

Virtual Tribunals will take place by Zoom. Zoom is a free service and does not require you to create an account to attend. It is compatible with most devices. A reliable internet connection, speakers, microphone and a webcam are required. Most of these things are now contained within modern smartphones and tablets. If you would like to test the Zoom system before a Tribunal hearing, please email the Tribunal Office to arrange a suitable time.

When attending a virtual tribunal, please dress as normal for a hearing and be mindful of your camera view. The Tribunal members and any members of the public/media will be able to see you and your immediate environment. Be mindful of your privacy and that of others.

The Tribunal hearing will take place in the usual way following the Tribunals Rules and procedures. In accordance with Rule 46, proceedings will be electronically recorded. This will capture video and audio. It will not be made available to parties or the public. Recordings will be deleted in accordance with the Tribunal's data protection policy. The Tribunal's privacy notice has been updated to take account of virtual tribunals. This is available on the Tribunal website.

If you do not have hard copy papers, two devices are helpful - one to use Zoom and another to view the papers.

How to join a Tribunal Hearing on Zoom:

Zoom is unable to open in an internet browser on any Apple or Android tablet, phone or laptop. If you are using one of these devices, you will need to download the Zoom app. Zoom will work in a browser on a Windows laptop.

1. Open the email from the Tribunal Office. The invitation will look like this. Depending on your device, you can either join via the link in your browser or by using the Zoom app. In this example, the link is highlighted in yellow. If you use the app you may need the meeting ID and password contained in the email. In this example, the link is highlighted in yellow, the meeting ID in green and the password in blue.

Tribunal Office is inviting you to a scheduled Zoom meeting.

Topic: Tribunal Hearing: Law Society-v-...

Time: Apr 30, 2020 10:00 London

Join Zoom Meeting

<https://us02web.zoom.us/j/845350274?pwd=K3NBak1tcjZMS1laWVQ5U1JC UUxldz0>

Meeting ID: 845 350 274

Password: 4709

One tap mobile

+442034815240,,845350275#,1#,4709# United Kingdom
+441314601196,,845350274#,1#,4709# United Kingdom

Dial by your location

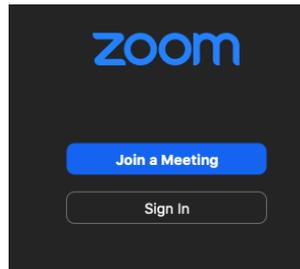
+44 203 481 5240 United Kingdom
+44 131 460 1196 United Kingdom
+44 203 051 2874 United Kingdom
+44 203 481 5237 United Kingdom

Meeting ID: 845 350 274

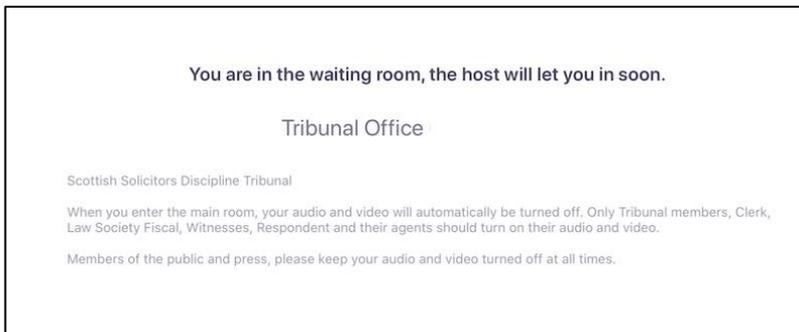
Password: 4709

Find your local number: <https://us02web.zoom.us/j/kdDQNBKZLB>

2. If you want to join a meeting via the app, open the app, click on Join a Meeting or sign in if you have a Zoom account.



