Tribunals Ontario

Tribunaux décisionnels Ontario

Ontario

Tips for Connecting to your Zoom Proceeding and Basic Zoom Participant Controls
(Disponible en français)

Tips for Connecting to Your Zoom Proceeding

Before Your Proceeding

Download and install the Zoom application. You can find it at: zoom.us/download. It is recommended that you download the application for all of the features. You can download it to your computer, tablet or Smartphone. You can also use Zoom in your web browser as another option to connect.

Check the Zoom app for updates. Zoom provides regular updates to release new features and fix bugs, which can help improve your video and audio experience. Check if updates are available by logging into Zoom, clicking on your profile picture in the top right-hand corner of your screen and select "Check for Updates".

Plan to use a computer. If you can, use a computer because it may provide a more stable connection and better video viewing experience than a Smartphone or tablet. However, a Smartphone or tablet will also work.

Conduct a Zoom test. Visit zoom.us/test to test your internet connection and video, microphone, and audio.

Test your internet speed. Slow internet speed can affect Zoom's performance and cause issues like audio cutting out and frozen video. You can test your internet speed in advance at free websites such as fast.com. A speed of at least 6MBPS is ideal for using Zoom. If your internet connection is slow, try the tips below to improve the speed:

- **Close other open applications** that you are not using on your device, like Netflix or YouTube, to speed up your connection.

- **Move your computer closer to the router/modem** if your computer is connected to your router wirelessly.

- **Turn off the Wi-Fi on other devices** to reduce the number of devices on Wi-Fi at the same time. Having many devices on the same Wi-Fi connection will slow internet speed.

- **Use a network cable** to connect your computer to the router, if possible.

- **Temporarily turn video off** as having your video turned on uses more data and may slow your connection.

- **Contact your internet service provider** to check on whether they can fix any issues on their end to improve your internet speed.

During Your Proceeding

If you can join the proceeding but start having technical issues (for example, you cannot hear anyone or your screen starts freezing), try these steps:

1. **Improve your internet speed**. Try some of the tips under "Test your internet speed" to improve your internet speed, like closing other applications or temporarily turning off video.

2. **Leave and rejoin the proceeding**. If possible, let the adjudicator or moderator know you are having technical issues before you leave.

3. **Restart Zoom**.

   a. On your computer, click the up arrow located in the system tray in the bottom right corner of the screen, right click on the Zoom icon and select Exit.
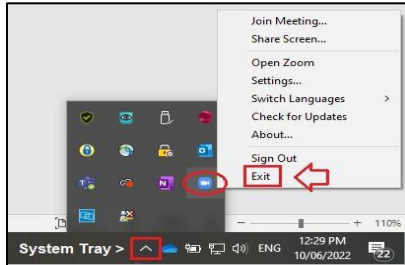
   b. If you are using your Smartphone, close the application.

   c. Relaunch Zoom by clicking the link in the notice or email you received from your tribunal.

4. **Restart your computer/smartphone**. This should be done only once you have tried the steps above.

What to do if You Cannot Connect to Your Proceeding
If you are unable to join by video conference or if you are disconnected and cannot immediately reconnect:

1. **Contact the tribunal** immediately:

   - **Animal Care Review Board**: Email ACRB.registrar@ontario.ca.

   - **Assessment Review Board**: Email ARB.Registrar@ontario.ca and contact your Case Coordinator.

   - **Child and Family Services Review Board**: Contact your Case Processing Officer. Their contact information is provided in the meeting invitation.

   - **Fire Safety Commission**: Email FSCregistrar@ontario.ca.

- **Human Rights Tribunal of Ontario**: Email HRTO.registrar@ontario.ca and the other parties.

- **Landlord and Tenant Board**: Email (LTBHearingSupport@ontario.ca) or call (416-212-9064, toll-free 866-769-7865) the Zoom Technical Support line.

- **Licence Appeal Tribunal**: Email LATregistrar@ontario.ca or call 416-326-1356 (toll-free 1-888-444-0240) and ask to speak to your Case Management Officer.

- **Ontario Civilian Police Commission:** Email OCPCregistrar@ontario.ca

- **Ontario Parole Board**: Email OPBregistrar@ontario.ca.

- **Ontario Special Education Tribunal (French and English)**: Email OSET@ontario.ca.

- **Social Benefits Tribunal**: Email SBT.Registrar@ontario.ca or call 416-326-0978 (toll-free 1-800-753-3895) and ask to speak to your Appeal Resolution Office.


2. **Dial-in by phone** if you cannot rejoin the proceeding by video. The notice or email from your tribunal about your proceeding will include a phone number to dial-in and any other information you need to join the proceeding by phone.

