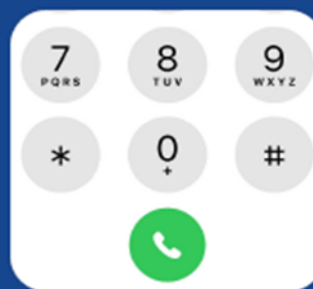


Connecticut Guide to Remote Hearings

For Attorneys and Self-Represented Parties



January 17, 2024

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Welcome by the Chief Court Administrator

Confronted with the worldwide COVID-19 pandemic in 2020, the Judicial Branch moved swiftly to implement a remote hearing platform so that it could continue providing access to justice. Today, the remote hearings that started as a response to COVID-19 are an important and permanent part of court operations and the judicial process.

Clearly, certain matters do not easily lend themselves to remote proceedings, such as jury trials and complex courtside trials. However, there is no reason why, under the right circumstances, matters such as short hearings, courtside trials, pretrials, status conferences, trial management conferences and scheduling hearings cannot occur remotely, saving time and perhaps money as well. Such flexibility provides lawyers and litigants with more options to meet their needs, while also enhancing efficiency.

The Connecticut Guide to Remote Hearings is an invaluable resource for attorneys and self-represented parties. The guide covers many areas, including getting started, preparing for a hearing and virtual courtroom etiquette and protocol. We hope that you will find it useful as your case progresses.

Hon. Elizabeth A. Bozzuto
Chief Court Administrator

Purpose and Overview

The purpose of this guidebook is to assist anyone who is preparing to participate in a remote court event. This includes counsel, self-represented parties, and other necessary participants, such as witnesses.

The Remote Justice Courtroom will permit the court to hold on-the-record remote proceedings by videoconference, using the *Microsoft Teams* platform. As more individuals have access to modern personal computers and handheld devices, this will provide many benefits to the participants, such as reducing cost, saving time (e.g., travel), and decreasing delay.

In order to ensure effective participation in remote court events, this guide includes “best practices” (or “tips”) for participants. While participants are encouraged to follow and/or implement these practices, they may not be appropriate or practicable in every situation, depending on the complexity of the case and the technological capacities of the participants. The court may use its discretion to determine how best to proceed with each remote event.

This guide contains the following helpful features:

Bookmarks

Bookmarks have been included on the left-hand side of the document for navigational purposes. The bookmarks are both expandable and collapsible, are clickable, and list all of the guide’s sections.

Hyperlinked Table of Contents

The entries in the “Table of Contents” are linked to the main text of the guide.

References to Quick Cards and Videos

References and links to quick cards and videos are provided throughout the guide and are accompanied by a notepad icon. *NOTE: To return to the previously viewed page after clicking on a link, please select Alt + Left Arrow.*



Cross-references and Hyperlinks to Appendix and Internet Sources

The guide contains cross-references to other relevant parts of the guide, links to the Appendix, and links to certain electronic sources, e.g., information on the Connecticut Judicial Branch website. These cross-references and links are provided in **BLUE** font and are clickable. *NOTE: To return to the previously viewed page after clicking on an internal link, please select Alt + Left Arrow.*

The best practices and tips are current as of the time of this guide’s publication. The Judicial Branch will review and update the guide periodically to ensure it reflects new developments and processes. Additional resources are available to participants and continue to be posted on the Judicial Branch [website](#). Please refer to the website for latest information and resources.

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation in accordance with the ADA, contact a court clerk or an ADA contact person listed at <https://www.jud.ct.gov/ADA/>.

Remote Events: Getting Started

Remote court events in Connecticut will be conducted via the *Microsoft Teams* platform.¹ *Microsoft Teams* is a collaborative meeting app with video, audio, and screen sharing features. In order to participate, you will need the following:

- A computer (laptop or desktop), tablet, or smart phone (iOS or Android);
- Secure and dependable internet service; *and*
- *Microsoft Teams* installed on your device or the *Microsoft Teams* Web App.



If you do not have a phone or device to videoconference or access to the internet, let the court know as soon as possible. The court may be able to help you find a way to participate, or your remote event may be postponed until everyone can participate. Some courts have space in the courthouse with technology to allow you to participate in your remote court proceeding. These rooms, known as “Remote Rooms,” may be available to you. Contact the court to find out.

I. Downloading *Microsoft Teams*

You may download *Microsoft Teams* free of charge. For a computer, you may download the App from the [Microsoft Teams website](#). If you prefer to access *Teams* with a smartphone or tablet, you may download the App through the App Store for iOS and the Google Play Store for Android. You may also download the App from the [Judicial Branch Remote Justice](#) webpage.

Make sure there are no restrictions, e.g., firewall or security settings, on your device preventing the use and launch of *Microsoft Teams*.

II. Technical Requirements

In order to use the *Microsoft Teams* desktop app and the *Teams* Web app, certain hardware requirements must be met. You may find a list of all hardware requirements on the [Microsoft Teams website](#).

When using *Microsoft Teams* on your computer, please use a web browser other than Internet Explorer due to possible compatibility issues. The Judicial Branch recommends using the Google Chrome browser. For more information on the compatibility of other web browsers, see the [Microsoft Teams website](#).

¹ Remote court events can be conducted “on the record” or “off the record.” (The record is an audio recording of the court proceeding, which can be used to create a transcript or audio file, if required at a later date.) “Off the record” matters, such as status conferences and pre-trials, use a *Microsoft Teams* meeting. “On the record” remote events use the “Remote Justice Courtroom,” which also utilizes *Microsoft Teams*. The means for joining “on the record” or “off the record” events are essentially the same, e.g., an e-mail invitation to join a *Microsoft Teams* meeting. The court will determine which type of event your matter requires and will send an electronic invitation to the e-mail address you provide to the court, when requested.

III. Testing the Technology

After downloading *Microsoft Teams*, it is important that you test your technology before participating in a virtual courtroom proceeding, as technology does not always cooperate and run smoothly. All participants should test and prepare their computer, screen, microphone, camera, and cellphone ahead of time to ensure that they are functioning properly. All devices should be fully charged or plugged in.

Participants should test their internet connection at least once from the location at which they plan to participate in the remote event in order to ensure that they have a strong enough connection. If possible, participants should use a hard-wired internet connection instead of Wi-Fi. If using Wi-Fi, participants should find a location as close as possible to the router or modem. Participants should avoid using public Wi-Fi because connection speeds are slow and security is unknown. If participants are sharing an internet connection with others in their household, the connection may be improved if they are the only ones using the internet during the proceeding. Participants may need to turn off the Wi-Fi connection on other devices in their household. Do not use other audio and video streaming unrelated to the proceeding. Most mobile phones have a tethering option (linking of a computer to a smartphone to connect to the internet) that can be used, but additional data rates may apply. (Note, however, that tethering could also result in a slow connection and should be tested prior to the remote event). A Wi-Fi dongle (a device that allows internet access) can also be used.

IV. Planning Effective Participation

Testing your technology is one way of ensuring effective participation in the remote event. However, there are several additional considerations to keep in mind. It is recommended that you begin thinking of these *even before your remote event is scheduled* so that you have ample time to set up, make arrangements, and obtain proper equipment, if necessary. These include:

- **Minimizing background noise and distractions.** You are expected to have a quiet location with minimal background distractions. Ensure that there is no television, radio, or music playing in the background, and that there are no conversations taking place in adjoining rooms that may be overheard during the proceeding. Also ensure that there will be no interruptions or distractions, such as children or pets.
- **Using an appropriate background.** Find a place that has a blank or solid color wall. Avoid using a virtual background as it may affect the quality of your video. If you decide to use a virtual background, choose a professional one. You may also blur your background.
- **Ensuring adequate lighting and visual.** Improve your lighting by using natural light in front of the computer or to the side of the computer, or overhead lighting to add light beside the computer. Avoid sitting in front of a window and having natural light directly behind you, as it may affect your camera's ability to provide a proper image of you to other participants. Be familiar with how to dim the screen brightness on your computer screen. Extremely bright screens can affect the way you are shown and can cause reflections in eyeglasses.
- **Proper positioning of your device.** If using a laptop, position your camera by setting the laptop on a few books or a box so other participants may see you at eye level. Others should see your head, shoulders, and the top half of your torso. If using a tablet or smartphone, mount your device on a stable surface so that you may be viewed in a stationary position.

