

Virtual Hearings

Guide for Attorneys and Representatives



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

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Overview

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

Injured workers can participate at the hearing site, at home, or with you at your office. You will need to coordinate this with your clients. Any parties of interest wishing to participate in a Virtual hearing 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 Wi-Fi internet connection (at least 1 - 1.5 megabits per second), a hard-wired connection is preferred.

In addition, a common online check-in procedure has been created for both virtual and in-person hearings to streamline the check-in process. Attorneys/representatives are now required to check-in to all hearings using the online Virtual hearing Center when appearing in-person at a hearing center. Customer Service Representatives will no longer be able to check-in attorneys/representatives at a hearing center.

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	03/23/2018	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
				Center Case No.
				ABC123

John Doe
123 Main Street
Testville, NY 12345

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/authorized representatives who attend their hearing must bring their hearing ID. The hearing ID for this hearing is 622204399.

Your Hearing ID

Visit the Board's website wcb.ny.gov/virtual-hearings to learn more about virtual hearings. If you have any questions, 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 (6/99) 1

THE BOARD EMPLOYS 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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2. Have the WCB Customer Support number ready should you have any issues: (844) 337-6305

System Requirements – First Time Setup

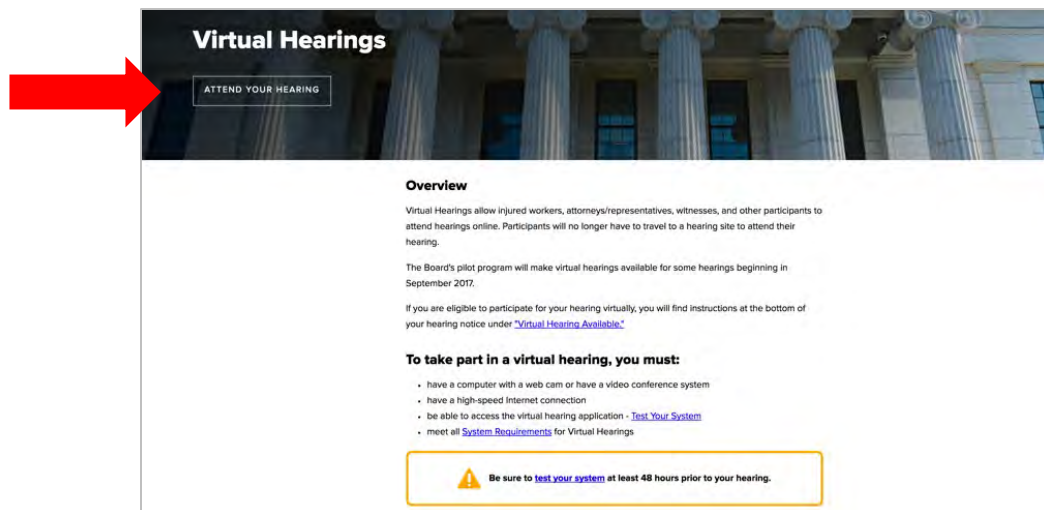
Visit the [system requirements webpage](#) for complete details. In addition:

- 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

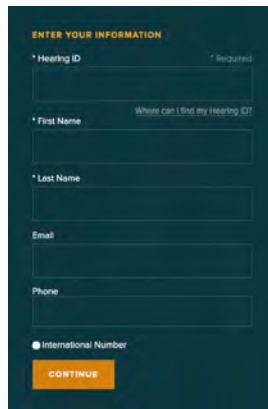
Checking In To Your Virtual Hearing

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.

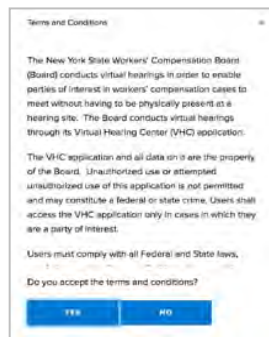
1. Go to www.wcb.ny.gov/virtual-hearings
2. Select the **Attend Your Hearing** button found at the top of the page.



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**.



4. Accept the Terms and Conditions.



5. Select your role in the hearing: either Claimant Attorney/Representative or Carrier Attorney/Representative.



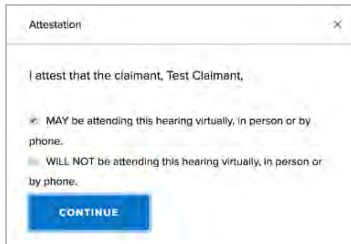
Select the Claimant or Carrier Attorney role if you are representing a claimant or carrier at the workers' compensation hearing as the attorney or licensed representative. Only select the Claimant or Carrier Attorney role if you are the **active** attorney or licensed representative for a case. If you are no longer the active attorney for a case but are appearing for the hearing, select Witness/Other Participant as your role. If you are appearing for a case as a substitute attorney, select Witness/Other Participant as your role.

