

## What to Expect at a Videoconference Hearing

At a videoconference hearing, you will be able to see and hear the vice chair and other participants, and they will be able to see and hear you.

### Before the Hearing

- **Vice chairs are unable to accept new evidence or written submissions during the videoconference.** Send any new evidence to WCAT 21 days before the hearing. The vice chair may refuse to accept late evidence.
- Test Microsoft Teams at least a week before the hearing, so you have time to get help if needed. WCAT has provided technical instructions for joining the meeting on [smart phones and tablets](#) or [computers](#).
- You (or your representative) should tell WCAT in advance about any witnesses you will be calling at the hearing. Provide the witnesses with the link to the meeting and technical instructions (for [smart phones and tablets](#) or [computers](#)). Do not share the link with anyone other than your witnesses (if you have any). Tell your witnesses to log in at least 15 minutes before the hearing starts. Make sure you have a way to get in touch with your witnesses in case they have any trouble during the hearing.

### On the Day of the Hearing

- Find a private, quiet location with Internet access. You should have a comfortable place to sit. Consider the lighting and the background of the room.
- Tell anyone that lives with you that you will need privacy.
- Make sure that your phone or computer is fully charged and that you can plug it in during the hearing.
- Log into the hearing at least 15 minutes before it starts. You will be placed in a virtual waiting room until the vice chair admits you.
- If there is background noise, let the vice chair know that you will be muting yourself, and then do so by [clicking the microphone icon in Microsoft Teams to turn it off](#). The vice chair will not normally mute other participants during the hearing. If it is difficult to hear or see others, let the vice chair know as soon as possible.
- If you wish to have someone with you for support, and that person is not a witness, identify that person to the vice chair at the start of the hearing. You should tell the vice chair about anyone else who is in the room with you during the hearing.

If you become disconnected during the hearing, the vice chair will wait for you to reconnect. Try to join the hearing by going back to Microsoft Teams link that was provided to you by email. If you continue to have problems at the time of the hearing, contact your representative (if you have one) or call WCAT at **(604) 664-7800** or toll-free at **1 (800) 663-2782** so that the vice chair at your hearing is aware that you are trying to connect.

There may be unavoidable interruptions or technical difficulties. Your patience and understanding is appreciated. If the technical difficulties continue, the vice chair may hear your testimony by teleconference, or reschedule the hearing.

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### More Information

- To get Microsoft Teams set up on a smart phone or tablet, [click here for instructions](#).
- To get Microsoft Teams set up on a laptop or desktop computer, [click here for instructions](#).
- If you are unable to participate in a videoconference, WCAT may hold a teleconference hearings. For information on what to expect at a teleconference hearing, [click here](#).