

Superior Court of California, County of Alameda

Remote Hearing Instructions for Small Claims or Civil Restraining Order 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 or other accommodation.
2. You are interested in free mediation.

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.



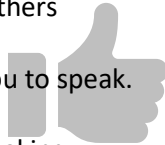
Meeting ID by Department

Department	Meeting ID	Personal Meeting URL
Dept. 105	16029595351	https://www.zoomgov.com/j/16029595351
Dept. 519	16174892343	https://www.zoomgov.com/j/16174892343

STEP 4: YOUR CONDUCT DURING HEARING

Dos

1. If connecting with video, all participants are required to enter first and last name.
2. If connecting with video, dress appropriately.
3. If calling in with your telephone, identify yourself each time you speak.
4. Be in a quiet place and away from others (especially children).
5. Wait until the judicial officer calls you to speak.
6. Speak slowly and clearly.
7. Mute yourself when you are not speaking.



Don'ts

1. If connecting with video, **do not** stream another video or audio.
2. If calling in with your telephone, **do not** use speaker phone.
3. **Do not** record the hearing.
4. **Do not** interrupt others while they are speaking.
5. **Do not** shuffle papers or type during the hearing.



Important: Failure to comply with the above rules may be the grounds for rejection from the hearing, postponement of the hearing, or sanctions.

STEP 5: HOW TO SUBMIT EVIDENCE AND CALL WITNESSES

- 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 (ex. PDF or JPEG).
 - **Note:** If you already submitted your evidence in person, you do not need to worry about submitting your evidence via email.
- 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.

Department	Email Address	Phone Number
Civil Clerk's Office		(510) 267-6911
Dept. 105	Dept105@alameda.courts.ca.gov	(510) 627-4712
Dept. 519	Dept519@alameda.courts.ca.gov	(510) 690-2728
Mediation	adrprogram@alameda.courts.ca.gov	(510) 891-6055