If your claimant is appearing with you at your office or other location, select the “Claimant Attorney/Representative” role. You will later add the claimant as an attendee (see instructions on page 17)

If you are representing a claimant, go to step 6. If you are representing an insurance carrier, go to step 7.

6. Claimant Attorneys/Representatives Only:

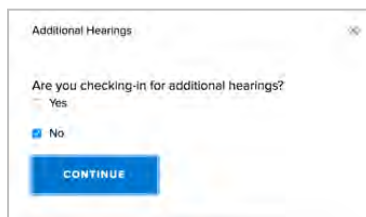
Select whether your claimant may be or will not be attending the hearing. Select **Continue**.



7. Select **Virtually as your attending method, and select **Continue**.**



8. Select whether you will or will not be checking in for additional hearings for this day. Select **Continue.** You will need to check-in to your morning and afternoon hearings **separately**. You can add morning hearings as early as 8:00 A.M. You can add afternoon hearings starting at 12:30 P.M. You will be prompted to add the other hearings you have scheduled once you enter the Waiting Room.

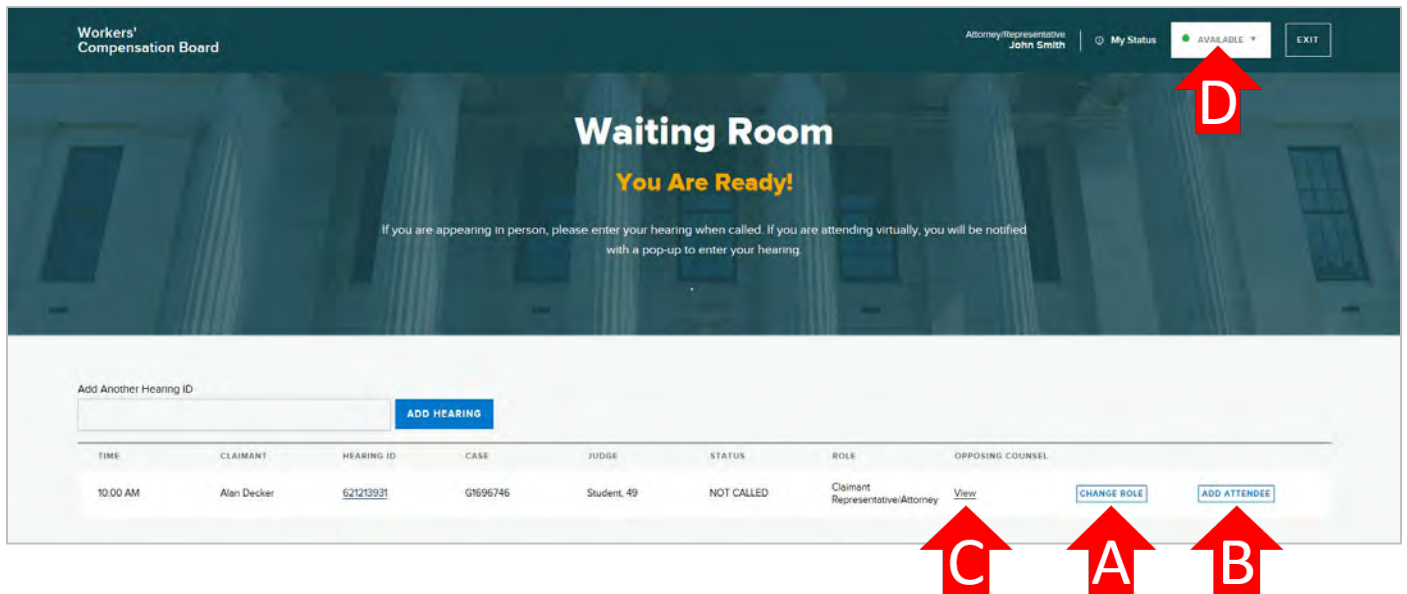


9. The Waiting Room displays on your device.

For instructions to add additional hearings you have scheduled for the day, go to the **Add Additional Hearings** section on page 16.

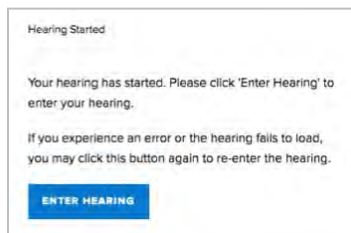
View specific instructions on:

- A. **Changing Your Role for Specific Hearings** - page 17
- B. **Add an Attendee to Your Hearings** - page 17
- C. **Viewing Opposing Counsel Name & Phone Number** - page 18
- D. **Marking Your Availability** - page 18

