



User Guide

Table of contents

Welcome.....	7
Overview.....	7
Introduction.....	7
Freedom to choose.....	7
Who should use LACourtConnect	8
Browser.....	9
Making suggestions	9
About this document.....	9
Contents	9
Fees.....	10
Overview.....	10
Introduction.....	10
When you pay.....	10
Contents	10
Appearance fees.....	11
Appearance fee amounts	11
General rule.....	11
Exceptions	11
One case at one time = One fee.....	12
Fees charged if cancellation is not timely	13
Cancellation cutoff time	13
Exception	13
No refunds, no exceptions	13
Notify others of cancellation.....	13
Cancellation procedure	13

Accessing LACourtConnect.....	14
Overview.....	14
Introduction.....	14
What you need	14
Contents	14
Creating your Court ID.....	15
Choice of email addresses.....	15
Multiple Court IDs not needed to schedule multiple appearances	15
Keep your Court ID handy but safe	15
Step 1. Select a starting point	16
Step 2. Click on either function	17
Step 3. Access the Sign Up form.....	17
Step 4. Provide your email address.....	18
Step 5. Retrieve the verification code.....	18
Step 6. Verify your email	19
Step 7. Create and confirm a strong password	20
Step 8. Store your password securely!.....	21
Step 9. Complete the form	21
Resetting your password.....	22
Signing in to LACourtConnect.....	23
Step 1. Click in the appropriate card	23
Step 2. Click on either function	25
Step 3. Submit your Court ID.....	26
Resetting your password	26
Managing Your Court Schedule.....	27
Overview.....	27
What you need	27
Names and numbers in the examples.....	27
Back arrow	27
Contents	27
Scheduling a Remote Appearance.....	28
Overview.....	28

Introduction.....	28
Video or audio?	28
Contents	28
Time considerations in scheduling	29
Scheduling period and scheduling cutoff time.....	29
Leave enough time for the scheduling procedure	29
Interpreters	29
Scheduling, Step 1. Search for a Case	30
A. Sign in	30
B. Find the case.....	31
Finding a Complex Civil case.....	32
Scheduling, Step 2. Provide Information About Attendee.....	33
A short form to fill in	33
A. Identify the type of Attendee you are	33
B. Fill in Attendee Name (Attorneys and Others only).....	35
C. Fill in Attendee Role (Others only)	36
D. Fill in the attendee’s contact information	37
E. Select a Party Name.....	39
F. Add email addresses.....	40
G. Submit the attendee information	41
Scheduling, Step 3. Select Events	42
A. Choose the hearings.....	42
B. Choose the Appearance Type	43
Scheduling, Step 4. Finalize & Pay	44
A. Schedule appearances for other cases (Attorneys only), or proceed to pay	44
B. Choose your payment method	45
D. Provide your payment card information	46
E. Authorize the payment.....	47
F. Save the confirmation page or email	48
The vital information in confirmation and reminder emails.....	49
Payment questions	49
Special scheduling situations.....	50

Scheduling for several people	50
Applying a fee waiver	51
Multiple hearings: The One Case at One Time = One Fee rule applied	52
When video is authorized in Family Law	54
Ex parte requests	55
Rescheduling a remote appearance	56
Cancel, then schedule	56
Canceling a Remote Appearance	57
Overview	57
Cutoff time	57
Contents	57
Cancellation procedure	58
Step 1. Click the confirmation link	58
Step 2. Choose the Cancel function	58
Step 3. Retrieve the confirmation number	59
Step 4. Enter the confirmation number	59
Step 5. Select the appearance	60
Step 6. Confirm	60
Appearing Remotely	61
Overview	61
Introduction	61
Contents	61
Reaching and Using LACourtConnect for the Hearing	62
Overview	62
Simple connection	62
Contents	62
The LACourtConnect emails are indispensable	63
Don't go to the LACourtConnect site	63
Confirmation and reminder emails	63
One PIN per connection	65
How to locate the emails	65
Connecting to the hearing	66

Connecting for a video appearance	66
Troubleshooting for a video appearance	67
Connecting for an audio appearance	68
Participating after you're connected	70
Listen for the calendar call	70
Use the LACourtConnect functions available to you	70
Speak when prompted	70
Do not record!	70
If you accidentally get disconnected	70
When the hearing ends	71
Functions and icons the user can control	72
Access to functions.....	72
Interface language selection	72
Leave.....	72
Share Screen.....	73
Alert Operator (also called Raise Hand)	73
Audio Off/On	73
Video Off/On	74
Settings	74
Full Screen	75
Functions the conference host controls.....	76
The conference host controls most functions	76
Display	77
Private.....	78
Mute	79
Hold	79
Disconnect	80
Additional Context.....	81
Overview.....	81
Introduction.....	81
Contents	81
Court terminology in relation to remote appearances.....	82

Personnel and processes	82
Hearings and mandatory settlement conferences	83
How they differ.....	83
Tips for a Successful Remote Appearance.....	84
Overview.....	84
Introduction.....	84
Contents	84
Components of an adequate setup	85
Concise specs.....	85
Options for audio appearance.....	85
Internet connection.....	85
Hardware and browser for all computer-based appearances (video and audio).....	86
Hardware specific to video appearances	88
Testing and replacing components for video and computer-based audio	89
Setting and etiquette.....	92
Suitable physical surroundings.....	92
Etiquette	93
Preparations in the days before	94
Check your technology and environment	94
Request an interpreter, if needed	94
Get questions answered.....	94
Consult with each other about how to communicate	94
Preparations on the day of the hearing	95
Attorneys: Contact the judicial assistant.....	95
Be ready to connect 15 minutes ahead	95
Technical specifications for video and audio on LACourtConnect.....	96
Browser.....	96
Internet connection for video or audio conferencing.....	96
Hardware for video	96
For audio.....	96
URLs	97



Welcome

Overview

Introduction

LACourtConnect provides the video and audio services for remote appearances in the Superior Court of California, County of Los Angeles. LACourtConnect is also where you schedule your remote appearances. It is a permanent part of the court's [Here for You](#) | [Safe for You](#) initiative.

Freedom to choose

Each litigant, attorney, and other hearing participants makes a personal decision about whether to conduct a hearing appearance in person at the courthouse or electronically from a remote location. A hearing might have a mixture: some participants sitting in the courtroom and some appearing from their own home or office while connected via video or audio. The court encourages remote appearances.

Judicial assistants will be in the courtroom (but are not at mandatory settlement conferences). Webcams will transmit from the courtroom to remote participants (more are on back order). Judicial officers will be in the courtroom or chambers. Court reporters may work in person or remotely through LACourtConnect (but should ask the judicial officer's preference).

Those who choose a physical presence can arrive as usual, without prearrangement. Those who choose to appear remotely must schedule their appearance ahead of time via LACourtConnect. (Attorneys also can schedule by starting at the Attorney Portal and are encouraged to do that.)

Spectators – anyone without a role in the hearing – must come to the courtroom. They might not be admitted if all available seating – limited due to social distancing – is already filled.

Continued on next page

Overview, Continued

Freedom to choose, continued

Notes:

- In order to enforce social distancing requirements, the court encourages audio or video remote appearance when possible. This statement, however, does not relieve any duties to appear or to have certain individuals physically present at the hearing if required by any statute, rule, or the court, or based on any prior court order.
 - Photographing, recording, or broadcasting your hearing is prohibited by CRC 1.150 and local rules of court.
-

Who should use LACourtConnect

LACourtConnect is available to you if your case is being heard in one of the following court divisions:

- Civil
- Family Law (mostly audio appearances only; see “When video is authorized in Family Law,” page [54](#). And LACourtConnect is unavailable for Child Support hearings at the Central Civil West courthouse, which will continue to use its existing conference phone line.)
- Probate
- Small Claims
- Traffic (audio appearances only)

Use LACourtConnect if you are:

- A party to a case (including self-represented litigants)
 - An attorney involved in the case, or a member of the attorney’s staff (please access LACourtConnect via the Attorney Portal)
 - Attorney of record
 - Attorney appearing with or on behalf of the attorney of record
 - Court-appointed attorney
 - Attorney pro hac vice
-

Continued on next page

Overview, Continued

Who should use LACourtConnect, continued

- Neither an attorney or a litigant (party), but have a role in the hearing
- Scheduling on someone's behalf

LACourtConnect is **not available for use by the news media or general public**. For more about that limitation, see the [LACourtConnect](#) site.


Browser

The browser you use will affect your LACourtConnect experience. See "Technical specifications for video and audio on [LACourtConnect](#)," page 96.

Making suggestions

Your experience as an LACourtConnect user is important to the court. The LACourtConnect site has a Feedback/Suggestions button at bottom of the page.

About this document

This user guide is comprehensive, but you can quickly find what you need by skimming the labels at left or navigating the PDF bookmarks pane. (Some browsers don't show the bookmark pane initially. You might need to click a bookmark icon , or click a small arrow at the left side.)

Also, the document refers consistently to hearings, but it applies equally to Hearings and mandatory settlement conferences (see page [83](#)).

Contents

Topic	See Page
Fees	10
Accessing LACourtConnect	14
Managing Your Court Schedule	27
Appearing Remotely	61

Fees

Overview

Introduction

The court charges a cost-recovery fee for remote appearances. For instances when there is not a charge, see “Exceptions,” page [11](#); “Cancellation cutoff time,” page [13](#), and “Exception,” page [13](#).

When you pay

As the last step in scheduling a remote appearance on LACourtConnect, you arrange for the fee to be paid with your credit or debit card. (Payment from a bank account isn’t available.) But the court doesn’t collect the payment until after the hearing takes place.

Contents

Topic	See Page
Appearance fees	11
Fees charged if cancellation is not timely	13

Appearance fees

Appearance fee amounts

Scheduling your remote appearances is free. However, you incur a fee for the appearance:

Video appearance fee	Audio appearance fee
\$23	\$15

The fee is charged whether you appear or not, unless you cancel before the cutoff time of 8 a.m. the day of the hearing. See “Cancellation cutoff time,” page [13](#). Also see “Exceptions,” below, and “Exception,” page [13](#).

General rule

Each remote appearance incurs a fee.

A litigant and the litigant’s attorney each pay a fee if they appear at the hearing from different locations. For video, the combined cost would be \$46. If they appear together from one location, they pay a single fee (\$23 for that video appearance).

Exceptions

You don’t have to pay an appearance fee if one of the following:

- The court continues or reschedules the hearing. (However, it’s up to you to schedule any remote appearance you want to make at the new date and time. See “Rescheduling a remote appearance,” page [56](#).)
 - The litigant has an *approved* fee waiver. **Note:**
 - A fee waiver *application* on file is not enough.
 - The fee is waived for both the party and the party’s attorney.
 - A fee waiver (or else payment) is required for cases types, such as elder abuse restraining orders, that don’t require a fee.
 - Also see “Applying a fee waiver,” page [51](#).
 - The attorney or party cancels by the cutoff time after either:
 - Requesting a continuance or rescheduling, or
 - Choosing to appear in person instead of remotely as scheduled.
-

Continued on next page

Appearance fees, Continued

Exceptions, continued

Government agencies are not exempt from LACourtConnect appearance fees.

One case at one time = One fee

One fee will be required per case per time on calendar (scheduled court time). If the hearings are on the same day but at different times, two fees will be required. The table below lists a few examples.

Motions	Cases	Times	Days	Fees
3 motions	In 1 case	At 1 time	On 1 day	Pay 1 fee
2 motions	In 1 case	At 2 times	On 1 day	Pay 2 fees
4 motions	In 1 case	2 motions at 1 time in the a.m., and 2 motions at 1 time in the p.m.	On 1 day	Pay 2 fees
4 motions	Each in a separate case	At 1 time	On 1 day	Pay 4 fees

Notes:

- See “Multiple hearings: The One Case at One Time = One Fee rule applied,” page [52](#).
 - You can’t stay connected for a different case during the same session or next calendar session. In order for your appearance to display on the LACourtConnect system, you must use the link provided for that next case.
-

Fees charged if cancellation is not timely

Cancellation cutoff time

The cutoff time for canceling a remote appearance that you've scheduled is precisely 8 a.m. the day of the hearing. No fees are charged if the hearing is canceled before the cutoff time.

After the cutoff time, the court will collect the full fee for the appearance, whether or not you appear, either remotely or in person.

Note: If a hearing has been moved to a new slot on the court calendar at your request, you need to both cancel and reschedule. (See "Rescheduling a remote appearance," page [56](#).)

Exception

If the court cancels or reschedules the hearing, the appearance fee won't be collected. However, it's up to you to schedule any remote appearance you want to make at the new date and time.

No refunds, no exceptions

The firm policy of no refunds is to avoid processing costs to keep the remote appearance fees the court charges as low as possible.

Notify others of cancellation

Attorneys and self-represented litigants should notify their witnesses and court reporter, if they hired one, so they too can cancel their appearances and avoid the appearance fees you would need to reimburse them for.

Cancellation procedure

All cancellations must be made through LACourtConnect. See "Canceling a Remote Appearance," page [50](#).

Accessing LACourtConnect

Overview

Introduction

LACourtConnect is accessed in two distinct ways:

- **For scheduling** – Access is by going to the LACourtConnect Welcome page at lacourt.org/lacc.
- **For actually appearing at a hearing** – Access is solely by following the information that’s emailed to you after you schedule. You can’t navigate to the hearing by going to the LACourtConnect Welcome page.