Basic Zoom Participant Controls

The following image is what your Zoom screen may look like during a proceeding. The portion of the screen that is outlined in red is the participant controls menu. The numbered icons are the basic Zoom controls that you might use in your video proceeding and are described below.
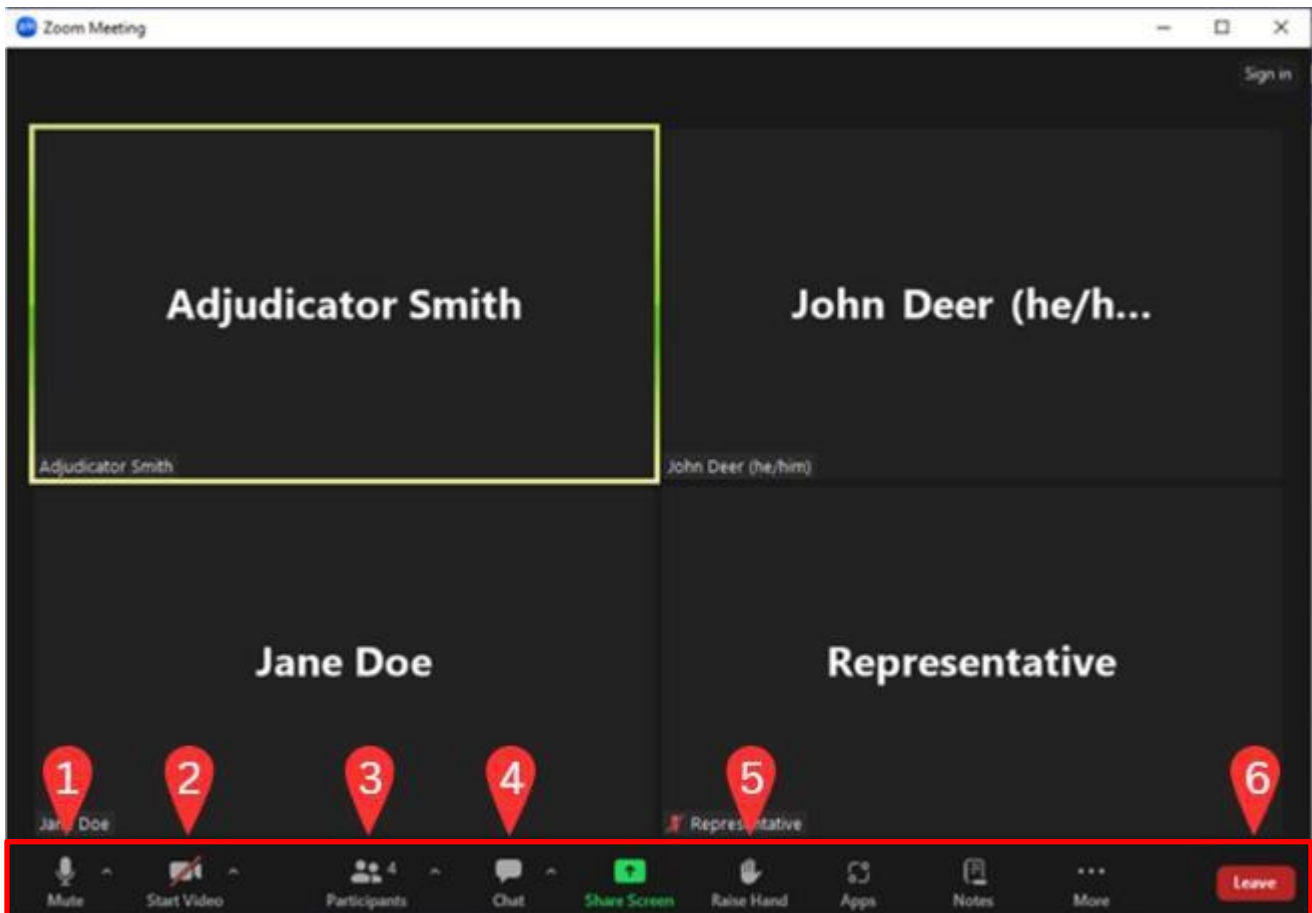

1. **Mute / Unmute**
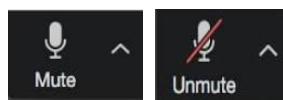
This icon controls your microphone and allows you to turn it off (mute) or on (unmute). Click on the icon to mute or unmute yourself or press and hold the spacebar on your keyboard to temporarily unmute. If there is a red line through the microphone, this means you are on mute. The other people in the proceeding will not be able to hear you. For clearer sound quality, we recommend that you keep your microphone on mute unless you are speaking. The adjudicator or staff member may mute you to minimize disruptions while others are speaking.