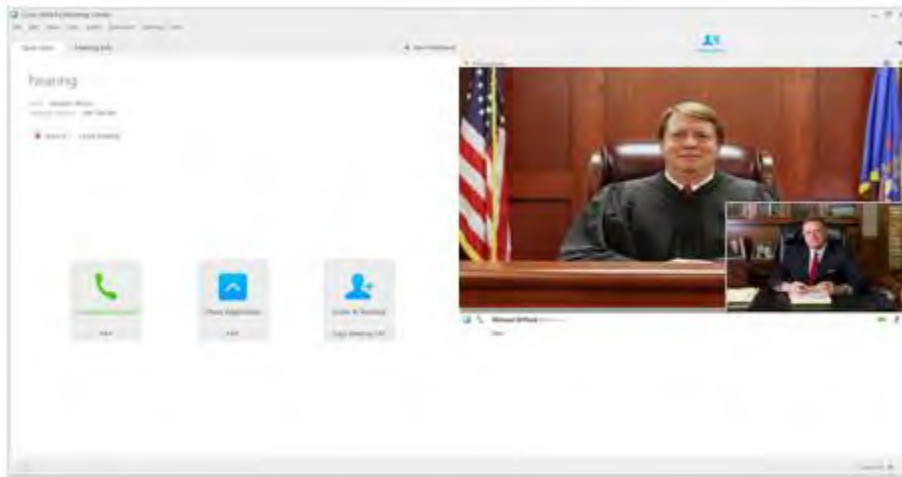


Attending Your Virtual hearing (WebEx)

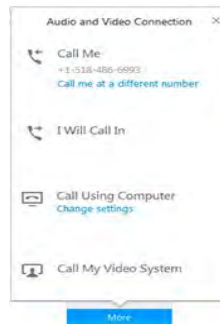
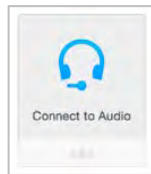
1. When your hearing is called, you will see a message on your Waiting Room dashboard indicating that your hearing will begin in 20 seconds. You will then hear a chime and a pop up will appear to notify you that your hearing has started. When this pop up appears, select **Enter Hearing**.



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.



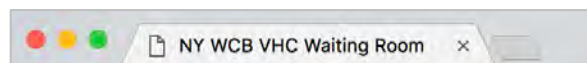
3. On the left side of the Cisco WebEx window, select **Connect to Audio**, and select your audio method for attending the hearing. It is recommended to use the “Call Me” feature on a landline phone. This is the simplest and most effective connection method. **NOTE: Your phone cannot be set to “Do Not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



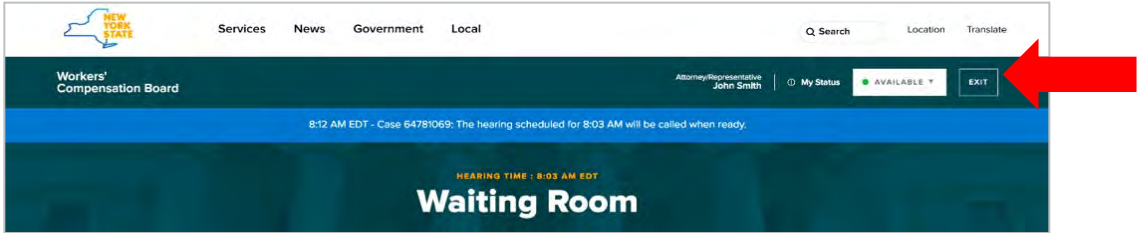
4. On the right side of the Cisco WebEx window, select the camera icon to activate your camera.



5. When your hearing is completed, the WebEx window will close.
6. If you have additional hearings on this day or your hearing has been recalled, navigate back to the tab titled “NY WCB VHC Waiting Room”. You may close all other tabs.



7. If your hearings are complete for the day, select **Exit** to leave the Virtual hearings Waiting Room.



New Procedures For In-Person Hearings

WCB Customer Service Representatives will no longer be checking in attorneys/representatives. If you attend hearings in person, you must use the Virtual hearing system to check-in for hearings. You or your office support staff may check you in for individual or multiple hearings. You will only need to sign in once for your morning or afternoon hearings. After you have added your hearings, you will show as available for your hearings throughout the day. You must use a single computer or mobile device to sign in for all morning or afternoon hearings within the same waiting room.

REMEMBER: You will need to check-in to your morning and afternoon hearings **separately**. You can add morning hearings as early as 8:00 A.M. You can add afternoon hearings starting at 12:30 P.M.

Before You Arrive To Your In-Person 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 is not your 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 will 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	03/23/2018	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/representatives may attend their hearing by telephone. The hearing ID for this hearing is 622204399.