- **Using a headset with a microphone.** If you do not have one, try using one from your smartphone with a built-in microphone and mute button, which may reduce echo and provide the clearest sound quality.
- **Avoid using speakerphone.** This may decrease audio quality and pick up more background noise.
- **Using a landline.** If you plan to participate telephonically with a conference ID, use a land line where possible. See option three in [*Section II. Joining the Microsoft Teams Meeting.*](#)
- **Ensuring simultaneous access to documents.** You should ensure that you have the ability to be connected to the video and audio stream of the remote event and to view documents needed during the proceeding. You may choose to use two screens: one screen to view and participate in the remote event, and a second screen to view documents. Another option is to use a second device (computer or tablet) to view documents.
- **Identifying the technology support contact.** Identify who will be the support contact within your organization in the event something goes wrong before or during the proceeding. Create a contingency plan if the laptop malfunctions, such as using a smart phone or tablet, or dialing in via a conference ID.
- **Giving yourself enough time.** Provide yourself with more time than you believe the remote event will take. You, other participants, and the court may run into technical difficulties during your proceeding, which may take time to address and correct. Moreover, if there are other proceedings scheduled before yours, they may also run into technical issues, which may delay the start of your remote event. See also [*Section V.B. Arriving Early and Waiting for the Remote Event to Begin.*](#)



For additional resources, see Connecticut Judicial Branch’s “[Top Ten Virtual Conference Tech Tips](#)” (Appendix A) and “[Quick Reference Guide for Remote Court Proceedings.](#)”

Participating in a Remote Court Event



Microsoft releases updates to the Microsoft Teams software on an ongoing basis. Participants are encouraged to refer to the [Microsoft Teams website](#) and the [Microsoft Teams blog](#) for the most recent announcements and up-to-date information on using Microsoft Teams and its features.

I. Microsoft Teams Invitation

Remote Court Events will be conducted via *Microsoft Teams*. When an event is scheduled, court staff will send you an e-mail invitation to join a *Microsoft Teams* meeting. You will either receive an email invitation with an access code *or* a Teams meeting link.

In order to receive this e-mail invitation, you must respond to the notice you receive from the court that asks for your e-mail address and phone number. If you do not have an e-mail address, you may obtain one for free from websites such as Google, Apple iCloud, etc.

Please check your e-mail regularly. Information about your case (date and time of the remote event, rescheduling, and cancellations) may be sent at any time and may require a prompt response. (If an expected e-mail invitation is not in your Inbox, check your Junk E-mail folder.)



Please pay particular attention to the intended recipients of the Microsoft Teams meeting invitation. The court will provide information only to the parties who are required to attend. Counsel and self-represented parties should ensure the information is forwarded to witnesses who will be testifying at the remote event. Remote event information should not be forwarded to any other nonparticipating individuals.

A. Invitations with an Access Code

The invitation will contain an access code that you will enter at <https://jud.ct.gov/join> to join the court event at the scheduled date and time.

B. Invitations with a Teams Meeting Link

The invitation will contain a link to enable you to join the court event. Click on: “Click here to join the meeting.”

II. Joining the Microsoft Teams Meeting

You have four options as to how you would like to participate:

1. Join the Microsoft Teams meeting using the Access Code on the Remote Justice website;
2. Join the *Microsoft Teams* meeting using the **Teams App** installed on your computer or mobile device;
3. Join the *Microsoft Teams* meeting through your web browser with the **Teams Web App**; or

4. Join the *Microsoft Teams* meeting using a **telephone number** with **conference ID**.



For an overview on joining a *Microsoft Teams* meeting, see *Connecticut Judicial Branch's* quick cards, "[Joining a Virtual Event – Parties](#)" and "[Teams: Join a Scheduled Meeting for Judges and Attorneys and Parties from an Invitation](#)." (Appendix B). You may also view the video "[Welcome to Attending Teams Meeting or Virtual Proceeding](#)," available on the *Judicial Branch* website, and "[Join a Teams Meeting](#)," available on the *Microsoft* website.

In order to join using the first option:

1. In your invitation, click <https://www.jud.ct.gov/join> (on the day of the remote event),
2. Enter the access code,
3. Select "submit,"
4. Select "click here to join the meeting."

1 Visit <https://www.jud.ct.gov/join/> and enter your access code

2 XXXXXXXX Submit 3

Get Microsoft Teams App
(Download from Microsoft Website)

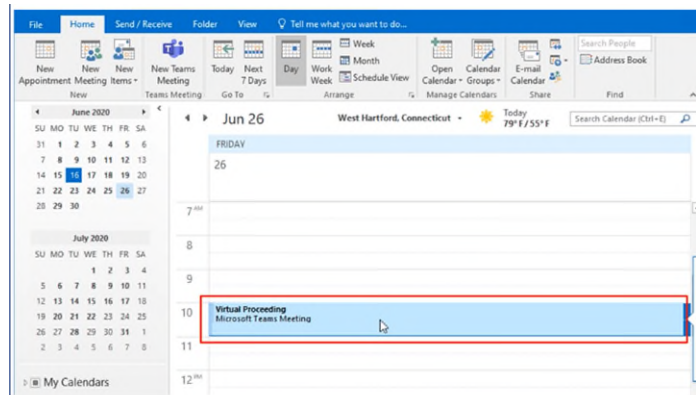
Microsoft Teams meeting

Join on your computer, mobile app, or room device

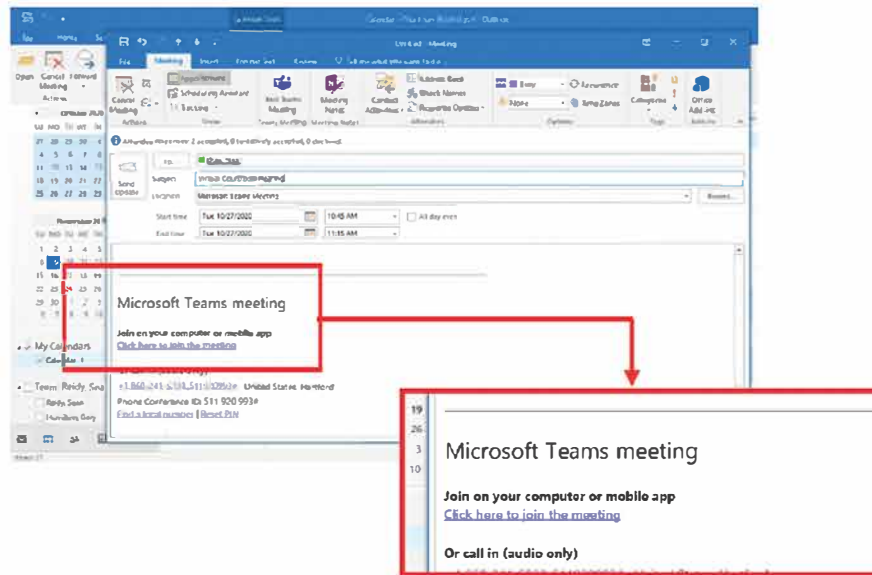
Click here to join the meeting 4

In order to join using the options two and three:

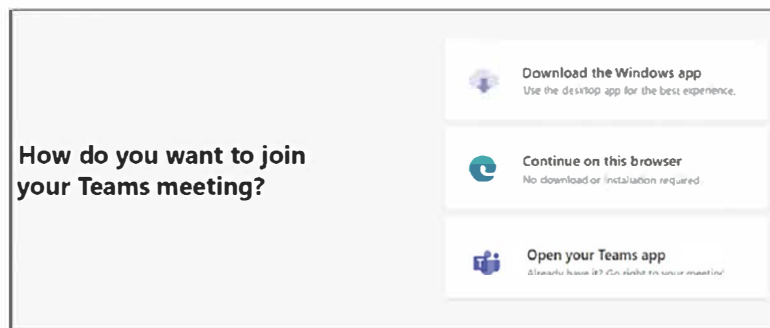
1. Open the *Teams* meeting invitation from your e-mail mailbox or Outlook calendar. (To open the invitation from your Outlook calendar, double click the meeting time slot on your calendar.)



2. Within the meeting details, locate and select "**Click here to join the meeting.**"



After you click “Click here to join the meeting,” a window will open with three options for how you can join the meeting.



If you have the **Teams App** installed on your computer or mobile device, *Microsoft Teams* will automatically open. If *Microsoft Teams* does not automatically open, select the third button, “**Open your Teams app.**” If you do not have the app, but want all the meeting functionality it provides, select the first button, “**Download the Windows app,**” to download the app compatible with your operating system. If you would like to join using your web browser, select the second button, “**Continue on this browser.**” Please see [Section III. Microsoft Teams Sign In and Settings](#) below for next steps.

In order to join using a telephone number and conference ID (recommended for participants who are having internet connection issues):

1. Open the *Teams* meeting invitation from your e-mail mailbox or Outlook calendar. (To open the invitation from your Outlook calendar, double click the meeting time slot on your calendar.)
2. Within the meeting details, locate and dial the telephone number.
3. Enter the conference ID when prompted.
4. Answer questions when prompted.

Or call in (audio only)

[+1 860-241-5230,511920993#](#) United States, Hartford
 Phone Conference ID: 511 920 993#
[Find a local number](#) | [Reset PIN](#)



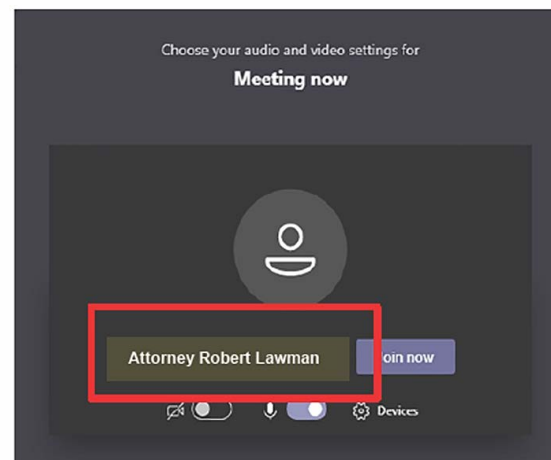
While joining via telephone is allowed, video participation is strongly preferred. Telephone participation should only be used as a last resort when there is no other reasonable means of video participation. Remote events can be conducted much more effectively when participants are able to see one another.

