

Superior Court of California, County of Alameda

Remote Hearing Instructions for Restraining Order or Family Law Hearings

This instruction sheet is intended to serve as a step-by-step guide on how to connect to your remote hearing. Give yourself enough time to review this document and go over each step slowly and carefully. If you have any questions, please contact the court. The court's contact information is listed at the end of this instruction sheet.

INTRODUCTION

There are two ways to appear at your remote hearing:

1. ZoomGov is an audio and video conference software. You can access ZoomGov with a computer or smartphone (iOS or Android). For more information about ZoomGov, please visit <https://www.zoomgov.com> or <http://alameda.courts.ca.gov/Pages.aspx/Remote-Appearances-Zoom->.
2. If you do not have a computer or smartphone, you can call in to your remote hearing with your cellphone or telephone.



STEP 1: TWO TO THREE WEEKS BEFORE THE HEARING, YOU SHOULD

Let the court know if

1. You need language assistance.
2. You have special needs and need other accommodation.

The telephone numbers and email addresses for each department are listed at the end of this instruction sheet. Please provide your name and request as soon as possible.

If you are the Petitioner

1. Have a third-party adult serve a copy of this instruction sheet to the Respondent on your behalf.
2. Convert all your evidence into electronic formats (PDF or JPEG).
3. Send your evidence to Respondent so they can review your evidence at least two court days before the hearing.
4. If you plan to call a witness, send a copy of this instruction sheet to the witness.

If you are the Respondent

1. Convert all your evidence into electronic formats (PDF or JPEG).
2. Send your evidence to Petitioner so they can review your evidence at least two court days before the hearing.
3. If you plan to call a witness, send a copy of this instruction sheet to the witness.

NOTE: If you do not have an email account, you may drop off your evidence in an envelope at the courthouse where your remote hearing will take place. Make sure to write your name, case name, and case number on the outside of the envelope.

STEP 2: ONE DAY BEFORE THE HEARING, YOU SHOULD

If using a computer:

1. Make sure your device has a camera, a microphone, an adequate power source, and strong Internet connection.
2. Check your Internet, video, and audio connection by joining a test meeting at <https://www.zoomgov.com/test>.

If using a smartphone:

1. Download the Zoom app (iOS or Android). If prompt, make sure you allow Zoom to access your smartphone's camera and microphone.
2. Check your Internet, video, and audio connection by visiting <https://www.zoomgov.com/test> to join a ZoomGov test meeting.

If using a telephone:

1. Save the local ZoomGov dial-in number for use at your hearing: (669) 254-5252 or (669) 216-1590.
2. If you are calling outside of the U.S., look up and save the ZoomGov dial-in numbers for your region by visiting <https://www.zoomgov.com/u/afK5JW2zB>.
3. Familiarize yourself with the "mute" and "unmute" function of your phone. Press *6 on your phone keypad to mute (and unmute) your microphone.

STEP 3: TO CONNECT TO THE HEARING, YOU SHOULD

If using a computer or a smartphone:

- Connect to your hearing through <https://www.zoomgov.com> or the Zoom app with the appropriate Meeting ID.
- Use the “unmute” button in ZoomGov to unmute your microphone when you are called on to speak and use the “mute” function to mute your microphone when you are not speaking.



If using a telephone:

- Call ZoomGov at (669) 254-5252 or (669) 216-1590 and enter the appropriate Meeting ID when prompted. Do not use a speakerphone during the hearing.
- If you are calling outside of the U.S., look up and save the ZoomGov dial-in numbers for your region by visiting <https://www.zoomgov.com/u/afK5JW2zB>.
- Press *6 on your phone keypad to unmute your microphone when you are called on to speak, and press *6 again to mute your microphone when you are not speaking.



Meeting ID by Department

Department	Meeting ID	Personal Meeting URL
Dept. 502	16078496516	https://www.zoomgov.com/j/16078496516
Dept. 503	16137722372	https://www.zoomgov.com/j/16137722372
Dept. 504	16075234765	https://www.zoomgov.com/j/16075234765
Dept. 507	16179198974	https://www.zoomgov.com/j/16179198974
Dept. 508	16162645495	https://www.zoomgov.com/j/16162645495
Dept. 509	16048071749	https://www.zoomgov.com/j/16048071749
Dept. 510	16067096591	https://www.zoomgov.com/j/16067096591
Dept. 513	16155744006	https://www.zoomgov.com/j/16155744006
Dept. 515	16071387488	https://www.zoomgov.com/j/16071387488
Dept. 516	16032055501	https://www.zoomgov.com/j/16032055501
Dept. 522	16185132615	https://www.zoomgov.com/j/16185132615

Power Source, Bandwidth, Camera, Microphone: If you are using a computer or a smartphone, ensure that your device has a camera, a microphone, an adequate power source, and a strong Internet connection. Sit close to your Wi-Fi router or connect via Ethernet cable. Make sure no one in your household is streaming video/audio content during the hearing.