The information in this chapter is about accessing LACourtConnect for scheduling. Participating in a hearing is covered in a separate chapter, “Appearing Remotely,” page [61](#).

What you need

To begin scheduling remote conferences on LACourtConnect, you need to create an online identity – your Court ID – consisting of your email address and a password you choose. See “Creating your Court ID,” page [15](#), and “Resetting your password,” page [26](#).

A recent version of a modern browser is recommended. See “Technical specifications for video and audio on [LACourtConnect](#),” page [96](#).

Contents

Topic	See Page
Creating your Court ID	15
Signing in to LACourtConnect	23

Creating your Court ID

Choice of email addresses

The email address you provide when signing up is integral to your Court ID and can't be changed. **If, at some point, you want to change your email address** – for example, you move to a different firm and have a new email address for work – create a new Court ID. (You can, however, change your password; see “Resetting your password,” page [22](#).)

Multiple Court IDs not needed to schedule multiple appearances

You can use your one Court ID to schedule multiple attendees' appearances, even for them to all appear at the same hearing. (This will likely be most useful to law firm staff.) See “Scheduling for several people,” page [50](#).

Keep your Court ID handy but safe

You need to create a Court ID only once, but you will need it each time you access the features of LACourtConnect and (if you're an attorney) the Attorney Portal. Record your Court ID email address and password in a safe place where no unauthorized person can access it.


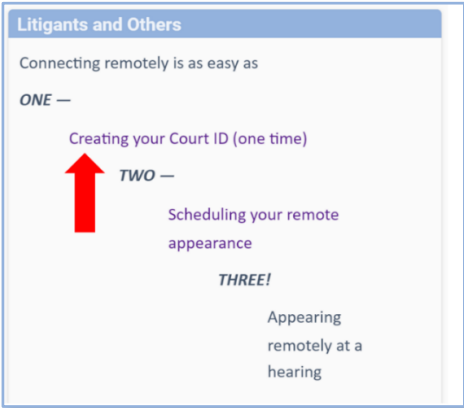
Continued on next page

Creating your Court ID, Continued

Step 1. Select a starting point

Attorneys: You can create your Court ID at the Attorney Portal (my.lacourt.org/attorney), where you can also validate your bar number to qualify for future subscription services. See the Attorney Portal User Guide on that site for instructions.

To create your Court ID starting at LACourtConnect, do the following:

Step	Action
A	<p>Go to the LACourtConnect Welcome page: lacourt.org/lacc.</p> 
B	<p>On the welcome page, go to the card describing LACourtConnect's One-Two-Three of remote appearances. At One, click on the phrase "Creating your Court ID."</p> 

Continued on next page

Creating your Court ID, Continued

Step 2. Click on either function

Click on Schedule.



Result: The Sign In form appears.

Step 3. Access the Sign Up form

At the bottom of the Sign In form, click on **Sign Up Now**.



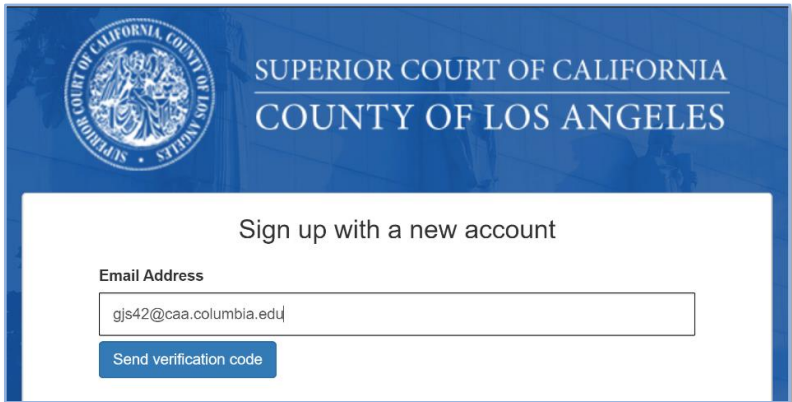
Result: The Sign Up form appears.

Continued on next page

Creating your Court ID, Continued

Step 4. Provide your email address

To establish the first half of your Court ID:

Step	Action
A	Enter the email address you want to use into the first field of the Sign Up form. 
B	Click the Send Verification Code button

Result: An email is sent to you for multifactor authentication, a security procedure. The fact that you receive this email lets LACourtConnect know that the person creating the Court ID really is you.

Step 5. Retrieve the verification code

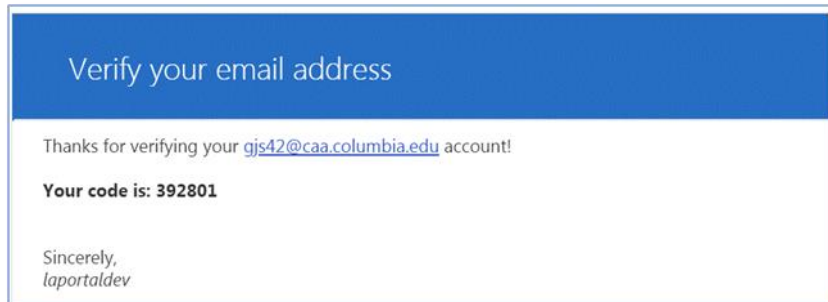
Open the email. You can search for it, if necessary, with the following information:

- **Subject line:** California Courts account email verification code
- **From:** Microsoft on behalf of California Courts
<msonlineserviceteam@microsoftonline.com>.

Continued on next page

Creating your Court ID, Continued

Step 5. Retrieve the verification code, continued



Note: If you don't see the email in your inbox, check your spam and junk folders. However, the code that this email provides will expire quickly (a matter of minutes). If necessary, you can have LACourtConnect send another code.

Step 6. Verify your email

Verify your email address:

Step	Action
A	Enter code from the email. 
B	Click the Verify Code button.

Continued on next page

Creating your Court ID, Continued

Step 6. Verify your email, continued

If you get a message that the code has expired:


Step	Action
A	Click on Send new code.
B	Repeat the process, starting from Step 3. Access the Sign Up form, ” above.

Step 7. Create and confirm a strong password

LACourtConnect requires that your password consist of 8 to 16 characters, including **3 of the 4 following**. It should also be hard to guess.

Character type	Available characters
Uppercase letters	A through Z
Lowercase letters	a through z
Digits	0 through 9
Special characters	@ # \$ % ^ & = [] { } \ . (- _ +) , / ' ? ~ " ; : '

When you've decided on your password, type it into the New Password and Confirm New Password fields.



SUPERIOR COURT OF CALIFORNIA COUNTY OF LOS ANGELES

Sign up with a new account

Email Address

[Change e-mail](#)

New Password

Confirm New Password

Continued on next page

Creating your Court ID, Continued

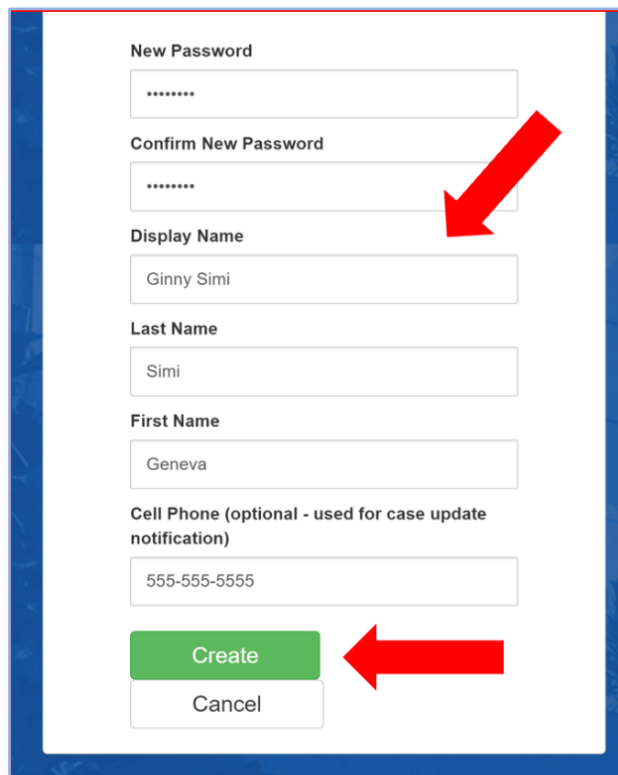
Step 8. Store your password securely!

Record your password and the email address you submitted and have them handy when you want to access the scheduling features of LACourtConnect. You might want to consider using a password manager.

Step 9. Complete the form

Fill in the remaining fields – Display Name, Last Name, and Cell Phone (optional), then click the Create button.

Note: Display Name is how you want your name to appear – for example, first name–last name order – on at the top of LACourtConnect when you are signed in.



The screenshot shows a registration form with the following fields and buttons:

- New Password:** A text input field containing seven asterisks (*****).
- Confirm New Password:** A text input field containing seven asterisks (*****).
- Display Name:** A text input field containing "Ginny Simi".
- Last Name:** A text input field containing "Simi".
- First Name:** A text input field containing "Geneva".
- Cell Phone (optional - used for case update notification):** A text input field containing "555-555-5555".
- Create:** A green button.
- Cancel:** A white button with a gray border.

Two red arrows are overlaid on the form: one points diagonally down and to the left from the top right towards the "Confirm New Password" field, and the other points horizontally from the right towards the "Create" button.

Result: The Schedule/Cancel page opens again, ready for you to start arranging remote appearances.

Continued on next page

Creating your Court ID, Continued

Resetting your password

If you lose or forget your password, click “Forgot your password?” on the Sign In screen and go through the steps as you’re prompted. You need your Court ID email address to do this.



SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES

Sign in with your existing account

Email Address

Password [Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

Signing in to LACourtConnect

Step 1. Click in the appropriate card

To sign in to LACourtConnect, do the following:


If you are a litigant or other person who has a role in the hearing

On the LACourtConnect welcome page, go to the card describing LACourtConnect's One-Two-Three of remote appearances. At Two, click on the phrase "Scheduling your remote appearance."

Schedule Your Remote Appearance

Connecting remotely is as easy as

ONE —
Creating your Court ID (one time)

 **TWO —**
Scheduling your remote appearance

THREE!
Information on how to connect to your remote hearing is sent to your email after successfully scheduling your remote appearance.

Result: The Schedule/Cancel page appears.

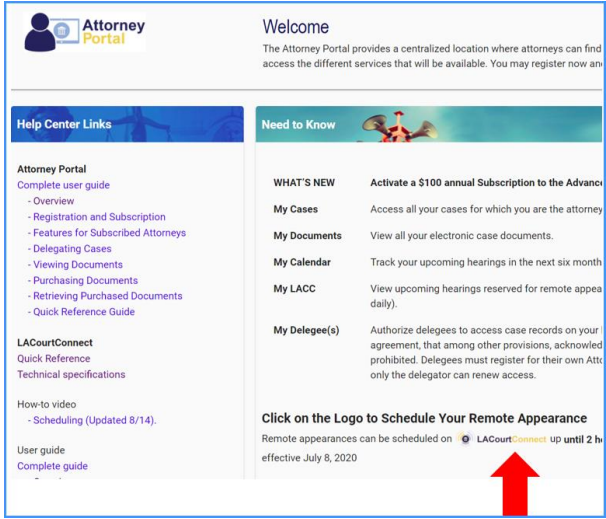
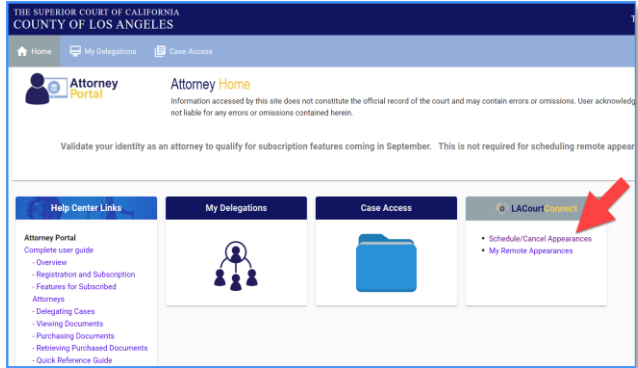
Continued on next page

Signing in to LACourtConnect, Continued

Step 1. Click in the appropriate card, continued

If you are an attorney and are at the Attorney Portal, you have two options

The options are described in this table:

If you are ...	Then ...
At the Attorney Portal Welcome page	<p>In the Need to Know card, click the LACourtConnect logo.</p> 
At the Attorney Portal Home page (when signed in at the Attorney Portal)	<p>In the LACourtConnect card, click on "Schedule/Cancel Appearances."</p> 

Continued on next page

Signing in to LACourtConnect, Continued

Step 1. Click in the appropriate card, continued

Result: The Schedule/Cancel page appears.

Step 2. Click on either function

Click on the function you want to use, either Schedule or Cancel.

The screenshot shows the 'VCourt™ Remote Appearances' page for the Superior Court of California, County of Los Angeles. The page has a blue header with the court's name and seal. Below the header, it says 'Welcome to LACourtConnect. Select an option below to continue.' and includes a note: 'Note: Sign in is required to participate in LACourtConnect.' There are two main sections: 'Schedule a remote audio or video appearance for a case with the Court.' with a 'Schedule' button, and 'Cancel a previously scheduled remote audio or video appearance.' with a 'Cancel' button.

