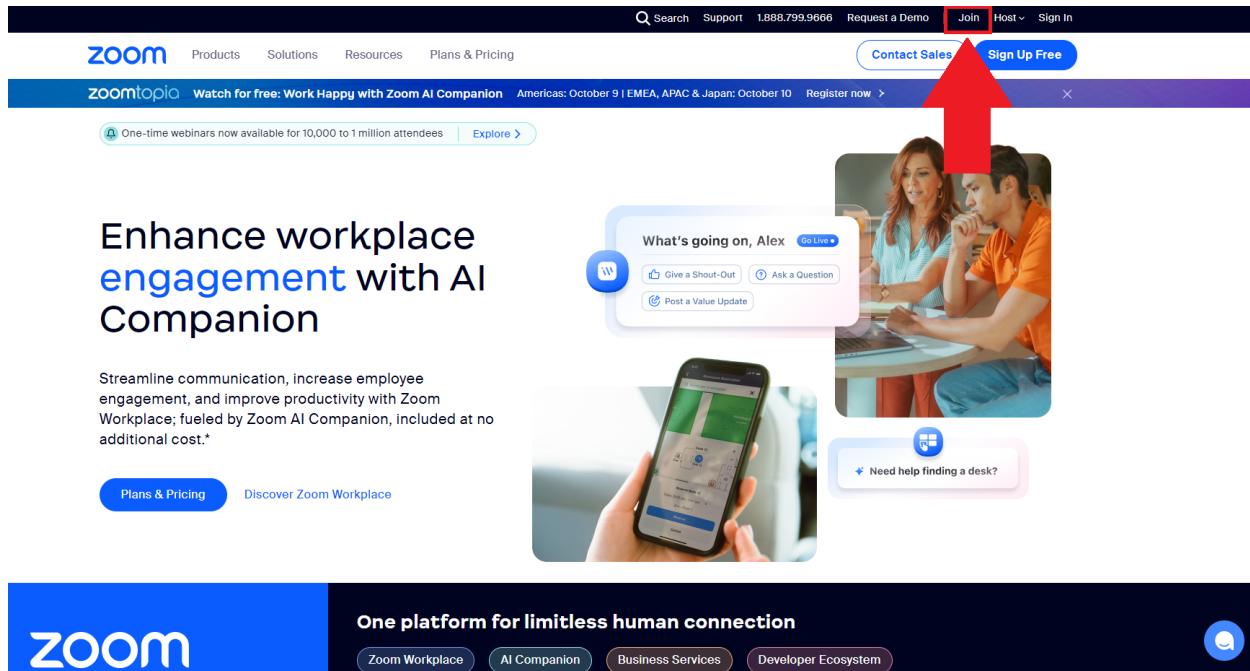


Zoom User Guide – Desktop Version

To participate in the Zoom Hearing, participants must have a computer, tablet, or smartphone/mobile device that has both audio and video capabilities. If you have a mobile device without video capability or a touch tone phone (landline) you may still participate via Zoom but you will not be able to see the hearing participants. If you do not have any of these items, please contact the Office of Child Support Hearings at 808-692-7110 immediately. If you are calling outside of the hours of 7:45 a.m.- 4:30 p.m., Monday through Friday, please leave a message with your name and phone number and someone will contact you during business hours.

Please see the below screenshots for more information. It is recommended that you log-in at least five minutes prior to the meeting time to ensure that you can connect properly for the start of the meeting. If you need further assistance, please call 808-692-7110.

1. Go to <https://zoom.us/> and click “Join”.



2. Enter Meeting ID number for the assigned Hearings Officer.

Join Meeting

Meeting ID or Personal Link Name

By clicking "Join", you agree to our [Terms of Services](#) and [Privacy Statement](#)

Join

[Join a meeting from an H.323/SIP room system](#)

3. Click "Join".

Join Meeting

Meeting ID or Personal Link Name

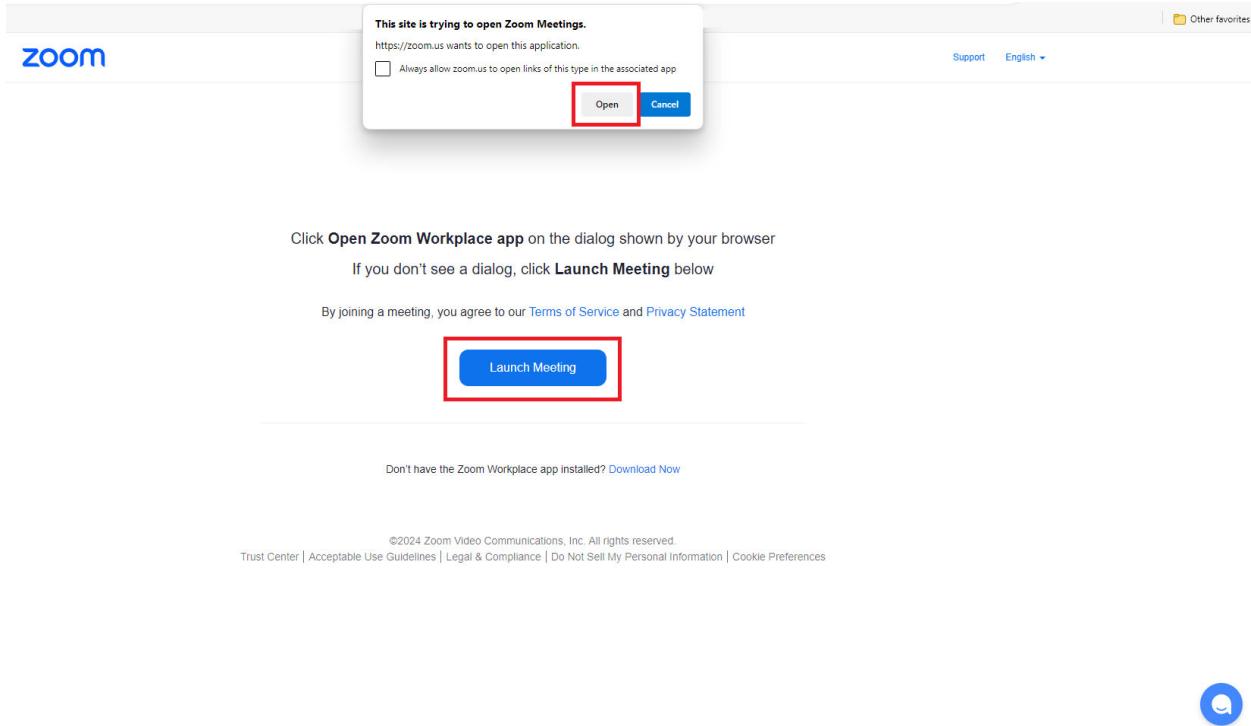
By clicking "Join", you agree to our [Terms of Services](#) and [Privacy Statement](#)

