



Online Video Hearings User Guide

The following provides technical guidance so you can verify whether your device is compatible with the Microsoft (MS) Teams application and learn how to join an online video hearing. Online video hearings allow hearing participants to attend their hearing easily and safely using live video on a computer, an Apple or Android tablet, or a mobile device equipped with:

- Speakers and a microphone,
- Camera, and
- An internet connection

Before Your Online Video Hearing

Once we have scheduled your hearing, you will receive an official notice from SSA confirming your online video hearing through postal mail. In addition, you will receive an email at the address you provided on the COVID-19 Public Health Emergency Hearing Agreement form. The email will be from @ssa.gov. We will also send an email reminder a few days before the hearing.

Each of these emails has a **Click Here to Join the Meeting** link.

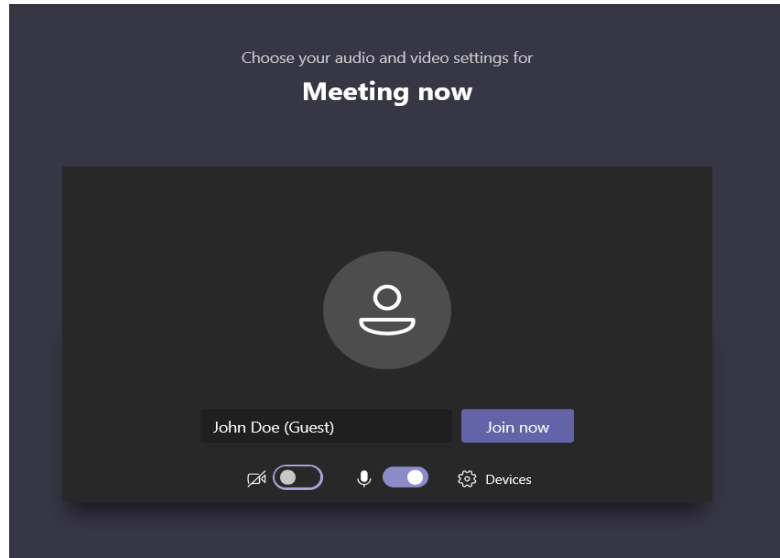
Testing Your Device

Prior to the day of your online video hearing, using the device and internet connection you will use on the day of your hearing, ensure that you are able to join a MS Teams meeting. You can do this selecting the **Click Here to Join the Meeting** link in your scheduling or reminder email.

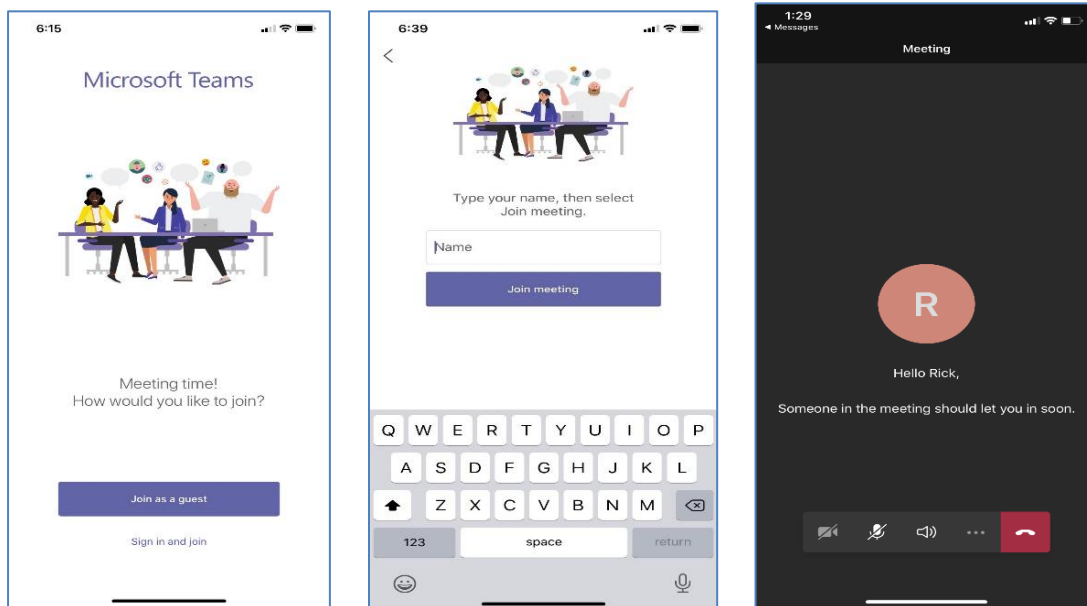
To test your device:

1. Select the **Click Here to Join the Meeting** link from the email.
2. Your default browser will open and present multiple options. If you have the option to **Continue on this browser** or **Use Teams on Microsoft Edge** you can use those options without downloading the MS Teams application.
3. If you do not have the option to join from a browser, choose the download option to download and install the MS Teams application.
4. Once you have downloaded the Microsoft Teams application, you may join with your signed in account or you may join as a guest.
 - If you are signed into your MS Teams account, when you select the **Click Here to Join the Meeting** link, you will be entered into the lobby. You will see a message stating that someone in the meeting should let you in soon. If you can reach the meeting lobby, your device is setup to join your video hearing on the scheduled date.
 - If you are not signed into a MS Teams account and join as a guest, when you select the **Click Here to Join the Meeting** link you will need to enter your full name then select **[Join Now]** or **[Join Meeting]** depending on your device. You will see a message stating that someone in the meeting should let you in soon which means you have entered the lobby. If you can reach the meeting lobby, your device is setup to join your video hearing on the scheduled date.

This is an example of what you may see when joining from the MS Teams application as a guest on a computer:



This is an example of what you may see when joining from the MS Teams application as a guest on a mobile device:



- You can end the test by selecting the red hang up button.



Joining Your Online Video Hearing

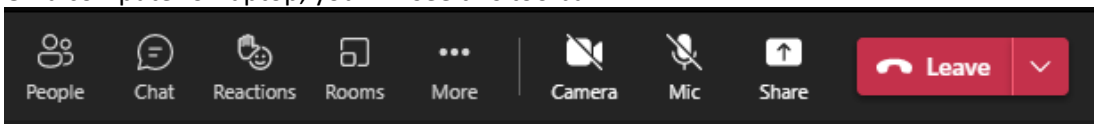
On the day of your scheduled online video hearing, you will select the link **Click here to Join the Meeting** from the email sent by the Hearing Office. It is recommended you open this link at least 15 minutes before your hearing start time.

If you are signed into your MS Teams account, when you select the **Click Here to Join the Meeting** link, you will be entered into the lobby of your hearing. You will wait in the MS Teams lobby and the hearing reporter will admit you into the hearing when the judge is ready to begin.

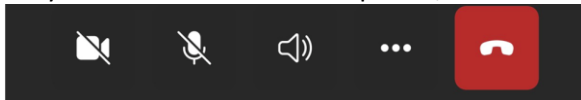
If you are not signed into a MS Teams account and join as a guest, when you select the **Click Here to Join the Meeting** link, you must enter your full name (first and last) to be admitted into the lobby of your hearing. Select **[Join now]** or **[Join Meeting]** based on your device.

Once you have joined the meeting, **turn on your camera and microphone**. This is done by clicking on the camera and microphone icon to remove the slash.

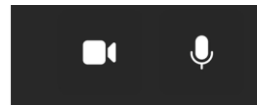
On a computer or laptop, you will see this toolbar:



On your mobile device or cell phone, look for this tool bar:

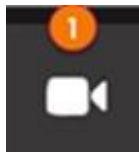


Press the camera and then the microphone icon to remove the slash.

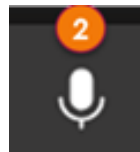


During the online video hearing, you can use the following functions from the menu bar:

1. Turn the camera on
2. Turn the Microphone on
3. Hang up – when the hearing has ended
4. Raise your hand – if you have a question during the proceedings