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

VCourt™ Remote Appearances

Welcome to LACourtConnect. Select an option below to continue.

Note: Sign in is required to participate in LACourtConnect.

Schedule a remote audio or video appearance for a case with the Court.

Cancel a previously scheduled remote audio or video appearance.

Schedule **Cancel**

Result: The Sign In form appears.

Continued on next page

Signing in to LACourtConnect, Continued

Step 3. Submit your Court ID

Type in your Court ID email address and password, then click Sign In.



Result: The Schedule/Cancel page reappears, and you can begin performing either procedure.

Resetting your password

If you lose or forget your password, click “Forgot your password?” on the Sign In screen and go through the steps as you’re prompted.



Managing Your Court Schedule

Overview

- What you need** To schedule or cancel a remote appearance, you need:
- To be signed in to “LACourtConnect with your Court ID (email and password; see “Creating your Court ID,” page [15](#), for this one-time process); and
 - The case number of the case the appearance is for
 - If you don’t know the case number, use the Court’s Find a Case tools, at <https://www.lacourt.org/website/FindaCase.aspx>.
-

Names and numbers in the examples The steps illustrated in the Scheduling and Cancelling procedures follow the sequence of the procedures. In actual use, the user’s display name, the participant names, and other information such as case number would be consistent throughout the sequence. They’re not consistent in the screenshots here because different people provided the examples at different times.

Back arrow At present, the LACourtConnect scheduling and cancellation pages have no Back button. Try your browser’s back arrow if you need to retrace your steps. In some browsers, at least, that won’t sign you out unwantedly.

Contents	Topic	See Page
	Scheduling a Remote Appearance	28
	Canceling a Remote Appearance	57

Scheduling a Remote Appearance

Overview

Introduction

LACourtConnect enables you to schedule multiple appearances for multiple cases on a single visit to the site. You arrange payment of appearance fees as the last step of this procedure.

Video or audio?

Generally, the court has no preference between video appearances and audio appearances – as long as the user’s technology is up to the task. (See Technical specifications for video and audio on [LACourtConnect](#), page 96.)

For certain hearing types, though, allowing video appearances is at the discretion of the judicial officer. If video is not an appearance-type option when you select the hearings during scheduling, then video isn’t available. (See the notes on “B. Choose the Appearance Type,” page 43, and “When video is authorized in Family Law,” page 54.)

Also, each courtroom that allows remote appearances has specific guidelines that the participants must follow. Before scheduling a remote appearance, review the [Courtroom Information](#) (if any) for the courtroom to which your case is assigned. There may be specific and important conditions associated with remote appearances. That information is located at <http://www.lacourt.org/page/CI0105> on the court’s main website.

Contents

Topic	See Page
Time considerations in scheduling	29
Scheduling, Step 1. Search for a Case	30
Scheduling, Step 2. Provide Information About Attendee	33
Scheduling, Step 3. Select Events	42
Scheduling, Step 4. Finalize & Pay	44
Special scheduling situations	50

Time considerations in scheduling

Scheduling period and scheduling cutoff time

You can schedule a remote appearance once the hearing appears in LACourtConnect, which will be 30 days ahead at the earliest. (If, before August 7, you scheduled an appearance more than 30 days ahead and the hearing hasn't taken place yet, you do *not* need to reschedule.)

Your last opportunity to schedule a remote appearance is **2 hours before the hearing begins. This is the cutoff time.** Ex parte requests are an exception and have different timing considerations; see "Ex parte requests," page [55](#).

Leave enough time for the scheduling procedure

Leave yourself enough time to sign in at LACourtConnect, navigate to the Schedule/Cancel page, and take all the steps listed in this procedure. The scheduling cutoff of 2 hours in advance of the calendar session / hearing time is precise. **If you don't schedule before the cutoff time,** you'll need to go to the courthouse or miss the hearing. See "Appearance fees," page [11](#).



Interpreters

Spanish-language interpreters are on site and available upon request for interpretation of open (non-private) courtroom proceedings. For other languages, request the interpreter ahead of the hearing date. Submit the request at the [Interpreter Request Portal](#) (<http://www.lacourt.org/irud/ui/index.aspx>, located on the court website's Online Services tab).

Scheduling, Step 1. Search for a Case


A. Sign in

Sign in to LACourtConnect.

Step	Action
i	<p>Navigate to the Schedule/Cancel page, then click the Schedule button.</p>  <p>Result: The sign-in form appears.</p>
ii	<p>Sign in.</p>  <p>Result: Step 1 of the scheduling process begins.</p>

Scheduling, Step 1. Search for a Case, Continued

B. Find the case To search for a case:

Step	Action
i	<p>Enter the case number. It must be the complete case number. (For Complex Civil cases, see the additional information at “Finding a Complex Civil case,” page 32.)</p>  <p>If you can't find your case:</p> <ul style="list-style-type: none"> • Make sure you haven't added a space before or after the number (especially if copy-and-pasting it from elsewhere). • Check that the hearing is within the required time parameters. See “Scheduling period and scheduling cutoff time,” page 29. • Make sure you've added the complete case number. • Confirm the case number with the Find a Case function, in the left column of the court's main website (http://www.lacourt.org/).
ii	<p>Click the Proceed to Step 2 button.</p> <p>Result: The Provide Information About Attendee page appears.</p>

Continued on next page

Scheduling, Step 1. Search for a Case, Continued

Finding a Complex Civil case

For a Complex Civil case, use the underlying case number to search, even if a Judicial Council Coordinated Proceedings (JCCP) number has been assigned.

If you will be appearing on multiple cases under the JCCP number, select just one underlying case to schedule.

Troubleshooting if

- you're scheduling on the day of the hearing, and
 - you used the underlying case number without success
- then
- use the JCCP number to search, and
 - call the courthouse directly to have the underlying case added to the court's case management system for scheduling future appearances.
-

Scheduling, Step 2. Provide Information About Attendee

A short form to fill in

Step 2 consists of filling in a form to Provide Information About the Attendee, which

- enables the court to identify you during the hearing;
 - provides the court a way to reach you if that becomes necessary on short notice; and
 - allows you to automatically send the remote appearance information to up to three additional people.
-

A. Identify the type of Attendee you are

For purposes of scheduling, the attendee can be either

- An Attorney representing someone in the case, or
 - A Party to the Case (a litigant), or
 - Other, for anyone who is neither a litigant nor an attorney representing a litigant, yet has a role in the hearing. Examples of the Other category include:
 - An employee of a company, when the company is a litigant.
 - Other witnesses.
 - Attendees who may be potential class members in a Class Action case but are not named in the complaint.
-

Continued on next page

Scheduling, Step 2. Provide Information About Attendee, Continued

A. Identify the type of Attendee you are, continued

The first row of the **Step 2** form is labeled Attendee. Select which type of attendee you are by clicking the round “radio” button in front of one of the three categories.



The screenshot shows the VCourt™ Remote Appearances interface for the Superior Court of California, County of Los Angeles. The header includes the court's name and logo. Below the header, the title "VCourt™ Remote Appearances" is displayed. A progress bar indicates the current step: "1. Search For A Case >> Step 2. Provide Information About Attendee >> Step 3. Select >> Step 4. Finalize & Pay". The main section contains a red arrow pointing to the "*Attendee" radio button, which is selected. Other options are "An Attorney", "A Party to the Case", and "Other". Below the radio buttons are two buttons: "Proceed to Step 3." and "Quit". At the bottom, there is a note: "* Required Fields".

Result: After you’ve chosen the Attendee type, the rest of the Attendee Information form appears. The form differs slightly for each category.

Continued on next page

Scheduling, Step 2. Provide Information About Attendee, Continued

B. Fill in Attendee Name (Attorneys and Others only)

The case is listed in the court's systems by the names of the litigants. Non-litigants need to identify themselves to the court. For both Attorneys and Others, the next line in the form is Attendee Name. Fill that in.

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

VCourt™ Remote Appearances

Search For A Case >> **Step 2. Provide Information About Attendee** >> Step 3. Select Events & Pay

*Attendee ☒ An Attorney ☐ A Party to the Case ☐ Other

*Attendee Name

Notes:

- Attorneys: If you're appearing on behalf of more than one litigant:
 - After your name in this field, add the name and role of your other client.
 - When you connect with the hearing, notify the court that you're appearing for two parties.
- After the Attendee Name row, the Attorney information form continues as described in Steps 2D through 2G.

Continued on next page

Scheduling, Step 2. Provide Information About Attendee, Continued

C. Fill in Attendee Role (Others only)

If you're in the Other category, identify yourself further by filling in the Attendee Role field.

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

VCourt™ Remote Appearances

Search For A Case >> **Step 2. Provide Information About Attendee** >> Step 3. Select Case & Pay

*Attendee ☐ An Attorney ☐ A Party to the Case ☒ Other

*Attendee Name

*Attendee Role

Note: After the Attendee Role field, the Other information form continues as described in Steps 2D through 2G.

Continued on next page

Scheduling, Step 2. Provide Information About Attendee, Continued

D. Fill in the attendee's contact information

What's shown here is the version of the form that appears when A Party to the Case is selected as Attendee type. It's shorter than the Attorney and Other forms because it has no need for the Attendee Name and Attendee Role fields described in Steps 2B and 2C. But all the Step 2 rows described from here through Step 2F are the same for all users.

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

VCourt™ Remote Appearances

Search For A Case >> **Step 2. Provide Information About Attendee** >> Step 3. Select Events & Pay

*Attendee ☒ An Attorney ☐ A Party to the Case ☐ Other

*Attendee Email

*Confirm Email

*Attendee Phone

Fill in the attendee contact information as follows:

Field	What to fill in
Attendee Email	The email address from your Court ID will appear here. If you're scheduling on behalf of someone else: <ul style="list-style-type: none">• Replace your email address with that of the attendee, <i>and</i>• See the "Additional e-mail addresses" field below.
Confirm Email	Repeat the Attendee Email address.

Continued on next page

Scheduling, Step 2. Provide Information About Attendee, Continued

D. Fill in the attendee's contact information, continued

Field	What to fill in
Attendee Phone	Provide a phone number in case the court needs to reach the person who'll appear at the hearing.

Continued on next page

Scheduling, Step 2. Provide Information About Attendee, Continued

E. Select a Party Name

The Party Name field is a drop-down list that associates your remote appearance with a specific party, so that judicial officer and judicial assistant know who you are during the hearing.

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

VCourt™ Remote Appearances

Search For A Case >> **Step 2. Provide Information About Attendee** >> Step 3. Select Events

*Attendee ☐ An Attorney ☒ A Party to the Case ☐ Other

*Attendee Email

*Confirm Email

*Attendee Phone

*Party Name

To fill in the Party Name field:

1. Click the arrow at the right end of the field to open the list.
2. Click a Party name to select it, as indicated in this table:

If you are...	Then ...
A Party to the Case	Select your own name from the list.
An Attorney representing a party	Select the name of the party you represent.
Someone else with a role in the hearing (Other)	Select the name of the party your role is associated with.

Note: If the name of the party you're associated with doesn't appear in the drop-down list, call the courthouse.

Continued on next page

Scheduling, Step 2. Provide Information About Attendee, Continued

F. Add email addresses

The last two fields of the form are about sending emails to inform people of the scheduled appearance.

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

VCourt™ Remote Appearances

1. Search For A Case >> **Step 2. Provide Information About Attendee** >> Step 3. Select Events >
Size & Pay

*Attendee ☐ An Attorney ☒ A Party to the Case ☐ Other

*Attendee Email

*Confirm Email

*Attendee Phone

*Party Name

Additional e-mail addresses for appearance information

Schedule a reminder for the attendee by:
☒ Email

Additional e-mail addresses for appearance information

Provide up to three comma-separated email addresses of people other than the attendee; they will receive the emails containing the conference ID and PIN unique to your appearance. This field is optional.

If you are scheduling on someone else's behalf, you might want to enter your own email address as one of the three. Even though you might not personally need the information it contains to attend the hearing, you'll need the confirmation number if you have to cancel or reschedule the appearance. (See "F. Save the confirmation page or email," page 48; "Cancellation procedure," page 58; and "The LACourtConnect emails are indispensable," page 63.)

Continued on next page

Scheduling, Step 2. Provide Information About Attendee, Continued

F. Add email addresses, continued

Notes:

- LACourtConnect does not notify opposing counsel of your remote appearance. Only the people whose contact information is entered while scheduling receive the confirmation email. Because the confirmation contains your unique Conference PIN, the court recommends that you notify opposing counsel by other means.
- Each remote appearance PIN contained in the confirmation email is good for one connection only. If multiple people attempt to use the same PIN, only the first person who connects will be able to. All subsequent attempts will be told that the PIN is already in use. See “General rule,” page [11](#), and “One PIN per connection,” page [65](#).

Schedule a reminder for the attendee by Email

Do not uncheck this option. The attendee needs the confirmation or reminder email (they contain the same information) to access the hearing.

G. Submit the attendee information

Finish Step 2 by clicking the Proceed to Step 3 button at the bottom of the filled-in form. (If you decide not to schedule the remote appearance, click the Quit button.)


Result: The Step 3. Select Events process begins.

