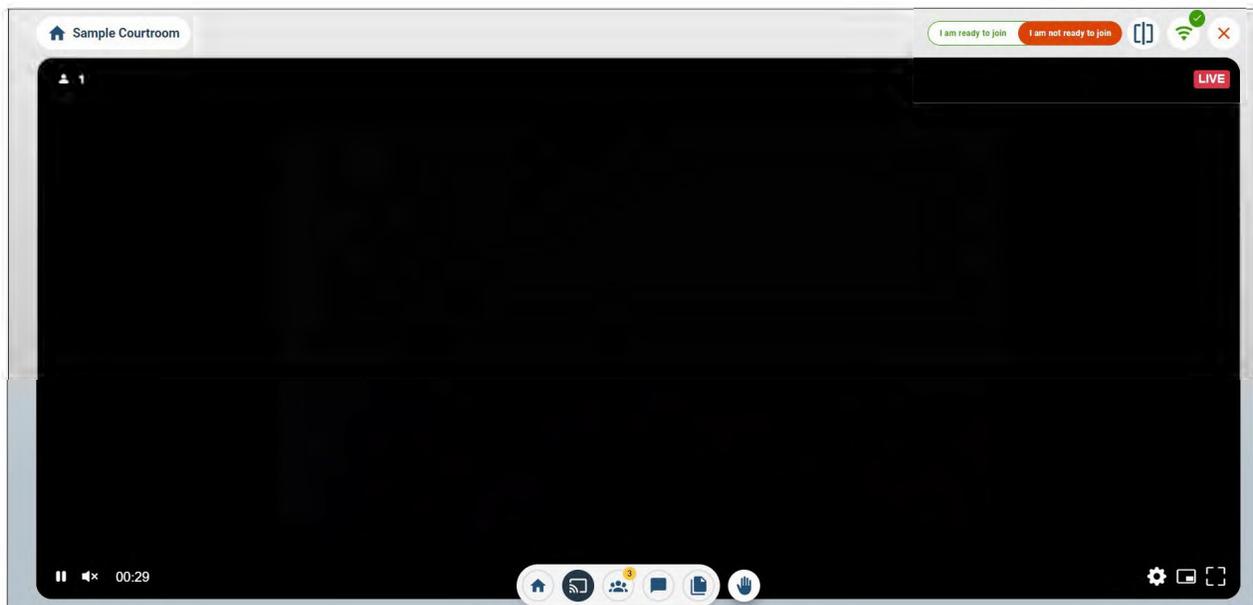
Once you have shared a file, you can delete it by clicking on the red x (x) or edit the share settings by clicking on the “Gear” icon, which will pull-up the settings pop-up again. **Only those who upload a file or court staff may delete it.**



Livestreaming Tab



If enabled by the court, a courtroom livestream may be viewed by clicking on the “Stream Tab.” If streaming is not enabled, the “Stream Tab” will be grayed out and not clickable. If streaming is enabled, but not active, there will be no stream. If streaming is enabled and active, the stream will be visible. The specific streaming player used in each room will vary based on the streaming service used. Below is an example of one enabled and active stream (note the “Live” indication in the upper right hand corner):