III. Microsoft Teams Sign In and Settings

A. Signing In

After selecting “Join Microsoft Teams Meeting” from the e-mail invitation, type your **Title** followed by your **First name** then your **Last name**.

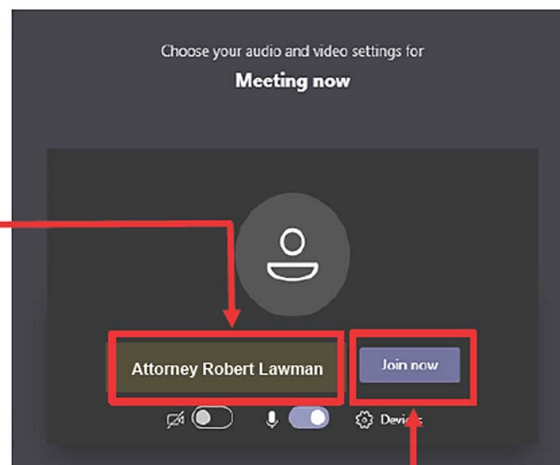
Example: Attorney Robert Lawman, Hon. Joseph Wapner



Next, choose your video/audio settings.

- To turn your camera off, slide the Camera button to the left. To turn your camera on, slide the Camera button to the right.
- To mute sound, slide the Mic button to the left. (Always mute the Mic when not talking.) To unmute sound, slide the Mic button to the right.

Note: A slash (/) over the camera or audio icon indicates that the setting is off, while no slash indicates the setting is on. The default setting may be camera off and mute.



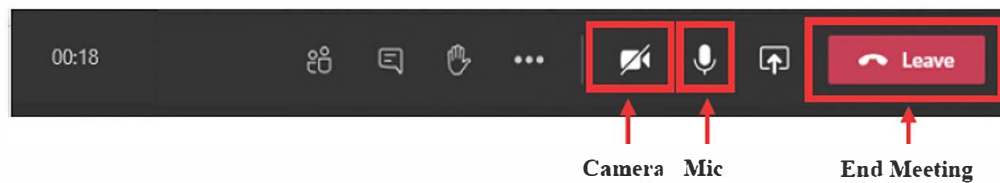
Select the “Join now” button to enter the meeting.



After selecting “Join now,” the remote event may not begin right away. Please be patient. For more information, see [Section V.B. Arriving Early and Waiting for the Remote Event to Begin](#).

B. Teams Toolbar

The *Microsoft Teams* toolbar consists of various features to use during a meeting. Depending on whether you are using the *Microsoft Teams* app or entering the remote event via a web browser, the location and order of the features on the toolbar may be different.² For some users, the toolbar will be located at the top of the screen when entering the meeting and will remain in that location throughout the meeting. For others, the toolbar will appear briefly when entering the meeting and will fade away after a set amount of time. To activate the toolbar, please move your mouse cursor anywhere on the screen.



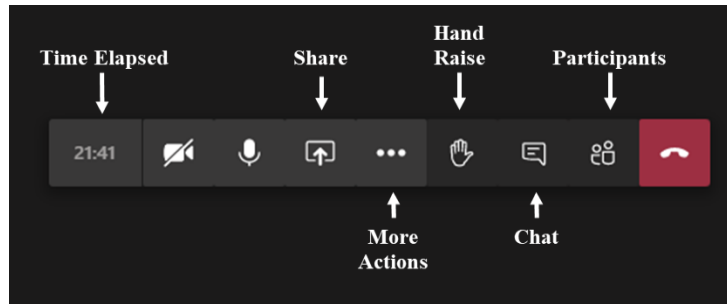
There are three main features used during a meeting:

- Camera;
- Mic; and
- Leave (to end the meeting).

Additional features include:

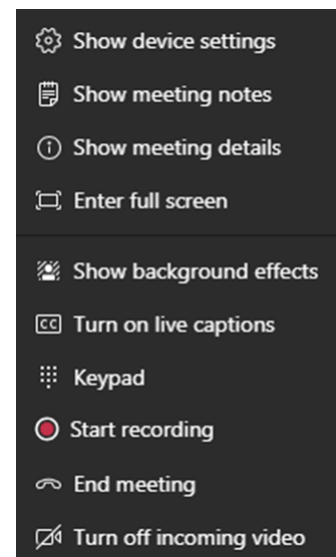
- **Time Elapsed.** Tracks the duration of the meeting.
- **Share.** Allows an individual to share his or her screen with other meeting participants.
- **Meeting Chat.** Displays participants’ meeting text chats.
- **Participants.** Shows a list of everyone who is currently in the meeting.
- **More Actions.** (See below.)

² See the [Microsoft Teams website](#) and the [Microsoft Teams blog](#) for the latest information regarding updates to *Microsoft Teams*.



“**More Actions**” includes:

- Show device settings: review/adjust your video source, audio source, etc.
- Show meeting notes: notes area where you can take notes to review later.
- Show meeting details: date/time of meeting, call a phone, copy link to join.
- Enter full screen: removes the tabs for chat, teams, and fills entire screen.
- Show background effects: allows you to change your background.
- Turn on live captions: allows you to activate closed captioning.
- Keypad: allows you to dial numbers for entering conference rooms.
- Start recording: allows you to start and stop recording of the meeting. See [Section V.E. Recording the Remote Event](#).
- Turn off incoming video: forces all participants to enter the meeting with video off.



Additional actions may be displayed and are determined by the method used to sign in to Teams, e.g., installed Teams App or web browser. These may include gallery mode and focus mode. See the [Microsoft Teams website](#) and the [Microsoft Teams blog](#) for the latest information.

IV. Preparing for the Remote Event

In addition to the information provided below, please review [Section III. Testing the Technology](#) and [Section IV. Planning Effective Participation](#).

A. Test Microsoft Teams

Before your remote event, you should test *Microsoft Teams* to ensure it is working properly and that you are familiar with its basic features, such as muting and unmuting your microphone. You can test *Teams* by

clicking the following link: “[Teams Hearing Test Meeting](#).” It is strongly recommended that you test *Teams* again on the day of your remote event and give yourself enough time between the testing and your proceeding in case you need to have any technical issues addressed.

For more information about the basic features of *Microsoft Teams*, please see the previous sections: [Section II. Joining the Microsoft Teams Meeting](#) and [Section III. Microsoft Teams Sign in and Settings](#).

B. Pre-Proceeding Consultation

Counsel and self-represented parties should consult with one another before each remote event and attempt to reach an agreement regarding how to conduct the proceeding. Consideration should also be given to:

- Whether parties can agree on entering into stipulations of fact;
- Narrowing the issues to be decided at the remote event;
- Exchanging all proposed exhibits expected to be introduced at the proceeding; and
- Stipulating as to the authenticity and admissibility of the exhibits.

C. Client’s Attendance at Remote Event

If a client wishes to attend a remote event, the client should download *Microsoft Teams* onto his or her device and be familiar with the technology and *Microsoft Teams* before the proceeding. The client should conduct a test run on his or her own with another person, e.g., a friend or family member, and then conduct a test run with counsel. If circumstances permit, counsel may arrange for the client to be present at the law office, or the location from which counsel will be joining, for the remote event.

Counsel must instruct and prepare their clients as to appropriate behavior and etiquette in a remote event. For more information, see [Section V. During the Remote Event](#).

D. Documents and Evidence/Exhibits³

1. General

All participants, including the court, should have copies of all documents and evidence in advance of the remote event. Practice Book § 23-68⁴ makes this a requirement for audiovisual proceedings in civil and family cases, as does Practice Book § 13-30⁵ for depositions. In the context of criminal proceedings where

³ “Exhibits” are generally documents, records, or other tangible objects introduced as evidence in court. For purposes of this guide, the terms “exhibit” and “evidence” may be used interchangeably.

⁴ Practice Book § 23-68 provides, in relevant part: “(d) Unless otherwise required by law or unless otherwise ordered by the judicial authority, prior to any proceeding in which a person appears by means of an interactive audiovisual device, copies of all documents which may be offered at the proceeding shall be provided to all counsel and self-represented parties in advance of the proceeding.”

⁵ Practice Book § 13-30 (g) provides, in relevant part: “(2) Any exhibits or other demonstrative evidence to be presented to the deponent by any party at the deposition shall be provided to the officer administering the oath and all other parties prior to the deposition.”

the defendant may appear by audiovisual means, Practice Book § 44-10A⁶ contains a similar requirement. These provisions should be followed.

Before the remote event, participants should familiarize themselves with all relevant documents and exhibits intended to be introduced into evidence. During the remote event, participants should refer to documents clearly, by exhibit number, for the record and to allow all participants to follow along.