Scheduling, Step 3. Select Events

A. Choose the hearings

The Select Events page lists the hearings scheduled within the next 30 days for the case you selected in Scheduling, Step 1.

Click the **check box** in front of each hearing at which you want to appear remotely.



SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES

VCourt™ Remote Appearances

Step 1. Search For A Case >> Step 2. Provide Information About Attendee >> **Step 3. Select Events** >> Step 4. Finalize & Pay

20STLC01010 - TIMOTHY BIGGS vs JACOB DAY

	Event Time	Event Description	Appearance Type	** Registration Fee	Total Fees
<input type="checkbox"/>	8/18/2020 8:30 AM	CON040 - Initial Status Conference	==Select Type==		
<input checked="" type="checkbox"/>	8/20/2020 10:30 AM	CON057 - Status Conference	Video \$23.00	\$23.00	\$23.00
<input checked="" type="checkbox"/>	8/25/2020 1:30 PM	MOT260 - Hearing on Motion to Compel Deposition	Audio \$15.00	\$15.00	\$15.00
<input type="checkbox"/>	8/27/2020 8:30 AM	MOT280 - Hearing on Motion to Compel Production	==Select Type==		

Continued on next page

Scheduling, Step 3. Select Events, Continued

B. Choose the Appearance Type

For each hearing you've selected, choose the method of connection (Video or Audio) in the **drop-down box** in the Appearance Type column.

When you're satisfied with your selections, click the Proceed to Step 4 button.

Event Time	Event Description	Appearance Type	** Registration Fee	Total Fees
<input type="checkbox"/> 8/18/2020 8:30 AM	CON040 - Initial Status Conference	==Select Type==		
<input checked="" type="checkbox"/> 8/20/2020 10:30 AM	CON057 - Status Conference	Video \$23.00	\$23.00	\$23.00
<input checked="" type="checkbox"/> 8/25/2020 1:30 PM	MOT260 - Hearing on Motion to Compel Deposition	Audio \$15.00	\$15.00	\$15.00
<input type="checkbox"/> 8/27/2020 8:30 AM	MOT280 - Hearing on Motion to Compel Production	==Select Type==		

Result: The Step 4, Finalize & Pay process begins.

Notes:

- **For multiple hearings on one case at one calendar date and time**, be consistent: choose video for all of them or audio for all, to avoid technical problems at the hearing. If you mix types, you'll be charged the video fee.
- **For multiple hearings at different times on different cases**, you may make some of them video appearances and some audio.
- Given the number of appearances on some **Complex Civil** matters, the court may limit the number of video appearances at those hearings. You may be asked to register for an audio appearance.
- In **all Traffic** and at **most Family Law** hearings, audio is the only type of remote appearance allowed. See "When video is authorized," page 54. Also see "Video or audio?," page 28.

Scheduling, Step 4. Finalize & Pay

A. Schedule appearances for other cases, or proceed to pay

The user information and selected hearings appear next.


**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

VCourt™ Remote Appearances

Step 1. Search For A Case >> Step 2. Provide Information About Attendee >> Step 3. Select Events >> **Step 4. Finalize & Pay**

Attendee Information

Attendee Role: Attorney
 Attendee Name: Gina Sassi (for Jacob Day)
 Attendee Email: HowToUse@email.com
 Attendee Phone: (555) 555-5555
 Reminders: Email

Selected Events

Event Time	Case Number	Case Caption	Event Description	Dept	Type	Amount	
8/20/2020 10:30 AM	20STLC01010	TIMOTHY BIGGS vs JACOB DAY	Status Conference	SS_D_26	Audio	\$15.00	Remove
8/25/2020 1:30 PM	20STLC01010	TIMOTHY BIGGS vs JACOB DAY	Hearing on Motion to Compel Deposition	SS_D_26	Video	\$23.00	Remove
						*Total	\$38.00

*** Fees**

After your remote appearance, you will be charged for one hearing when there are multiple hearings for the same case on the same date and time. If one of the events has a fee waiver selected, it will apply to all events for your case at the same start time. Events with a different attendee, courtroom, case, case party or date / time will be charged separately.

 [Add More Appearances](#)

Make Payment

 [Go to Payment Site](#) [Quit](#)

Payment Support

For support with your remote appearance payment, contact us at: (213) 830-0400.

If you want to...	Then click...
Schedule more appearances for the <i>same</i> attendee on <i>other</i> cases before you pay	<p>The Add More Appearances button</p> <p>Result: The Find a Case page reappears, and you can go through Steps 1 through 3, arriving back at this page with more hearings listed.</p> <p>Note: The ability to schedule <i>different</i> people doesn't exist until the end of Step 4. See "Scheduling for several people," page 50.</p>
Pay for what you've already selected	<p>The Schedule button.</p> <p>Result: The Payment Authorization page appears.</p>

Continued on next page

Scheduling, Step 4. Finalize & Pay, Continued

A. Schedule appearances for other cases, or proceed to pay, continued

If you want to...	Then click...
Abandon the scheduling of this hearing	The Quit button. Result: The Schedule/Cancel page appears.

B. Choose your payment method

Click on either the Credit Card option or the Debit Card option. (You can still enter a debit card number if that option doesn't appear.)

Note: Whether you enter a credit card number or debit card number, payment is not collected until after the hearing occurs.



THE SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES

Payment Authorization

Create Credit Card Payment Authorization

VISA Mastercard American Express

Cancel

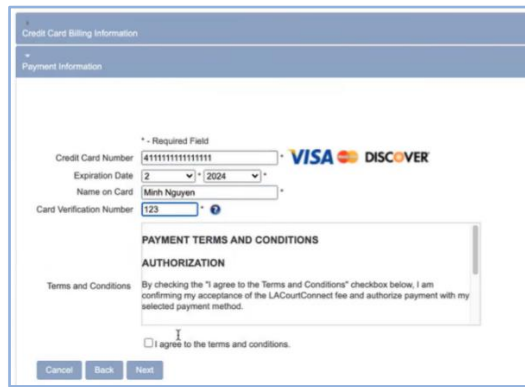
Result: The Billing Information page appears.

Continued on next page

Scheduling, Step 4. Finalize & Pay, Continued

D. Provide your payment card information

Fill in the information for your payment card, then click the Next button.



The screenshot shows a web form titled "Credit Card Billing Information" with a sub-section "Payment Information". It contains the following fields: "Credit Card Number" (with a masked number 4111111111111111), "Expiration Date" (with a dropdown for month and a year of 2024), "Name on Card" (with the name Minh Nguyen), and "Card Verification Number" (with the number 123). To the right of the card number field are the VISA and DISCOVER logos. Below the input fields is a "PAYMENT TERMS AND CONDITIONS" section with an "AUTHORIZATION" heading. It contains a paragraph of terms and a checkbox labeled "I agree to the terms and conditions." At the bottom of the form are three buttons: "Cancel", "Back", and "Next".

Note: LACourtConnect does not save credit card information. You will need to reenter it every time you schedule an appearance.

Result: The payment site displays a summary of your billing and payment card information.

Continued on next page

Scheduling, Step 4. Finalize & Pay, Continued

E. Authorize the payment

Verify from the summary that the information you've entered is correct. If it is, click the Create Payment Authorization button.

THE SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES

Credit Card Billing Information

Payment Information

Verification

Merchant Name	LASCVCourt_Stage
First Name	Petitioner1
Middle Initial	
Last Name	Name08060938
Payor Address	123 Main St
City	Los Angeles
Country	United States
State	California
Postal Code	90012
Phone	US +1 3238933689
Email Address	elizano20@gmail.com
Credit Card Number	xxxxxxxxxxxx0016
Expiration Date	xx / xxxx
Name on Card	Petitioner1 Name08060938
Card Verification Number	xxx

Cancel Back Create Payment Authorization

Result: The confirmation page appears, and LACourtConnect sends confirmation emails to the Attendee and, if provided in Step 2, up to three additional email addresses.

Continued on next page

Scheduling, Step 4. Finalize & Pay, Continued

F. Save the confirmation page or email

The confirmation contains a wealth of information. The image of a confirmation page here shows only part of it.

So, save the confirmation page or email (or both) in a handy but secure place. (If you scheduled on someone else's behalf, your copy will be the backup.)

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

VCourt™ Remote Appearances

Confirmation

Thank you for your reservation. The confirmation below has been sent to the e-mail address you provided.

[Print](#) [Return](#)

This is a confirmation for **John Smith** from **Los Angeles Superior Court**. You have been scheduled for the remote appearance(s) shown below.

Payment Confirmation

Total Amount: \$38.00 (Charges will be processed after events occur)
Confirmation Number: **TK201001074095**
For payment issues: (213) 830-0400

Fees Note: After your hearing, you will be charged once for a hearing with events starting at the same date and time. If one of the events has a fee waiver selected, it will apply to all events for your case at the same start time. Events with a different attendee, courtroom, case, case party or date / time will be charged separately.

How to Join Your Remote Event

On the date & time of your event, connect:

- By TELEPHONE: Call the conference phone number: **(833) 558-7882**.
- By VIDEO: Use your video capable device: Click on the **Conference ID** or video link shown below (or paste the link into your browser).

Important Note: If you have audio or video problems during a video appearance, switch to your Backup Audio by the following method

- Call the conference phone number: **(833) 558-7882**
- Use the **Backup Audio** Conf ID and PIN shown below

You will need the **Conference ID** and **Conference PIN** shown below.

Remote Appearances Scheduled

	Event Date & Time	Dept	Case Number	Event Description	Amount	Conference ID*	PIN	Backup Audio Conf ID	Backup Audio PIN
📺	10/26/2020 8:45 AM	LA_CEN_SMC_D_14	BC723860	Status Conference re Bankruptcy	\$23.00	61805816	1395	1224211	14920
📞	10/26/2020 8:45 AM	LA_CEN_SMC_D_14	BC723860	Trial Setting Conference	\$15.00	1224211	74953	-	-

* [Conference ID](#) [Video Link](#)
61805816 <https://lascourt-sonexis.net/conference/join?autoJoinPasscode=61805816&autoJoinPin=1395&confID=1224211>

See “The vital information in confirmation and reminder emails,” page 49, and “The LACourtConnect emails are indispensable,” page 63, for more details.

Note: Most parts of this document will refer only to the “confirmation email,” but the same information can be found in the saved confirmation page.

Continued on next page

Scheduling, Step 4. Finalize & Pay, Continued

The vital information in confirmation and reminder emails

The emails are sent to the attendee's address and to any additional addresses entered during Step 2 (see "D. Fill in the attendee's contact information," page [37](#), and "F. Add email addresses," page [40](#)).

The reminder email will be sent at about noon on the day before the hearing.

The content of the confirmation and reminder emails is similar. They both contain:

- A confirmation number that you need to cancel your appearance,
- A conference ID number,
- A PIN,
- A link (for video) or number to dial (for audio) to connect with LACourtConnect's remote appearance technology.
- (For video appearances) A number to dial for backup audio, and a backup conference ID and PIN.
- A link to LACourtConnect's cancellation function, along with information about the cutoff time for canceling.

For more information, including help locating the emails in your inbox, see "The LACourtConnect emails are indispensable," page [63](#).


Payment questions

For support with your remote appearance payment, contact the Service Desk at (213) 830-0400.

Special scheduling situations

Scheduling for several people

You can schedule remote appearances for multiple people, even for the same hearing, without additional Court IDs and without signing out of LACourtConnect and signing back in.

Step	Action
1	Go through the entire scheduling process for one person.
2	Save the confirmation page or email for that person's appearances.
3	<p>Click the VCourt Home link at the bottom right of the page.</p>  <p>Result: The Schedule/Cancel screen reappears.</p>
4	Click Schedule to begin scheduling appearances for the next person.
5	Repeat Steps 1 through 4 for each additional person.

Continued on next page

Special scheduling situations, Continued

Applying a fee waiver

Scheduling, Step 3 has an additional column – Registration Fee Waiver – when the Party Name selected in Step 2 is that of a litigant who has an approved fee waiver application on file (or other court order waiving the fee; see appearance fee “Exceptions,” page 11).

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

VCourt™ Remote Appearance

Step 1. Search For A Case >> Step 2. Provide Information About Attendee >> **Step 3. Select Events** >> Step 4. Finalize & Pay

20STFL00057 - Marriage of Petitioner One08062020, a minor and Fee Waiver Respondent

Event Time	Event Description	Appearance Type	* Registration Fee Waiver	** Registration Fee	Total Fees
<input checked="" type="checkbox"/> 8/18/2020 8:30 AM	13684 - Order to Show Cause Hearing	Audio \$15.00	<input checked="" type="checkbox"/>	\$0.00	\$0.00

*** Registration Fee Waiver**

By checking the fee waiver box you certify that you qualify for waiver of fees because you have a Court approved fee waiver or other order on file. If the Court determines you did not qualify for the fee waiver, the Court reserves the right to charge you for this remote appearance and take any additional appropriate action.

**** Fees**

After your remote appearance, you will be charged for one hearing when there are multiple hearings for the same case on the same date and time. If one of the events has a fee waiver selected, it will apply to all events for your case at the same start time. Events with a different attendee, courtroom, case, case party or date / time will be charged separately.

