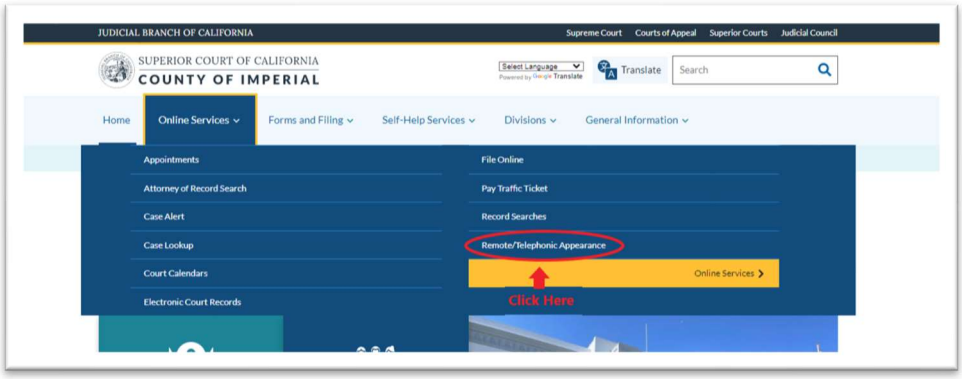
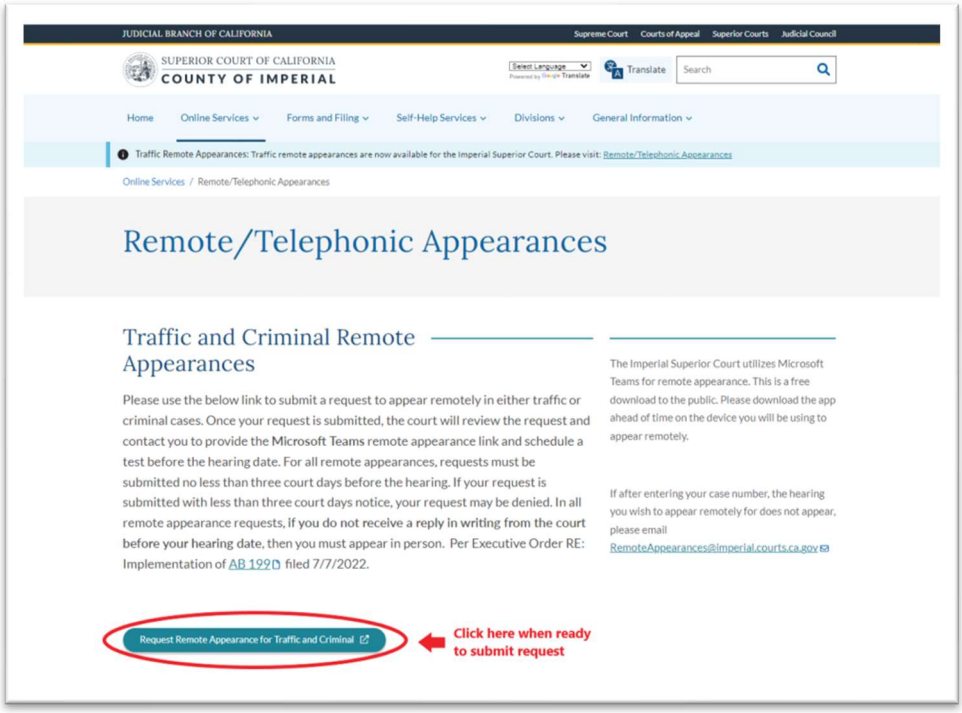
Public Procedures for Request/Remote Appearances