Join

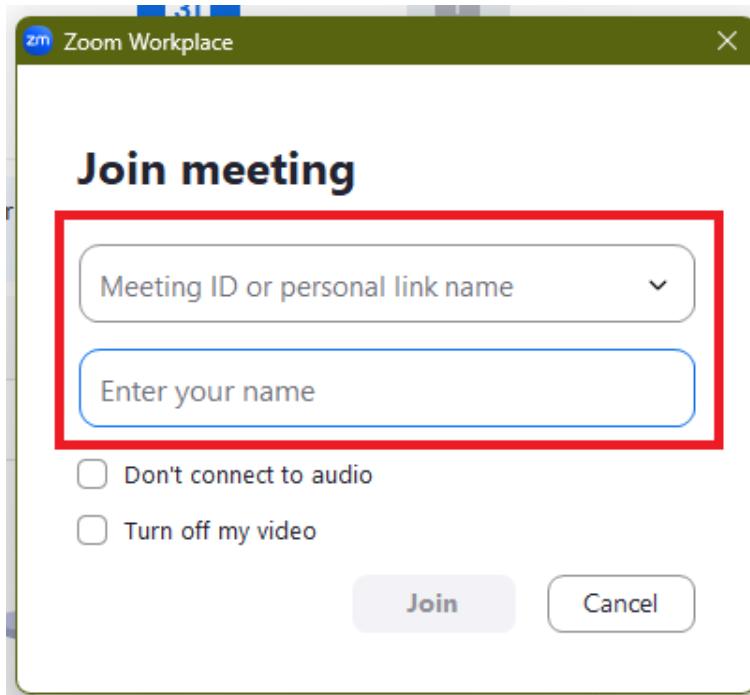


[Join a meeting from an H.323/SIP room system](#)

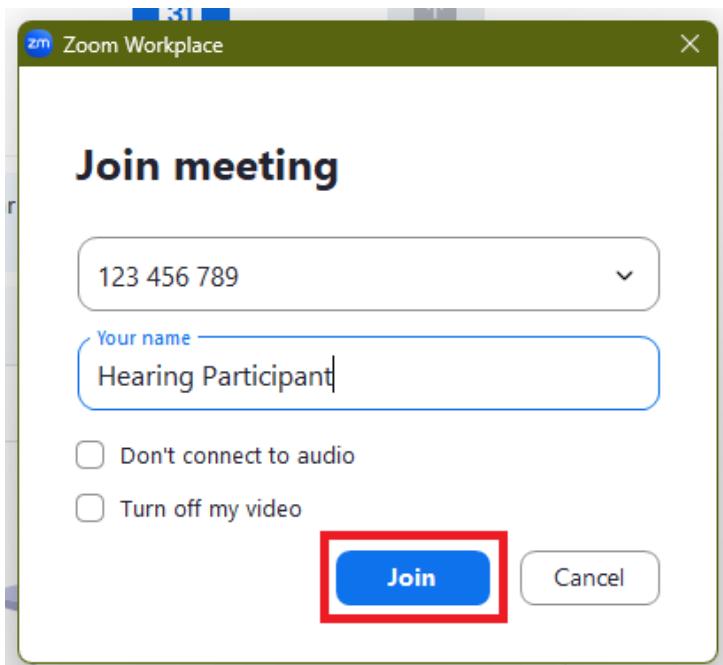
4. Click "Open". Click "Launch Meeting" if the top pop-up does not appear.



