

Virtual Hearings Guide for Witnesses and Other Participants



**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 hearings from a remote location using state-of-the-art video conferencing technology.

You can still attend in-person at the hearing site. If you plan to appear virtually, you will need a computer or mobile device, as well as access to reliable high-speed Internet service.

Before You Begin Your Virtual Hearing

A few days before the day of your scheduled hearing, please make sure you meet all of the requirements below. If you need assistance with any of these requirements, please call (877) 337-6301.

1. You will need the Hearing ID found on the Hearing Notice received by the person, company or other party of interest for the hearing you will be attending. 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

State of New York
WORKERS' COMPENSATION BOARD

Virtual Hearing ID: 622204399

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

Your Hearing ID

Hearing ID for this hearing is 622204399.

Visit the Board's website wcb.ny.gov/virtual-hearings to learn more about virtual hearings. If you are unable to attend a virtual hearing, 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

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

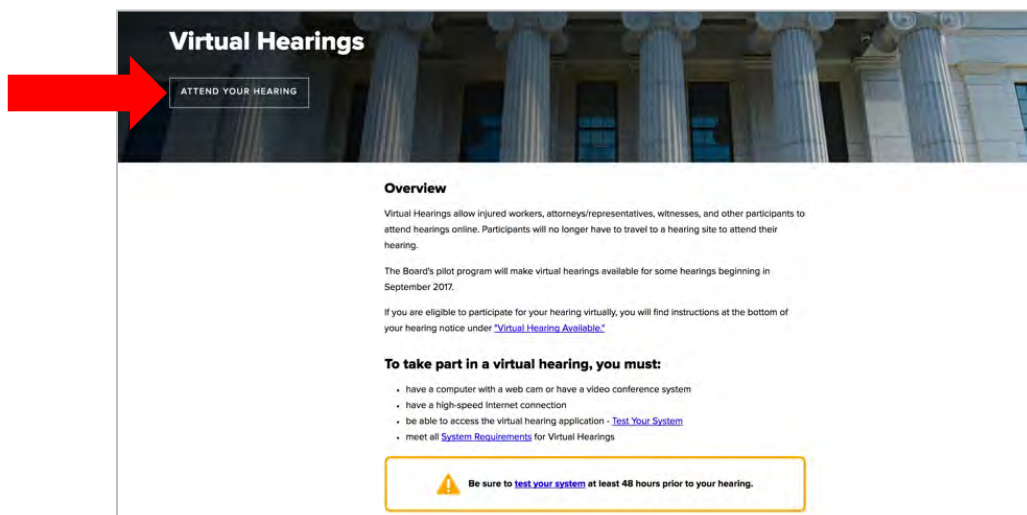
Visit the [system requirements webpage](#) for complete details. In addition:

- 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

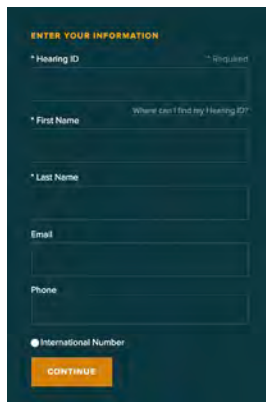
Checking In To Your Virtual Hearing

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**.



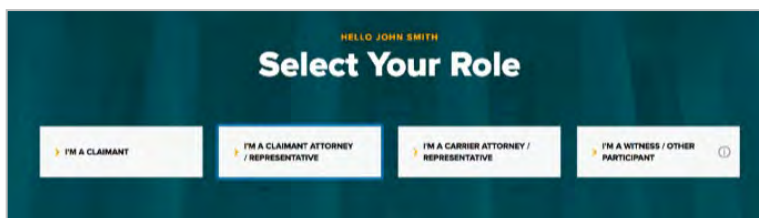
The screenshot shows a dark teal form titled "ENTER YOUR INFORMATION". It contains several input fields: "Hearing ID" (with a "Forgot ID?" link), "First Name" (with a "Where can't I find my Hearing ID?" link), "Last Name", "Email", and "Phone". At the bottom, there is a radio button labeled "International Number" which is selected, and an orange "CONTINUE" button.