If a fee waiver applies to you:

Step	Action
1	Read the Registration Fee Waiver certification paragraph below the event listings.
2	Click in the box in the Registration Fee Waiver column to certify that a waiver applies to you. Result: The dollar amount in the Registration Fee and Total Fee columns changes to zero. In Step 4, parties who have an approved fee waiver on file do not provide any payment information. Their attorneys also do not pay a fee or provide payment card information for appearing on their behalf.

Continued on next page

Special scheduling situations, Continued

Applying a fee waiver, continued

Note: If you have an approved fee waiver on file but it's not indicated at this step, call the courthouse. If the court finds there's a fee waiver, court staff will correct its case management system and you can try again to schedule your appearance.

Multiple hearings: The One Case at One Time = One Fee rule applied

You won't see the effect of One Case at One Time = One Fee until **after the hearing**. Keep that in mind while scheduling so you don't worry that you'll be overcharged.

At the end of Step 3, you will have seen each of the hearings available on your case. Some of them may be on the court calendar at the same date and time in the same courtroom. If you've scheduled appearances for several of these, each was listed at the end of Step 3 with **its separate appearance fee**.

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

VCourt™ Remote Appearances

Step 1. Search for A Case >> Step 2. Provide Information About Attendee >> **Step 3. Select Events** >> Step 4. Finalize & Pay

20STFLO...ame08060938, Petitioner1 vs Name08060938, Respondent

Event Time	Event Description	Appearance Type	** Registration Fee	Total Fees
<input checked="" type="checkbox"/> 8/7/2020 1:30 PM	13793 - Restraining Order Hearing	Video \$23.00	\$23.00	\$23.00
<input checked="" type="checkbox"/> 8/7/2020 1:30 PM	109421 - Order to Show Cause re: Contempt	Video \$23.00	\$23.00	\$23.00
<input checked="" type="checkbox"/> 8/7/2020 1:30 PM	13684 - Order to Show Cause Hearing	Video \$23.00	\$23.00	\$23.00

**** Fees**

After your remote appearance, you will be charged for one hearing when there are multiple hearings for the same case on the same date and time. If one of the events has a fee waiver selected, it will apply to all events for your case at the same start time. Events with a fee waiver selected in a different courtroom, case, case party or date / time will be charged separately.

[Proceed to Step 4](#) [Quit](#)

Continued on next page

Special scheduling situations, Continued

Multiple hearings: The One Case at One Time = One Fee rule applied, continued

In **Step 4A**, the **Total** line might seem worrisome – but the **Fees footnote** offers reassurance. (This note also appears at Step 3.) The footnote explains that **when payment is collected after the hearing, you'll be charged just one appearance fee** in this instance.

The screenshot displays the 'VCourt™ Remote Appearances' interface for the Superior Court of California, County of Los Angeles. It shows the 'Attendee Information' section with details for a party named 'Petitioner1 Name08060938'. Below this is the 'Selected Events' table, which lists three events for the date 8/7/2020 at 1:30 PM, all with a fee of \$23.00. A red arrow points to the '* Fees' section, which contains a footnote explaining that only one fee is charged for multiple appearances of the same case on the same date and time. Another red arrow points to the '*Total \$69.00' line. The interface also includes a 'Make Payment' section with a 'Go to Payment Site' button and a 'Payment Support' section with contact information.

Event Time	Case Number	Case Caption	Event Description	Dept	Type	Amount
8/7/2020 1:30 PM	20STFL00049	Name08060938, Petitioner1 vs Name08060938, Respondent1	Restraining Order Hearing	LA_CEN_SMC_D_87	Video	\$23.00
8/7/2020 1:30 PM	20STFL00049	Name08060938, Petitioner1 vs Name08060938, Respondent1	Order to Show Cause re: Contempt	LA_CEN_SMC_D_87	Video	\$23.00
8/7/2020 1:30 PM	20STFL00049	Name08060938, Petitioner1 vs Name08060938, Respondent1	Order to Show Cause Hearing	LA_CEN_SMC_D_87	Video	\$23.00
						*Total \$69.00

*** Fees**
After your remote appearance, you will be charged for one hearing when there are multiple hearings for the same case on the same date and time. If one of the events has a fee waiver selected, it will apply to all events for your case at the same start time. Events with a different attendee, courtroom, case, case party or date / time will be charged separately.

Make Payment
[Go to Payment Site](#) [Quit](#)

Payment Support
For support with your remote appearance payment, contact us at: (213) 830-0400.

Note: When scheduling multiple appearances in the One Case at One Time situation, remember to be consistent in selecting the Appearance Type: Choose video for all of them or audio for all, to avoid technical problems at the hearing. If you mix types, you'll be charged the video fee, as noted in "B. Choose the Appearance Type," page 43.

Continued on next page

Special scheduling situations, Continued


When video is authorized in Family Law

As noted in “Video or audio?,” page 28, there are some exceptions to Family Law’s requirement that remote appearances be only by audio. Video appearances are allowed for

- Hearings on restraining orders;
- Hearings on orders to show cause regarding contempt; and
- Any hearing for which the judicial officer has authorized video at the request of a party.

These exceptions will show up in Scheduling, Step 3, when you select the Appearance Type. And it can get confusing, because two “events” show up for each such hearing – and one of them isn’t an event at all, it’s just the video option for the same hearing.

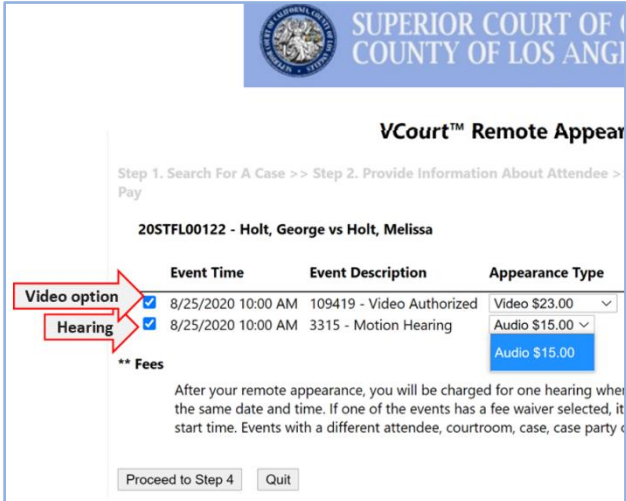
So read the following decision table carefully:

If you want to...	Then ...
Appear via audio	<p>Select only the actual hearing. Audio is the only Appearance Type available for it.</p> 

Continued on next page

Special scheduling situations, Continued

When video is authorized in Family Law, continued

If you want to...	Then ...
Appear via video	<ol style="list-style-type: none"> 1. Select both the actual hearing and the Video Authorized listing. 2. For the latter, select Video from the drop-down list.  <p>Selecting the actual hearing is necessary so the hearing will be identified in the confirmation email. Otherwise, only “video authorized” would be listed there.</p>

After making your selections, click **Proceed to Step 4**.

In **Step 4A**, if you have chosen to appear by video, the Total line will show \$38, the sum of the video appearance fee and the audio appearance fee from selecting the actual hearing. **When payment is collected after the hearing, you’ll be charged just the video appearance fee** in this instance.

Ex parte requests

Ex parte requests filed by 10:00 a.m. the day before are eligible for LACourtConnect remote appearances. If the hearing is not available in LACourtConnect by 4:00 p.m. the day before, call the courthouse number to request the matter be scheduled in the case management system.

Ex parte requests filed the morning of the hearing are not eligible for LACourtConnect remote appearances.

Rescheduling a remote appearance

Cancel, then schedule

Here's what to do if a hearing is rescheduled and you want to appear remotely at the new date and time:

Step	Action
1	Cancel the remote appearance that you scheduled for the original date and time. See "Cancellation procedure," page 58 .
2	Schedule a remote appearance for the new date and time by following Step 1 (page 30) through Step 4 of the scheduling procedure above.

Rescheduling a remote appearance when a hearing has been rescheduled consists simply of following the "Cancellation procedure," page [58](#), for the hearing's original calendar date, then completing Steps 1 through 4 of "Scheduling a Remote Appearance," page [28](#), for the hearing at its new calendar position.

Canceling a Remote Appearance

Overview

Cutoff time

The cutoff time for canceling a remote appearance is **8 a.m. the morning of the hearing**. Be sure to leave yourself enough time to go through all the steps listed in this procedure. There is no other way to cancel a hearing.

The 8 a.m. cutoff for canceling is precise. If you don't cancel on time, you will still be charged the full appearance fee. See "Fees charged if cancellation is not timely," page [13](#).

The message below appears (minus the red border) when you try to cancel an appearance after the cancellation cutoff time. The request was submitted at 8:05 a.m. for a hearing starting at 8:30. The message in red reads, "Cannot cancel. Too close to event."

Event Time	Case Number	Case Caption	Event Code	Appearance Type	Amount
6/9/2020 8:30 AM	20STCV00330	PLAINTIFF1 LAST1 vs DEFENDANT1 LAST1	CON045		\$15.00

Contents

Topic	See Page
Cancellation procedure	58

Cancellation procedure

Step 1. Click the confirmation link

Scroll to the bottom of the confirmation email and click the cancellation link.

Cancellations (go to <https://lacourt.portalscloud.com/VCourt/>)



Cancellation requests must be made before 8:00 AM on the day of, or the start time of, your appearance, whichever comes first. You will need your **E-mail** and your payment **Confirmation Number** shown above.

Result: LACourtConnect's Schedule/Cancel page appears.

Step 2. Choose the Cancel function

Click the Cancel button, then sign in, if necessary.



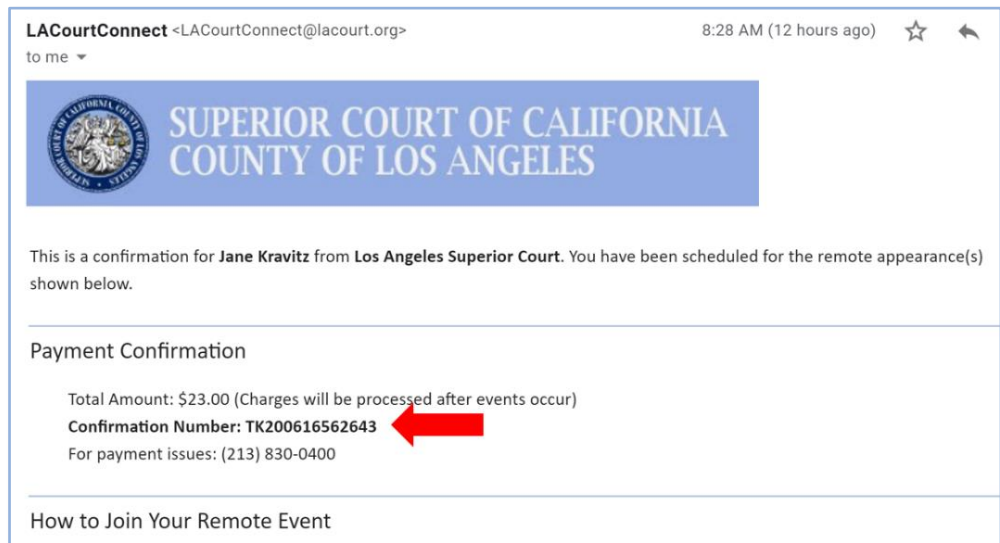
Result: The Cancel an Appearance page appears.

Continued on next page

Cancellation procedure, Continued

Step 3. Retrieve the confirmation number

Find the confirmation number near the top of the same confirmation email you retrieved in Step 1.



Step 4. Enter the confirmation number

Enter your email address and the confirmation number on the Cancel an Appearance page, then click the Search button.

A screenshot of the "VCourt™ Remote Appearance" cancellation page. It features the Superior Court of California, County of Los Angeles logo at the top. Below the logo, the text "VCourt™ Remote Appearance" is displayed. Underneath, the heading "Cancel an appearance:" is followed by two input fields: "E-mail Address" with the value "gjs42@caa.columbia.edu" and "Confirmation Number" with the value "TK200616562643". A "Search" button is located at the bottom left of the form.

Continued on next page


Cancellation procedure, Continued

Step 4. Enter the confirmation number, continued

Result: The Cancellation page appears.

Step 5. Select the appearance

The appearances available to cancel are listed.

Step	Action
A	<p>Click in the box in front of the appearance you want to cancel, to check mark it.</p> 
B	<p>Click the Submit button.</p>

Result: A message appears.

Step 6. Confirm

Click the Continue button to confirm you want to cancel the appearance you have check-marked.

Result: LACourtConnect shows confirmation that the remote appearance is canceled and sends an email also confirming the cancellation.

Appearing Remotely

Overview

Introduction

Making the actual connection to a hearing is simple – take the handful of steps listed in “Connecting to the hearing,” page [66](#) (within the Quick Reference Guide). Still, it helps to prepare properly and to know your way around the technology.

Contents

Topic	See Page
Reaching and Using LACourtConnect for the Hearing	62
Additional Context	81
Tips for a Successful Remote Appearance	84

Reaching and Using LACourtConnect for the Hearing

Overview

Simple connection

Actually connecting to the hearing is quite simple, as long as you have the confirmation email. How you and the court control the opportunity to listen and speak are also important to know.