5. Enter the Meeting ID for the assigned Hearings Officer and your first name, your last name.



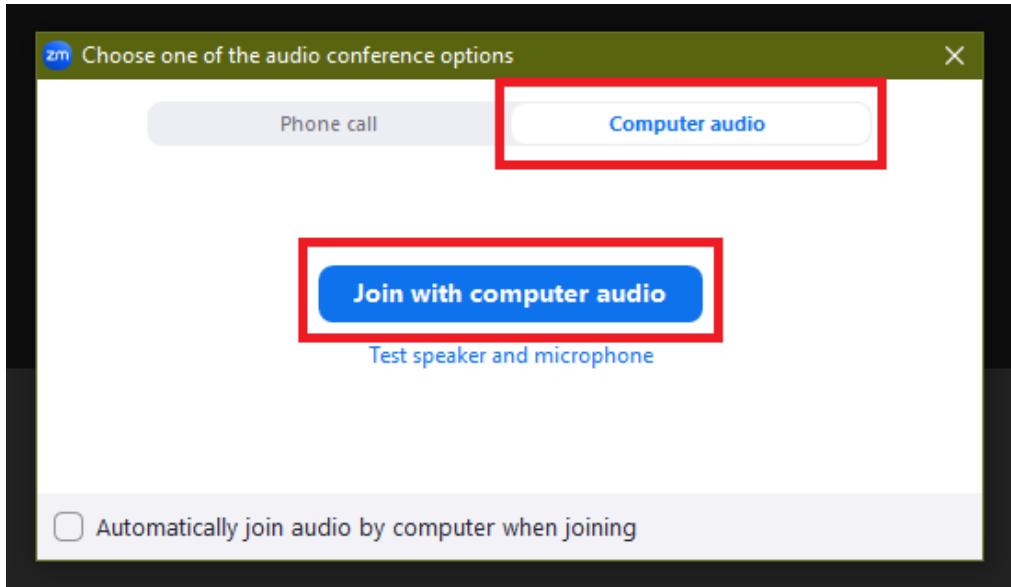
6. Click “Join Meeting”.



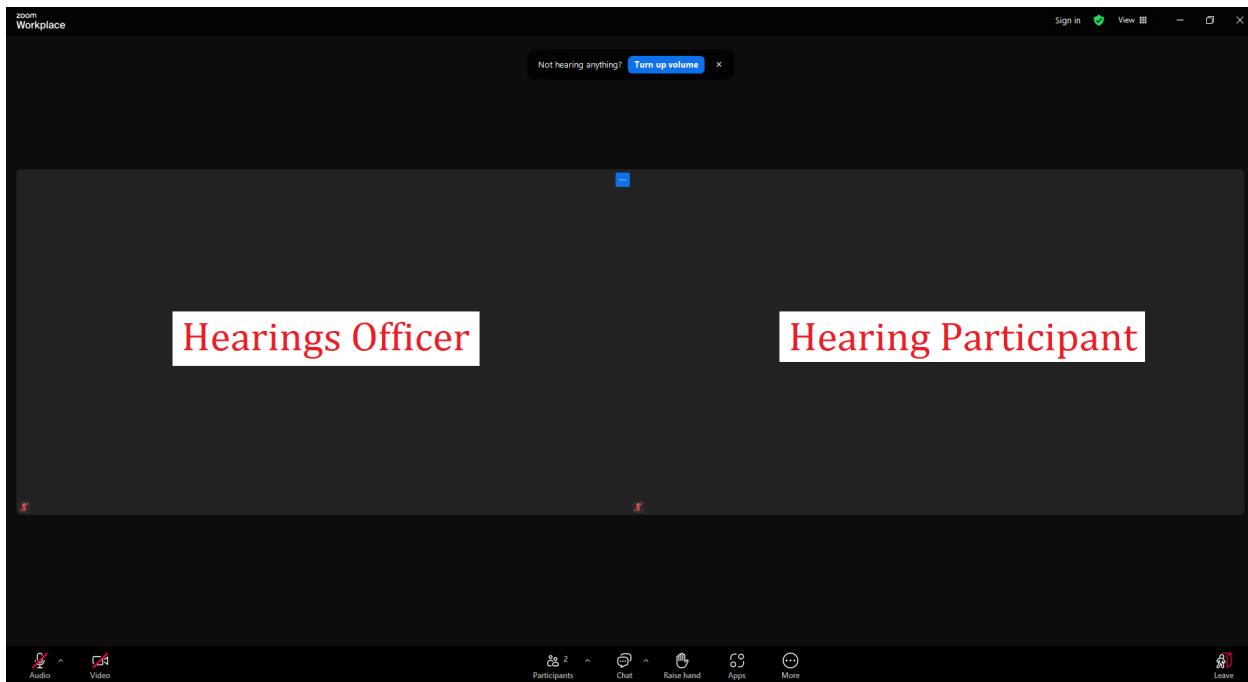
7. You will be placed into the waiting room until the Hearings Officer brings you into the hearing.



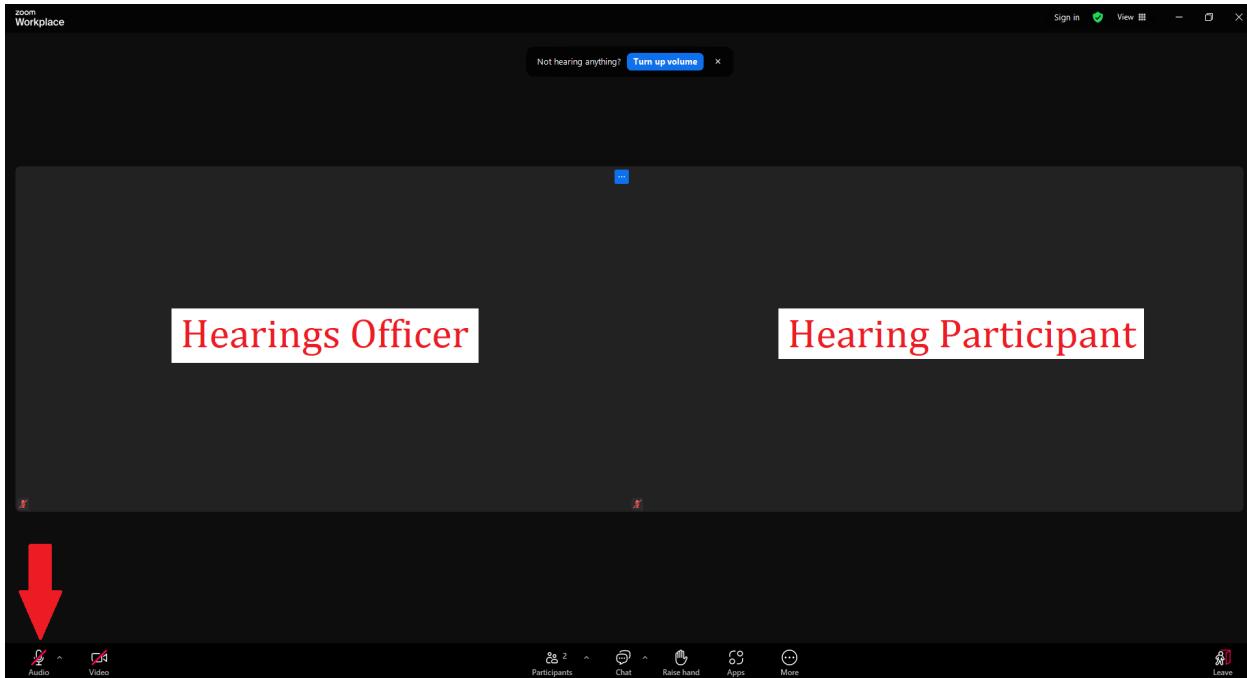
8. Check to see that “Computer audio” is selected. If not, select it and click “Join with computer audio”.