2. **Stop / Start Video**
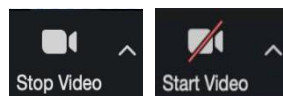
This icon controls your video and allows you to turn it off (stop video) or on (start video). Clicking on start video means the other people attending the proceeding can see you. Stop video by pressing stop video. A red line indicates that the video is off. Depending on your proceeding, you
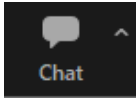
may be asked to be on camera for some or all of the time. You may be asked by the adjudicator or staff member to start or stop your video.

3. **Participants**
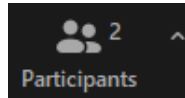
To see the other people in the proceeding, click on the Participants icon. The participants window will open on the screen with a list of the people in the proceeding.

4. **Chat**

If the chat function is available during your proceeding, you can send a chat message in Zoom. To send a message using the chat, click on the Chat icon. The chat window will open next to the main screen (outlined in red below). Type your message in the chat field and push enter on your keyboard to send the message.

Note: You may be asked to use the chat to help troubleshoot a technical issue. For example, if you are having audio issues and cannot be heard, the chat may be enabled so you can communicate.
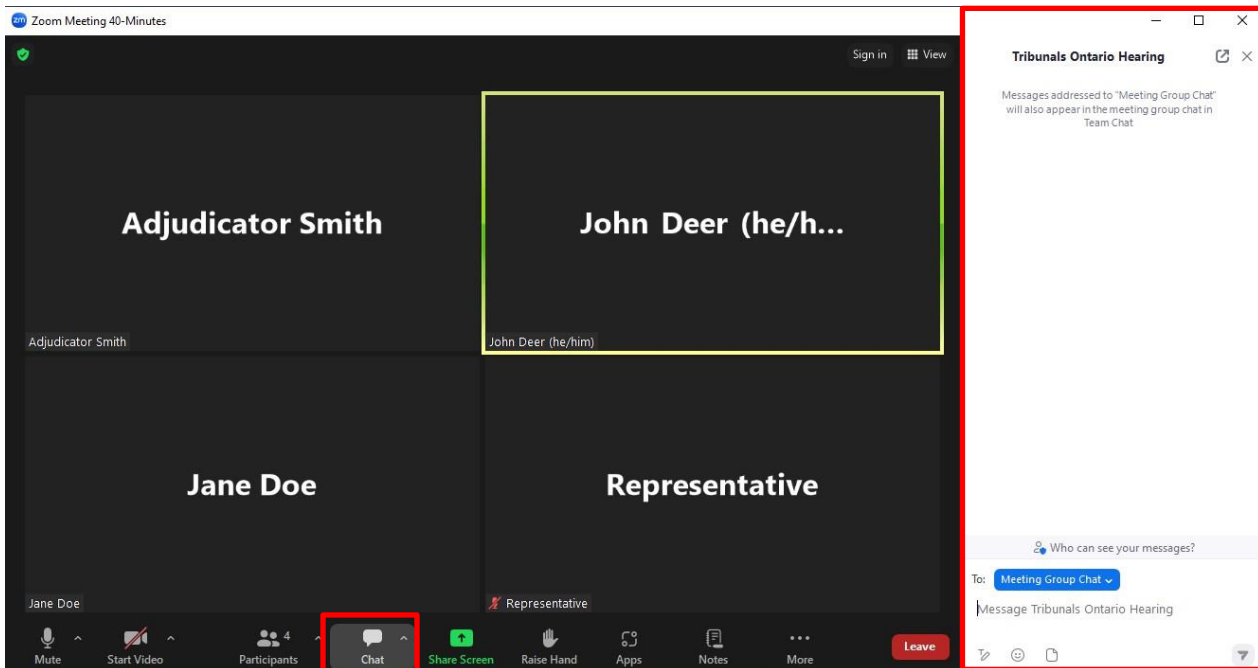
5. **Raise Hand**
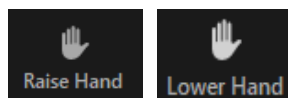
This icon allows you to virtually raise your hand to signal that you want to speak. Once you click on the icon, an image of a yellow hand will appear (in the top left corner of the box with your name in it), and the adjudicator or staff member will be notified and will address you when it is time for you to speak. Once you have had your chance to speak, click the icon again to lower your hand.

6. **Leave**

Clicking on this icon will allow you to leave the proceeding. Typically, the adjudicator or staff member will let you know when the proceeding has ended so that you can leave.

Note: Some tribunals use breakout rooms during the proceeding. These are rooms separate from the main meeting room that you enter when you first join Zoom. If you are in a breakout room and want to return to the main meeting room, click "Leave Breakout Room" as shown below. If you click "Leave Meeting", this will remove you from the proceeding and you will have to log back in, so do not click "Leave Meeting" if your proceeding is not over.