4. Accept the Terms and Conditions.



The screenshot shows a white dialog box titled "Terms and Conditions". The text inside reads: "The New York State Workers' Compensation Board (Board) conducts virtual hearings in order to enable parties of interest in workers' compensation cases to meet without having to be physically present at a hearing site. The Board conducts virtual hearings through its Virtual Hearing Center (VHC) application. The VHC application and all data on it are the property of the Board. Unauthorized use or attempted unauthorized use of this application is not permitted and may constitute a federal or state crime. Users shall access the VHC application only in cases in which they are a party of interest. Users must comply with all Federal and State laws. Do you accept the terms and conditions?" At the bottom, there are two blue buttons: "YES" and "NO".

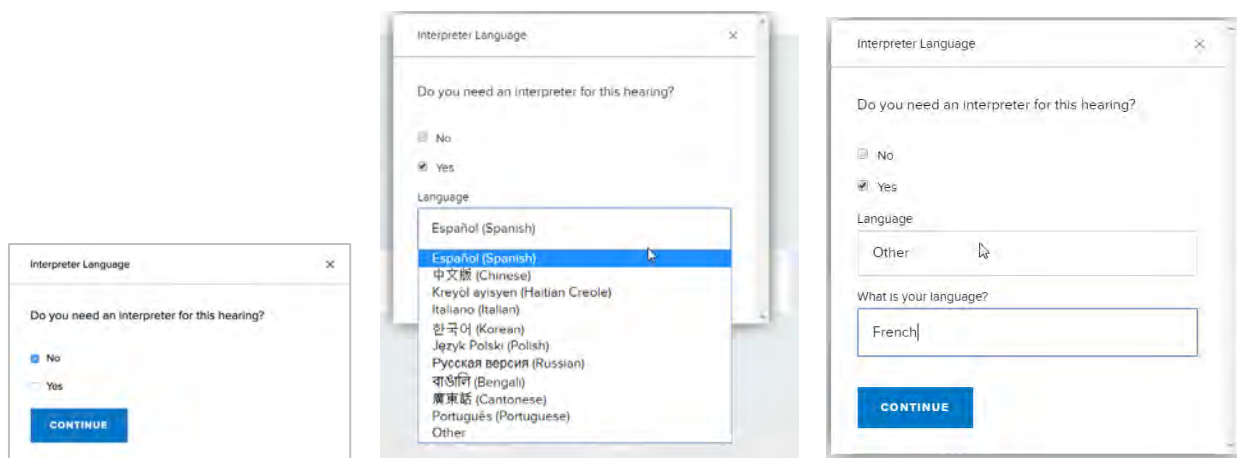
5. Select **Witness/Other Participant**.



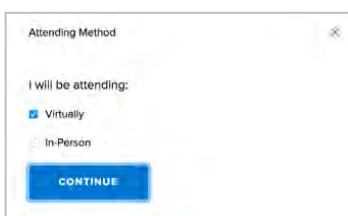
The screenshot shows a dark teal screen titled "HELLO JOHN SMITH" and "Select Your Role". There are four white buttons with orange arrows pointing right: "I'M A CLAIMANT", "I'M A CLAIMANT ATTORNEY / REPRESENTATIVE", "I'M A CARRIER ATTORNEY / REPRESENTATIVE", and "I'M A WITNESS / OTHER PARTICIPANT" (which is selected and has a small circle icon to its right).

Select the Witness/Other Participant role if you are appearing as a witness for a case or a participant that is not the claimant, attorney or licensed representative. Safety groups, purported uninsured employers, substitute attorneys, previous or no longer active attorneys, special funds where not the primary carrier and the press are examples of those who would select the Other Participant role.