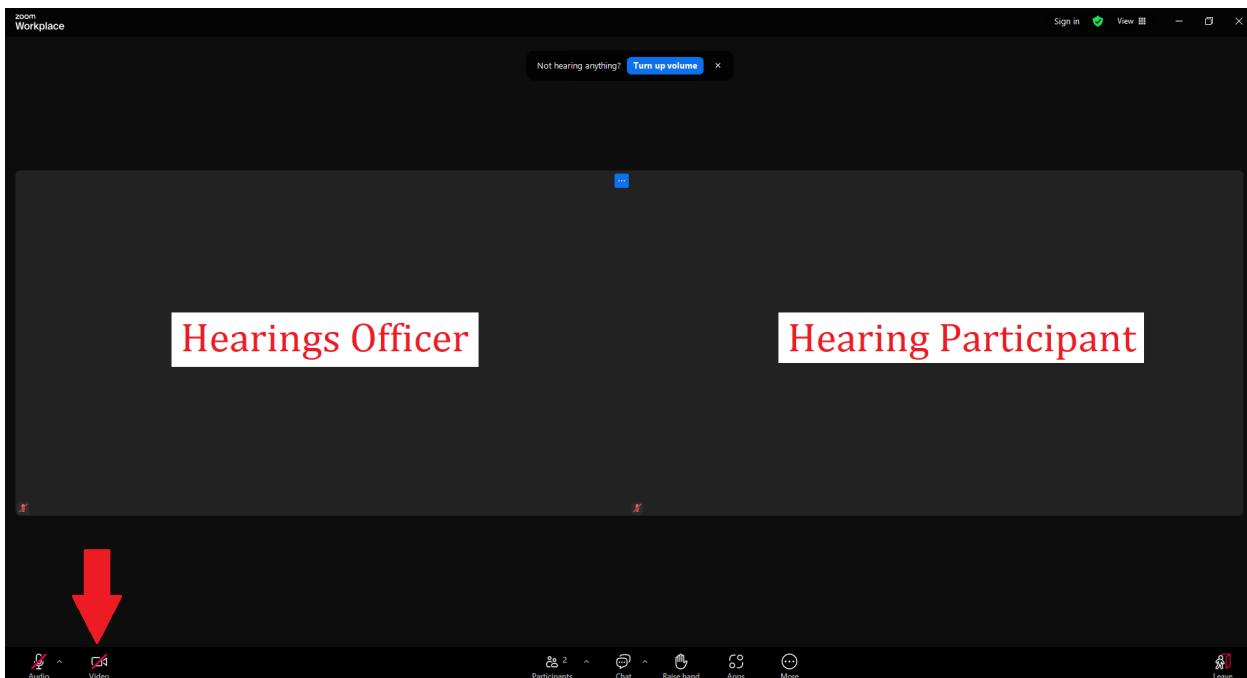
9. You will enter the hearing and see the Hearings Officer and any other participants.