2. Exchange of Evidence/Exhibits Prior to the Remote Event

Prior to the remote event, parties should exchange copies of all the exhibits they intend to introduce into evidence to ensure all participants have an adequate opportunity to examine the evidence and to address authentication. Depending on the complexity of the proceeding and the type and number of exhibits, it is recommended that parties have a remote status conference or pretrial ahead of time to establish a plan and schedule for sharing evidence and documents. In cases with physical evidence that must be shared, arrangements will need to be made for each party to examine the evidence. Thereafter, the parties should consult with one another to identify which exhibits can be entered into evidence. See *Section IV.B. Pre-Proceeding Consultation*.



If a party fails to comply with the exchange of exhibits as ordered by the court, the court may, in its discretion, deny the introduction of that party's exhibits.

3. Electronic Submission of Documentary Evidence/Exhibits

As of November 16, 2020, in all existing and newly initiated paperless civil and family matters, documents intended to be introduced as exhibits must be submitted electronically on the E-Services site. This is mandatory for attorneys and law firms without an exemption from electronic services requirements and optional for self-represented parties enrolled in E-Services. For small claims and housing matters, exhibits may continue to be e-filed into the electronic file or submitted electronically. For all matters that are not paperless, attorneys/law firms exempt from electronic services requirements, and self-represented parties without electronic access, exhibits must be delivered to the court clerk in advance of the court proceeding. Electronically submitted exhibits will be treated as originals.



For information on enrolling in E-Services or applying for an exemption from electronic services requirements, see §§ I.C., I.D. and VI.C. of the E-Services Procedures and Technical Standards. See also the Judicial Branch webpage, “Welcome to Connecticut Judicial Branch E-Services,” and the “Enrollment, Activation & Requesting Access to a Case: Self-Represented Party” Quick Card (Appendix C).

The process for submitting exhibits electronically is similar to the process for e-Filing electronic documents in a case. All exhibits must be in PDF format, each exhibit must be submitted individually, and a description of each exhibit must be included.

⁶ Practice Book § 44-10A provides, in relevant part: “(c) Unless otherwise required by law or ordered by the judicial authority, prior to any proceeding in which a person appears by means of an interactive audiovisual device, copies of all documents which may be offered at the proceeding shall be provided to all counsel and self-represented parties in advance of the proceeding. . . . (e) Nothing contained in this section shall be construed to preclude the Judicial Branch, at the discretion of the Chief Court Administrator, from handling any matter remotely.”



For step-by-step directions on how to submit exhibits electronically on the E-Services site, please see the “[Submission of Electronic Exhibits](#)” Quick Card (Appendix F). See also § IX. of the [E-Services Procedures and Technical Standards](#).

Once the document is submitted electronically, it will be assigned an Exhibit ID number. During the remote event, attorneys and self-represented parties should refer to the Exhibit ID number when seeking to introduce the exhibit.

Of note, the following types of exhibits **cannot** be submitted electronically and **must** be submitted in physical format to the court clerk before the court proceeding:

- Any physical objects;
- Video or audio files;
- Any electronic files or physical documents that cannot be converted into PDF format;
- Any exhibits ordered to be submitted physically by the court;
- Any exhibit documents that must be submitted under seal; and
- Exhibits in IV-D matters.

4. Physical Copies (Hardcopies) of Documentary Evidence

Physical copies (hardcopies) of documentary evidence that cannot be submitted electronically in PDF format must be provided to the court in advance of the remote event.

Copies of documentary evidence must be submitted with a stipulation that the parties agree to the admissibility of the copy, the copy has been compared to the original, and the copy is true and accurate. If there is a dispute regarding the accuracy of the copy, the party offering the document should send a copy to the court, without a stipulation. The issue will then need to be addressed at the remote event.

5. Redaction of Confidential, Privileged, and Private Information

Parties should also be mindful of privacy issues and ensure that all confidential, privileged, and personal identifying information are redacted from sensitive documents, such as financial affidavits and statements, before submitting those documents to the court.

6. Sealed Documents

No documentary evidence that is being submitted under seal may be submitted electronically. Such evidence must be delivered to the court clerk on paper. For filing documents under seal, see Practice Book §§ 11-20A, 25-59A and § 42-49A.

E. Witnesses

It is the responsibility of counsel and self-represented parties to confirm whether witnesses have the capability of participating in the proceeding remotely. Counsel and self-represented parties should ensure that the *Microsoft Teams* meeting invitation for the remote event has been forwarded to the witnesses and that the witnesses have downloaded *Microsoft Teams* onto their devices. Counsel and self-represented parties should also ensure that the witnesses are familiar with the technology and *Microsoft Teams* before the remote event. Witnesses should conduct a test run with another person, e.g., a friend or family member,

before the proceeding. If represented by counsel, the witness should conduct a test run with his or her counsel.

Where circumstances permit, parties may arrange for their witnesses to be present at the law office, or the location from which they will be joining, for the remote event. Witnesses should be informed of the appropriate behavior and etiquette in a remote proceeding.

Witnesses should appear via audiovisual means, not just telephonically. This is recommended for the following reasons:

- **Oath or Affirmation.** Remote virtual administration of a witness oath is permissible pursuant to Practice Book § 23-68.⁷
- **Evidentiary Issues.** A witness will need to have available all documents that will be referred to during the course of his or her testimony. All participants will need to be able to see what the witness is looking at during his or her testimony.

Witnesses must familiarize themselves with all of the documents to which they will refer and identify them by the exhibit numbers on the copies that were filed with the court. This is not mandatory, however, for materials to be used in cross-examination or in the examination of an adverse witness.

Parties should discuss with their witnesses a method of communicating during the remote event in order to keep witnesses informed of the anticipated timing of their testimony.

Witnesses who are not represented by counsel should be alone in a secure room and make all reasonable efforts to prevent interruptions or distractions. Witnesses should not communicate with anyone outside the remote event during their testimony. Witnesses may be asked to use their camera to scan the room before and after testimony to ensure there is no one else in the room. This may be noted in the record.

Witnesses shall not use notes, cell phones, laptops, or other devices during their testimony.

A status conference or pretrial is advisable to discuss where and how witnesses will testify. Testimony from a law office may alleviate some of the above concerns but, of course, will not be feasible in all instances.

F. Subpoenas

The subpoena shall include information that the remote event will be conducted remotely via *Microsoft Teams*. If the remote event has been scheduled and the meeting information has been e-mailed to the parties, instructions for participating in the remote event and a copy of the *Microsoft Teams* meeting invitation should be attached to the subpoena. If the remote event has not yet been scheduled, the subpoena should state that information for participating in the remote event will be provided once the remote event is scheduled. The person issuing the subpoena should provide contact information so that the information can be e-mailed.

⁷ Practice Book § 23-68 permits appearance by means of an interactive audiovisual device at any proceeding in any civil matter, including all proceedings within the jurisdiction of the small claims section, or any family matter, including all proceedings within the jurisdiction of the family support magistrate division. The Practice Book provision states, in relevant part: “(e) An officer, as identified in General Statutes § 1-24, may administer an oath by means of an interactive audiovisual device to any party, witness or other participant in a proceeding who appears pursuant to this section, provided such officer can see, hear and clearly identify the participant to whom the oath is to be administered via the audiovisual device. . . . (g) Nothing contained in this section shall be construed to preclude the Judicial Branch, at the discretion of the Chief Court Administrator, from handling any matter remotely.”

For persons subject to a subpoena, the failure to appear for a remote event can result in the same penalties as failure to appear for an in-person hearing.

Records that are subpoenaed for a remote event should be provided to the requesting party unless they are medical records. As of November 16, 2020, the subpoenaing party who is seeking to introduce the records into evidence is responsible for submitting them electronically to the court on the E-Services site. For all matters that are not paperless, the requesting party must submit the records in physical format to the court clerk. Records should also be submitted in physical format if the requesting party is an attorney exempt from the electronic services requirements or is a self-represented party without electronic access. For more information on submitting records electronically, see [Section IV.D. Documents and Evidence](#).

G. Accessing Your Case Electronically/E-Services

Online access to cases is available on the Judicial Branch website through [Case Look-up](#) for appellate, civil, family, criminal, housing, and small claims cases. Of note:

- Disclosable documents in civil cases are available online.
- Limited case information regarding family cases is available online; however, disclosable documents in family cases are only publicly available from computers located in Judicial Branch courthouses.
- Basic information about criminal cases may be found online, e.g., charges and continuance dates in disclosable pending cases. However, documents in criminal cases are not posted online. Documents that are disclosable in a criminal case file may be obtained through the clerk's office in the courthouse where the case is pending.
- Electronically submitted exhibits that are not under seal or subject to sealing are viewable online to all attorneys and self-represented parties with electronic access to the case file.

You may view disclosable documents at any clerk's office or access them through computers at any of the Judicial Branch's Court Service Centers.

Additionally, you may access your case electronically by enrolling in E-Services. Self-represented parties may choose to enroll in E-Services at any time. E-Services allows you to: (1) file documents in your case online; (2) look at documents in your case online; or (3) mark short calendar matters in your case online.