Your Hearing ID

Visit the Board's website wcb.ny.gov/virtual-hearings to learn more. Claimants, 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
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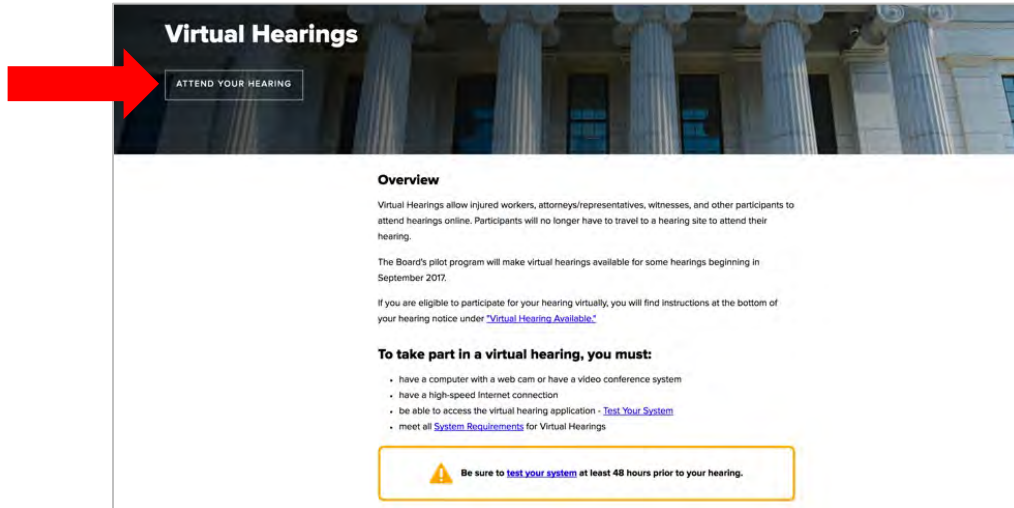
THE BOARD EMPLOY AND SERVES PEOPLE WITH DISABILITIES WITHOUT DISCRIMINATION AND ASSURES HEARING LOCATIONS ACCESSIBLE TO THE DISABLED. CONTACT THE NEAREST BOARD OFFICE IF YOU HAVE SPECIAL ACCESSIBILITY NEEDS.

Page 1 of 1

2. Ensure you have a reliable, high speed Internet or data connection and a supported browser. To view the internet and browser requirements, go to [System Requirements](#).
3. Have the customer support number ready should you have any issues: (844) 337-6305.

Checking In To Your In-Person Hearing

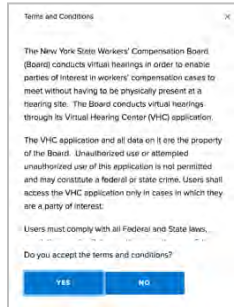
1. Go to www.wcb.ny.gov/virtual-hearings
2. Select the **Attend Your Hearing** button at the top of the page.



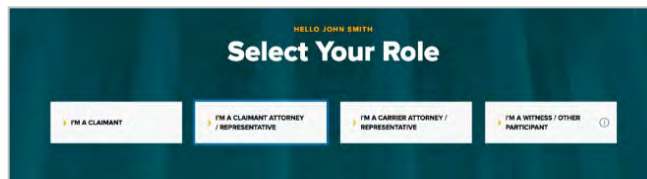
3. Enter your Hearing ID, first name, last name, email (optional), and phone number (optional). Select the “International Number” circle if you are entering an international telephone number. Select **Continue**.

A screenshot of a web form titled 'ENTER YOUR INFORMATION'. The form contains several input fields: 'Hearing ID' (marked as required), 'First Name' (with a hint 'What you find my hearing ID?'), 'Last Name', 'Email', and 'Phone'. At the bottom, there is a radio button labeled 'International Number' and a 'CONTINUE' button.

4. Accept the Terms and Conditions.



5. Select your role in the hearing: either Claimant Attorney/Representative or Carrier Attorney/Representative.

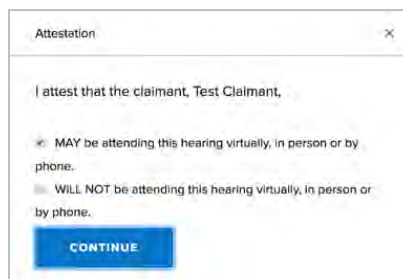


Select the Claimant or Carrier Attorney role if you are representing a claimant or carrier at the workers' compensation hearing as the attorney or licensed representative. Only select the Claimant or Carrier Attorney role if you are the **active** attorney or licensed representative for a case. If you are no longer the active attorney for a case but are appearing for the hearing, select Witness/Other Participant as your role. If you are appearing for a case as a substitute attorney, select Witness/Other Participant as your role.

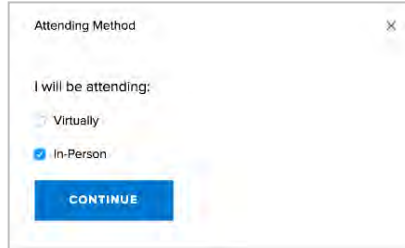
If you are representing a claimant, go to step 6. If you are representing an insurance carrier, go to step 7.

6. Claimant Attorneys/ Representatives Only:

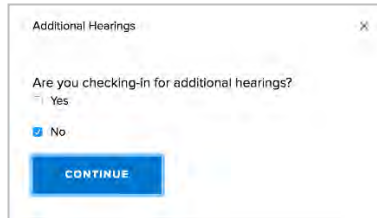
Select whether your claimant may be or will not be attending the hearing. Select **Continue**.