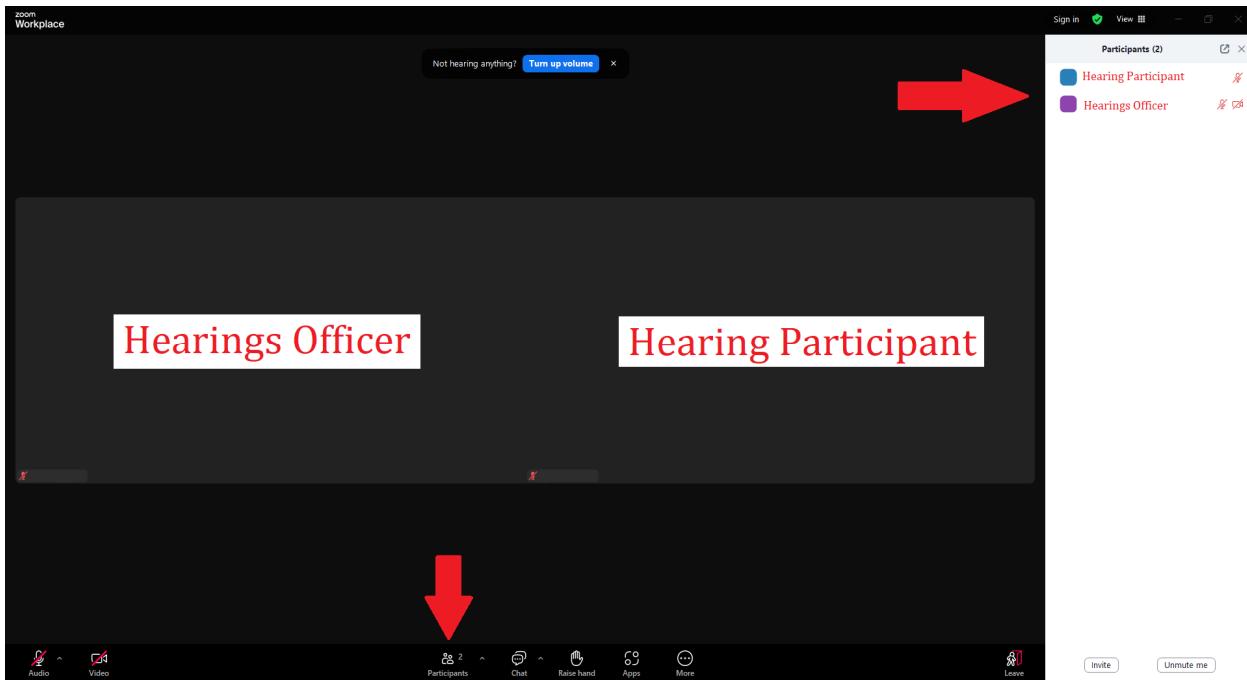
10. Use the “Audio” button to turn your audio on or off (note: a red slash through the button indicates that it is off).