For additional resources on E-Services, please see [Self Represented Party E-Service Guides](#) and [“How Do I” Guides](#) on the Judicial Branch Website, and the [“Enrollment, Activation & Requesting Access to a Case: Self-Represented Party” Quick Card](#). (Appendix C).

H. Limited English Proficiency (LEP)/Requests for an Interpreter

The Connecticut Judicial Branch is committed to providing meaningful access to the court system and its programs and services. The Branch prohibits discrimination on the basis of national origin, which includes discrimination against Limited English Proficient (LEP) persons. Limited English Proficient (LEP) persons are individuals who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English. If English is not your primary language and you have a limited ability to read,

speak, write, or understand English, you fall within the definition of a Limited English Proficient (LEP) person and can receive language assistance provided by the Judicial Branch.

If you need language assistance, please inform the clerk as soon as your remote event is scheduled for an interpreter to be available remotely on the day of the proceeding.

I. Americans with Disabilities Act (ADA) Accommodations

The Connecticut Judicial Branch is committed to ensuring that persons with disabilities have equal and full access to the Connecticut judicial system. Access to the judicial system can mean physical access to enter or move about the Branch's buildings, or the ability to participate fully in the Branch's programs and services. Any person who has a physical or mental impairment that limits one or more major life activity, has a record of such impairment, or is regarded as having such impairment may request an accommodation. The procedure to request an accommodation is available on the [Judicial Branch website](#).

V. During the Remote Event

A. Remote Courtroom Etiquette and Protocol

It is important that counsel and parties approach their roles with civility and flexibility. Participants must appreciate the distinction between appropriate adversarial behavior involving substantive issues and inappropriate adversarial behavior regarding procedure that interferes with the court's ability to decide cases on their merits. Counsel should remain mindful that they are still subject to the Rules of Professional Conduct, regardless of whether they are in a physical or virtual courtroom.

Generally, a virtual courtroom requires the same formal etiquette and protocol of a physical courtroom, with certain additions. This includes, but is not limited to:

- Counsel and parties are to dress professionally as if they were attending an in-person hearing in a courtroom.
- Read all the documentation prior to the virtual proceeding and be prepared.
- Participants are not permitted to use or access their phones while participating (other than for the purpose of participating in the remote event and/or communicating with parties/counsel), unless told to do so by the judge. For more information, see *Section V.D. Communication with Clients and/or Co-Counsel*.
- Turn off or silence mobile device notifications such as e-mail, text messages, social media, and news/weather alerts. The same applies for notifications on your laptop or desktop.
- Do not speak unless you are asked to speak. Do not interrupt other participants when they are speaking or attempt to speak over them. Be mindful that there may be a lag in the audio; ensure that a participant is finished speaking before you begin.
- Mute your microphone when you are not speaking in order to limit distractions, background noise, and feedback. This is particularly important if more than one person is participating in the remote event from the same room using different devices. For information on muting and unmuting your microphone, see *Section III.A. Signing In*.

- Speak clearly, slowly, and concisely. When you do speak, speak directly into the microphone. Avoid turning your head side to side, as it will cause your voice to fade in and out. If you were on mute, there might be a slight delay when you unmute your mic. Please make sure that your mic has unmuted before beginning to speak.
- When speaking, look straight into the camera lens and not at your screen. This ensures that other participants will have direct eye contact with you. Refrain from tilting your head up or down.
- Do not get up and move away from your camera during the remote event, even if you are not speaking. Do not move around with your device while you are participating in the remote event, as it will be distracting to other participants and may interfere with the sound quality.
- Minimize use of your keyboard. Avoid typing on the keyboard while the microphone is unmuted, as the sounds can be distracting. For information on muting and unmuting your microphone, see [Section III.A. Signing In.](#)
- No eating or drinking (except for water).



For additional resources, see Connecticut Judicial Branch's "[Etiquette Tips for the Virtual Courtroom Process](#)" (Appendix D) and "[Quick Reference Guide for Remote Court Proceedings](#)."

B. Arriving Early and Waiting for the Remote Event to Begin

On the day of your remote event, sign in to the Remote Justice Courtroom via *Microsoft Teams* 10-15 minutes early, and be prepared to start promptly at your scheduled time. See [Section III.A. Signing In.](#) All participants to the remote event (other than nonparty witnesses) should join before the judge.

Please be aware that as in physical court, your case may be one of many being heard that day. When you sign in, your remote event may not begin right away, and you may need to wait. Please be patient and stay signed in to the remote event. The remote event before yours may be running into technical difficulties.

Please try your best to observe the remote event's time limits, as others may be waiting in turn for theirs. When scheduling your remote event, be realistic about how long you think it will take. Always err on the side of caution and allot yourself more time than you believe is necessary. Shorter remote events will not necessarily be docketed more quickly.

If you are having any technological difficulties, bring them to the attention of the court as soon as possible.

C. Court Procedure

In each remote event, the court will set the ground rules and review the procedures with the participants at the start of the remote event, including any agreements that may have been reached about the proceeding. The court may:

- Begin by announcing the case number prior to the start of the proceeding and require all parties to announce themselves for purposes of the court record.
- Inform participants that the proceeding is open to the public and, in civil and housing cases, may be [livestreamed](#) on the Judicial Branch's YouTube page.

- Inquire whether the participants are alone.
- Assure that all sides will be heard, but because of technological issues that may arise, inform participants to speak one at a time and be mindful of a lag in audio.
- Inform participants that recording the proceeding is strictly prohibited. See *Section V.E. Recording the Remote Event*.

During this introductory phase, please inform the court if you:

- Are having technical difficulties or anticipate you may have technical difficulties;
- Were not able to submit your evidence in the manner requested;
- Anticipate any distractions or interruptions, e.g., children;
- Require any Americans with Disabilities Act (ADA) accommodations; and/or
- Need an interpreter.

For more information on ADA and interpreter requests, see *Section IV.H. Limited English Proficiency (LEP)/Requests for an Interpreter* and *Section IV.I. Americans with Disabilities Act (ADA) Accommodations*.

D. Communication with Clients and/or Co-Counsel

With the exception of when a client is testifying, counsel should arrange a way to communicate with clients and co-counsel privately during the remote event (e.g., e-mail, text messages, messenger app) in a manner that is not disruptive to the proceeding, ensures confidentiality, is separate from communication channels with opposing parties, and allows counsel to keep a record of client instructions. Remember, there shall be no coaching of a client when he or she is testifying. Counsel should be extremely cautious of this.

Participants should also avoid using the chat function of *Microsoft Teams* for such communications because they may be recorded or viewed by the court or other participants in the proceeding.

E. Recording the Remote Event

Participants to the remote event are strictly prohibited from recording the proceedings, the same as if they were in a physical courtroom. This includes audio recording, video recording through a cellphone, screen capture, screen shot, print screen, or any other type of recording. You may order a transcript of an on the record remote event. Any recording will subject the participant to sanctions.

F. Screen Sharing

As stated in *Section IV.D. Documents and Evidence*, it is important that all documents are provided to the court before the remote event. However, there may be situations in which participants will need to refer to a document that has not been previously submitted to the court. In such situations, you may receive permission from the court to share information on your screen during the proceeding. For information on how to screen share, please see the video “[Show Your Screen During a Meeting](#),” available on the Microsoft website.



For an additional resource on sharing your screen, see Connecticut Judicial Branch’s quick card, “[Share Content VCP – Single Matter Hearings](#).” (Appendix E).

G. Use of Other *Microsoft Teams* Features: Hand Raise and Chat

Please do not use the Hand Raise feature available unless asked to do so by the court. Please use the Chat feature only if you need to inform the court that you are having technical difficulties during the remote event (e.g., the sound is not working, or your device is not connecting properly).



*There may be additional features available to you, depending on whether you are participating in the remote event using the *Microsoft Teams* app or web browser. These include spotlighting and muting and/or unmuting other participants. Please do not use any of these features.⁸*

H. Technical Difficulties and Other Challenges

Sometimes, regardless of how many times you have tested the technology and *Microsoft Teams*, you may encounter technical difficulties while joining or during the remote event. As stated in [Section IV. Planning Effective Participation](#), participants should have their technology support contact identified and a contingency plan in place. Participants should keep the instructions for any contingency plans, such as joining *Microsoft Teams* using a telephone number with conference ID, nearby throughout the proceeding. Participants should also consider installing the relevant software on a secondary device, such as a smart phone or tablet, as a back-up if the primary connection to the remote event is lost. It is important that participants remain flexible and patient during these technical difficulties.

This applies equally to other challenges. As participants are working remotely, there may be other demands, such as child and elder care. Please remain patient during these times.

VI. After the Remote Event

If there are technical issues during the remote event, the court may request additional information from the parties. The parties may also ask the court for permission to provide post-proceeding submissions in writing.

⁸ See the [Microsoft Teams website](#) and the [Microsoft Teams blog](#) for latest information on these features.

Checklist for Participating in a Remote Event

Below is a summary of the best practices identified throughout this guide and a checklist that you may find useful in preparing for your remote event.