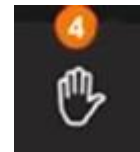
Camera Control



Microphone Control

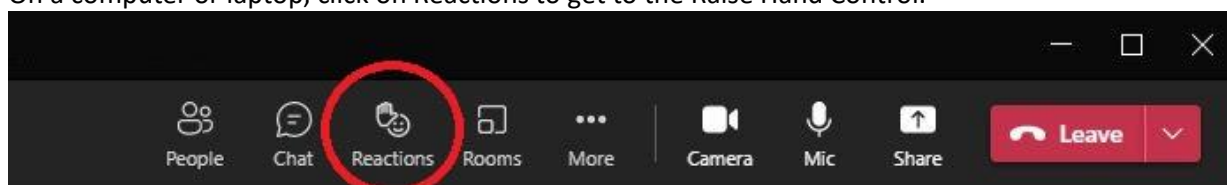


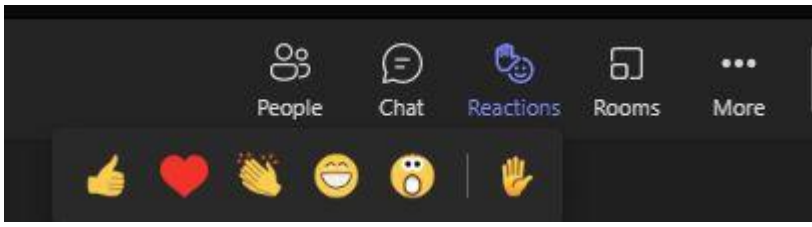
Hang-up Control



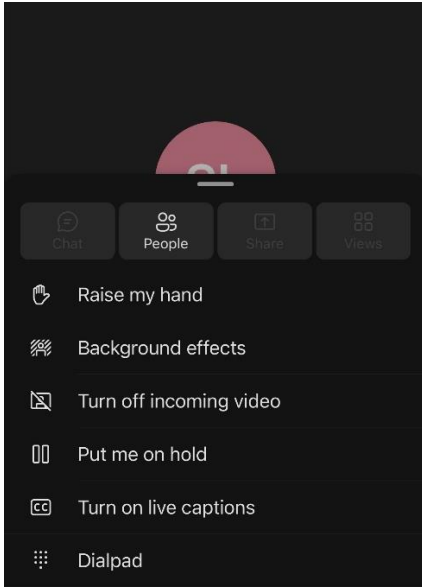
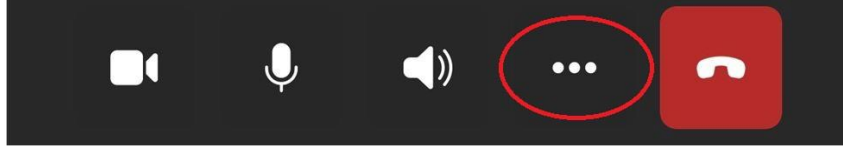
Raise Hand Control

On a computer or laptop, click on Reactions to get to the Raise Hand Control.





On a mobile device, click on the 3 dots to get to the Raise Hand Control.

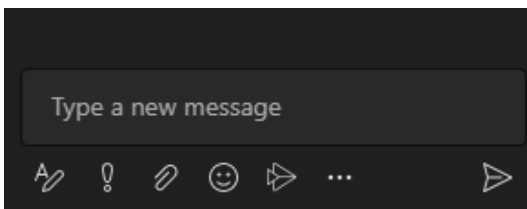


There is chat functionality available in MS Teams that will also be available during your hearing. However, please note that any messages in the chat will be viewable by all participants in the hearing. You can use the Chat feature to alert the judge that you are having a technical issue that you cannot resolve.

To chat:



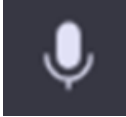
1. Select the Chat icon.
2. The meeting chat appears on the screen.
3. Type your message into the box that says Type a new message.
4. Select the arrow to send.



Troubleshooting

What can I do if I am having trouble with my audio?

If others are having trouble hearing you, check to make sure Microsoft Teams is unmuted.



Microphone Unmuted



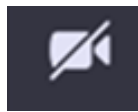
Microphone Muted

If you are using a headset, make sure that it has a microphone and that the microphone is unmuted.

If you are having trouble hearing others, ensure your speakers are unmuted and the volume is up.

What can I do if I have been admitted to my hearing from the Lobby, but I am having trouble with my video?

Make sure that your video is turned on in Microsoft Teams. If you see a line through the video icon on your device, your video is currently turned off. Click or touch the camera icon to turn the video on.



Video Off



Video On

If your device has a camera cover, make sure you remove the cover before joining your online video hearing.