11. Use the “Video” button to turn your video on or off (note: a red slash through the button indicates that it is off).

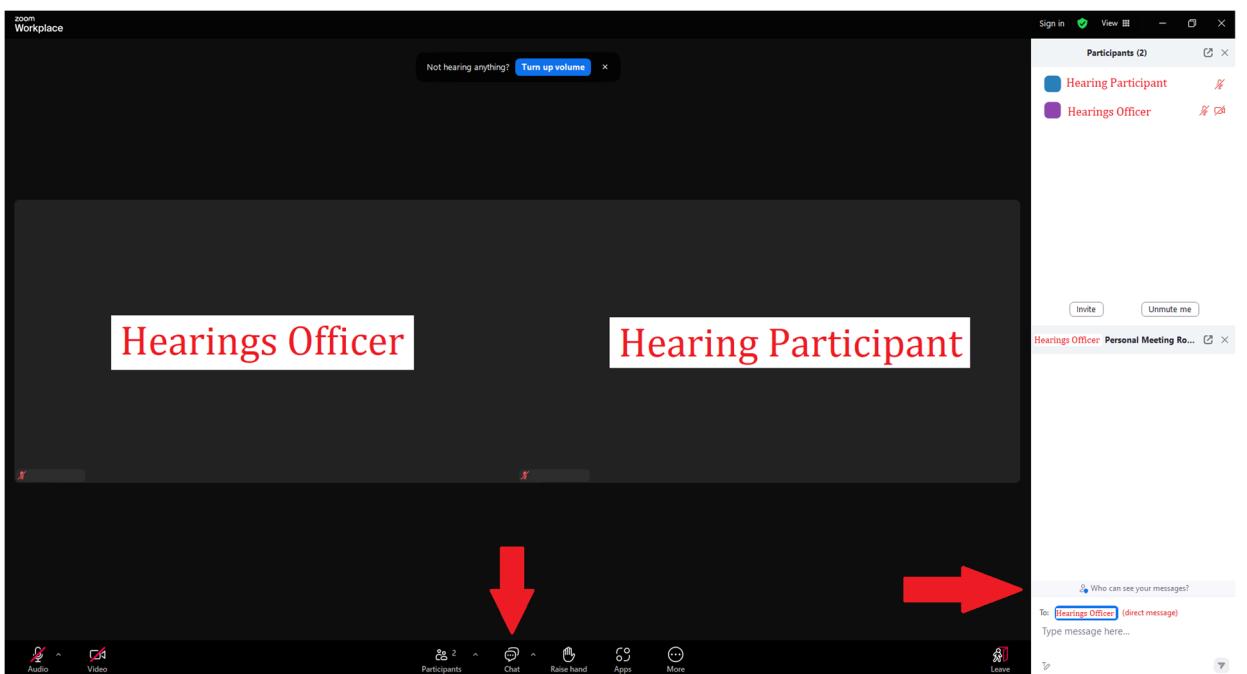


12. Click the “Participants” button to see who is participating in the hearing.

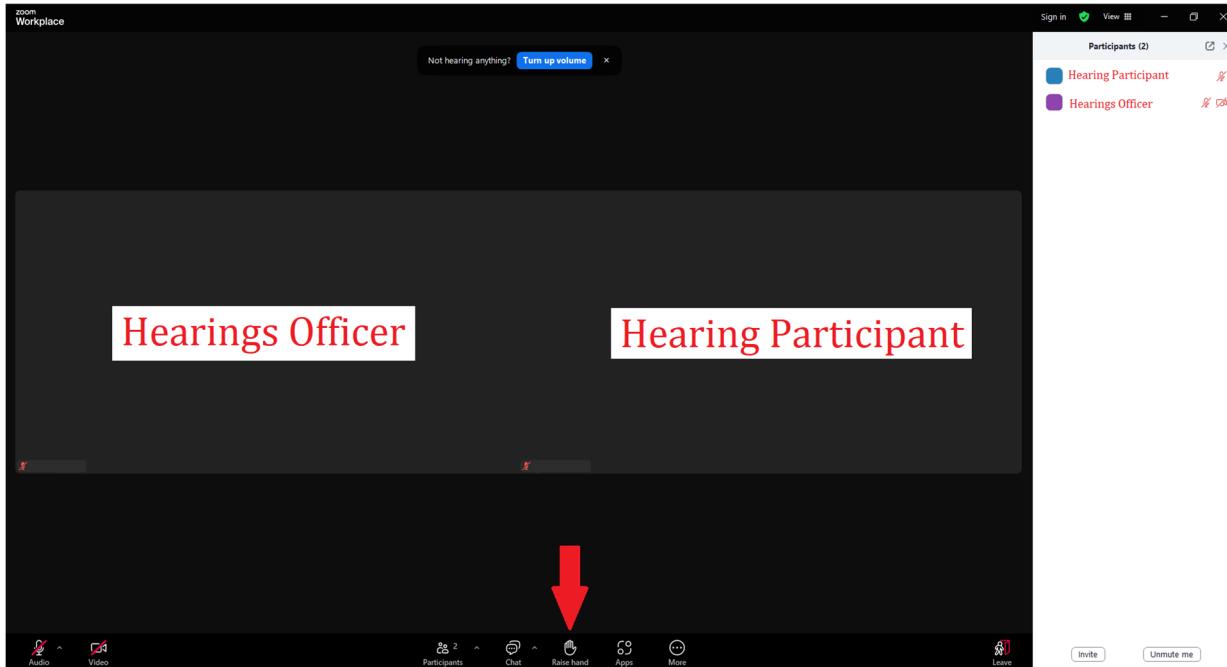


13. Click the “Chat” button to view the hearing chat.

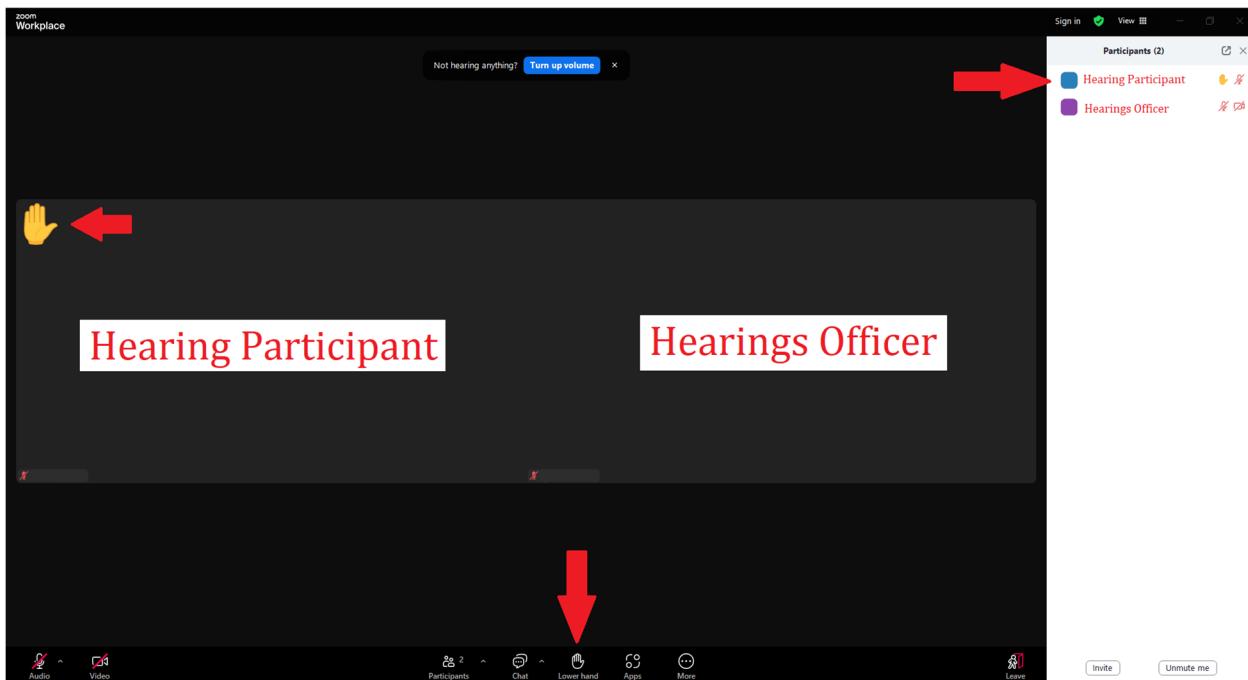
- Note: this may only be used to inform the Hearings Officer about technological issues, such as not being able to hear them.
- DO NOT use this to communicate matters (such as testimony or legal arguments) or submit items to the Hearings Officer.



