

Virtual Hearings Guide for Claimants



**A virtual hearing app is now available for iOS (Apple) devices.
Visit wcb.ny.gov/virtual-hearings/app to learn more!**

Overview

The New York State Workers' Compensation Board has redesigned its hearing experience. You now have the option to attend your hearing from a remote location using state-of-the-art video conferencing technology.

You can continue to participate in-person at the hearing center. To make your participation more convenient, you now have the opportunity to attend "virtually" from your home, or with your attorney/representative from their office. To participate in a Virtual Hearing, you will need a computer (preferred) or mobile device with a camera and also have access to reliable high-speed Internet service. If you do not have a reliable WiFi internet connection (at least 1 - 1.5 megabits per second), a hard wired connection is preferred.

Before You Begin Your Virtual Hearing

1. Locate the Hearing ID on your hearing notice. The Hearing ID assigned to your hearing is located at the top right corner of the hearing notice and at the bottom under "Virtual Hearing Available." The Hearing ID number is not the WCB Case Number. You will check-in to your hearing using your Hearing ID and your name. If you are checking in to multiple hearings, you need the Hearing ID from each Hearing Notice.

NOTICE OF WORKERS' COMPENSATION HEARING

Virtual Hearing ID: 622204399

State of New York
WORKERS' COMPENSATION BOARD

PLACE OF HEARING	Part	Date of Hearing	Time	District Office
Workers' Compensation Board 150 Broadway-Riverview Center Menands, NY 12204	10	03/23/2011	3:00 PM 30 Min	Albany (877) 632-4996
WCB Case No.		Date of Accident	WCB Home Page	
G0030035		01/01/2008	www.wcb.ny.gov	
Carrier Case No.				ABC123

Your Hearing ID

CLAIMANT: Bring this notice with you. Read Important information on reverse side.

EMPLOYER Test Employer

CARRIER State Insurance Fund

COPIES TO John Doe

PURPOSE OF HEARING: Question of period and extent of disability.

IMPORTANT INFORMATION FOR THE CLAIMANT:

In a compensable workers' compensation case, bills for related medical treatment are the responsibility of your own employer or its workers' compensation insurance carrier. If you have used a private health insurance policy (Blue Cross, Blue Shield, G.H.I., H.I.P. or other) for payment of any bills in your workers' compensation case please advise the private health insurer immediately.

In order to be reimbursed for any payments or co-payments you may have made for treatment or services which are the responsibility of the workers' compensation insurance carrier, you must tell the judge at this hearing about this payment.

THE NEW YORK STATE WORKERS' COMPENSATION BOARD PROHIBITS VISITORS, EMPLOYEES, CLIENTS OR WITNESSES FROM CARRYING OR BEARING FIREARMS OR ANY OTHER WEAPON ON BOARD PREMISES.

Virtual Hearing Available

Claimants and attorneys are encouraged to appear by video. The Hearing ID for this hearing is 622204399.

Your Hearing ID

Visit the Board's website wcb.ny.gov/virtual-hearings to learn more. If you are not scheduled to testify and cannot conveniently attend the hearing in person or by video, please visit the website at least 48 hours before your hearing to ensure you have the required computer technology to participate. Claimants who are not scheduled to testify and cannot conveniently attend the hearing in person or by video must call (844) 337-6301 for information about attending the hearing by telephone.

Dated: 03/26/2018

EC-16 (8/99) 1

THE BOARD EMPLOYEES AND SERVES PEOPLE WITH DISABILITIES WITHOUT DISCRIMINATION AND ASSURES HEARING LOCATIONS ACCESSIBLE TO THE DISABLED. CONTACT THE NEAREST BOARD OFFICE IF YOU HAVE SPECIAL ACCESSIBILITY NEEDS.

