

Superior Court of California County of Imperial <u>CIVIL Public Procedures to Register/ Remote Appearances</u>

- 1. Make sure you have your court case number available.
- 2. Visit Court Website: imperial.courts.ca.gov
- 3. Click on **Online Services**
 - a. Click on **Remote/Telephonic Appearance**



- 4. Please read all information under Civil Remote Appearances
 - a. Please make sure your registration complies with CRC 3.672 Civil Remote **Proceedings**.
- 5. Click on Register for Civil Remote Appearances



- 6. Enter case number then click Search
 - a. Information about your case should appear below with the list of all future hearings.
 - i. Click Register next to the hearing you wish to appear remotely
 - b. If you encounter any issues when trying to process request, you may send an email to RemoteAppearances@imperial.courts.ca.gov.

ase number:	ECU012345	Search After entering case Click here to search	number, your case.	
Case I	nformation			
Case	Name Plaintiff/Petitione	r vs. Defendant/Respondent		
Case Nu	ECU012345			
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Hearir	gister for remote appearance f	or the hearing listed below.		
Hearir lick here to reg	gister for remote appearance f	Event Type	Detail	Location

- 7. Complete Remote Appearance Registration
 - a. Party registering for remote appearance must complete all fields.
 - i. If you are the plaintiff/petitioner, and only requesting remote appearance for yourself, select **Plaintiff/Petitioner**, and only enter your information

- ii. If you are the defendant/respondent, and only requesting remote appearance for yourself, select **Defendant/Respondent**, and only enter your information.
- iii. If you are an attorney and only requesting remote appearance for yourself, select **Attorney**, then select **Yourself**, and only enter your information.
- iv. If you are an attorney and only requesting for your client to appear remotely, select **Attorney**, then select **Client**, and only enter your client's information.
- v. If you are an attorney and requesting remote appearance for both you and your client, select **Attorney**, then select **Both**, and enter the information for both you and your client.
- b. Be sure to include the best possible contact information as the court will be contacting you to confirm the details of the meeting and/or testing requirements.
- c. Click on **Submit**
 - i. If registration successfully submitted, you will receive a pop up **Request Remote Appearance**.
 - ii. If registration is not successfully submitted, no action will occur. Please send an email to <u>RemoteAppearances@imperial.courts.ca.gov</u> for further assistance.

Full Name	Name of person registering for remote appearance.
Party:	The type of party you are in the case.
Case Number	ECU012345
Cell Phone#	Phone number, for the court to contact you.
Email:	Email for the court to send meeting/link information.
Event Date	01/09/2023 8:30 AM
Event	Case Management Conference
Have you filed t	he required notice of remote appearance documents with the court?: Click here and select Yes or No
Need Interpreter	Select YES if interpreter required, Select NO if no interpreter required.
If Yes, What Language?	Type language required (the court will try and accomadate if one is available).
Request Reason:	Type in reason for registration for remote appearance (be specific).
	After all information above is completed, Click Here to submit registration.
	This pop up will appear if registration



- 8. Processing of registration usually takes about 1-2 business days to be completed.
 - a. A confirmation email will be sent if request has been granted or denied.
 - i. If registration is denied, you would receive an email indicating registration has been rejected.
 - ii. If registration granted, you would receive a confirmation email with meeting information.
 - b. IF YOU DON'T RECEIVE A WRITTEN REPLY/CONFIRMATION FROM THE COURT, THEN YOU MUST APPEAR IN PERSON.
- 9. If registration for remote appearance **Rejected**, you must appear in person.
- 10. If registration for remote appearance **Confirmed**, a remote services clerk from the Court will contact you to collect payment and finalize registration.
 - a. You will need to pay a processing fee for remote appearance services.
 - b. Please make sure you have a credit/debit card available, for remote services clerk from the Court to process payment.
- 11. Once payment is processed and registration completed, you will receive 2 confirmation emails by <u>RemoteAppearances1@imperial.courts.ca.gov</u> with your meeting information.
 - a. One email will provide the complete link information for your remote appearance. You can simply click on the link, and it will redirect you straight to the meeting.
 - b. Second email will provide confirmation that your meeting has been booked and will provide an icon which you can simply click, and it will redirect you straight to the meeting.
 - c. The Court utilizes Microsoft Teams app for remote appearances. This is a free download app for the public that are available for cellphones and computers.
 - i. If appearing meeting via cell phone you will be required to download the Microsoft Teams app (access to camera and audio must be enabled).
 - ii. If appearing via any type of computer you may not be required to download the app, and you may continue utilizing the internet browser (access to camera and audio must be enabled).
 - d. Three reminder emails will be sent to you before your hearing and will include an easy access link that will redirect you to your meeting.
 - i. First email will be delivered the day before your hearing.
 - ii. Second email will be sent one hour before your hearing.
 - iii. Third and last email will be sent 15 min before your hearing.