Prior to the scheduling of your remote event

- Obtain an e-mail address if you do not already have one.
- Confirm whether the device you plan to use (computer, smartphone, tablet) meets the hardware requirements for *Microsoft Teams*.
- Test your internet connection and speed.
- Download *Microsoft Teams* on your device and, if possible, a secondary device.
- If using *Microsoft Teams* on your computer (laptop or desktop), download a web browser other than Internet Explorer, such as Google Chrome.
- Promptly respond to the court's notice asking for your e-mail address and phone number.
- Identify a quiet location, with minimal distractions, proper lighting, and a neutral background, for you to participate in the remote event. If using Wi-Fi, find a location as close as possible to your router or modem. Arrange for hard-wiring if possible.
- Arrange for any other equipment that you may need, e.g., headset, second screen, Wi-Fi dongle.

After your remote event is scheduled

- Ensure that all participants, including witnesses, have received the *Microsoft Teams* e-mail invitation.
- Ensure that all participants, including witnesses, have the proper devices and have *Microsoft Teams* installed. Confirm that the devices are working properly. Schedule a test run.
- Test *Microsoft Teams* from the location you plan to participate to confirm it is working properly and that all participants, including witnesses, are familiar with its basic features. Make sure there are no security restrictions on your device preventing the use and launch of *Microsoft Teams*.
- Review the remote event etiquette and protocol with all participants, including witnesses.
- Consult with the other parties regarding a plan to conduct the remote event, stipulations of fact, and the issues to be decided at the proceeding.
- Exchange all exhibits you intend to introduce into evidence. Determine which may be admitted as full exhibits, and which should be marked for identification only.
- Redact all personal identifying information from sensitive documents prior to submitting the documents to the court.
- Electronically submit exhibits in PDF format on the E-Services site. Upload each exhibit separately and provide a description of the exhibit in the additional description field.
- Provide the court with physical copies (hard copies) of all documentary evidence that cannot be submitted electronically.
- Read all relevant case documents before the remote event.
- Determine whether any participants, including witnesses, require an interpreter or an accommodation under the ADA.
- Determine a method for privately communicating with your client(s) or co-counsel during the proceeding.

- Identify your technology support contact in the event you run into any technical difficulties and establish a contingency plan.

The day of your remote event

- Retest *Microsoft Teams* to confirm it is working properly and that all participants, including witnesses, are familiar with its basic functions. Refamiliarize yourself with the basic features, if needed. Make sure there are no new security restrictions on your device preventing the use and launch of *Microsoft Teams*.
- Prepare all your equipment, e.g., computer, screens, microphone, headset, camera, phone, battery chargers, and power adapters, and confirm they are functioning properly.
- Ensure devices are plugged into power outlets and wireless devices are fully charged.
- Test your internet speed and connection. If you are sharing internet connection with others in your household, limit their use. Use a hard-wire connection, if possible. Turn off the Wi-Fi connection on other devices.
- From the location where you will be participating, test your camera to ensure a clear line of sight and test your microphone. Ensure there is proper lighting in the area and minimal distractions/interruptions.
- Close all programs not needed during the remote event and mute messaging and notifications on your devices.
- Have your contingency plan (e.g., using a secondary device, joining using a telephone number and conference ID) in front of you in case you run into technical difficulties during the remote event.
- Confirm that you have downloaded and have access to all of the required documents and exhibits for the remote event.
- Review, and remind your client(s) and witness(es) of, the remote event etiquette and protocol.
- Sign into the proceeding via *Microsoft Teams* 10-15 minutes early. Wait patiently for your remote event to begin.

During your remote event

- ✓ Follow remote event etiquette and protocol.
- ✓ Inform the court at the start of the proceeding if you are having, or may experience, any technical difficulties during the remote event.
- ✓ Notify the court at the start of the proceeding of any requests for an interpreter or ADA accommodations.
- ✓ Notify the court of any possible interruptions or distractions, e.g., children.
- ✓ Follow the ground rules set by the judge. If you require further clarification, please ask.
- ✓ Do not interrupt other participants when they are speaking or attempt to speak over them. Make sure that a participant is finished speaking before you begin.
- ✓ Check that your microphone is unmuted before beginning to speak. Speak clearly, slowly, and concisely. When you do speak, speak directly into the microphone and look directly into the camera lens.
- ✓ No eating or drinking (except for water).
- ✓ No use of cellphones unless it is for the purpose of participating in the remote event.
- ✓ No recording of any kind or taking screen shots/pictures of the remote event.

- ✓ Do not use the Screen Share or Hand Raise features of *Microsoft Teams*. Only use the Chat feature to inform the court of any technical difficulties.
- ✓ Refer to the Exhibit ID number when seeking to introduce an exhibit.

After your remote event

- ✓ Submit additional information to the court, if required to do so.

Additional Resources

Many legal resources and reference materials are available to parties via the Connecticut Judicial Branch website. The following provides parties with several in-person and web-based resources to assist with preparation for a remote event.

I. Remote Court Event Resources

The Judicial Branch website has a dedicated webpage on remote events. Additional information and resources, such as videos and quick cards, are added to the webpage on an ongoing basis. For the latest information and resources, please visit [CT Remote Proceedings Information](#).

II. Information for Self-Represented Parties

The Judicial Branch website provides numerous resources for self-represented parties. For the latest information and resources, click [here](#), or click “Self-Help” on the [Judicial Branch website](#).

III. Court Service Centers

[Court Service Centers](#) provide services for self-represented parties, members of the bar, and the community at large. They are located within Judicial District Courthouses and are staffed by Judicial Branch employees trained to assist all court patrons. Several Court Service Centers have bilingual staff. Court Service Centers can provide statewide calendar and docket information (civil and family cases), [court forms](#), Judicial Publications and [self-help materials](#), public use computers and printers with internet access, and word processing, electronic filing, printers, copiers, fax machines, scanners, and work space.

Locations, hours, and other resources are available on the [Court Service Centers website](#). You may submit any questions directly to the Court Service Center staff via e-mail at Court.ServiceCenter@jud.ct.gov

IV. Law Libraries

[Law Libraries](#) serve the Judicial Branch, the bar, and the public by providing professional and experienced guidance and access to comprehensive and current legal materials and resources in an efficient and timely manner. Law librarians provide bibliographic assistance, educational programs, legal reference, and legal research instruction. The [Law Library website](#) includes numerous state and federal legal research resources, including [Law by Subject](#) and [Research Guides](#).

There are twelve Law Libraries located throughout the state. See the Law Library Services’ staff [information page](#) for locations, directions and current hours. Law Librarians also are available by email at lawlibrarians@jud.ct.gov to respond to legal research requests, offering same day service, in most instances. In addition, Law Librarians offer “Live Chat” service during designated times, accessible from the [Law Library website](#).

V. Connecticut General Statutes

You may browse the [Connecticut General Statutes](#) online.

VI. Practice Book and Code of Evidence

Connecticut's [Practice Book](#) & [Code of Evidence](#) can be found on the Judicial Branch website.

VII. Frequently Asked Questions

The Connecticut Judicial Branch website provides answers to many frequently asked questions concerning the Connecticut court system. [FAQs](#) by subject are available online.














ITDTU –Virtual Conference Tech Tips

Information Technology Division – Training Unit



Top 10 Virtual Conference Tech Tips



1.  **Check all connections and accessories:** Is the Wi-Fi working and at highest signal, is the network cable securely inserted into the modem, verify/test/adjust the microphone and video camera settings on the computer and/or device as needed.
2.  **Charge all device batteries:** If using a laptop it is recommended that it be plugged in or fully charged, have a cell phone or mobile device charged as a backup, and keep a charger nearby as video conference session can drain down batteries.
3.  **Check your surroundings:** It is expected that you have a quiet location with minimal background distractions. Improve your lighting by using natural light in front or side of the computer, or overhead lighting to add a light beside the computer. Position your camera by setting the laptop on a few books or a box so others may see you at eye level. Refrain from tilting your head up or down, instead, look straight up to the camera, people should see your head and shoulders almost down to your elbows.
4.  **Prepare and practice:** Before joining a virtual conference, do a test run to ensure you are familiar with features or that everything you set up is working to offset or minimize technical issues.
5.  **Headset with microphone** is recommended. If you don't have one, try using one from your smartphone as it usually provides better sound quality than the one on a laptop. Speak clearly and concisely.
6.  **Learn how to Mute and Unmute:** Only turn on mic when it is your turn to speak, Mute when not speaking. Always check the computer/device screen if you clicked the mute button. 
7.  **Keyboard and Apps:** Hands off the keyboard and only keep essential windows and programs open.
8.  **Notifications:** Turn off or silent mobile device notifications such as email, text messages and news/weather alerts.
9.  **Secure Conference:** Make sure you have a reliable antivirus solution installed that provides virus, phishing, and web protection, and always keep operating systems and browsers updated.
10.  **Support:** Identify who will be the support contact within your organization in the event something goes wrong before or during the virtual conference. Create a contingency plan if the laptop malfunctions such as using a smart phone or tablet.