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System Requirements – First Time Setup

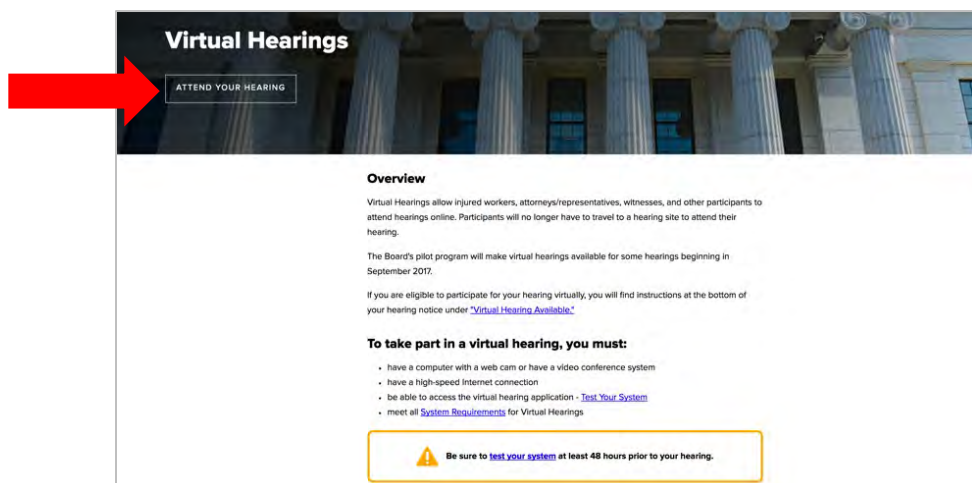
Visit the [system requirements webpage](#) for complete details. In addition:

- a. If you are using an Apple mobile device, download the virtual hearings (WCB VHC) mobile app prior to your hearing. Visit wcb.ny.gov/virtual-hearings/app to learn more.
- b. If you are using a computer or a browser on your mobile device (not the Apple app):
 - test your computer or mobile device **at least 48 hours before your hearing date**: [WebEx Test Meeting](#)
 - download the “Cisco WebEx Meetings” application on your mobile device
 - make sure you are using an updated internet browser
 - you must have a camera or webcam
 - disable sleep/standby mode
 - ensure your phone is not set to “Do Not Disturb”
 - use a single computer or mobile device to sign in for all morning or afternoon hearings within the same waiting room

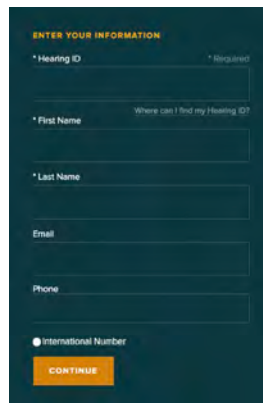
Checking In To Your Virtual Hearing

On the day your hearing is scheduled, follow the instructions below to join your hearing virtually. It is recommended that you begin this process at least 30 minutes before your hearing’s start time. If you are unable to connect to your Virtual Hearing on the day your hearing is scheduled, call (844) 337-6301 to attend your hearing by phone or appear in person at the hearing location.

1. Go to www.wcb.ny.gov/virtual-hearings
2. Select the **Attend Your Hearing** button found at the top of the page.



3. Enter your Hearing ID, first name, last name, email (optional), and phone number (optional). Select the “International Number” circle if you are entering an international telephone number. Select **Continue**.



The screenshot shows a dark-themed form titled "ENTER YOUR INFORMATION". It contains several input fields: "Hearing ID" (marked as required), "First Name" (with a note "Where can I find my Hearing ID?"), "Last Name", "Email", and "Phone". At the bottom, there is a radio button for "International Number" and an orange "CONTINUE" button.

4. Accept the Terms and Conditions.



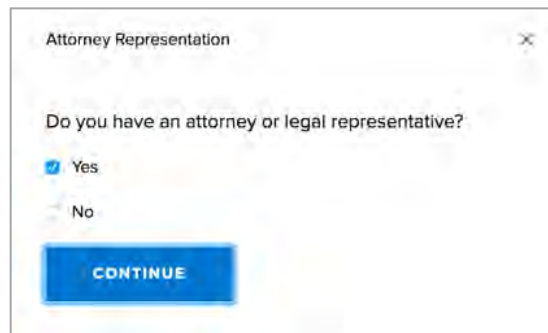
The screenshot shows a "Terms and Conditions" screen with a scrollable text area. The text explains that the New York State Workers' Compensation Board (Board) conducts virtual hearings and that users must accept the terms and conditions. At the bottom, there are two blue buttons labeled "YES" and "NO".