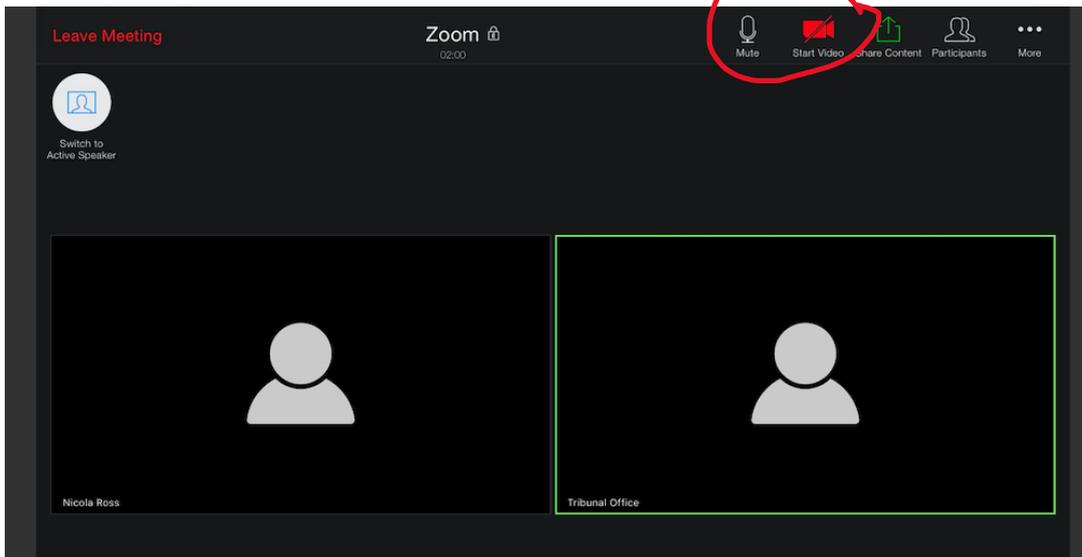
3. Enter the Meeting ID as provided in the invitation (highlighted green in the example above) and enter your full name.
4. On the next screen, enter the password given in the email (highlighted blue in the example above).
5. You will be placed in a Waiting Room. The Tribunal Office host will know you are there and will admit you into the main room when the Tribunal is ready to proceed.



In The Hearing Room:

1. Upon entering, your video and audio will automatically be turned off. Circled in red is where to control audio and video:

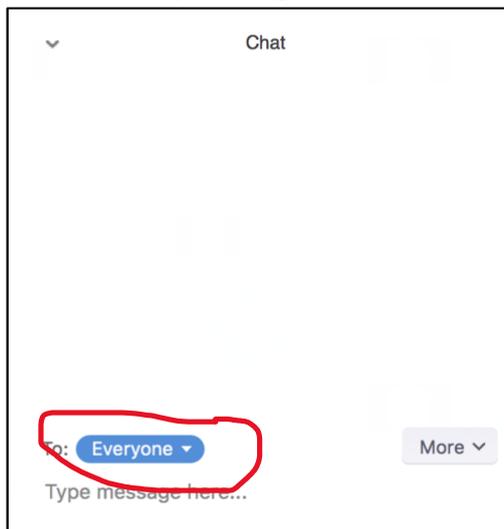
iPad and Tablet view



Laptop view



2. If you are not speaking, please mute yourself to avoid background noise. When you need to speak, simply unmute yourself first.
3. Chat function.
Enable this by clicking on the Chat icon on the control panel.



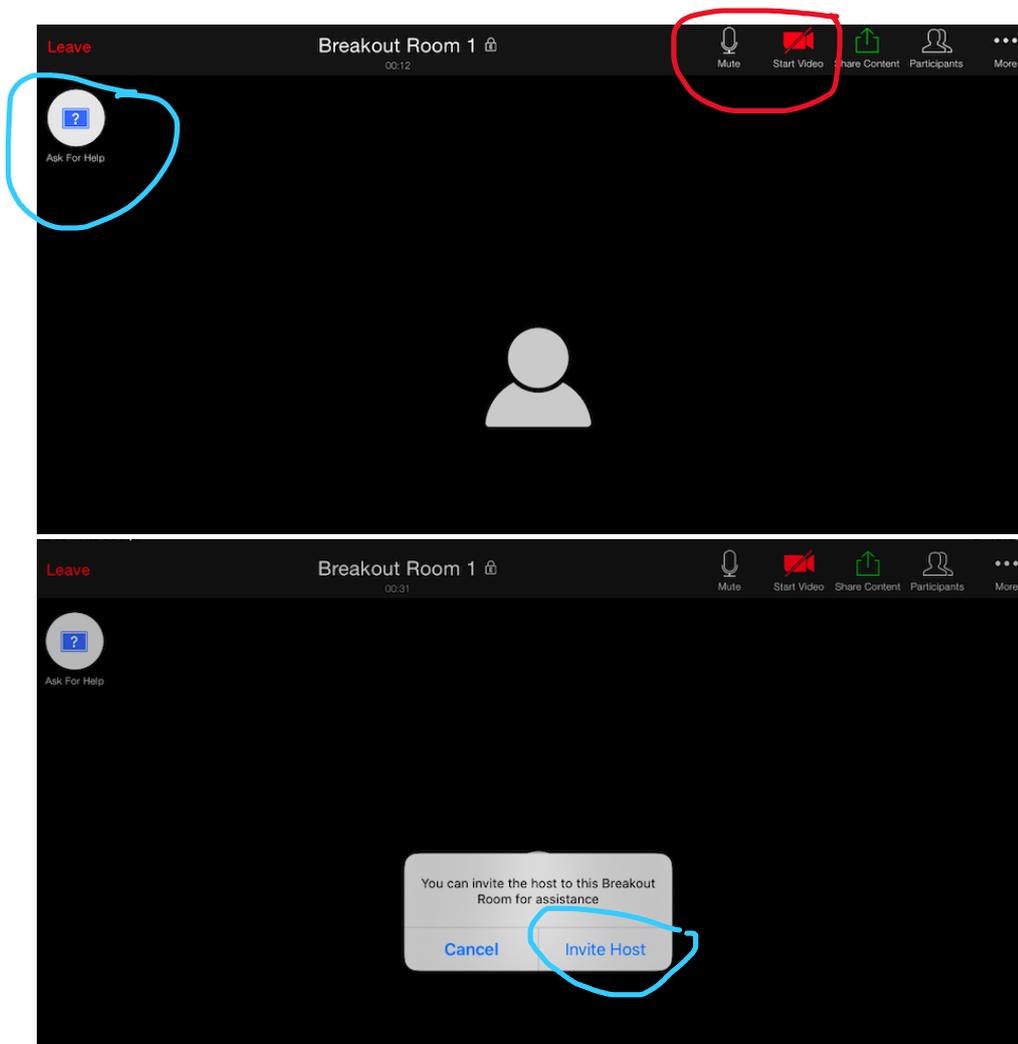
Circled in red, the default setting is to set a message to 'everyone'. To change, use the arrow to the side of 'everyone' and click on the person you wish to chat to. It will then come up with that person's name and in red next to in **(in privately)**. If it does not have this, do not use it.

