

This guide is provided to assist you in participating in an Appeals Commission video conference hearing using a platform called Microsoft Teams.

BEFORE THE HEARING

1. Complete and return the Appeals Commission's *Privacy Agreement for Hearings – Teleconference or Video Conference form*.

Every participant in a teleconference or video conference hearing must complete and return the *Privacy Agreement* form. If we do not receive completed *Privacy Agreements* from all participants, the hearing may not proceed as scheduled.

If you are a representative, you are responsible for ensuring that the Appeals Commission receives a completed *Privacy Agreement* from you and from your client. Please return the signed form(s) to AC.AppealsCommission@gov.ab.ca within two weeks from the date this form was sent to you.

If you are self-represented, please return the signed form to AC.AppealsCommission@gov.ab.ca within two weeks from the date this form was sent to you.

This form is provided to you along with our Hearing Details Letter. If you did not receive a copy of this form, please contact your Appeals Officer.

2. How to join the Video Conference:

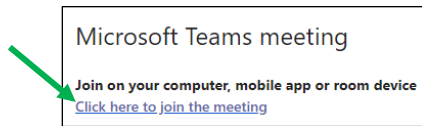
- About one week before the hearing, you will receive an email from an Appeals Assistant. This email will provide you with the information that you will need to access the video conference hearing. If you have any questions about the video conference hearing, you can ask the Appeals Assistant once you have received their email.
- You will need to use a camera connected to your phone, tablet or computer and an internet connection.

ON THE DAY OF THE HEARING

3. Be prepared

- Make sure that you have all of the documents you need prior to the start of the hearing. This includes the Appeal Documents Package (ADP) and any additional materials that you have provided to the panel.
- If your Appeals Documents Package (ADP) or additional materials are on a computer, tablet, or other device, make sure your device is charged and you have the materials open on your device before the hearing begins.

4. Be on time: Please ensure that you connect promptly at the start time to avoid delays. **To join the meeting:** Open the email you received from the Appeals Assistant and click on the “Click here to join meeting” link.



A page will launch giving you different options to join the hearing. Choose the most appropriate one for your configuration.

Note: If you choose to install Microsoft Teams, please do so well in advance of the hearing to ensure there are no delays.

DURING THE HEARING

5. Using Teams Buttons

You will use these buttons during the hearing:



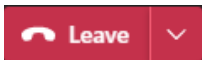
This button will mute or unmute your microphone. The panel cannot hear you if your microphone is muted.



This button will turn your video on or off. The panel cannot see you if the video is off.



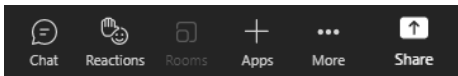
This button will allow you to view a list of all of the people currently in the hearing.



This button will end your participation in the hearing and should not be selected until the panel instructs you to do so.

Please **do not** use these buttons during the hearing:

Chat, Reactions, Apps, More and Share



NOTE: You are **not** allowed to record any portion of an Appeals Commission hearing.

6. **Speak clearly:** When it is your turn to speak, make sure that you are facing your microphone. Speak slowly and clearly so that the panel can hear you and understand what you are saying. This will also make sure the recording is clear.
7. **Reduce background noise:** When you are not speaking, please mute your microphone. Make sure to unmute it when it is your turn to speak. If you leave your microphone on it may pick up noises in the background, like shuffling papers. These noises may distract the panel or cause problems with the hearing.
8. **Do not record the Hearing:** you are not allowed to record any portion of an Appeals Commission hearing.
9. **Taking a Break:** If you need to take a break or leave the teleconference call for any reason, please let the Hearing Chair know.
10. **Equipment:** It is highly recommended to use a headset, if possible. The sound will be better for you and the panel. Fully charge or plug in any devices you are going to use. Have power cables nearby in case you need them.
11. **Problems during hearing:** Occasionally, you may experience problems with video or sound during a hearing. If this happens, let the panel know and they will tell you what to do next.

If you lose your connection to the hearing and are not able to reconnect, someone from the Appeals Commission will phone you within a few minutes to help.

12. Connecting over the phone

- The email from the Appeals Assistant will provide you with instructions to join the hearing via telephone.
- You may use a phone if you cannot use an internet-connected device like a computer, tablet or cell phone.
- When using a phone, make sure that you have a reliable phone connection.
- Do not use the speakerphone function. It makes it hard for the panel to hear you. It may also cause problems with the recording of the hearing.

OTHER TIPS FOR A SUCCESSFUL VIDEO CONFERENCE HEARING

- **Privacy:** Make sure you are in a quiet, private area. This will respect others' privacy and help you focus on the hearing.
- **Volume:** Set the volume on your laptop or phone so that you can hear the hearing panel. Don't set your volume too high because this can cause an echo that makes it hard to understand what you are saying.
- **Internet connection:** Make sure no one in your house is using streaming services during the hearing (Netflix, Amazon Prime, etc.) as this will slow down your connection.
- **Close other programs:** Close other programs on your device to ensure WebEx runs properly.
- **Use a pen and paper:** If you are going to take notes, use a pen and paper. The sound of a keyboard will distract the panel and may cause problems with the recording of the hearing.

NOTE: If you have any questions about the video conference hearing, you can ask the Appeals Assistant once you have received their email, about one week before the hearing.

If you have any questions about the appeal, you can contact your Appeals Officer.