5. Select **I'm A Claimant**.



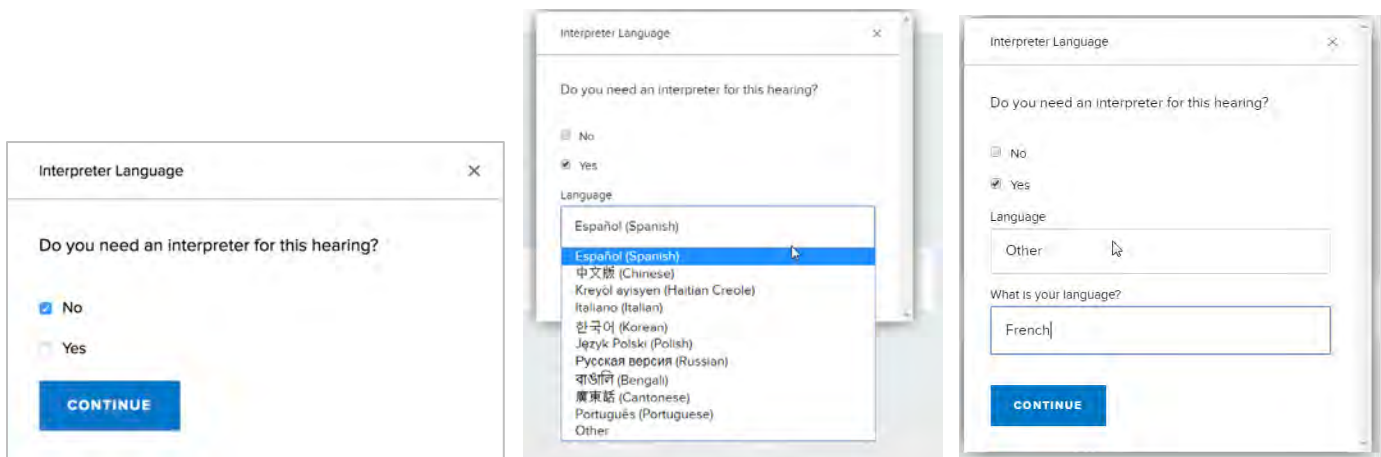
The screenshot shows a dark-themed screen titled "HELLO HAYLEY GIFFORD" and "Select Your Role". It features four white buttons with blue arrows pointing right: "I'M A CLAIMANT", "I'M A CLAIMANT ATTORNEY / REPRESENTATIVE", "I'M A CARRIER ATTORNEY / REPRESENTATIVE", and "I'M A WITNESS / OTHER PARTICIPANT".

6. Select whether you do or do not have an attorney or legal representative. Select **Continue**.



A screenshot of a web form titled "Attorney Representation". The question is "Do you have an attorney or legal representative?". There are two radio button options: "Yes" (which is selected) and "No". At the bottom of the form is a blue button labeled "CONTINUE".

7. Select whether you will need an interpreter for this hearing. If you do, choose the language needed. Select **Continue**.