Contents

Topic	See Page
The LACourtConnect emails are indispensable	63
Connecting to the hearing	66
Participating after you're connected	70
Functions and icons the user can control	72
Functions the conference host controls	76

The LACourtConnect emails are indispensable

Don't go to the LACourtConnect site

You cannot reach your hearing by going to the LACourtConnect website. You also can't find your confirmation and reminder emails there. *Start from* the emails to get to your hearing remotely.

Confirmation and reminder emails

When you scheduled your remote appearance, a confirmation was emailed to you. See "F. Save the confirmation page or email," page [48](#). Around noon the day before the hearing, you will also have received a reminder email, with content almost identical to the confirmation.

Continued on next page

The LACourtConnect emails are indispensable, Continued

Confirmation and reminder emails, continued

The content will be similar to the following image. A list of the email's most important elements appears in "The vital information in confirmation and reminder emails," page 49. Specific pieces of information you need from it will be discussed in "Connecting to the hearing," page 66.

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF LOS ANGELES**

This is a confirmation for **John Smith** from **Los Angeles Superior Court**. You have been scheduled for the remote appearance(s) shown below.

Payment Confirmation

Total Amount: \$38.00 (Charges will be processed after events occur)
Confirmation Number: TK201001074095
For payment issues: (213) 830-0400

Fees Note: After your hearing, you will be charged once for a hearing with events starting at the same date and time. If one of the events has a fee waiver selected, it will apply to all events for your case at the same start time. Events with a different attendee, courtroom, case, case party or date / time will be charged separately.

How to Join Your Remote Event

On the date & time of your event, connect:

- By TELEPHONE: Call the conference phone number: **(833) 558-7882**
- By VIDEO: Use your video capable device: Click on the **Conference ID** or video link shown below (or paste the link into your browser).

Important Note: If you have audio or video problems during a video appearance, switch to your Backup Audio by the following method

- Call the conference phone number: **(833) 558-7882**
- Use the **Backup Audio** Conf ID and PIN shown below

You will need the **Conference ID** and **Conference PIN** shown below.

Remote Appearances Scheduled

	Event Date & Time	Dept	Case Number	Event Description	Amount	Conference ID*	PIN	Backup Audio Conf ID	Backup Audio PIN
	10/26/2020 8:45 AM	LA_CEN_SMC_D_14	BC723860	Status Conference re Bankruptcy	\$23.00	61805816	1395	1224211	14920
	10/26/2020 8:45 AM	LA_CEN_SMC_D_14	BC723860	Trial Setting Conference	\$15.00	1224211	74953	-	-

* Conference ID Video Link
61805816 <https://lacourt.sonaxis.net/conference/join?autoJoinPasscode=61805816&autoJoinPin=1395&confID=1224211>

Conference Support & Information

Additional Information for **video** participants. You will need the following:

- A computer running Chrome or Firefox capable of video calling with a webcam, microphone and headphones
 - Safari and Internet Explorer/Edge are NOT supported/recommended
 - Note: iOS devices (iPhone/iPad) are known to have issues and are NOT recommended
- A high speed internet connection via wired connection or WIFI

For additional conference related support, contact the court at: (213) 830-0400

Continued on next page

Last updated October 01, 2020, at 11:34 AM

64

The LACourtConnect emails are indispensable, Continued

One PIN per connection

Each video remote appearance PIN is good for one connection only. If multiple people attempt to use the same PIN, only the first person who connects will be able to. All subsequent attempts will be told that the PIN is already in use.

The only way to share your video remote appearance with someone else is to be in the same physical location. If you do decide to be in the same place, make sure you arrange it so all of you are visible and your voices are clear to other hearing participants.

How to locate the emails

The best practice is to save the emails in a folder where you know you can find them at the time of the hearing – whether you did the scheduling yourself or had someone else schedule on your behalf and forward the emails to you.

If you've saved the emails but have trouble locating them, try these ways of finding them:

- Check your email's spam, junk, and deleted items folders.
 - Search your email folders using search criteria – some combination of the following:
 - Sent by **LACourtConnect@lacourt.org**.
 - Subject line contains **Remote Appearance Confirmation**.
 - If your firm or organization has a common folder or network location for court emails, check there.
 - Call or text the person who scheduled on your behalf, and ask whether the person has a copy of the email that they can forward to you.
 - As a last resort, contact the court's Service Desk ([213] 830-0400 during the court's normal business hours). The Service Desk can give you the Conference ID and PIN for the hearing *if you know*
 - The email address of the person who scheduled your appearance;
 - The date of the hearing; and
 - The case number.
-

Connecting to the hearing

Connecting for a video appearance

For a video appearance, follow these instructions:

Step	Action
1	Retrieve either the confirmation email or the reminder email for the hearing you’re about to enter.
2	Click on the link to the specific conference – either the linked Conference ID or the Video link below the table.

How to Join Your Remote Event

On the date & time of your event, connect:



- By TELEPHONE: Call the conference phone number: **(833) 558-7882**
- By VIDEO: Use your video capable device: Click on the **Conference ID** or video link shown below (or paste the link into your browser).

Important Note: If you have audio or video problems during a video appearance, switch to your Backup Audio by the following method

- Call the conference phone number: **(833) 558-7882**
- Use the **Backup Audio** Conf ID and PIN shown below

You will need the Conference ID and Conference PIN shown below.

Remote Appearances Scheduled

	Event Date & Time	Dept	Case Number	Event Description	Amount	Conference ID	PIN	Backup Audio Conf ID	Backup Audio PIN
	10/26/2020 8:45 AM	LA_CEN_SMC_D_14	BC723860	Status Conference re Bankruptcy	\$23.00	61805816	1395	1224211	14920
	10/26/2020 8:45 AM	LA_CEN_SMC_D_14	BC723860	Trial Setting Conference	\$15.00	1224211	74953	-	-

Conference ID: [61805816](#) Video Link: <https://lacourt.sonexis.net/conference/join?autoJoinPasscode=61805816&autoJoinPin=1395&confID=1224211>

Result: Your default browser will open, connected to the courtroom. You’ll enter either on hold or (most often) with your audio muted. Muted, you’ll be able to hear what’s going on in the courtroom, but not see, while waiting for your case to be called. See “Functions the conference host controls,” page 76.

Note: You won’t need to enter your Conference PIN, because it’s embedded in the video link you clicked on in the email.

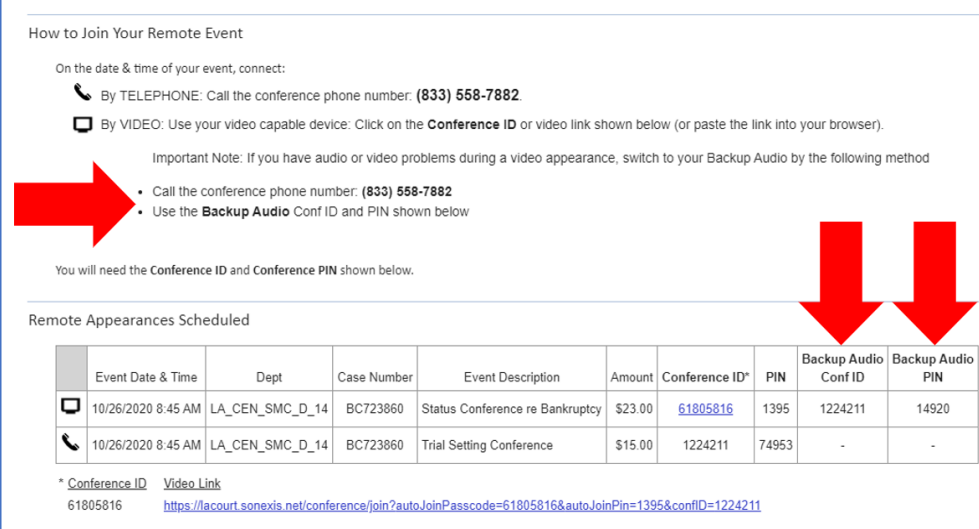
Continued on next page

Connecting to the hearing, Continued

Troubleshooting for a video appearance

If you have trouble with your audio during the hearing

Switch to **Backup Audio** as described in the video-link troubleshooting described in your confirmation email. **If you do this, mute the microphone you've been using for your video appearance.**



How to Join Your Remote Event

On the date & time of your event, connect:

- By TELEPHONE: Call the conference phone number: **(833) 558-7882**
- By VIDEO: Use your video capable device. Click on the **Conference ID** or video link shown below (or paste the link into your browser).

Important Note: If you have audio or video problems during a video appearance, switch to your Backup Audio by the following method

- Call the conference phone number: **(833) 558-7882**
- Use the **Backup Audio** Conf ID and PIN shown below

You will need the **Conference ID** and **Conference PIN** shown below.

Remote Appearances Scheduled

	Event Date & Time	Dept	Case Number	Event Description	Amount	Conference ID*	PIN	Backup Audio Conf ID	Backup Audio PIN
📺	10/26/2020 8:45 AM	LA_CEN_SMC_D_14	BC723860	Status Conference re Bankruptcy	\$23.00	61805816	1395	1224211	14920
📞	10/26/2020 8:45 AM	LA_CEN_SMC_D_14	BC723860	Trial Setting Conference	\$15.00	1224211	74953	-	-

* [Conference ID](#) [Video Link](#)
61805816 <https://lacourt.sonexis.net/conference/join?autoJoinPasscode=61805816&autoJoinPin=1395&confID=1224211>

If you can't connect using the video links in the confirmation email

Try these steps:

- Instead of clicking on the link, copy and paste the link into your browser.
- Ensure that you are using a recommended internet browser. (See “Technical specifications for video and audio on [LACourtConnect](#),” page 96.)
- If the issue continues, you may switch to the **Backup Audio** as described above for troubleshooting audio during your video appearance.

Continued on next page

Connecting to the hearing, Continued

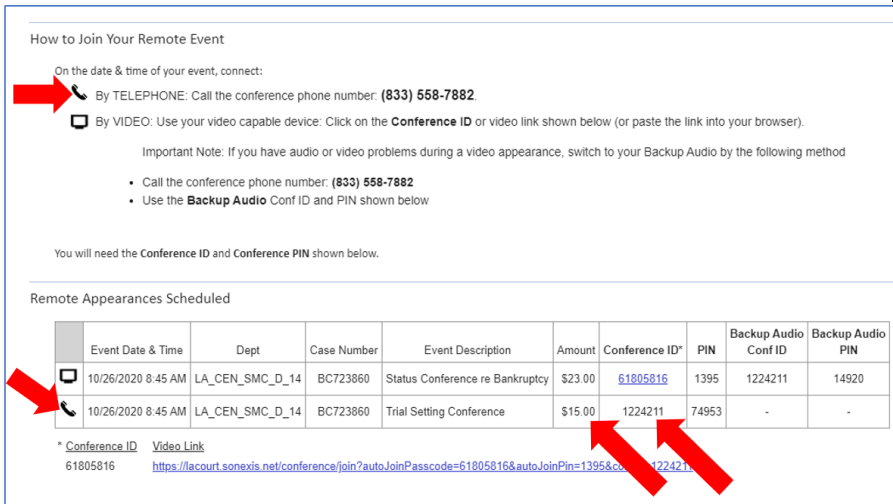
Troubleshooting for a video appearance, continued

If the issue continues even then, call the Service Desk at (213) 830-0400 during normal court business hours. You will need to provide:

- Case number
- Hearing date and time
- Court location and department

Connecting for an audio appearance

To connect for an audio appearance, do the following:

Step	Action
1	Retrieve either the confirmation email or the reminder email for the hearing you're about to enter.
2	<div>Dial the phone number listed in the email. </div>
3	Do as directed when the automated voice says, "Sonexis Conference Manager. Please enter the Conference ID, followed by the pound [#] key."

Continued on next page

Connecting to the hearing, Continued

Connecting for
an audio
appearance,
continued

Step	Action
4	<p>Do as directed when the automated voice says, "Please enter your PIN, followed by the pound key."</p> <p>Result: The automated voice says, "This conference is in session. Joining the conference." For as much as 15 minutes after this, you will likely either</p> <ul style="list-style-type: none">• Hear nothing at all (because all participants in your case are on hold), <i>or</i>• (More likely) Hear what's going on in the courtroom but not be able to make yourself heard (because all participants in your case are muted). <p>See "Functions the conference host controls," page 76.</p>

Participating after you're connected

Listen for the calendar call

Pay attention while you're waiting. When the courtroom activity you've been listening to ends, the judicial assistant will "call" your case. Listen for the name of the case (*Litigant's name vs. Respondent's name*) and the case number (found in the confirmation and reminder emails).

At that point, the judicial assistant will unmute the participants for the case. **Attorneys** who are representing more than one party should inform the court of that once they're unmuted.

Use the LACourtConnect functions available to you

Click on the icons at the top toolbar to use them as needed. See "Functions and icons the user can control," page [72](#).

Also see "Functions the conference host controls," page [76](#), so you'll understand what's happening that's not within your control.

Speak when prompted

The flow of the proceeding is the same as it would be if all participants were in the courtroom.

Litigants, listen for cues from your attorney (if you have one), the judicial officer, and the judicial assistant. Unless one of them has prompted you to speak, it's not your turn.

Do not record!

Photographing, recording, or broadcasting your hearing is prohibited by CRC 1.150 and local rules of court.

If you accidentally get disconnected

Reconnect using the same instructions you used to connect to the hearing at its start: "Connecting to the hearing," page [66](#).