Teams: Join a Scheduled Meeting for Judges and Attorneys from an invitation

Information Technology Division – Training Unit



About Microsoft Teams

Microsoft Teams is a collaborative meeting app with video, audio and screen sharing features. This guide will provide instructions on how to join a scheduled *Teams* meeting from an email message or *Outlook* calendar.

Getting Started

What is needed to participate in a *Teams* scheduled meeting?

- ✓ Received a *Teams* invitation or activity in Outlook calendar
- ✓ PC, iOS or Android device
- ✓ Secure and dependable internet service provider
- ✓ *Teams* installed on your device or the *Teams* Web App

Please click to view a short video: [Join a Teams meeting video.](#)



Recommendations

- A list of hardware requirements for *Teams* can be viewed by visiting the [Microsoft Teams website](#).
- If possible, use a web browser other than *Internet Explorer* due to possible compatibility issues.
- The *Teams* App is available for **iOS** (App Store) and **Android** (Google Store) devices and suitable for individuals who prefer to access *Teams* with a smartphone or tablet, however, features may be limited.
- *Teams* App can also be downloaded for PCs from the [Microsoft product website](#).
- Test *Teams* any time prior to meetings using "[Teams Hearing Test Meeting](#)"

Join a Microsoft Teams Meeting from an invitation

You will be invited to participate by email message or as an activity in your Outlook Calendar.

Note: If email invitation is not in your Inbox, please open your Junk Email folder.

There are three participation options:

- I. Join meeting using ***Teams App*** Installed on PC or Mobile Device
- II. Join meeting with ***Teams Web App***
- III. Join meeting using ***Telephone number*** with ***Conference ID***

[Join Microsoft Teams Meeting](#)

+1 860-123-4567 United States,
Conference ID: 123 456 789#

Test *Teams* any time prior to meetings using "[Teams Hearing Test Meeting](#)"

I. Join meeting using ***Teams App*** installed on PC or mobile device:

1. From your email mailbox or *Outlook* calendar, **Open** the *Teams* meeting invitation
2. Within the meeting details locate and select [Join Microsoft Teams Meeting](#)
3. Go to **Microsoft Teams Sign In and Settings** instructions below

II. **Join meeting using Team Web App:**

1. From your email mailbox or *Outlook* calendar, **Open** the *Teams* meeting invitation
2. Within the meeting details locate and select [Join Microsoft Teams Meeting](#)
3. Go to **Microsoft Teams Sign In and Settings** instructions below

III. **Join Meeting using Telephone and Conference ID:**

Recommended for participants who are having Internet connection issues.

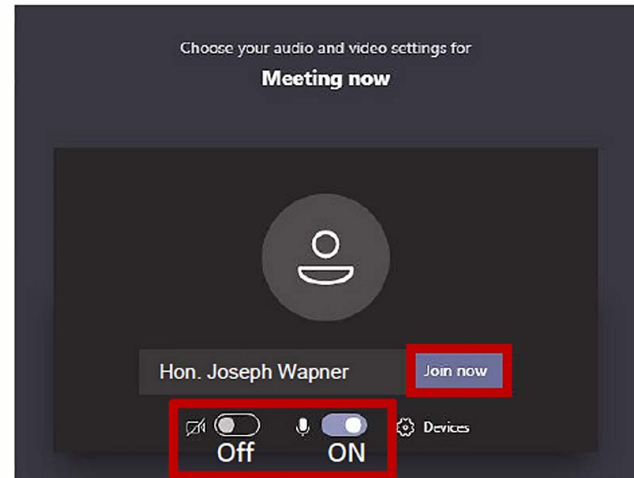
1. From your email mailbox or Outlook Calendar, **Open** the *Teams* invitation
2. Within the meeting details **dial** the telephone number
3. Enter the **Conference ID** when prompted
4. Answer questions when prompted

[Join Microsoft Teams Meeting](#)

+1 860-123-4567 United States, Hartford
Conference ID: 123 456 789#

Teams Sign In and Settings

1. Type your **Title** followed by **First name** then **Last name**:
e.g.: **Hon. Joseph Wapner**
Attorney Robert Lawman
2. Slide the **Camera** button to the **left**: *camera off*
3. Slide the **Mic** button to the **left**: *mute sound*
Tip: Always mute the Mic when not talking.
Note: slashes indicate items are Off / no slashes are On
4. Select the **Join now** button to enter meeting
5. You may be admitted right away or wait in the *Teams* lobby until the organizer begins the meeting; please be patient.



Teams Floating Toolbar

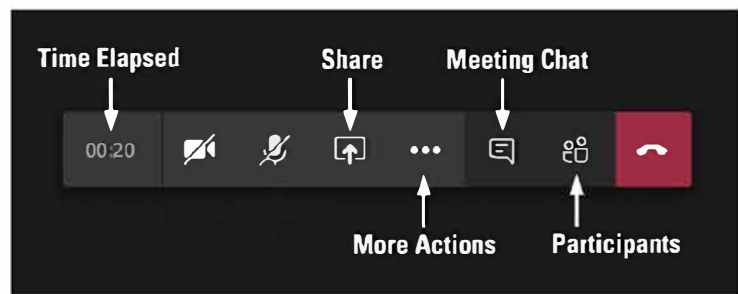
Test *Teams* any time prior to meetings using "[Teams Hearing Test Meeting](#)"

The toolbar will appear briefly when entering the meeting however will fade away after a set amount of time. To activate the *Teams* toolbar, please move your mouse cursor anywhere on the screen. Although many features make up the toolbar, there are three basic features used during a meeting: *Camera* and *Mic* which can be set to on or off and *Hang up* to end the meeting.

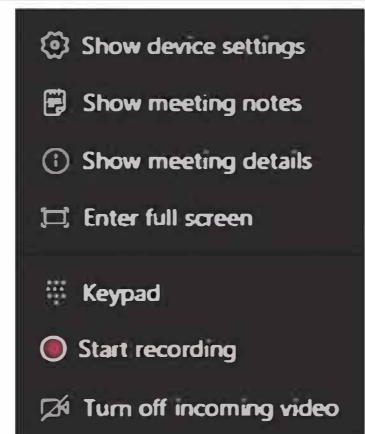


Addition *Teams* toolbar features

1. **Time Elapsed:**
Counts the duration of the meeting.
2. **Share:**
Allows individuals to share their screen with other meeting participants.
3. **Meeting Chat:**
Displays participants' meeting text chats.
4. **Participants:**
Shows a list of everyone who is currently in the meeting.
5. **More Actions:**



- Show device settings: review / adjust your video source, audio source, etc.
- Show meeting notes: notes area where you can take notes to review later.
- Show meeting details: date/time of meeting, call a phone, copy link to join.
- Enter full screen: removes the tabs for chat, teams and fills entire screen.
- Keypad: Allows you to dial numbers for entering conference rooms.
- Start recording: allows you to start and stop recording of the meeting.
- Turn off incoming video: force all participants to enter meeting with video off.



Note: Additional Actions may be displayed and are determined by method used to sign in to Teams: Installed Teams App vs. Teams Web App.

**Enrollment, Activation &
Requesting Access to a Case**
Self-Represented Party
Quick Reference Card

Last Updated 2/16/2021

Need help?

E-Services

EServices@judicialmail.ct.gov

Gaining access to Judicial E-Services is a **two part process**:

1. Enrollment
2. Activation

Once you have enrolled and activated your account in E-Services, you can:

- Request Access to your Case
- E-File a new Case

When you have requested access and your request is approved, once your appearance is filed you will be able to:

- Look at and file documents in your case
- Mark your motions or objections on the short calendar on-line (electronically)

Enroll in E-Services

Enrolling in E-Services will allow you to request electronic access to your case. There is no charge for enrollment in E-Services. The following is a checklist of what you must do to **Enroll** in E-Services:

To enroll in E-Services, you must:

1. Navigate to the Judicial Branch Website by typing the following web address www.jud.ct.gov.
2. Choose **E-Services** from the menu on the left side menu.
3. Choose **Enroll**
4. Fill out the information in the enrollment application
5. Choose a User ID and password. **This User ID will appear on all of the documents you file with the court, and it cannot be changed.**
6. Choose a secret question and answer and enter your year of birth. We can use this information to identify you if you forget your User ID or password.
7. Print the page for your records

Activate Your Account

After the message that indicates your enrollment application has been received, you will be asked to check your e-mail for an e-mail from E-Services.

To activate your account, you must:

1. Check your e-mail for an e-mail from E-Services
2. Click on the link in the e-mail
3. Enter your User ID and password on the next screen
4. Look over the information that you gave in your application to be sure it is correct
5. Read through the Electronic Services (E-Services) User Agreement
6. Check the box next to "I agree."
7. Click **Activate Account** to be taken to the E-Services home page.

Request Access to Your Case via E-MAIL

After enrolling and logging into E-Services, you can request electronic access to an e-filable civil, family or housing case, via **E-MAIL**.

