

Superior Court of California, County of Alameda

Connecting to Your Small Claims Hearing

Because of COVID-19, your court hearing will take place remotely. Remote appearances will be the only way to appear at your court hearing until public health requirements change. 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. BlueJeans is an audio and video conference software. You can access BlueJeans with a computer or smartphone (iOS or Android). For more information about BlueJeans, please visit <https://www.bluejeans.com> or <http://www.alameda.courts.ca.gov/Pages.aspx/Remote-Apearances-BlueJeans->.
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 translation or other accommodation.
2. You are interested in free mediation.

Telephone numbers and email addresses are listed at the end of this instruction sheet.

If you are the plaintiff

1. Have a third-party adult serve a copy of this instruction sheet to the defendant on your behalf.
2. Convert all your evidence into electronic files (PDF, JPEG).
3. Send your evidence to the defendant 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 defendant

1. Convert all your evidence into electronic files (PDF, JPEG).
2. Send your evidence to the plaintiff 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.



Important: 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, an adequate power source, and strong Internet connection.
2. Check your Internet, video, and audio connection by joining a test meeting at <https://www.bluejeans.com/111>.

If using a smartphone

1. Download the BlueJeans app (iOS or Android).
2. Check your Internet, video, and audio connection by joining a test meeting (Meeting ID: 111).

If using a telephone

1. Familiarize yourself with the "mute" function of your phone.

Step 3: To connect to the hearing, you should

If using a computer or a smartphone

- Connect to your hearing through <https://www.BlueJeans.com> or the BlueJeans app with the appropriate Meeting ID and Passcode.



If using a telephone

- Call BlueJeans at (408) 915-6290 or (408) 419-1715 and enter the appropriate Meeting ID and Passcode when prompted.



Meeting ID by Department		Meeting Passcode by Day	
Dept. 105	5106274712	Monday	1801
Dept. 519	5106902728	Tuesday	2802
		Wednesday	3803
		Thursday	4804

Step 4: Your conduct during the 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 bench 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 bench 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 you 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 BlueJeans 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