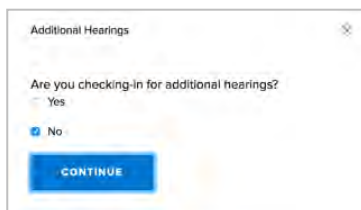
6. Select whether you will need an interpreter for this hearing. If you do, choose the language needed. Select **Continue**.



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 for 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.

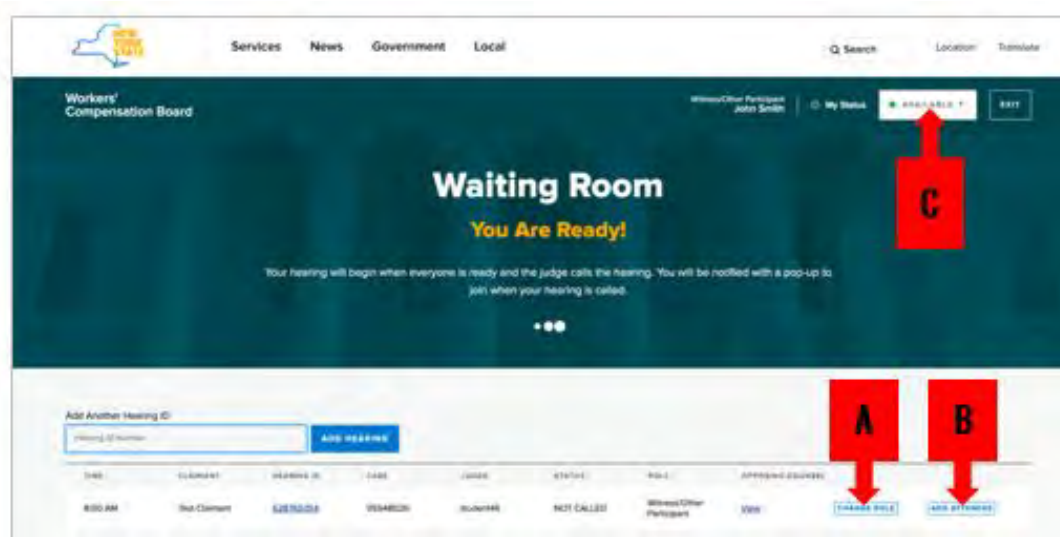


9. The Waiting Room displays on your device.

For instructions to add additional hearings you have scheduled for the day, go to the **Add Additional Hearings** section on page 9.

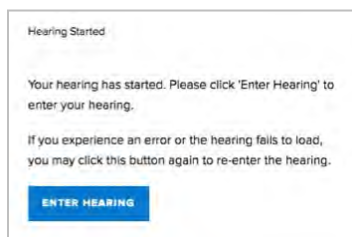
View specific instructions on:

- A. **Changing Your Role for Specific Hearings** - page 9
- B. **Add an Attendee to Your Hearings** - page 10
- C. **Marking Your Availability** - page 11

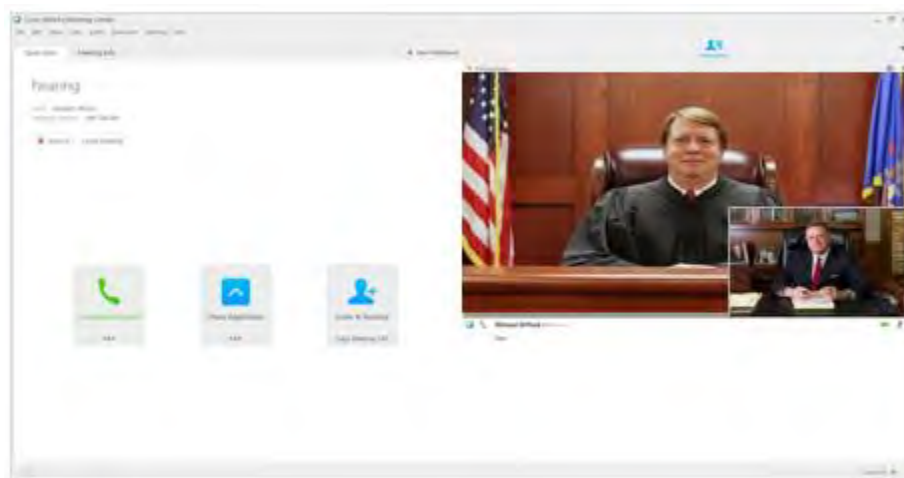


Attending Your Virtual Hearing (WebEx)