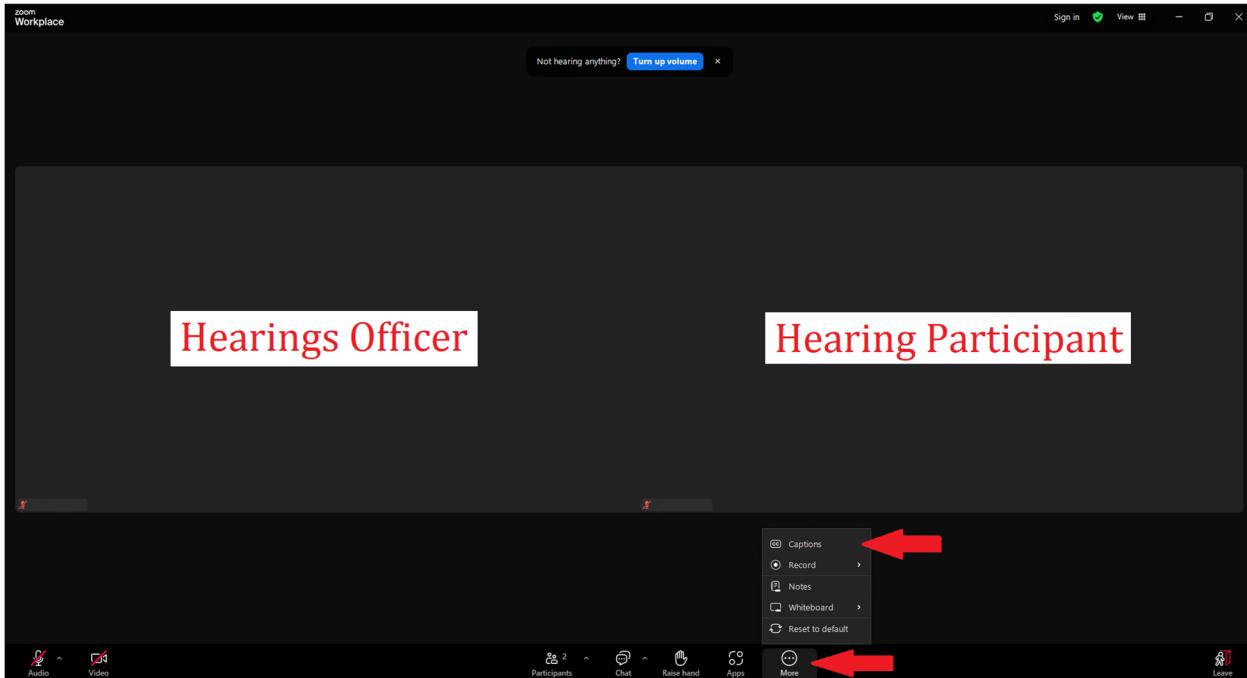
14. Click the “Raise hand” button to inform the Hearings Officer that you have something to say when it is someone else’s turn to speak.



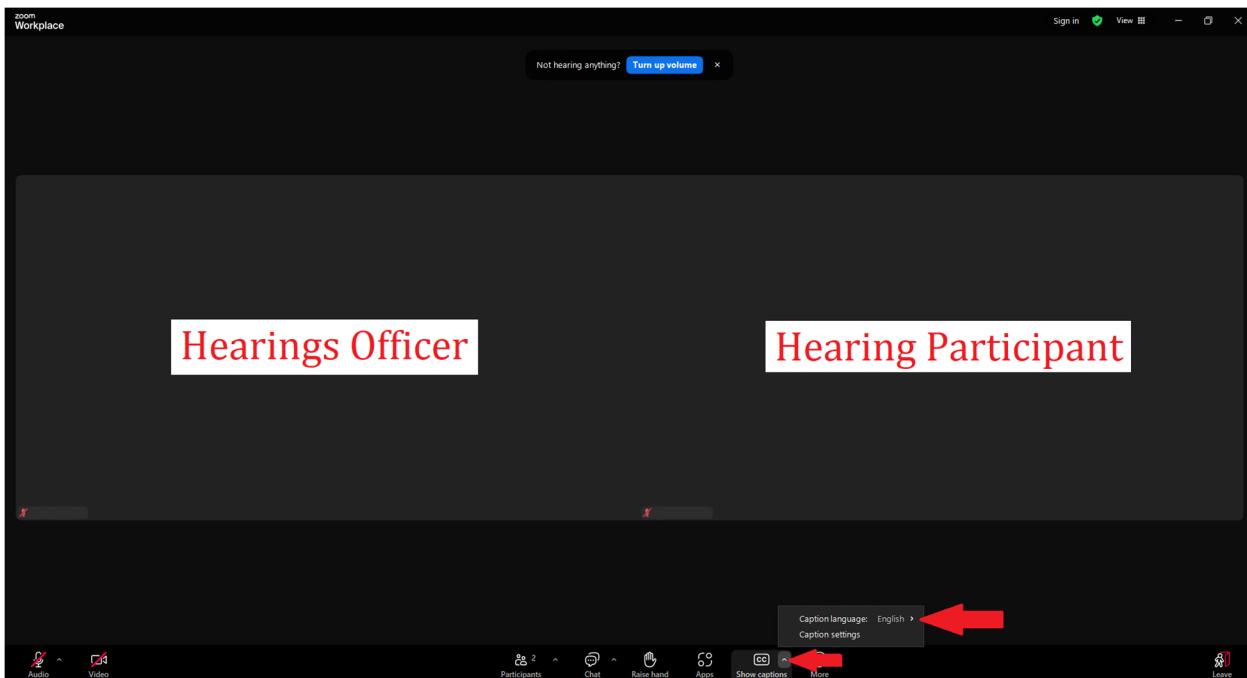
15. The hand icon will show on your video and next to your name when it is raised. When you are done speaking, click the “Lower hand” button.



