

## **Manual for attending an NCC Skype hearing**

The NCC Registry will send you a link by e-mail that will give you access to the hearing. The link may be in Dutch: “Deelnemen aan Skype-vergadering”.

The same link can be used by others who wish to attend the meeting. Please advise the NCC Registry if you are forwarding the email to others, so that we can monitor the number of people joining the videoconference.

### **Videoconference rules**

Ordinary courtroom rules apply, but there are some particular rules:

- To prevent any delay participants must access the Skype session no later than 10 minutes in advance. No one will be allowed in after the start of the hearing.
- All participants must be on screen (webcam on) and switch off their microphones when not speaking.
- All mobile phones are on silent mode during the hearing; if lawyers wish to confer with co-counsel or a client, they can do so by instant messaging, or by requesting a short break. During the break the connection is not terminated, but video and audio are switched off.
- Anyone from the public wishing to attend should contact the NCC registry to obtain a login link. All participants must be on screen (webcam on). The microphone is switched off.
- Anyone not in compliance with the rules is removed from the videoconference.

### **Joining the hearing**

You may attend the hearing using an Apple or Android cell phone or tablet or Windows/Mac computer. Our experience to date is that:

- using a cell phone or tablet works better than many notebooks/desktops
- the audio is better when using a headphone or earphone.

For all devices you'll need to install the free app “Skype for Business”. Please do so well in advance of the hearing.

### **Cell phone or tablet (preferred):**

1. First install the free app “Skype for Business”
2. Open the email you received from the NCC Registry.
3. Click on the link “Participate in Skype-meeting” (in Dutch: “Deelnemen aan Skype-vergadering”).
4. In your browser you'll see a website that says all appropriate settings have been made (in Dutch “Alles is ingesteld”). Open the app “Skype for Business”.
5. Select “Participate as a guest” (in Dutch: “Deelnemen als gast”)
6. Fill out your name and title (lawyer, claimant, defendant) and click on the arrow.
7. You're now in the lobby. The clerk will let you in shortly.
8. Please start the video connection by clicking on the Video button, followed by pressing the button “Video starten”. Switch on your microphone, so that you can introduce yourself. Then switch it off until you wish to speak.

### Windows/Mac computer with webcam

1. If the “Skype for Business” software has already been installed on your PC or Mac, please proceed to step 2. If not, check whether you are using the correct browser (Microsoft Edge or Google Chrome). If not, please install it.
2. Open the e-mail you received from the NCC Registry.
3. Click on the link “Participate in Skype-meeting” (in Dutch: “Deelnemen aan Skype-vergadering”)
4. You’ll be asked how you want to attend the hearing
  - a. If the “Skype for Business” software is not installed on your computer, please select “Install and participate using the Skype Meetings app” (in Dutch: “Installeren en deelnemen met de Skype Meetings-app (web)”). Next, the Skype Meetings app is installed (it may also be named: “Skype Web app”).
  - b. If the “Skype for Business software” is available on your system, please select “Participate with Skype for Business” (in Dutch: “Deelnemen met Skype voor Bedrijven (bureaublad)”).
5. In your browser you’ll see a website that says all appropriate settings have been made (in Dutch: “Alles is ingesteld”). If nothing happens, please open de “Skype Meetings App” or the “Skype for Business” software program.
6. Select “Participate (as a guest)” (in Dutch: “Deelnemen (als gast)”)
7. Fill out your name and title (lawyer, claimant, defendant) and click on the arrow.
8. You’re now in the lobby. The clerk will let you in shortly.
9. Please start the video connection by clicking on the Video button, followed by “Video starten” (“Start Video”). Switch on your microphone, so that you can introduce yourself. Then switch it off until you wish to speak.

### **Need support?**

If something isn’t working properly, please contact your lawyer or the clerk handling your case.