7. Select **In-Person** as your attending method. Select **Continue**.



8. Select whether you will or will not be checking in for additional hearings for this day. Select **Continue**. You will need to check-in to your morning and afternoon hearings **separately**. You can add morning hearings as early as 8:00 A.M. You can add afternoon hearings starting at 12:30 P.M. You will be prompted to add the other hearings you have scheduled once you enter the Waiting Room.

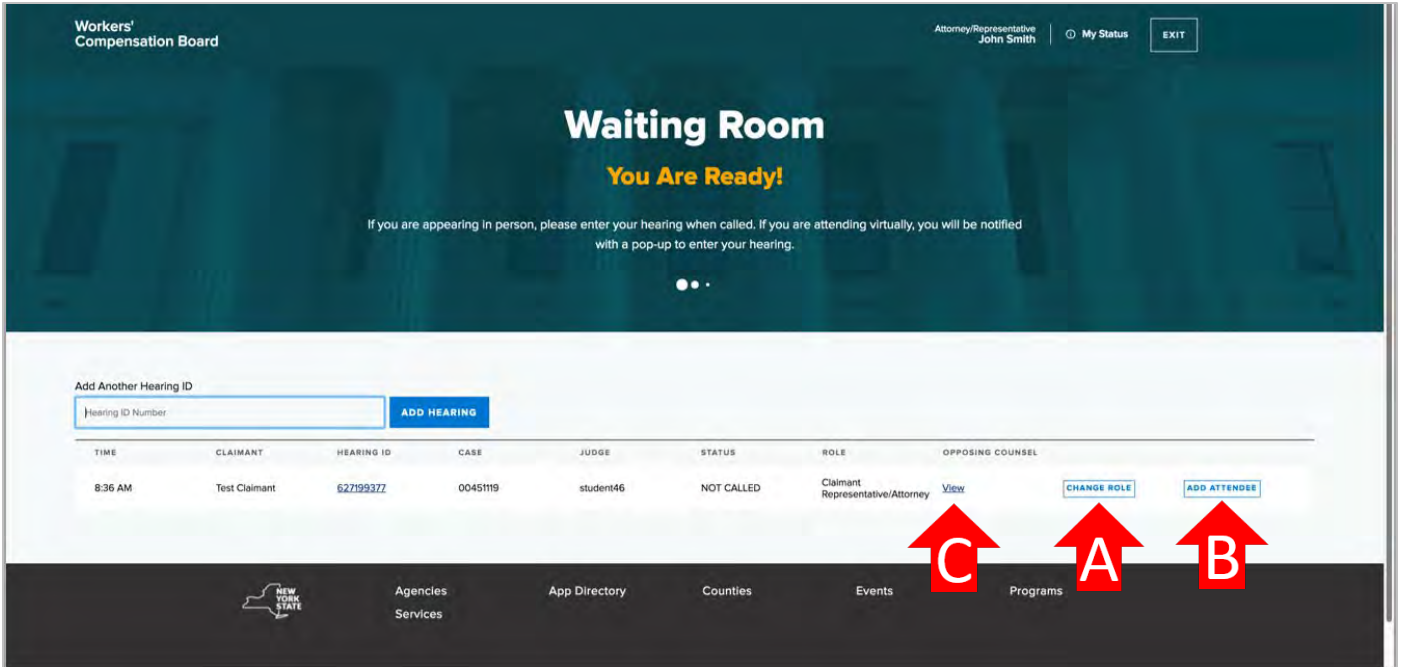


9. The Waiting Room displays on your device.

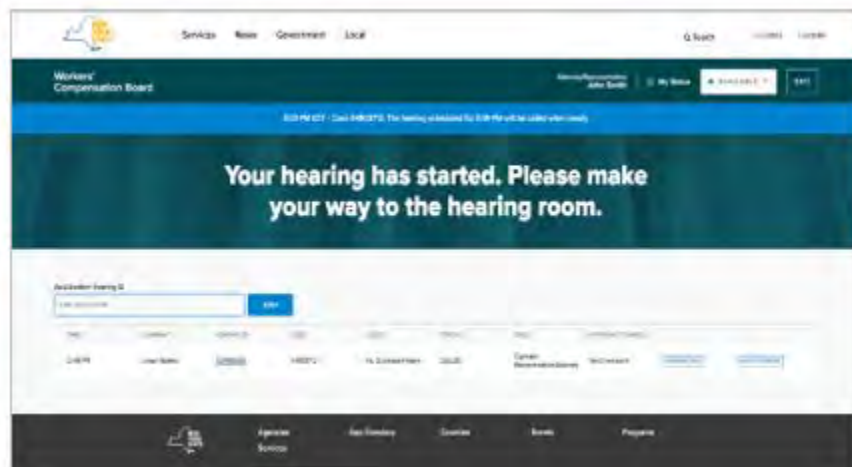
For instructions to add additional hearings you have scheduled for the day, go to the **Add Additional Hearings** section on page 16.