Please only use this function to privately speak to the Clerk. If you are having technical problems, please private message the Tribunal Office. Please limit use of this function to contact the Clerk in an emergency only.

4. Break-out Room.

If you require to speak to another party or your agent in the course of a hearing, it is open to you to request an adjournment and you can be allocated a private break-out room. This is only recommended if you do not have other means of communication.

The Tribunal Office can send you a message if they require you to return to the main room or they can join the break-out room if required. You can ask the Tribunal Office to join you in the break-out room if you need to speak to the Clerk. (as circled in blue below)



For further guidance on the controls on individual devices, please visit the Zoom help page - <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-controls-in-a-meeting>

FAQs

What happens during breaks/deliberations?

The Chair or Clerk will indicate if the Tribunal is to take a break and will give a time for the hearing to resume. During the break, you are required to turn off all videos and all microphones must be muted.

If the Tribunal requires to discuss any matter in private, including deliberations, the Tribunal members will leave the main room temporarily. Everyone else should remain in the main room with their audio and video turned off. As usual, the Tribunal's decision will be announced publicly.

Can I record proceedings?

Recording the proceedings in any way is strictly prohibited. This includes but is not restricted to audio and video recording in the app, on your device or externally. Screenshots must not be taken. Only the Tribunal Office host can record the proceedings within Zoom.

What happens if I experience connection difficulties during the hearing?

If you are unexpectedly disconnected from the hearing, report to the Clerk immediately by emailing enquiries@ssdt.org.uk. Please try to rejoin the hearing as soon as possible using the same Meeting ID and password.

Technical issues

Restart your computer or close down Zoom and restart. You can join with the same details as per the email. Check your internet connection. Try and join from another device.

If all fails, please send an email to enquiries@ssdt.org.uk The Tribunal Clerk will have access to emails during the hearing.

Additional Guidance on Zoom

<https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions>

Lodging of Documents

Please continue to lodge Inventories of Productions and other documents within the timescales set out by the Tribunal. All documents should be emailed to enquiries@ssdt.org.uk. Productions are to be paginated in accordance with the [Guidance on Electronic Productions](#). Consider using encrypted email such as Egress if sending personal data.

Late Lodging of Documents

Please try to avoid late lodging of documents. The Tribunal Office staff are working remotely and it is not possible for them to access all the Tribunal's secure methods of communication. If late lodging is unavoidable, please email the productions to the Tribunal Office as above with as much notice as possible. Late productions will require to be dealt with by motion at the Tribunal hearing in the usual way.

Tribunal Time

The Tribunal is aware that video conferencing can be more tiring than a hearing in person. It would be helpful if submissions are succinct and, if necessary, broken down into sections so that breaks can be taken at appropriate times.