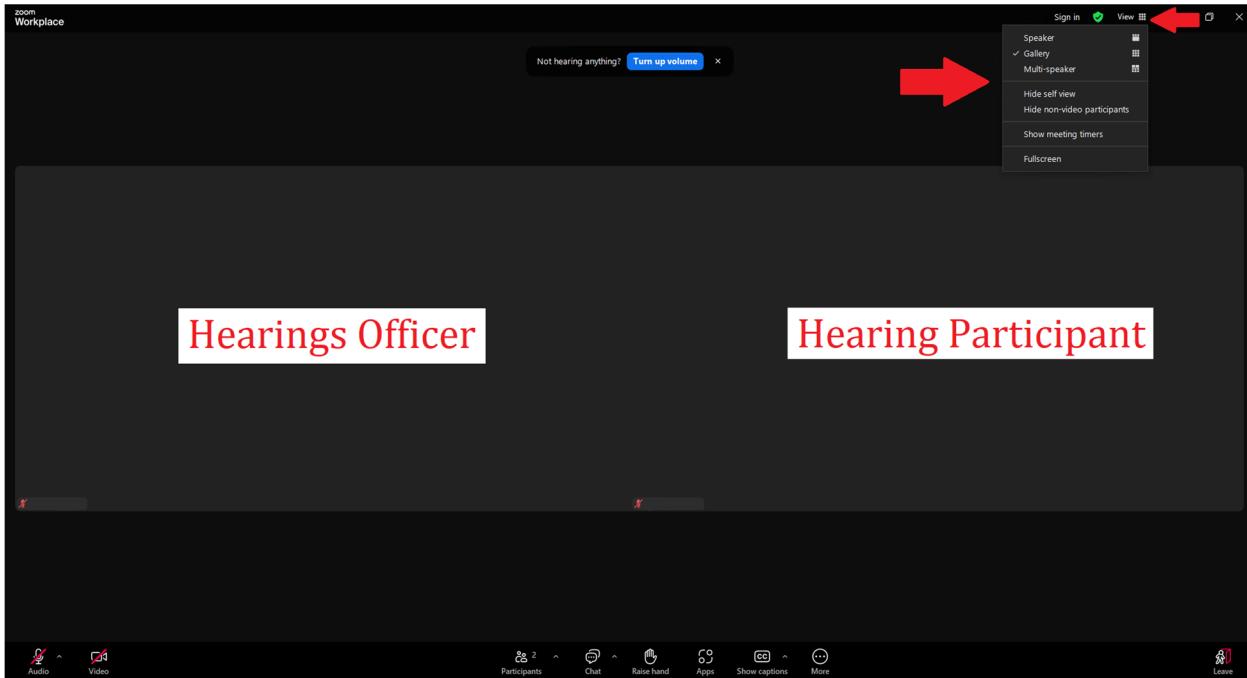
16. Click the “More” button to view more options. For example, this is where you can turn on captions for accessibility.



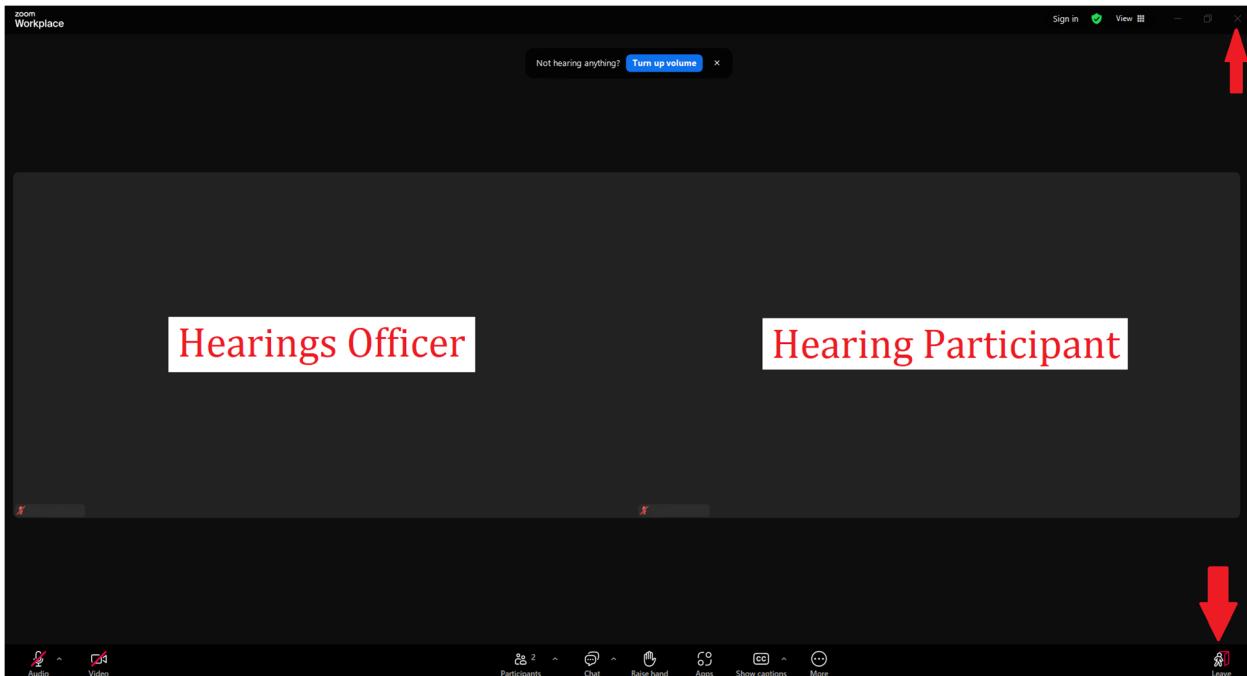
17. Once Captions are on, click the arrow button above “Show captions” to adjust the caption settings.



18. Click the “View” button to view more options for your screen.



19. When the hearing is over, you may click the “X” button in the top, right corner or the “Leave” button in the bottom, right corner to exit the Hearing (note: if the Hearings Officer ends the hearing, the screen will be closed for you).



20. After you click “Leave”, confirm you want to exit by clicking the “Leave meeting” button.