View specific instructions on:

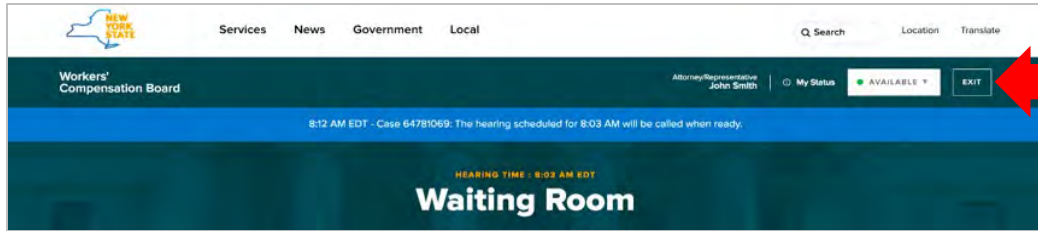
- A. **Changing Your Role** – page 17
- B. **Add an Attendee to Your Hearings** – page 17
- C. **View Opposing Counsel Name & Phone Number** – page 18



10. When your hearing is called, you will be notified with bold text on the Waiting Room page. The hearing will also be called audibly by the Judge at the hearing location. Enter the physical hearing room, and your hearing will begin.



- 11. If you have additional hearings on this day or your hearing has been recalled, return to the physical Attorney Waiting Room, and wait for your next hearing to be called on your computer or mobile device as well as audibly at the hearing site.
- 12. When your hearings are complete, select **Exit** to close the Virtual hearings Waiting Room.



Add Additional Hearings

Follow these instructions to add additional hearings for both Virtual hearings and hearings you are attending in person.

You will need to check-in to your morning and afternoon hearings **separately**. You can add morning hearings as early as 8:00 A.M. You can add afternoon hearings starting at 12:30 P.M. You must use a single computer or mobile device to sign in for all morning or afternoon hearings within the same waiting room.

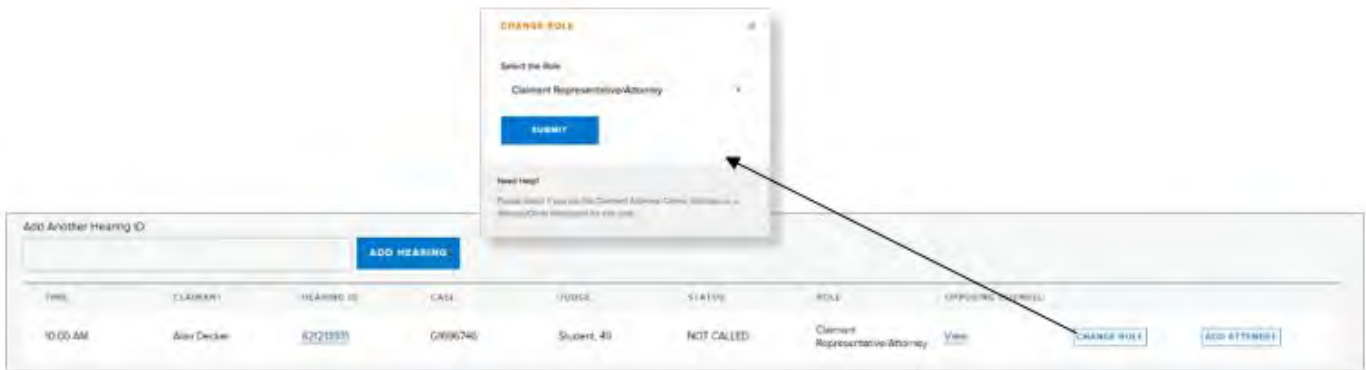
To add a hearing, enter the Hearing ID of the hearing you will be attending in the **Add Another Hearing ID** box. Select **Add Hearing**. Answer each pop up question that appears. Claimant attorneys/representatives are required to attest their claimant’s attendance for each hearing added. Your hearing schedule will update on the bottom of the page. Follow this procedure for each hearing you want to add.

If you have **associated case(s)** for your hearing, you will need to add the same hearing ID number for each associated case, and then add the WCB Case Number of each associated case, following the steps below:

1. In the “Add Another Hearing ID” box, enter the Hearing ID number.
2. In the associated hearing pop-up, add the **first** WCB Case Number.
3. After the first WCB Case Number has been added to your waiting room, you’ll need to add any associated case(s) that you are appearing on.
4. In the “Add Another Hearing ID” box, enter the same Hearing ID number.
5. In the associated hearing pop-up, add the next associated hearing’s WCB Case Number.
6. Repeat steps 4 and 5 until all of the associated hearings are added to your waiting room.