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



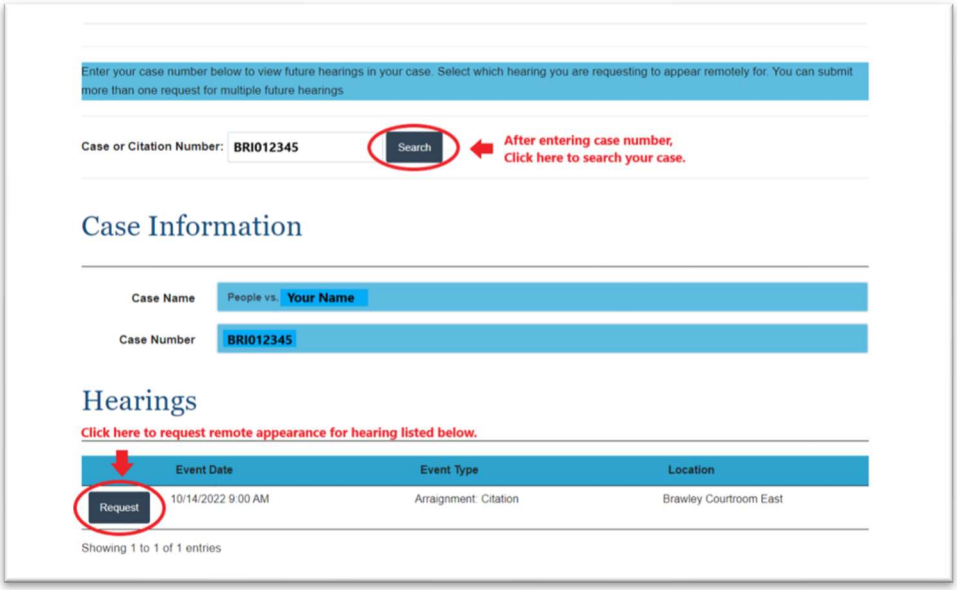
4. Please read all information under **Remote/Telephonic Appearances Traffic and Criminal Remote Appearances**
    a. Please make sure your request complies with **Executive Order RE: Implementation of AB 199** filed 07/07/2022.
5. Click on **Request Remote Appearances for Traffic and Criminal**



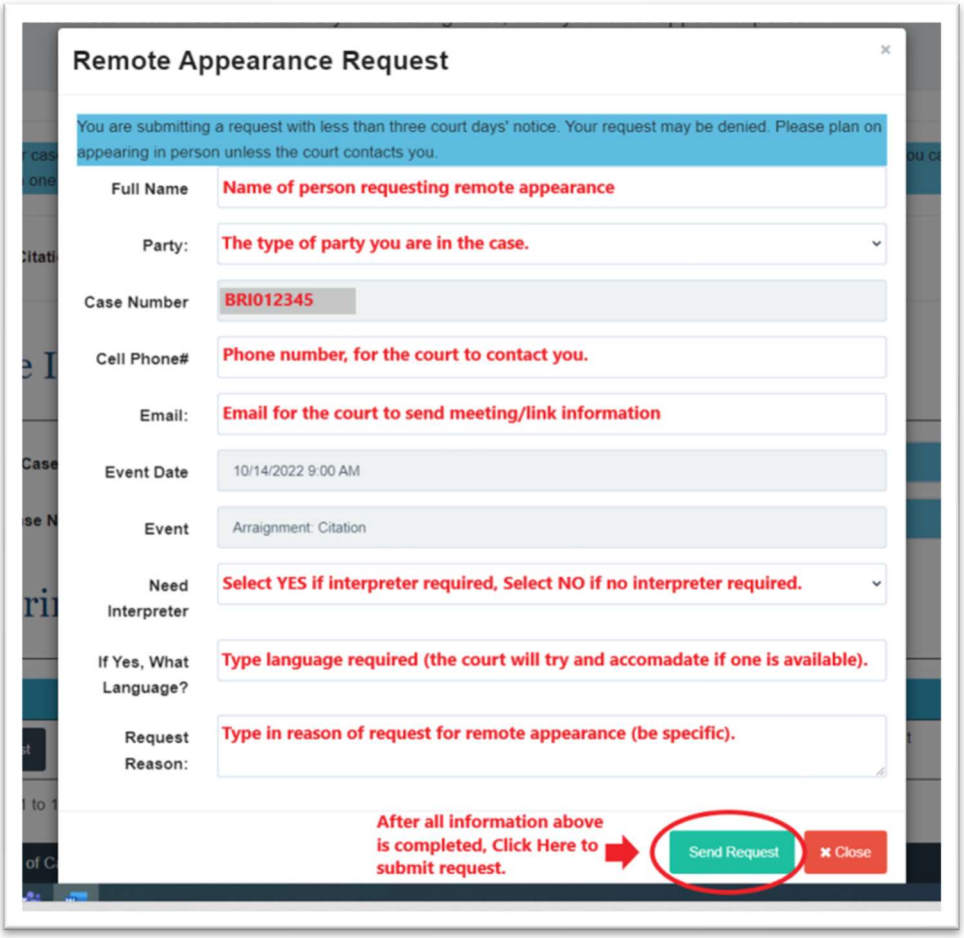
6. Enter case number or citation number then click **Search**
    a. Information about your case should appear below with the list of all future hearings.