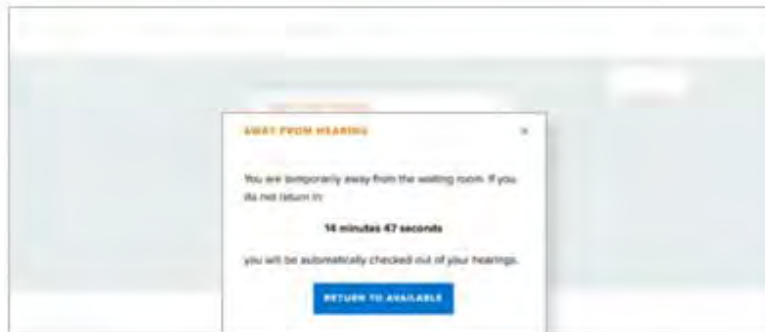
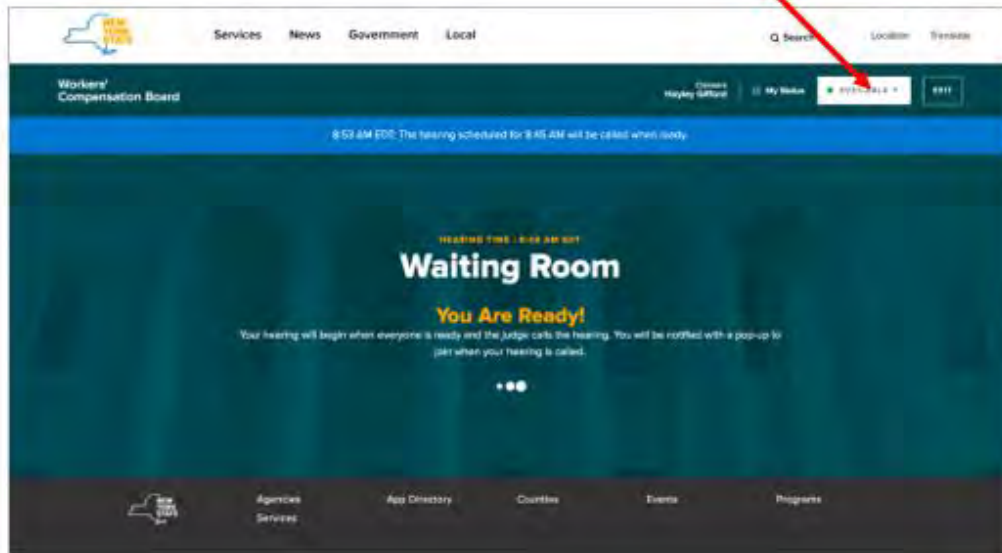
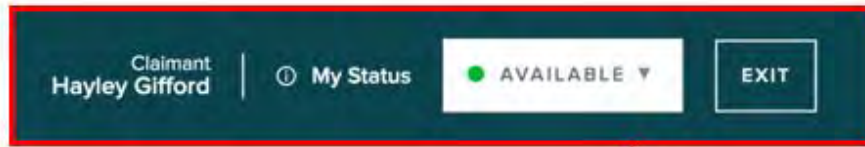
Three screenshots of the "Interpreter Language" form. The first screenshot shows the question "Do you need an interpreter for this hearing?" with "No" selected. The second screenshot shows "Yes" selected, and a dropdown menu is open with "Español (Spanish)" highlighted. The third screenshot shows "Yes" selected, "Other" entered in the "Language" field, and "French" entered in the "What is your language?" field. A blue "CONTINUE" button is visible at the bottom of each form.

8. The Waiting Room displays on your device.

By default, the system marks you as **Available**. You need to mark yourself as unavailable if you need to step away from your computer or mobile device prior to the hearing start time. This informs the judge that you are currently unavailable to attend a hearing.

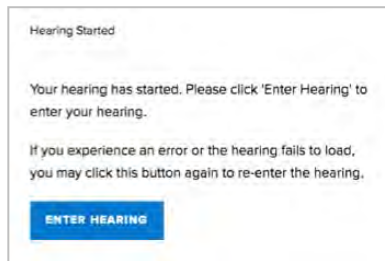
To mark yourself as unavailable, select the **My Status** drop-down list on the top right corner of the webpage and select **Away**. The countdown timer will appear on the browser. When you return to your computer or mobile device, select the **Return To Available** button to make yourself available.

IMPORTANT: If you're marked as unavailable for more than 15 minutes, you will be signed out of your hearing and will need to check back into your hearing once you sign back in to the system.

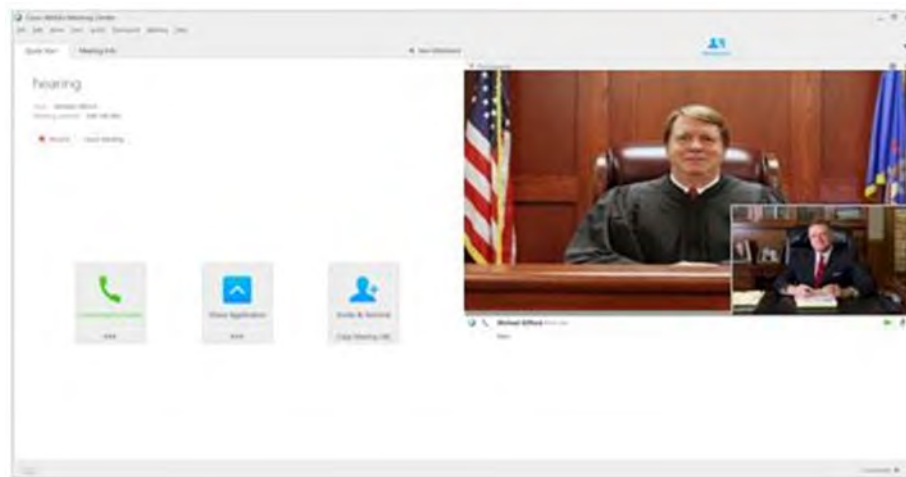


Attending Your Virtual Hearing (WebEx)

