

## Superior Court of California, County of Alameda

### Remote Appearance Instructions for Civil Harassment and Small Claims (Dept. 105 & 519)

Welcome to Departments 105 and 519. This instruction sheet serves as a step-by-step guide on requesting a remote appearance and connecting to your court hearing by remote appearance. REMOTE APPEARANCE REQUESTS CAN ONLY BE MADE BY FOLLOWING THESE STEPS FOR COURT REVIEW AND ORDER. FILING OF A NOTICE OF REMOTE HEARING WILL NOT BE ACCEPTED IN LIEU OF FOLLOWING THESE STEPS. Please review this instruction sheet carefully. The Court's contact information is listed at the end of this instruction sheet.

#### INTRODUCTION

Departments 105 and 519 utilize ZoomGov as the software platform for remote appearances. 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 <https://www.alameda.courts.ca.gov/general-information/remote-appearances>.



#### HOW DO I REQUEST A REMOTE APPEARANCE?

##### ❖ STEP 1:

- FIVE COURT DAYS BEFORE THE SCHEDULED HEARING DATE, you must send an email to the department at the correct email address listed below setting forth your request for you or a witness to appear remotely and the good cause explanation for each request.
  1. The email subject line must include your case number, case name, party position (Petitioner or Respondent - Civil Harassment; Plaintiff or Defendant - Small Claims), and scheduled hearing date and time.
  2. Send the email to: [Dept105@alameda.courts.ca.gov](mailto:Dept105@alameda.courts.ca.gov) OR [Dept519@alameda.courts.ca.gov](mailto:Dept519@alameda.courts.ca.gov).

##### ❖ STEP 2:

- YOUR EMAIL MUST INCLUDE THE FOLLOWING:
  1. Your good cause explanation.
  2. A daytime contact telephone number, should the court clerk need to make direct contact with the requesting party.
  3. Any information about language assistance that may be needed.

**NOTE: Requests for disability accommodation must be requested separately via the MC-410 form and sent to the ADA Division and the Department scheduled to hear the matter.**

##### ❖ STEP 3:

- The remote appearance request will be reviewed by the assigned judicial officer for the determination of good cause.
- You will receive the Court's order to grant or deny the request via an email that will be sent to the email address that generated the remote appearance request.
- Late requests (requests made less than five court days before the hearing date) will be considered for Respondents or Defendants who were served with less than five days' notice or for other emergent situations.

#### WHAT DO I DO BEFORE THE HEARING DATE?

##### ❖ STEP 4:

- Once you receive permission to appear remotely, ONE DAY BEFORE THE HEARING, YOU SHOULD CHECK YOUR EQUIPMENT:

##### **If using a computer:**

1. Make sure your device has a camera, a microphone, an adequate power source, and a 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 YOU SUBMIT YOUR EVIDENCE to the courtroom via email:
  1. Submit your evidence the same morning as your hearing date.
  2. Send the email with attached evidence to: [Dept105@alameda.courts.ca.gov](mailto:Dept105@alameda.courts.ca.gov) or [Dept519@alameda.courts.ca.gov](mailto:Dept519@alameda.courts.ca.gov)
  3. DO NOT send your evidence as an embedded document in the document. Embedded documents cannot be enlarged for readability.
  4. DO NOT send an external drive (i.e., thumb drive). The Court cannot insert those devices into the Court's computer and equipment.
  5. List the case number, case name, your name, the hearing date and time in the subject line of the email. Also, include the opposing party's email address as a cc to your email to the Court.
  6. Organize and label your emailed attachments so you can present the evidence in chronological order and for ready identification and access to a particular emailed attachment.
  7. Inform the Court at the time your case is called that you have emailed evidence to the Court.
- IF YOU BRING YOUR EVIDENCE with you to the Court:
  1. Provide a full copy of your evidence for review by the opposing party and the Court.
  2. Organize your evidence so you can present it in chronological order.

## HOW DO I CONNECT TO THE COURT HEARING?

### ❖ STEP 5:

- You can connect to the court hearing using a computer or smartphone (iOS or Android).
  1. Connect to your hearing through <https://www.zoomgov.com> or the Zoom app with the appropriate Meeting ID. The appropriate Department Meeting ID will be provided in the email with permission to attend remotely.
  2. Once you are connected, you must remain on "mute" until the Court invites you to unmute and speak to the Court.
  3. Use the "unmute" button in Zoom 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.
  4. You must remain in a quiet location during the entirety of the court proceeding. Please be mindful to avoid the appearance of other people and activities in the background while you are appearing on camera in the courtroom.



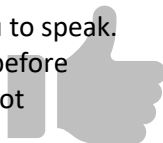
**IMPORTANT: Everyone who appears remotely must appear on camera to be present at the court hearing.**

## HOW DO I CONDUCT MYSELF DURING THE REMOTE APPEARANCE?

### ❖ STEP 6:

#### DOs

1. Every party and witness must appear on camera to be present in the courtroom.
2. Every party and witness must enter their first and last name in the video box.
3. Attire for remote appearance is the same as if appearing in person in the courtroom.
4. Remain 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. Count to 3 before speaking to ensure someone else is not speaking.
7. Mute yourself when you are not speaking.
8. Inform the Court at the time your case is called that you have emailed evidence to the Court.



#### DON'Ts

1. Do not stream another video or audio.
2. Do not record the hearing.
3. Do not interrupt others while they are speaking.
4. Do not shuffle papers or type during the hearing.



**IMPORTANT: Failure to follow the above rules may be the grounds for removal from the remote appearance, case postponement, or sanctions.**



**NOTE: Continuance requests cannot be made by email submission to the Court. Continuance requests must be filed at the Civil Clerk's Office.**

## WHAT HAPPENS WHEN THE COURT HEARING HAS CONCLUDED?

### ❖ **STEP 7:**

- Once the Court advises that the hearing has concluded, the party and witness should disconnect from the remote appearance.
- If your case is reset to a new hearing date, you must resubmit your evidence on the morning of the next hearing date. The Court may renew previously issued orders.
- Reissued orders and/or minutes will be mailed to addresses listed in the pleadings. Parties may access the Court's portal to gain access to orders, minutes, and filed documents.
- Unless the Court has granted permission for future remote appearances, a party must submit a request for a remote appearance for a future hearing date. Follow the steps set forth above for making a remote appearance request.

## GENERAL COURT AND DEPARTMENT CONTACT INFORMATION

<b>Department</b>	<b>Email Address</b>	<b>Phone Number</b>
Department 105	<a href="mailto:Dept105@alameda.courts.ca.gov">Dept105@alameda.courts.ca.gov</a>	(510) 627-4712
Department 519	<a href="mailto:Dept519@alameda.courts.ca.gov">Dept519@alameda.courts.ca.gov</a>	(510) 690-2728
ADR Mediation Program	<a href="mailto:adrprogram@alameda.courts.ca.gov">adrprogram@alameda.courts.ca.gov</a>	(510) 891-6055
Civil Clerk's Office		(510) 267-6911