Change Your Role for Specific Hearings

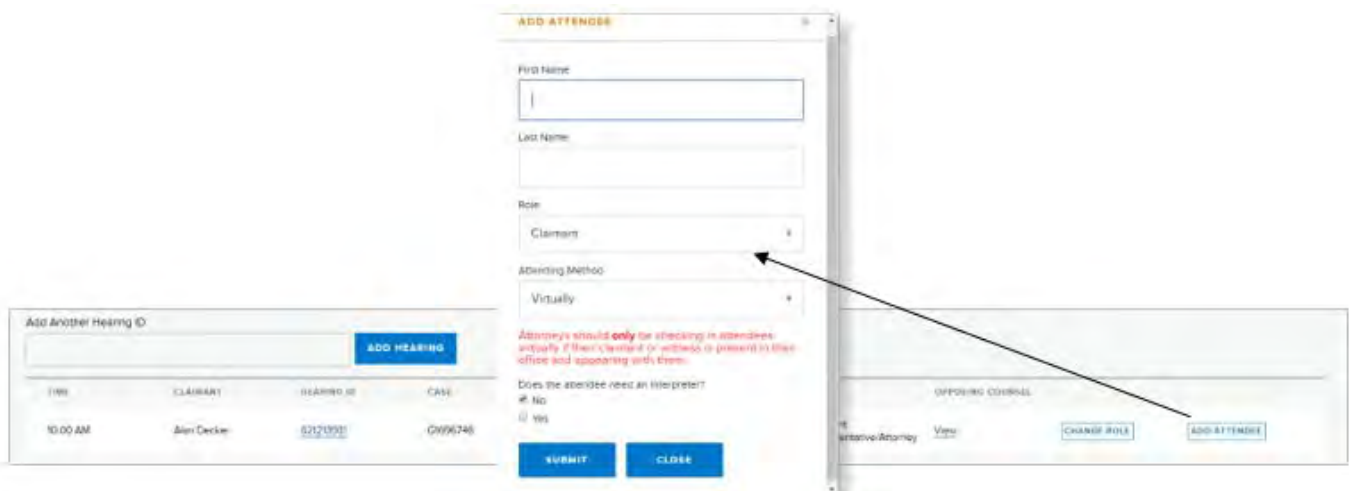
To change your role for a hearing (e.g., you are attending a hearing(s) in a role other than the one you logged in with), select the **Change Role** button to the right of that hearing's information. Choose your role from the drop-down list, and select **Submit**.



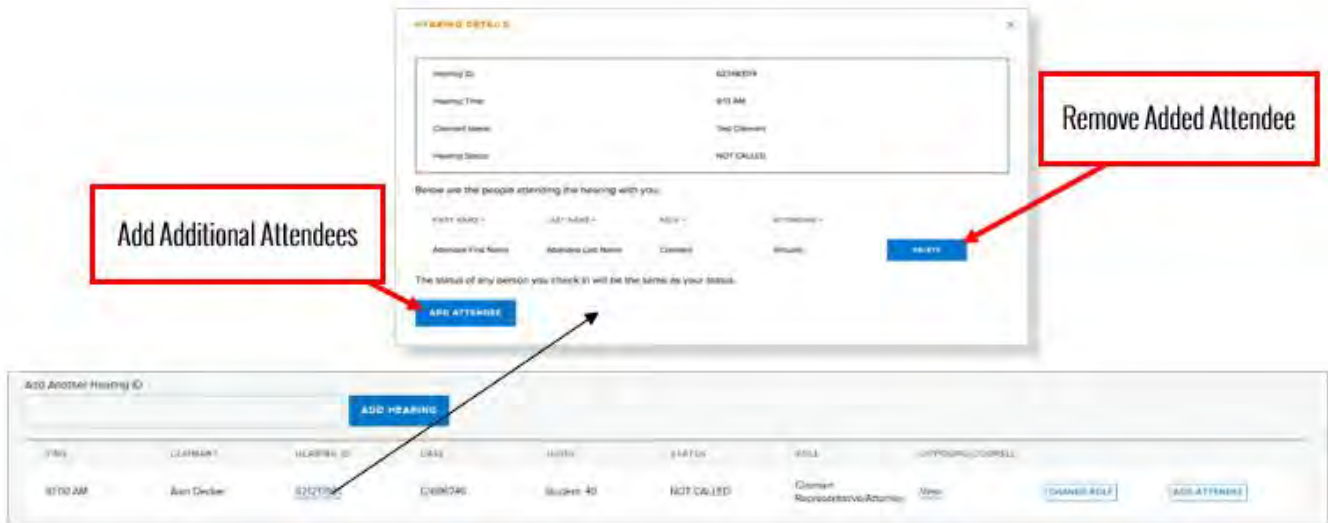
Add an Attendee to Your Hearing

Follow these instructions to add an attendee to your hearing for both Virtual hearings and hearings you are attending in person. If the claimant is appearing by phone or a claimant or witness/other participant is with you physically to attend a Virtual hearing (from your office or another location), you must add them as attendees.