i. Click **Request** next to the hearing you wish to appear remotely

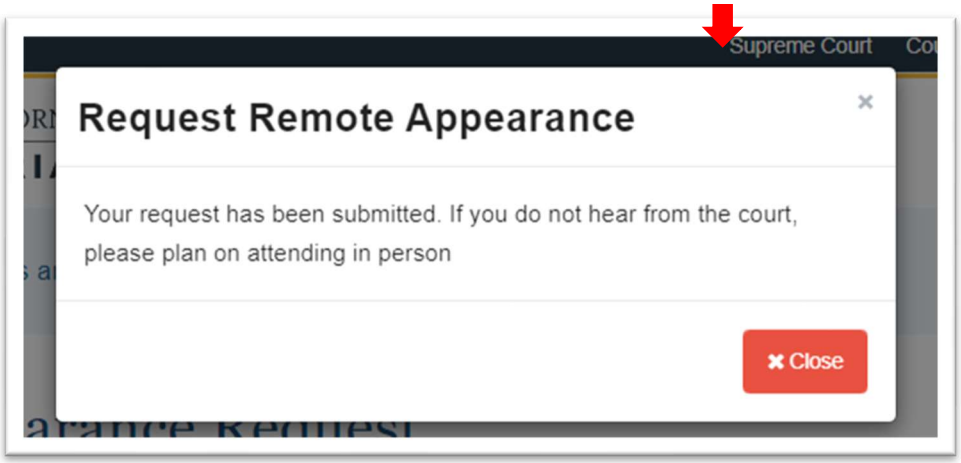
b. If you encounter any issues when trying to process request, you may send an email to RemoteAppearances@imperial.courts.ca.gov.



7. Complete **Remote Appearance Request**
   a. Party requesting remote appearance must complete all fields.
      i. If you are the defendant, and only requesting remote appearance for yourself, select **Defendant**, and only enter your information.
      ii. If you are an attorney and only requesting remote appearance for yourself, select **Attorney**, then select **Yourself**, and only enter your information.
      iii. 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.
      iv. 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 **Send Request**
      i. If request successfully submitted, you will receive a pop up **Request Remote Appearance**.
      ii. If request is not successfully submitted, no action will occur. Please send an email to RemoteAppearances@imperial.courts.ca.gov for further assistance.

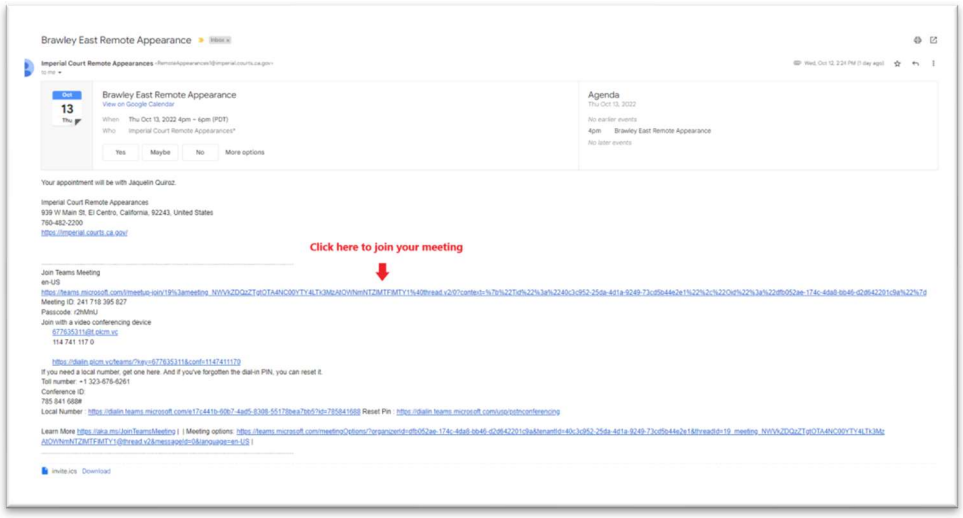


This pop up will appear if request is successfully submitted.