Background Noise: Avoid disruptions by choosing a quiet location. Mute yourself when you are not speaking. Ensure that other household members (especially children) are not within earshot. Do not shuffle papers or type during the appearance.

Connection Issues: If you have trouble connecting, inform the clerk of the appropriate department via telephone or email (listed at the end of this instruction sheet), please note the clerk cannot provide technical assistance.

Identify Yourself When You Log In: If you are using a computer or a smartphone, after entering the designated Meeting ID number, every participant must enter a first and last name. Attorneys of record may also indicate a status (such as Esq., Atty, Counsel, etc.) next to their names.

STEP 4: YOUR CONDUCT DURING HEARING

- Maintain the same decorum as you would in the courtroom. Dress appropriately.
- Wait to speak until you are called on by the judicial officer. Do not interrupt.
- Speak very slowly and clearly. Pause before responding to questions.
- If you participate via audio only, identify yourself each time you speak.
- Only participants recognized by the court may appear on your video feed.
- Minors shall not be within hearing distance and may not participate in or listen to the proceedings.
- The hearing may not be recorded in any manner.

STEP 5: HOW TO SUBMIT EVIDENCE

- Any evidence you have not filed but wish to discuss at the hearing must be submitted electronically to the clerk and other parties before the hearing. During the hearing, the judicial officer will give you instructions on how to email evidence to the court. Make sure your evidence is saved in electronic formats (PDF or JPEG). Each exhibit must be its own electronic file.
- To avoid delaying the hearing, have your exhibits labeled and at your fingertips. Each time you refer to evidence, identify it by exhibit number/letter.

NOTE: If you already submitted your evidence in person, you do not need to worry about submitting your evidence via email.

STEP 6: HOW TO BRING THIRD PARTY WITNESSES

- If you plan to bring a witness, let the court know when your case is called. A witness must be available and separately connected to ZoomGov throughout the entire hearing.
- Third party witnesses shall be examined remotely via ZoomGov. No party shall communicate in any way with a witness, including a party, who is sworn and under examination.
- If you will examine a third-party during the hearing, you must provide this information sheet to the witness before the hearing.
- Third party witnesses must appear at the inception of the hearing and then will be excluded until it is time for them to testify; the witness(es) will be “on call” during the relevant time and shall re-join the proceedings only when contacted by the court.

RESOURCES FOR ZOOMGOV TECHNICAL SUPPORT

- Joining a Zoom Meeting: https://youtu.be/pAMDxH_H-Cs
- More Video tutorials to navigate Zoom: <https://learn-zoom.us/show-me>

NOTE: Each participant must ensure they are prepared to participate in the hearing. Court personnel, including the courtroom clerk, cannot provide litigants or counsel with troubleshooting services or other technical assistance.

IMPORTANT: FAILURE TO COMPLY WITH THE FOREGOING RULES MAY BE GROUNDS FOR EJECTION FROM THE HEARING, CONTINUANCE OF THE HEARING OR, IN EGREGIOUS CASES, MAY BE CONSIDERED CONTEMPT OF COURT.

Contact Information by Department

Department	Email Address	Phone Number
Dept. 502	Dept502@alameda.courts.ca.gov	(510) 690-2712
Dept. 503	Dept503@alameda.courts.ca.gov	(510) 690-2713
Dept. 504	Dept504@alameda.courts.ca.gov	(510) 690-2714
Dept. 507	Dept507@alameda.courts.ca.gov	(510) 690-2716
Dept. 508	Dept508@alameda.courts.ca.gov	(510) 690-2717
Dept. 509	Dept509@alameda.courts.ca.gov	(510) 690-2718
Dept. 510	Dept510@alameda.courts.ca.gov	(510) 690-2719
Dept. 513	Dept513@alameda.courts.ca.gov	(510) 690-2722
Dept. 515	Dept515@alameda.courts.ca.gov	(510) 690-2724
Dept. 516	Dept516@alameda.courts.ca.gov	(510) 690-2725
Dept. 522	Dept522@alameda.courts.ca.gov	(510) 690-2731