In the Waiting Room, select the **Add Attendee** button located all the way to the right side of the information about your hearing. Enter the attendee's first name, last name, role and attendance method. Check whether an interpreter is needed for the attendee, and if so, the language that is needed. Select **Submit**.



To view an attendee that has been added, select the Hearing ID number link for that hearing located in the **Hearing ID** column. This opens the Hearing Details pop-up window. At the bottom of the window, the name(s) of the added Attendee(s) appears. You may add additional attendees for this hearing by selecting **Add Attendee**. To remove an attendee, select **Delete**.



View Opposing Counsel Name & Phone Number

To view the opposing counsel’s name and phone number, select the “View” hyperlink in the Opposing Counsel column. You will only be able to see the opposing counsel’s name if they are signed into the waiting room for that hearing. You will only see their phone number if they entered one when signing in.



Marking Your Availability

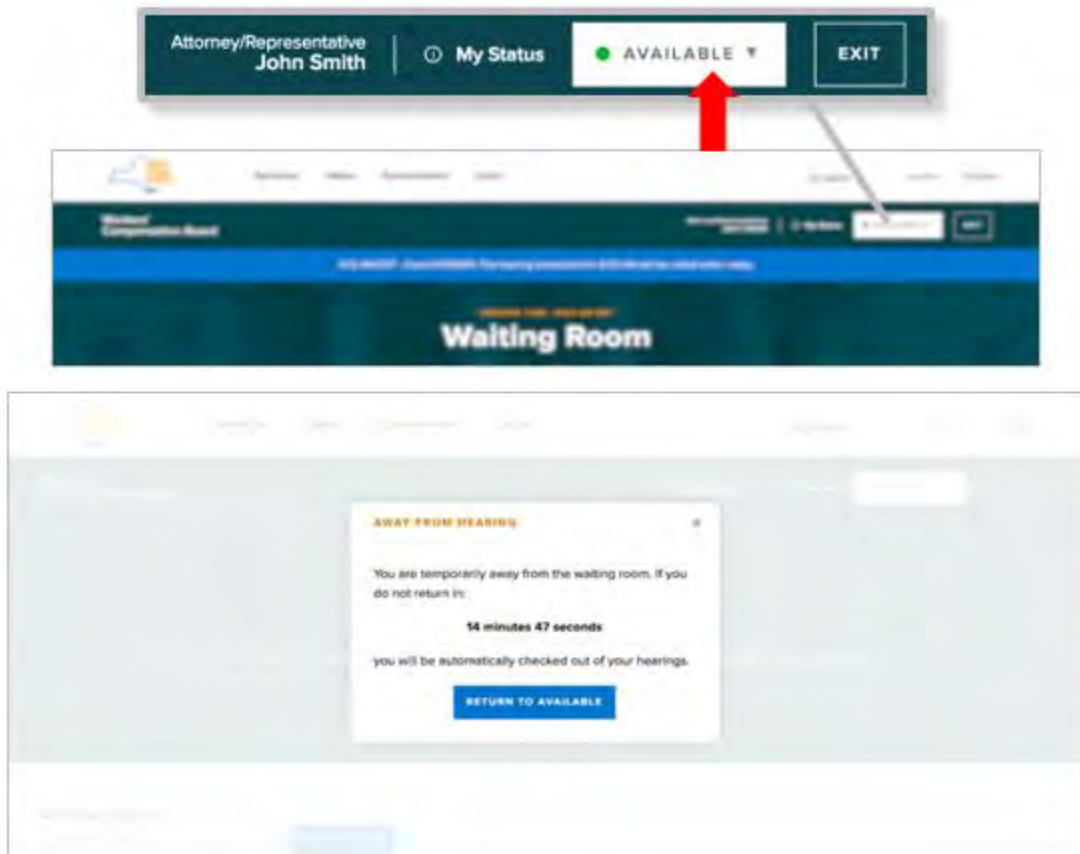
By default, the system marks you as **Available**. For **only** Virtual hearings, you need to mark yourself as away if you need to step away from your computer or mobile device. This informs the judge that you are currently unavailable to attend a hearing. When

attending in-person, you cannot mark yourself as away after signing in for your hearings. If you sign in for both virtual and in-person hearings on the same day, you will not have the ability to mark yourself as away.

To mark yourself as away, select the **Available** 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.

NOTE: If you have added Attendees appearing with you, their status will also appear as **Away** until you select **Return to Available**.

IMPORTANT: If you're marked as away for more than 15 minutes, you will be signed out of all of your hearings and will need to check back in for each one when you sign back in to the system. If the current time is passed a hearing that hasn't been called, you will not be able to mark yourself as away. You can only mark yourself as away before the time of your earliest hearing.



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 have technical problems accessing your Virtual hearings:

WCB Customer Support: (844) 337-6305

Hours: 8:30am - 4:30pm

Need help using Cisco WebEx?

Cisco Support: (866) 229-3239

For more information, visit:

www.wcb.ny.gov/virtual-hearings