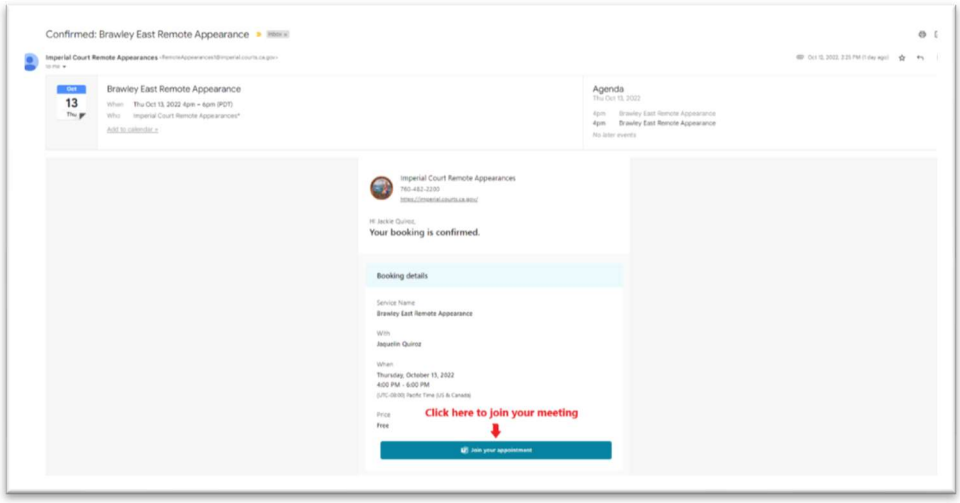


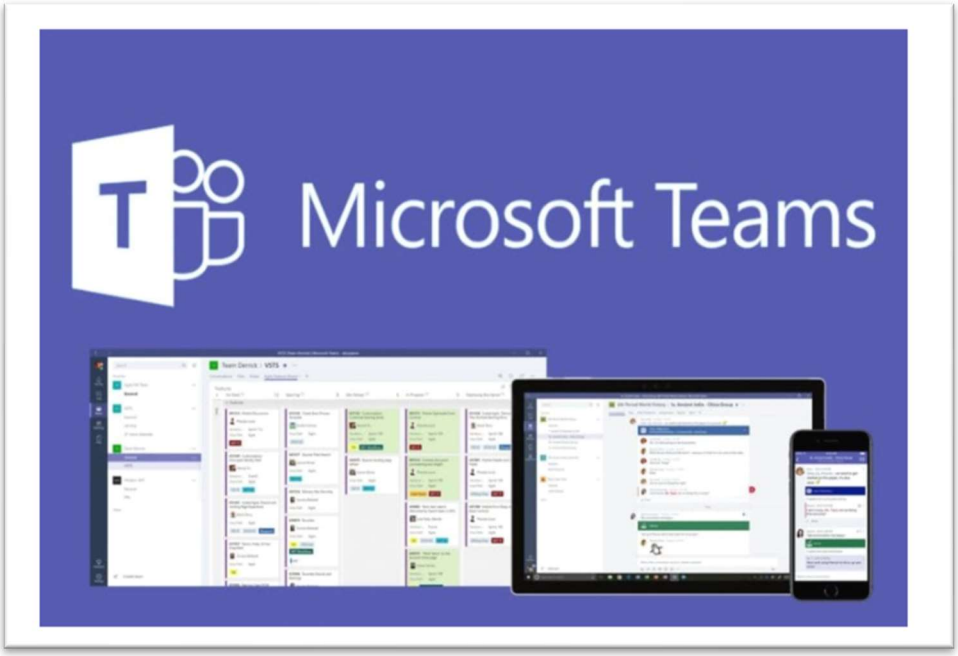
8. Processing of request usually takes about 24-48 hours to be completed.
    a. A confirmation email will be sent if request has been granted or denied.
        i. If request not granted, you would receive an email indicating request has been denied.
        ii. If request granted, you would receive 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 request for remote appearance **Denied**, you must appear in person.
10. If request for remote appearance **Granted**, you will receive 2 confirmation emails by RemoteAppearances1@imperial.courts.ca.gov 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:

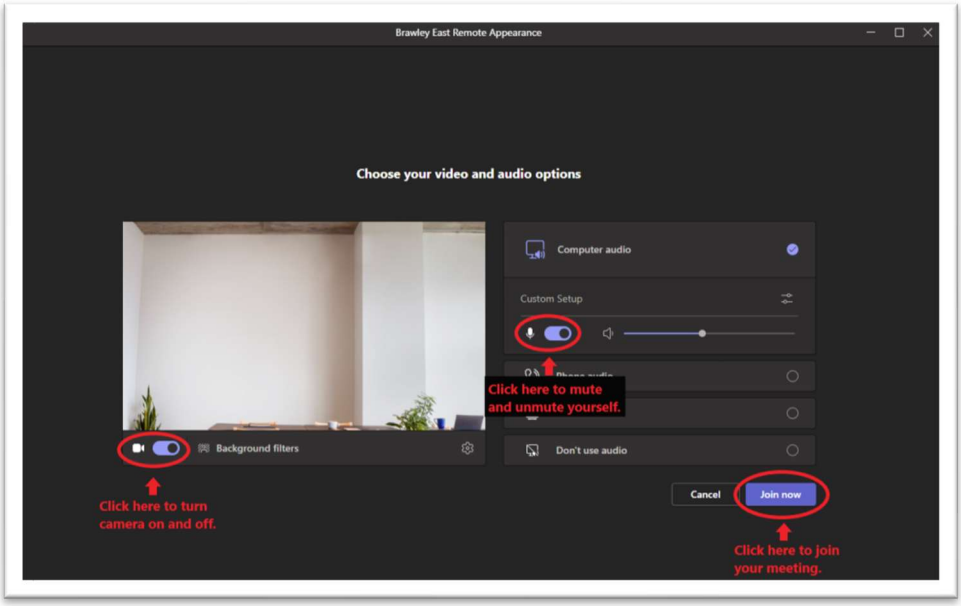


Example of the second email that you will receive:

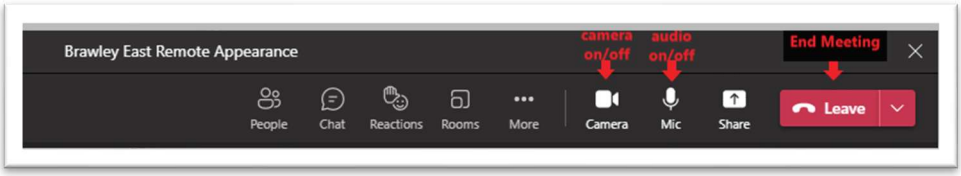




11. You will be contacted by the court (usually by phone) within 24 hours after your request has been processed.
    a. If you have not been contacted by the court, please send an email for further assistance to RemoteAppearances@imperial.courts.ca.gov.
12. If you have used Microsoft Teams before and are familiar with its features, no need to test the link prior to your hearing however, we may test link if requested.
13. 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.



14. 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.
15. 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.



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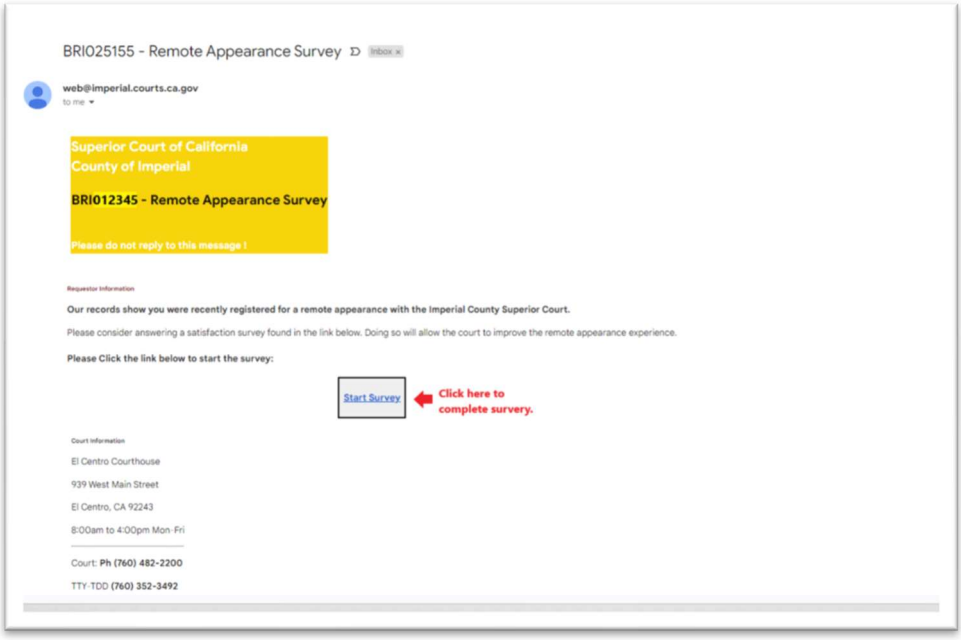
16. The Imperial County Superior Court will email you a survey following your hearing asking for your feedback on the remote appearance services. The survey only takes about 2-3 minutes to complete. Doing so will allow the court make improvements to the remote appearance experience.