Continued on next page

Participating after you're connected, Continued

When the hearing ends

At the end of the hearing, the conference host (judicial assistant or judicial officer) will disconnect all participants, **except if** there's another hearing on the same case at the same calendar time. (This multiple hearings / same case exception is true even though each of the hearings on the case has a different PIN on the confirmation email. The distinct PINs are provided so the participant is able to connect later if the hearings get separated in time via cancellation or rescheduling.)

If you have a hearing on a *different* case in the same session, you must reconnect using the emailed information for connecting to that case.

Functions and icons the user can control

Access to functions

Video participants will see several LACourtConnect functions represented by icons across the top of the video window.

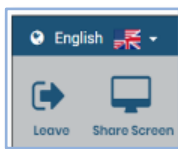


Audio participants have fewer functions available to control, and only one that can be controlled through LACourtConnect. You can control the two functions listed in brackets by using your phone's built-in controls.

Note: What you see on screen after clicking an icon differs, in some cases, from what you'll see if the conference host activates the same function. See "Functions the conference host controls," page 76. You can't use your onscreen controls to override the conference host's controls.

Definitions of the icons and associated user functions follow. In a video appearance, click the icon to activate the function. For functions available in audio, an alternative way to activate it is given.

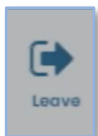
Interface language selection



Click and select Spanish to change to language in which the icons and messages on screen appear. (The Alert Operator icon described below remains in English.)

Note: This drop-down selection has no effect on the spoken content of the hearing or any written material that might be presented during the hearing. To use a Spanish- or other-language interpreter, see "Interpreters," page 29.

Leave



Disconnect from the hearing.

To activate in audio: Hang up.

Continued on next page

Functions and icons the user can control, Continued

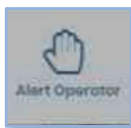
Share Screen



This function will be made available at the judicial officer's discretion. It allows you to display an open file on your computer to all courtroom and video participants.

Note for audio appearances: If a video participant shares screen content, an audio participant will be unable to view it.

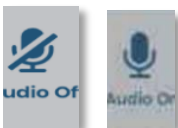
Alert Operator (also called Raise Hand)



Requests attention from the conference host. To lower your hand, click the Alert Operator icon again.

To activate in an audio appearance: Dial *3 on telephone keypad. To lower your hand, dial *3 again.

Audio Off/On



Blocks and unblocks your microphone input; you can still be seen. (This icon won't change from the Audio On image if the operator mutes you.)

To activate in an audio appearance: Press telephone's mute button.

Continued on next page

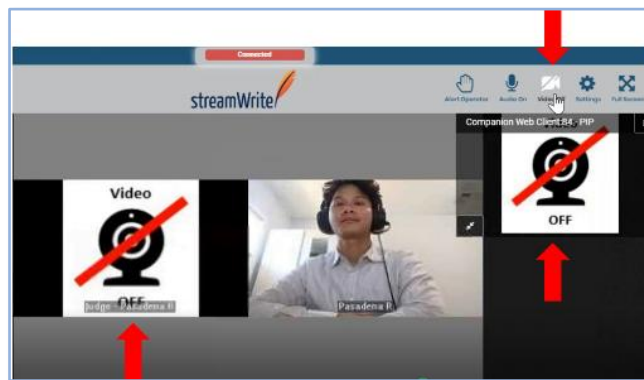
Functions and icons the user can control, Continued

Video Off/On

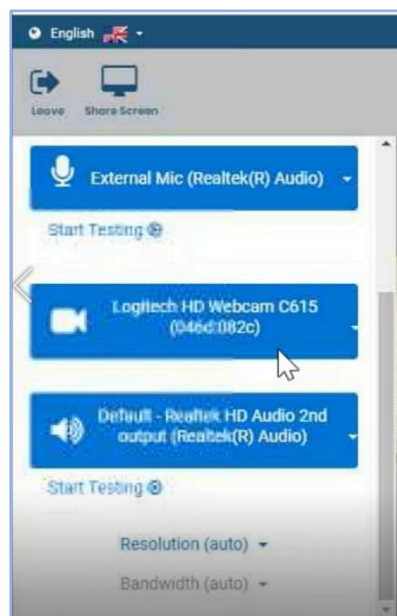


Blocks and unblocks webcam input; you can still be heard. If you turn off your own video, the camera-style Video On icon in the top control row changes to Video Off. (In contrast, it will persist in showing as On if the operator turns off your video.)

At the same time, a Video Off symbol based on a round webcam appears in the pop-out window where your face had been seen. In the screenshot below, a second user, the one on the left, has also turned off his video.



Settings



Opens a panel at the left side of the screen. Here you can test the components of your LACourtConnect configuration and check that you have the correct microphone and webcam assigned (if there's more than one of either on your system).

Continued on next page

Functions and icons the user can control, Continued

Full Screen	Expands the LACourtConnect video window to fill your whole screen.
--------------------	--

Functions the conference host controls

The conference host controls most functions

Most control of the hearing is in the hands of the conference host (the judicial assistant, the judicial officer, or the two of them co-hosting). The conference host uses a computer-based console called the Conference Manager to manage the start and ending of the hearing and, to some extent, the flow of the hearing.

Here's an example of the Conference Manager. The image below shows five participants (including the judicial officer) in a single hearing. The green highlight indicates who's speaking at the moment.



A list follows of the four individual Conference Manager controls seen above.

Continued on next page

Functions the conference host controls, Continued

Display

For video appearances, the conference host anchors the judicial officer in the top left corner display box, and the courtroom in the adjacent display box. These boxes are not changeable by the participant. These do not move and always display, regardless of who speaks. The participant who's speaking at the moment will appear in the next display box.



The screenshot above shows five participants (including the judicial officer) in a single hearing. The participant in the bottom left corner is speaking.

Continued on next page

Functions the conference host controls, Continued

Private

To allow a set of participants to speak privately, the conference host can assign them to a virtual private room. When that happens, you'll see only the participants who are in the private room with you.



Notes:

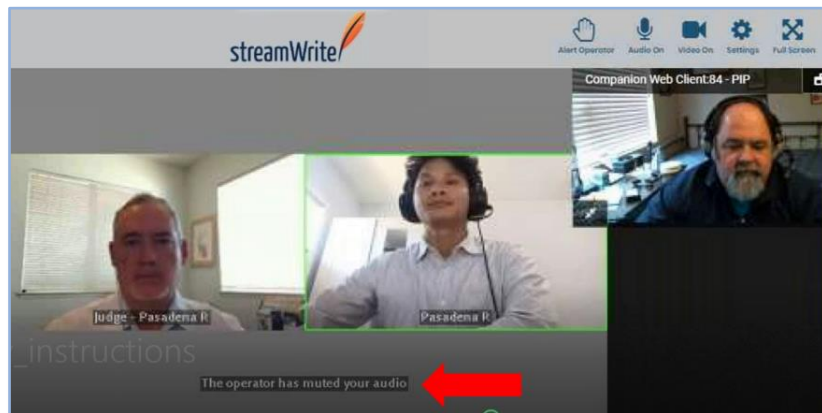
1. See "Consult with each other about how to communicate," page [94](#), for an important limitation on private conversations.
2. When you're ready to return to the main hearing, raise your hand (that is, press the Alert Operator icon [video] or press *3 on your keypad [audio]).
3. Court-provided interpreters cannot interpret private conversations. See "Interpreters," page [29](#).

Continued on next page

Functions the conference host controls, Continued

Mute

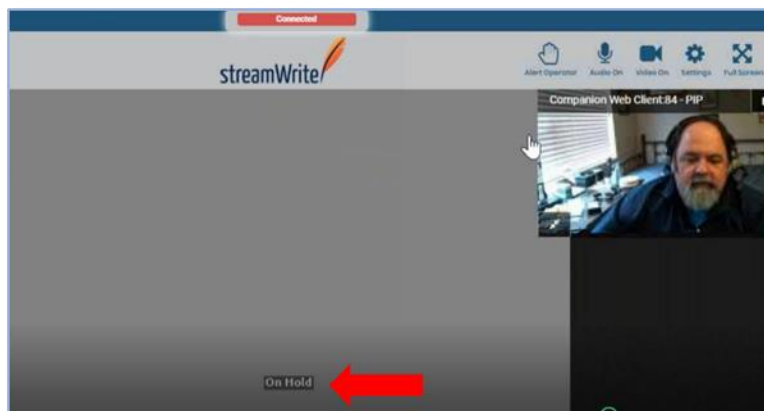
Blocks the microphone input of a selected participant or all participants. “The operator has muted your audio” appears at the bottom.



Hold

Puts a selected participant or all participants on hold so they can't see, hear, be seen, or be heard. (An instance of Hold All might be when a judicial officer needs to speak to a court employee about a case.) The message “On Hold” appears at the bottom of the video window.

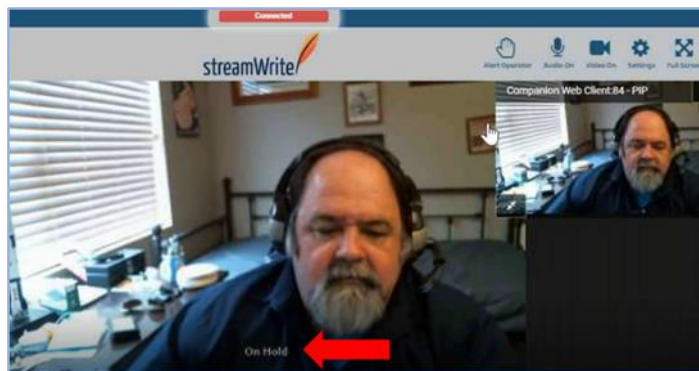
On other participants' screens, the video pane you occupy will be gray:



Continued on next page

Functions the conference host controls, Continued

Hold, continued What *you* will see is a transition moment of gray, as above, and then your own video image reflected back at you:



Disconnect Ends the video or audio connection of a selected participant or all participants.

Additional Context

Overview

Introduction

Here you'll find information that will help you understand court procedures to the extent that they relate to LACourtConnect remote appearance technology.

Contents

Topic	See Page
Court terminology in relation to remote appearances	82
Hearings and mandatory settlement conferences	83

Court terminology in relation to remote appearances

Personnel and processes

These are the terms you're most likely to hear in relation to appearing remotely:

Person or process	Function
Judicial assistant (JA)	Courtroom clerk. Among other responsibilities, conducts the calendar call and operates the Conference Manager (definitions below).
Judicial officer (JO)	A judge or other presiding official of the court. Addressed as Your Honor.
Calendar call	The announcement made by the JA that a specific hearing is about to begin, so that the case's parties and their attorneys turn their full attention to the courtroom.
Courtroom assistant (CA)	The staff person working with a JO who handles only mandatory settlement conferences. The CA helps set up Conference Manager (defined below), but doesn't stay during the conference. CAs might also work along with JAs in courtrooms with heavy calendars.
Conference host	The person who controls Conference Manager (defined below). In a courtroom, this is the JA, and the JO might choose to co-host. In a mandatory settlement conference, the JO is the conference host.
Conference Manager	The software console that coordinates the remote appearances during a hearing
Session	The period during which hearings are held.

Hearings and mandatory settlement conferences

How they differ This user guide consistently uses the word hearing. But all of its instructions also apply if your appearance is for a mandatory settlement conference (MSC). Here's how the two types of events differ:

Hearing	Mandatory settlement conference (MSC)
The physical setting is a courtroom.	The physical setting is often a conference room.
A judicial assistant is present throughout.	A courtroom assistant sets up the Conference Manager console, but then leaves.
Parties and their attorneys argue their case and related matters, and the judge makes a decision.	Parties and their attorneys negotiate in various groupings, and the judicial officer facilitates the process.
Most of the activity occurs in open court. Private rooms are used only on occasion.	Private rooms are used for a large portion of the conference.

Tips for a Successful Remote Appearance

Overview

Introduction This chapter offers some best practices for appearing remotely.

Contents

Topic	See Page
Components of an adequate setup	85
Setting and etiquette	92
Preparations in the days before	94
Preparations on the day of the hearing	95
Technical specifications for video and audio on LACourtConnect	96

Components of an adequate setup

Concise specs For a concise list of hardware and connection requirements, see “Technical specifications for video and audio on [LACourtConnect](#)” (page 96).

Options for audio appearance For an audio appearance, use either **your usual calling device** or a **calling application on your computer**. Dial the number provided in your confirmation email to connect with the hearing.

Your control over the experience will be limited. Using the keypad, you can mute your input, end the call, or dial *3 to use the only LACourtConnect command available in an audio appearance. (See “Alert Operator (also called Raise Hand),” page 73.) Using a good-quality headset or earbuds can also improve your experience. These are mentioned below in “Hardware and browser for all computer-based appearances (video and audio),” page 86.

Internet connection Your internet connection is fundamental to **video appearances**, and the speed at which it transfers audio also affects **audio appearances that are conducted from a computer-based calling app**.

In a video appearance, a slow internet connection might cause the speech and actions to get out of sync or lag behind what’s happening physically.

This table lists the internet speeds you need:

Application	Direction	Minimum speed	Better
Video	Upload	1.5 Mbps	3.0+ Mbps
	Download	1.5 Mbps	2.5+ Mbps
Audio	Both	100 kbps	100+ kbps

Your internet speed may be slowed by a variety of factors, including traffic from web applications running on your computer or tablet and on others connected to your network. To test your internet speed, see the instructions at “Testing and replacing components,” page 89.

