



Proceedings by Microsoft Teams

Information for participants

Your proceeding will be held by video conference using Microsoft Teams. Microsoft Teams is a free program that connects people in different places by video call.

The instructions in this document will help you understand:

- what technical requirements you'll need so you can take part
- how to join the proceeding on the day
- other information, including recordings and costs.

This is a formal proceeding

Even though a proceeding by video conference feels different from being in a courtroom, it is a formal proceeding. You must conduct yourself appropriately. See [What happens during a hearing](#) for more information.

Extra information for witnesses

Witnesses should also read the [extra information for witnesses](#) which can be downloaded from our website.

Technical requirements: what you'll need so you can take part

- A computer with webcam or a mobile device
- The Microsoft Teams app
- Enough battery life & data on the day

Note: If you don't have the technical capability to take part in this Microsoft Teams proceeding (for example, if you don't have a device you can use, or if you don't have enough data) please let us know as soon as you can.

Make sure you have a device you can use

You will need:

- a computer with a webcam and microphone
- a smart phone, or
- a tablet.

If you have a headset, please use it. Headsets provide the best sound so everyone will be able to hear you better.

Setting up Microsoft Teams



Download [Microsoft Teams](#) from the Microsoft website. It's free. Do this before the day of the proceeding to make sure everything is working.

If you have problems downloading the app, you can join the proceeding via your web browser. If you need to do this, we recommend you use [Chrome](#) or [Firefox](#). Safari and Microsoft Edge sometimes have compatibility issues.

We will send you a link

Before the proceeding, we will ask for email addresses for every person participating in the proceeding. We will then email a link to each person so that they can join the proceeding on the day.

If you have extra people joining in on the day, you can give them the link too.

Check your email for documents that you'll need for the proceeding

Please check your email regularly between now and the proceeding. We may send you further instructions.

We may also email you a Court Book. A Court Book contains documents that you will need during the proceeding. Organise these documents so that you can look at them while you are giving your evidence. You might choose to print them or you may be happy to look at them on a screen.

Connecting to the proceeding on the day

Make sure you have enough battery life & data

If you're using a mobile device, keep your device plugged in during the proceeding if you can.

Try to use the internet connection that gives you the cheapest and most reliable

internet. For you, that could be your home or business internet connection or your mobile plan.

How to join the proceeding

1. Open your email with the link to the proceeding:

[Join Microsoft Teams Meeting](#)

2. **Parties** — Click the link 15 minutes before the scheduled start time

Witnesses — The associate or representative for your side will let you know you when it's time to click the link.

3. If you have already installed Microsoft Teams, the program will open automatically.

If you haven't installed it, the program will open in your web browser. Click **Join on the web instead**

4. If Microsoft Teams asks for permission to access your microphone and camera, click **Allow**
5. If you are using computer, the next screen will ask you for your name. Type in your full name. This is what the other people will see.

You will find yourself in a virtual lobby. Wait there. We will bring you into the proceeding when we're ready for you.

During the proceeding

Witnesses should also read the [extra information for witnesses](#) document which can be downloaded from our website. This will tell you more about what you can expect on the day.

Keep your phone near you on silent during the proceeding. If there are technical problems, we might need to call you.

The Microsoft website has information about:

- [managing your audio settings](#)
- [using the video settings](#)

Other things to know about your proceeding

Cost of participation

The Commission will not reimburse you for any costs you may incur for participating in the proceeding.

If you are a witness and you are worried about any costs associated with participating in the proceeding, talk about your concerns with the person who has asked you to give evidence.

You are not allowed to record the proceeding

The Commission will record the proceeding (unless it is a private conference).

No one else is allowed to make any recordings.

If you have questions

If you have any questions about the proceeding, please contact the associate of the Member who is dealing with the matter. You will find their contact details on the notice of listing.

If you have any questions during the proceeding, wait until it is your turn to speak then ask the Commission Member.