Example of first email that you will receive:

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Example of the second email that you will receive:

13 13	Brawley East Remote Appearance When: The Oct 13, 2022 April – April (POT) Who Imperial Court Remote Appearances* Add to calender.e		Agenda The Oct 12 2022 Apm Brawley East Remote Appearance Apm Brawley East Remote Appearance No later events	
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		Price Click here to join your me	eting	



- 12. You will be contacted by the court (usually by phone) within 1-2 business days after your registration has been received.
 - a. If you have not been contacted by the court, please send an email for further assistance to <u>RemoteAppearances@imperial.courts.ca.gov</u>.
- 13. If you have used Microsoft Teams before and are familiar with its features, no need to test the link prior to your hearing however, we may test link if requested.
- 14. If this is your first-time using Microsoft Teams, you will need to test link to ensure that the connectivity, audio, and video are all functioning properly.
 - a. Court staff will schedule with you a date and time before your hearing to test the link (during business hours).
 - i. You must know how to turn camera on and off. Camera must be available for the hearing; you can keep camera off until your case is called.
 - ii. You must know how to mute and unmute yourself. Audio must be available for the hearing; you can remain muted until your case is called.



- 15. On the day of your hearing, you must click on **join your appointment** from your email at least 10 min before to check in with clerk.
 - a. When you click on the link from your email to join your meeting, it will redirect you to Microsoft Teams.
 - b. You must enter your full name as it appears in your case.
- 16. When you click on **Join now** you will be directed to a lobby until the organizer admits you into the meeting.
 - a. You must allow Teams to access your device's camera and audio.
 - b. Notification will display: Someone in the meeting should let you in soon.
 - c. Once admitted in the meeting, you will need to keep camera and audio off until the judge calls you or your case.
 - i. If the camera and audio are not turned on and off properly and/or if connectivity issues occur, the judge may decide to continue your case and require that you appear in person.
 - d. Once your case is called and the judge is finished with your case, to end the meeting, simply click **Leave** icon and it will log you off.

Brawley East Remote A	Appearance					on/off	on/off		End Meeting	
	O People	(=) Chat	Reactions	C) Rooms	•••	Camera	Ų Mic	↑ Share	• Leave	~

e. If you encounter any issues when trying to process registration, you may send an email to <u>RemoteAppearances@imperial.courts.ca.gov</u>.

17. The Imperial County Superior Court will email you a survey following your hearing asking for your feedback on the remote appearance services. The survey only takes about 2-3 minutes to complete. Doing so will allow the court make improvements to the remote appearance experience.

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web@imperial.courts.ca.gov	
to me 👻	
Superior Court of California	
County of Imperial	
BRI012345 - Remote Appearance Sur	vey
Please do not reply to this message !	
Requestor Information	
Our records show you were recently registered for a r	emote appearance with the Imperial County Superior Court.
Please consider answering a satisfaction survey found in t	the link below. Doing so will allow the court to improve the remote appearance experience.
Please Click the link below to start the survey:	
	Start Survey Click here to complete survery.
Court Information	
El Centro Courthouse	
939 West Main Street	
El Centro, CA 92243	
8:00am to 4:00pm Mon-Fri	
Court: Ph (760) 482-2200	
TTY-TDD (760) 352-3492	