To request access to your case, you must:

1. Go to the **Superior Court E-Filing page**
2. Go to **the case that you are a party in** and want to have access to
3. Choose **Request Electronic Access** on the case detail page for the case
4. Click the checkbox next to your party name
5. Click **Submit**
6. **Send an email to eservices@jud.ct.gov** including the following:
 - a. Your Name
 - b. Your E-Services ID
 - c. The Name of the case for which you are requesting access
 - d. The Docket Number of the case for which you are requesting access
 - e. Attach a legible photograph or scan of a valid photo ID from this list:
 - US Passport
 - Connecticut Driver's License
 - Out of State Driver's License with photo
 - Current Government ID (Town/City/State/Federal)
 - Current Military ID
 - US Passport Card (with photo)
 - Certificate of Naturalization (with photo)
 - Certificate of Citizenship (with photo)
 - Permanent Resident Card (with photo)
 - f. For individuals requesting e-filing access on behalf of a business **in a small claims case only**, also attach a legible photograph or scan of one of the following things that shows your relationship to the business:
 - Concord page from the Secretary of State's website
 - Articles of Incorporation
 - Business Card
 - Business letterhead
 - Recent mail with your name and the name of the business
7. The name on the photo ID **must match** the name of the party on the case file.
8. If the names are different, you must also attach a photo or scan of proof of name change.
9. The email must be sent from the email address associated with your E-Services account.

***** Note: The instructions to complete this process in person (you will need to go to the courthouse) or by Mail (you do not need to go to the courthouse) will be described on the Pending Request Page and in the access request email sent to you after you request access to your party on the case.*****



ITDTU –Etiquette Tips for the Virtual Courtroom Process

Information Technology Division – Training Unit



Etiquette Tips for the Virtual Courtroom Process

Video and Audio conference etiquette:

- The same formal etiquette and protocol of a physical Court is expected in the Virtual Court.
- Counsel and litigants are to dress professionally as if they were attending an in-person hearing in a courtroom.
- Read all the documentation prior to the virtual proceeding and be prepared.
- Participants are to join a Virtual proceeding from a quiet, secure location.
- Participants are to ensure that there will be no interruptions, distractions such as children or pets present.
- Witnesses are not permitted to use or access their phones while participating in virtual proceedings unless told to do so by the judge.
- Do not interrupt other people when they are speaking, nor attempt to speak over them.
- Speak clearly and concisely.



Teams: Share Content VCP - Single Matter Hearings

Information Technology Division – Training Unit



Teams: Share Content in a Virtual Court Proceeding - Single Matter Hearings

During a Virtual Court Proceeding it is very important that all documents are provided before the Virtual Court Proceeding starts, but on occasion, under special circumstances, you may receive permission from the court to share information on your screen during a proceeding.

Training Video Click link below or image on the right

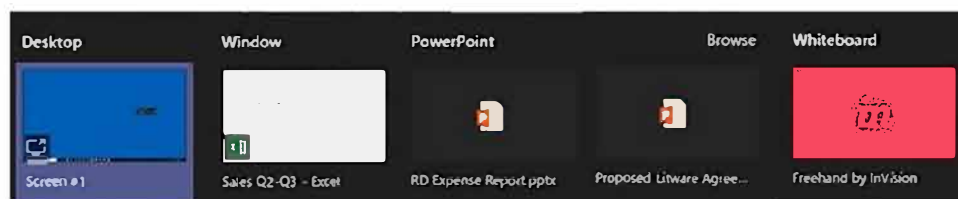
[Show your screen during a meeting](#)

Share your screen

To share your screen, select **Share**  in your meeting controls.

Then, choose to present your entire desktop, a window, a PowerPoint file, or a whiteboard.

Note: If you're using Teams on the web, you'll only be able to share your screen if you're using Google Chrome or the latest version of Microsoft Edge.

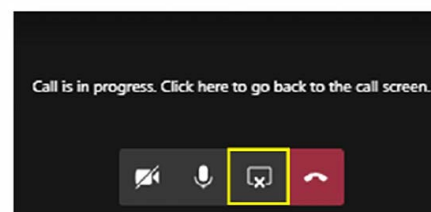


Share your...	If you want to...	What will be presented...
Desktop	Show your entire screen, including notifications and other desktop activity (not recommended)	You need to seamlessly share multiple windows (not recommended)
Window	Show just one window, and no notifications or other desktop activity (recommended)	You only need to show one thing and want to keep the rest of your screen to yourself (recommended)
PowerPoint	Present a PowerPoint file others can interact with	You need to share a presentation and want others to be able to move through it at their own pace
Whiteboard	Collaborate with others in real time	You want to sketch with others and have your notes attached to the meeting

When you're done sharing, go to your meeting controls and select **Stop sharing**.

Note: you may need to put cursor on the screen to see control, Stop sharing or the icon.

Note: If you're using a Mac, you'll be prompted to change your privacy settings before you're able to share your screen. Also, window sharing isn't available for Linux users.



Release 13.1:
Electronic Exhibits
A Quick Reference Guide
 Last Updated 11/1/2020

Need help?
E-Support

efiling.support@jud.ct.gov

File an Exhibit

Navigate to the case on which you wish to submit an exhibit.

Select **E-File an Exhibit** and click **Go**.

Select Case Activity:

E-File an Appearance
 E-File a Pleading or Motion
E-File an Exhibit
 E-File a Reclaim

Go

The *Exhibit Party Category* will be automatically selected (shown below) unless you are an attorney representing multiple parties. If you are an attorney who represents multiple parties, select the party type you are uploading exhibits on behalf of.

HHB-CV20-6066736-S	DUMPTY, HUMPTY v. COUNTRYSIDE WALL BUILDERS, LLC	File Date: 10/19/2020	Return Date: 10/27/2020
Prefix/Suffix: [none]	Case Type: C00		

[Hide Instructions](#) [EFile Exhibits](#)

Instructions: You must comply with the appropriate standing order regarding the exchange of exhibits, prior to uploading exhibits for a court event. All uploaded exhibits shall reference the corresponding name of the exhibit on the List of Exhibits (JD-CL-028) (ID 24030)

[Edit Instructions](#)

Select a Party and Enter an Exhibit Name

*Select Exhibit Party Category to Upload on behalf of **Plaintiff** ▼

*Exhibit Name from Exhibit List

Upload the Exhibit

* Attach the exhibit document that you are uploading by selecting "Browse" and finding the document on your computer and attaching it. It must be a PDF document.

NOTE: Maximum size for uploaded documents is 50 MB.

Name the exhibit and attach the correct .pdf before clicking *Continue*.

After clicking Continue, the screen will verify that the .pdf has been uploaded successfully.

Upload the Exhibit

* Attach the exhibit document that you are uploading by selecting "Browse" and finding the document on your computer and attaching it. It must be a PDF document.

The file has been uploaded:
[A Test Motion 1.pdf](#)

[Delete](#)

Verify that the attached .pdf is correct before clicking *Submit*. This will be your last opportunity to ensure you are attaching the correct .pdf

Verify the Exhibit information before submitting

Selected Party: Plaintiff

Exhibit Name: Letter to Countryside dated 11/9/2019

Exhibit PDF [View Exhibit](#)

After clicking Submit, the user is returned to *Case Detail* page. A confirmation message indicating that the exhibit has been successfully submitted and what number it has been assigned is displayed at the top of the screen.

Case Detail	Notices	History	Exhibits	Scheduled Court Dates	Help Manual
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You have successfully submitted your exhibit.

It has been assigned Case Exhibit # 4

Select Case Activity:

From the *Case Detail*, click on the **Exhibits** tab to view all the exhibits the current user has filed.

HHB-CV20-6056735-S		DUMPTY, HUMPTY v. COUNTRYSIDE WALL BUILDERS, LLC	
Prefix/Suffix: [none]	Case Type: C00	File Date: 10/19/2020	Return Date: 10/27/2020

Case Detail	Notices	History	Exhibits	Scheduled Court Dates	Help Manual
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[Hide Instructions](#) **My EFiled Exhibits**

Instructions: Here is a list of the Exhibits that have been uploaded for this case by the current user (ID:24040)

[Edit Instructions](#)

Results Found: 4

#	Added On	Party	Exhibit Description	Hearing Start Date	Exhibit Status	Exhibit List Designation
1	10/19/2020	Plaintiff	Contract dated 10/19/2019			
2	10/19/2020	Plaintiff	Payment			
3	10/19/2020	Plaintiff	Addendum to Contract			
4	11/09/2020	Plaintiff	Letter to Countryside dated 11/9/2019			

Field Descriptions provided below:

Column Name	Description
#	Case Exhibit ID Number assigned by E-Filing based solely on upload date and time. Expected to be used by counsel to indicate to clerk which exhibit they are introducing at hearing/trial
Added On	Date exhibit was uploaded
Party	Party this exhibit was filed on behalf of
Exhibit Description	The description given by the filer at the time the exhibit is e-filed. At hearing/trial, the Court has the ability to rename the exhibit. The Court description will display in bold font.
Hearing Start Date	Date the hearing/trial began
Exhibit Status	Blank or Unassigned (not yet offered into evidence) ID (Identification) Full
Exhibit List Designation	Exhibit number or letter as assigned by the Courtroom Clerk

Note: The shaded items in the table will be controlled by the Courtroom Clerk, after the hearing/trial commences.