Continued on next page

Components of an adequate setup, Continued

Hardware and browser for all computer-based appearances (video and audio)

The minimum hardware configuration for video appearances consists of the items in the table that follows.

Part	Specification
Computer	Windows PC or Mac with: <ul style="list-style-type: none">• At least 2 GB of RAM• A quad-core processor• Operating system:<ul style="list-style-type: none">– Windows 8 or 10, <i>or</i>– macOS or OS X

Hardware and browser for all computer-based appearances (video and audio), continued

Part	Specification
Microphone	<p>Low-quality audio can disrupt and delay a hearing, which can be costly to you and other participants. An accessory microphone is recommended for a significantly better experience than a microphone built into your tablet or computer is likely to provide.</p> <p>Accessory microphones are of several types:</p> <ul style="list-style-type: none">• Integrated into a headset (Note: The mic might function only via Bluetooth, even if audio functions via Bluetooth or USB cable.)• Stand-alone (placed on a desktop stand; don't hold the mic by hand).• Integrated into a Bluetooth earpiece. <p>If investing in a stand-alone microphone, prefer one with a cardioid pickup pattern. An omnidirectional mic, by contrast, picks up noise from all directions instead of focusing on what it is pointed at.</p> <p>Also important is how you position the mic in relation to your mouth: closer is usually better, to prevent an</p>

	<p>echoey sound. But avoid placing the mic in direct line of your breath, which can cause “popped p’s” – a harsh burst at each hard consonant; a pop filter or foam windscreen can further help you avoid this popping.</p> <p>Check your computer or tablet’s sound settings to make sure the device you’re using is selected for the input.</p>
Speakers	<p>Speakers with a wired connection (an audio or USB cable) is likely to give you significantly better sound than wireless or built-in speakers.</p> <p>Accessory speakers may be</p> <ul style="list-style-type: none"> • Integrated into a headset or Bluetooth earpiece. • Stand-alone. <p>Check your computer or tablet’s sound settings to make sure the device you’re using is selected for the output, to avoid feedback.</p>
Browser	<p>To date, the court’s testing indicates that the best experience occurs with good-quality hardware in combination with the Chrome browser.</p>

Continued on next page

Components of an adequate setup, Continued

Hardware specific to video appearances

Seeing and being seen also benefit from good-quality hardware.

Part	Specification
Webcam	<p>A USB-connected camera with at least 720p resolution is recommended and is likely to provide a significantly better experience than with a webcam built into your computer or tablet.</p> <p>During the hearing, there might not be much space in the video pane LACourtConnect assigns you. So, position the webcam such that your face is fully visible near the top of the picture. Use the camera application on your computer or tablet to check just before you connect to the hearing.</p>
Display	<p>If possible, choose a monitor or laptop/tablet screen large and clear enough for you to be comfortable watching the number of people who will be on screen. Conducting your video appearance on a smartphone is not recommended.</p> <p>Note: If you're using a touchscreen display, a stylus pen can help you make selections more precisely.</p>

Continued on next page

Components of an adequate setup, Continued

Testing and replacing components for video and computer-based audio

You can test each of the components of a computer-based appearance. There are three kinds of tests easily available, to be done at three different stages, and it's a good idea to do them all.

When ...	Then ...
Days before the hearing, if possible (far enough ahead of the hearing that you can replace or add a component, if necessary)	Use two online test utilities to check your Internet connection speed and your hardware components. Instructions for these tests appear in the two tables that follow.
Days before the day of the hearing, if possible	Do a test run with your setup by conferencing with a friend or colleague via one of the commercially available sites such as Skype, Zoom, or WebEx.
In the 15 minutes between when you connect to the courtroom and when the hearing starts	(Video only) Test within the LACourtConnect video screen. See "Settings," page 74 .

Testing your Internet connection

You can use the following method to test your internet connection. You should have a minimum of 1.5M Mbps download and 1.5Mbps upload.

More bandwidth is better!

Step	Action
1	Go to Google.com.
2	Search for internet speed test.
3	Tap or click Run Speed Test .



Continued on next page

Components of an adequate setup, Continued

Testing and replacing components for video and computer-based audio, continued

Testing your hardware components

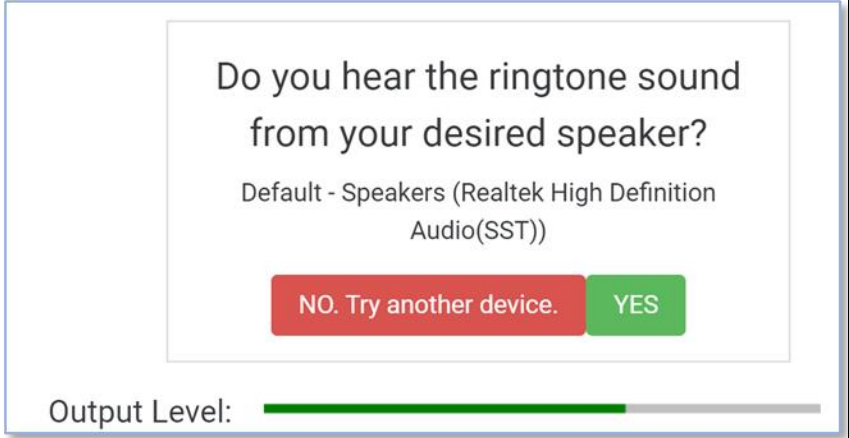

Use LACourtConnect's own Meeting Readiness Test utility to test your hardware, as follows:

Step	Action
1	<p>Go to the Meeting Readiness Test at https://lacourtvideo.sonexis.net/helper.</p> <p>Then do Steps 2 through 4 for each component, as directed on-screen.</p>
2	<p>Begin by clicking the button:</p>  <p>Result: A new screen appears with a title containing the words "Capability Testing."</p> <p>Note: The first test is of the webcam. If you'll be making an audio appearance, you'll need to click "Yes" at Step 4 to get to the audio tests, even if you don't even have a webcam.</p>
3	<p>While the test runs, you'll see this next button. Click it only if you want to stop the test.</p>  <p>Note: The "Testing..." button may persist even after the test results appear.</p>

Continued on next page

Components of an adequate setup, Continued

Testing and replacing components for video and computer-based audio, continued

Step	Action						
4	<p>The test returns a result and asks you to indicate whether the result is what you expect. For example:</p>  <p>Output Level: </p> <table><tr><th>If ...</th><th>Then ...</th></tr><tr><td>No, the tested component didn't work as desired</td><td>Change your settings to try a replacement (a different audio output, microphone, or webcam, depending on the item tested), then click the red NO button.</td></tr><tr><td>Yes, the component worked as desired</td><td>Click Yes.</td></tr></table> <p>Notes: The utility's response to the Yes and No buttons differs depending on the test just run. If a test fails three times, you can't proceed and might need to refresh the screen to try a fourth device.</p>	If ...	Then ...	No, the tested component didn't work as desired	Change your settings to try a replacement (a different audio output, microphone, or webcam, depending on the item tested), then click the red NO button.	Yes, the component worked as desired	Click Yes.
If ...	Then ...						
No, the tested component didn't work as desired	Change your settings to try a replacement (a different audio output, microphone, or webcam, depending on the item tested), then click the red NO button.						
Yes, the component worked as desired	Click Yes.						

If you need to replace or add a component, you can get help with the selection online. Use a search term such as "10 best headsets of 2020."

Setting and etiquette

Suitable physical surroundings

Be conscious of the location you choose to connect from. Adjusting it ahead of time will help you be understood by other participants.

Noise – Take time to notice and minimize noise you might be used to – for example, from traffic outside. (Conducting your remote appearance from a moving car is discouraged.) A microphone isolation screen or “portable sound booth” can dampen the echoey effect of a room’s acoustics and – to a limited extent – noise from items such as your computer’s internal fan. Thick fabric wall hangings, such as quilts, can also improve acoustics.

Lighting – Facial expressions and body language are an enormous part of communication. Check how well your face is lit onscreen.

- Avoid having a strong light (including from a window) in front of you or from your side. It will hide parts of your face in shadow.
- Avoid too-strong a light in front of you that makes your features less clear to the viewer.

Background: uncluttered but distinct – Keeping a simple background makes it easier for other participants to focus on you and what you have to say. At the same time, having something one distinctive thing behind or on you can help others keep track of who you are in hearings that have lots of participants on screen. In this setting, framed law degrees will *not* distinguish you, but one of the following could:

- A piece of artwork (large painting, tall statue, wall hanging).
- A non-neutral wall color.
- A vase of flowers.
- A colored shirt or brightly colored tie or scarf.

Note: LACourtConnect does not support virtual backgrounds or background blurring.

Continued on next page

Setting and etiquette, Continued

Etiquette

Minimize distractions – In an office chair, avoid swiveling and rolling. Avoid fidgeting. As in any meeting, silence your phone.

Speak to be understood – Some hearing participants might have challenges you aren't aware of, such as a hearing impairment or a physical impairment that slows their online interactions. You can improve how well they and everyone else in the hearing understands you:

- Say your words clearly.
- Slow down your speech if you tend to talk fast.
- Speak in a low register (high-pitched voices can be difficult for some people to understand).
- Don't block your mouth with your hands, papers, or other items.
- If you are appearing in one location with other people around a conference speakerphone, be especially aware of how your distance from it will affect how well participants elsewhere will hear you. (See the Microphone section of "Hardware and browser for all computer-based appearances," page [86](#).)

Look into the camera – When you speak, look into your webcam instead of at the screen. This will give you the equivalent of eye contact with your audience.

Preparations in the days before

Check your technology and environment

Review the earlier parts of this section, “Tips for a Successful Remote Appearance,” page [84](#). It includes both descriptive recommendations and technical specifications. Test your setup again as noted in “Testing and replacing components,” page [89](#).

Request an interpreter, if needed

If a litigant or associated person will need an interpreter, arrange to have one in the courtroom. See “Interpreters,” page [29](#).

Get questions answered

Reread the procedures in this “Appearing Remotely” chapter and fill in any gaps in your understanding by

- Checking the Help Center section of the LACourtConnect Welcome page for more resources, such as videos showing how to use the site and the remote appearance technology.
 - Consulting with your attorney, if you’re a litigant and represented by one.
 - Asking your question of the LACourtConnect Service Desk ([213] 830-0400 during normal Court business hours).
-

Consult with each other about how to communicate

If a need to speak privately occurs during the hearing, the conference host can put you into a private room temporarily. However, participants with a video connection and those with an audio connection can’t speak to each other directly. So you’ll need to arrange a way to communicate that’s outside of the LACourtConnect connection (for example, by calling on a different phone).

Note: A court-provided interpreter cannot interpret for private conversations. See “Interpreters,” page [29](#).

Preparations on the day of the hearing

Attorneys: Contact the judicial assistant

If you want to request either priority or second call, contact the appropriate judicial assistant ahead of the hearing's start time.

Be ready to connect 15 minutes ahead

You should connect with the court 15 minutes ahead of the scheduled time for your hearing. Be ready by

- Having your LACourtConnect emails at hand;
- Being dressed appropriately for court;
- Testing your equipment;
- Having your physical environment arranged (appropriate lighting and noise blocking);
- Activating any hearing devices you want to use (headphones, assistive technology); and
- Positioning your webcam so that your head reaches the top of the video frame and your face is both fully displayed and the most prominent content. (Keep in mind that a row of text containing the case number and your name will obscure part of your image.)

Note: If you're making a video appearance, the microphone you use must be the one that's either integrated into or connected to your video application. You can't use your phone to speak in the hearing unless you're using a video application on your phone (which is not recommended).

Technical specifications for video and audio on



Browser

Recommended: Google Chrome 65 or later (for best audio quality), and Mozilla Firefox 52 or later, on both Windows and Apple devices.

Okay for scheduling but not video: Microsoft Edge 83 and Apple Safari 12.2.

Do not use: Internet Explorer.

Internet connection for video or audio conferencing

Application	Direction	Minimum speed	Better
Video	Upload	1.5 Mbps	3.0+ Mbps
	Download	1.5 Mbps	2.5+ Mbps
Audio	Both	100 kbps	100+ kbps

Important: Minimum speeds might not be sufficient. See “Tips for a Successful Remote Appearance,” page [84](#).

Hardware for video

Part	Specification
Computer or tablet	<ul style="list-style-type: none">• At least 2 GB of RAM• A quad-core processor• Operating system:<ul style="list-style-type: none">– Windows 8 or 10, <i>or</i>– macOS or OS X.
Display	Integrated or add-on. No screen size minimum. For touchscreen devices: Optional stylus pen.
Webcam	Accessory preferred to built-in. A USB-connected camera with at least 720p resolution is recommended.
Microphone	Accessory preferred to built-in. For stand-alone or headset mic: Optional windscreen or pop filter.
Speakers	Accessory (preferred) or built in.

For audio

Either a handheld calling device or a calling application on computer.

Continued on next page

Technical specifications for video and audio on, Continued

URLs	LACourtConnect	www.lacourt.org/lacc (for schedule management only; connect to hearing only via emailed info)
	Attorney Portal	my.lacourt.org/attorney (designed for attorneys only)