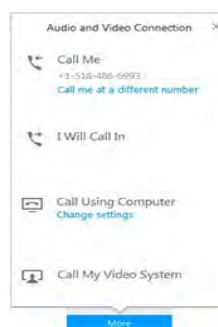
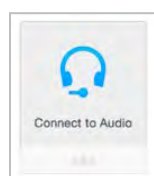
1. When your hearing is called, you will see a message on your Waiting Room dashboard indicating that your hearing will begin in 20 seconds. You will then hear a chime and a pop up will appear to notify you that your hearing has started. When this pop up appears, select **Enter Hearing** to enter the hearing room.



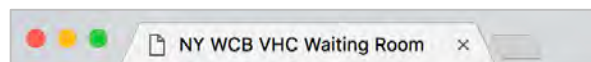
2. After you select **Enter Hearing**, a new tab will open in your browser. Do not close this tab or the Waiting Room tab. The Cisco WebEx window will open when your hearing begins.



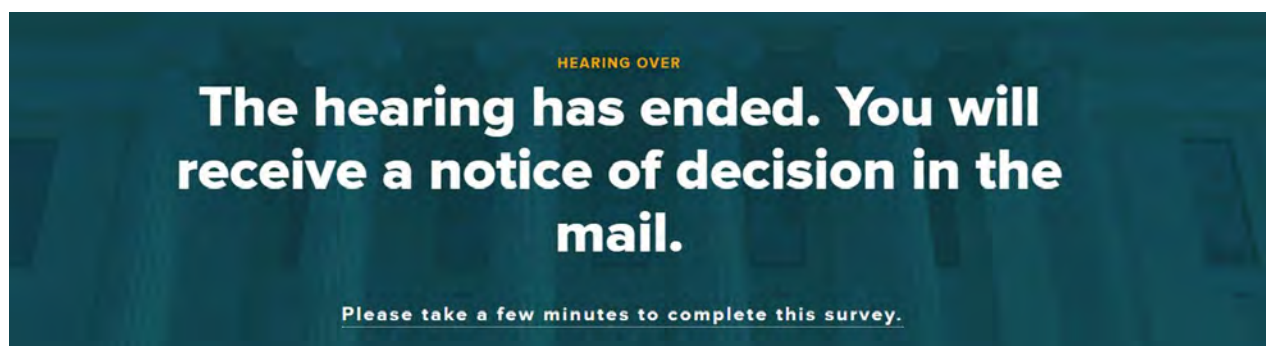
3. On the left side of the Cisco WebEx window, select **Connect to Audio**, and select your audio method for attending the hearing. It is recommended to use the “Call Me” feature on a landline phone. This is the simplest and most effective connection method. **NOTE: Your phone cannot be set to “Do Not Disturb” when connecting to WebEx.**



4. On the right of the Cisco WebEx window, select the camera icon to activate your camera.
5. When your hearing is completed, the WebEx window will close.
6. If your hearing has been recalled, go back to the tab titled “NY WCB VHC Waiting Room”.



If you are all done, the waiting room will change to the below.



Submitting Documents

Use eCase Document Upload to submit documents up until and including the day of the hearing. To use eCase Document Upload, you must be registered to use eCase or be granted access by an organization that is a party of interest and has access to eCase. To learn more about eCase Document Upload, visit the [eCase Document Upload webpage](#). For instructions and a list of available forms to upload, visit the [eCase Document Upload Instructions](#) page.

If you are not eligible to use eCase Document Upload, visit the [Forms webpage](#) to view other document submission methods.

Contact

If you cannot attend your hearing virtually or in person, and need to attend by phone, please call:

Customer Service Center: (844) 337-6301

Need help with your Virtual Hearing?

Customer Service Center: (844) 337-6301

Hours: 8:30am - 4:30pm

For more information, visit:

www.wcb.ny.gov/virtual-hearings