Miscellaneous

Connected Status

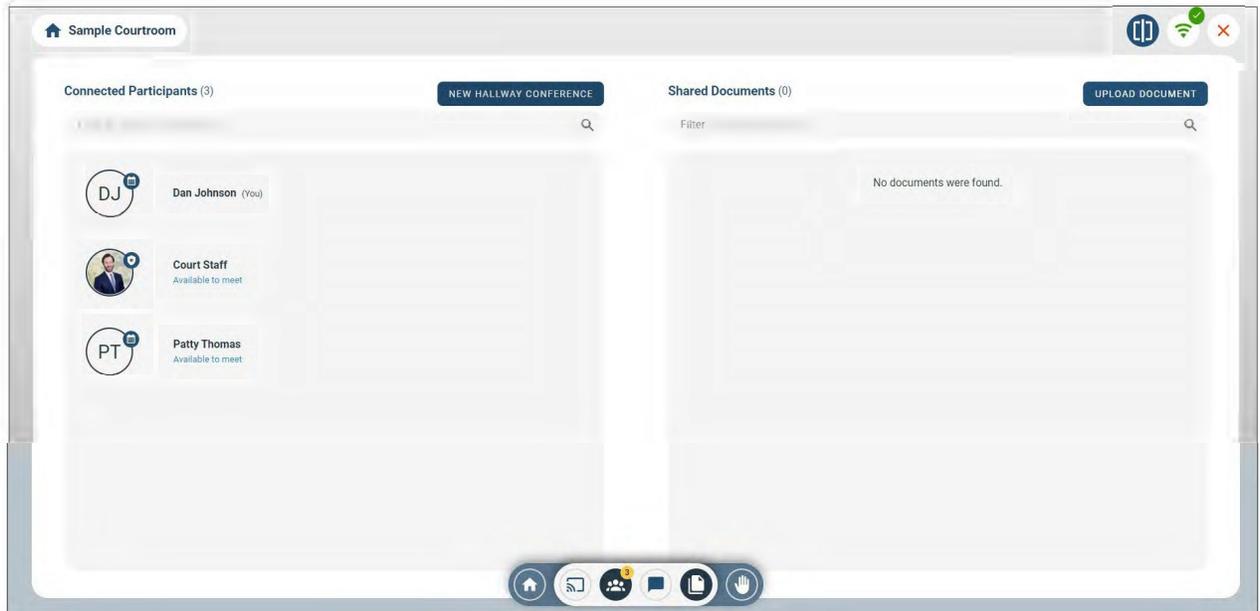
When connected to the Virtual Lobby, an icon will display your connection status. Green signal bars with a green check mark indicate that you are actively connected. Red signal bars with a red x mark indicate that your connection has been disrupted. Please attempt to refresh or rejoin to reestablish your connection.



Split Screen View



By clicking on the “Split View” icon in the upper right corner of the meeting room, you can split your screen between any two of the following tabs: Stream, Participants, Chat, and Files. With “Split View” enabled, you can toggle between the two you wish to view. To disable, simply click on the “Split View” icon once more. Below is an example of “Split View” engaged with the participants and files tabs selected:



Exit Button



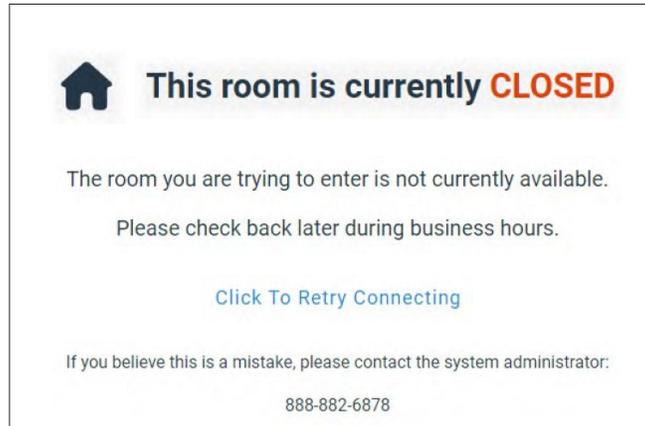
You may wish to leave the Virtual Lobby as soon as you join the virtual courtroom or you may wish to wait until after your appearance is completed. Alternatively, the court may provide instructions. Whenever you are ready to leave the Virtual Lobby, simply click the red x (x) in the upper right-hand corner of the page and you will be removed from the meeting. You may also simply close the browser tab or window. If the exit was accidental you can re-join your session with your original access link or you may be prompted to reconnect your session on a separate landing page:

If you did not intend to end the session, please reconnect below:

[Reconnect my session](#)

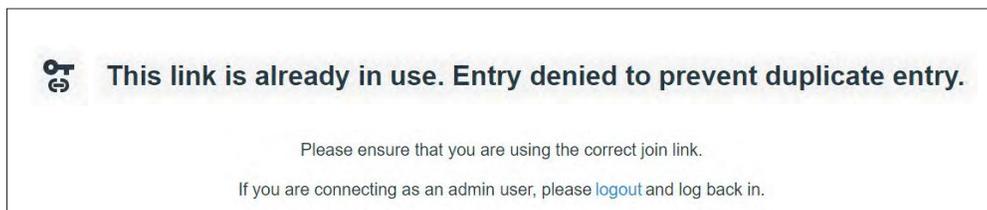
Room Closed

You will be notified if the room you attempt to join is closed and asked to rejoin at a later time, once the room is open. Reconnection attempts are not automatic and you must refresh or rejoin manually.



Duplicate Join Attempt

All parties are required to use an individual link to join the Virtual Lobby and entry links cannot be shared. If you share your link or if you are using a link shared by somebody else, you may be blocked from entry. Any additional parties must return to the court's website to schedule a unique appearance.



Support

Should you need support, please call the dedicated phone number for your court, which can be found at the bottom left of the home screen or on the landing page for a closed room or after you exit the meeting.