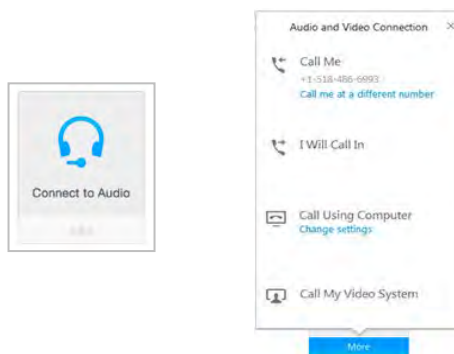
1. When your hearing is called, you will see a message on your Waiting Room dashboard indicating that your hearing will begin in 20 seconds. You will then hear a chime and a pop up will appear to notify you that your hearing has started. When this pop up appears, select **Enter Hearing**.



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.



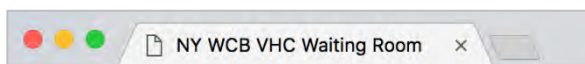
3. On the left side of the Cisco WebEx window, select **Connect to Audio**, and select your audio method for attending the hearing. It is recommended to use the “Call Me” feature on a landline phone. This is the simplest and most effective connection method. **NOTE: Your phone cannot be set to “Do Not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



4. On the right 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, return to the Virtual Hearing Waiting Room tab.



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



Add Additional Hearings

If you have additional hearings scheduled on this day, please follow these instructions to check-in to your additional hearings.

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.

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**. Your added hearings will update on the bottom of the page. Follow this procedure for each hearing you want to add.

Add Another Hearing ID

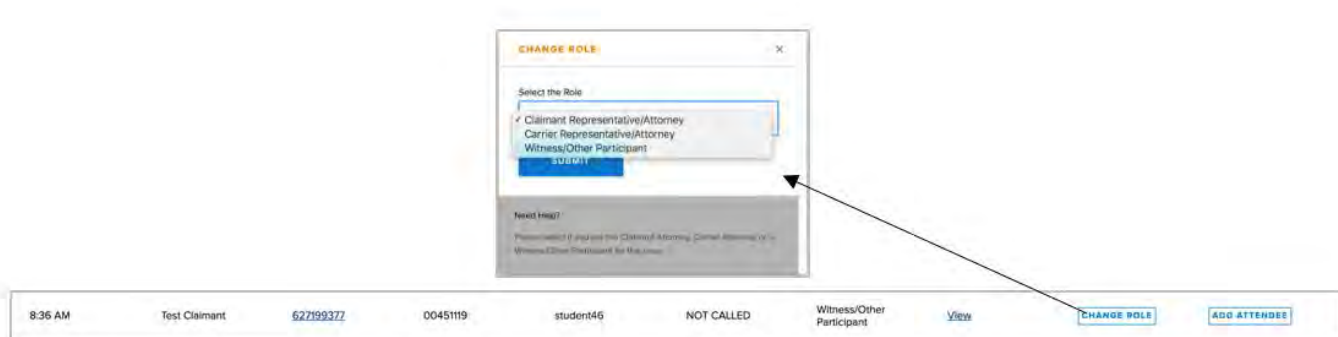
Hearing ID Number

ADD HEARING

If any of your hearings have **associated cases**, you will be prompted to add the WCB Case Number for the associated case after entering your Hearing IDs.

Change Your Role For Specific Hearings

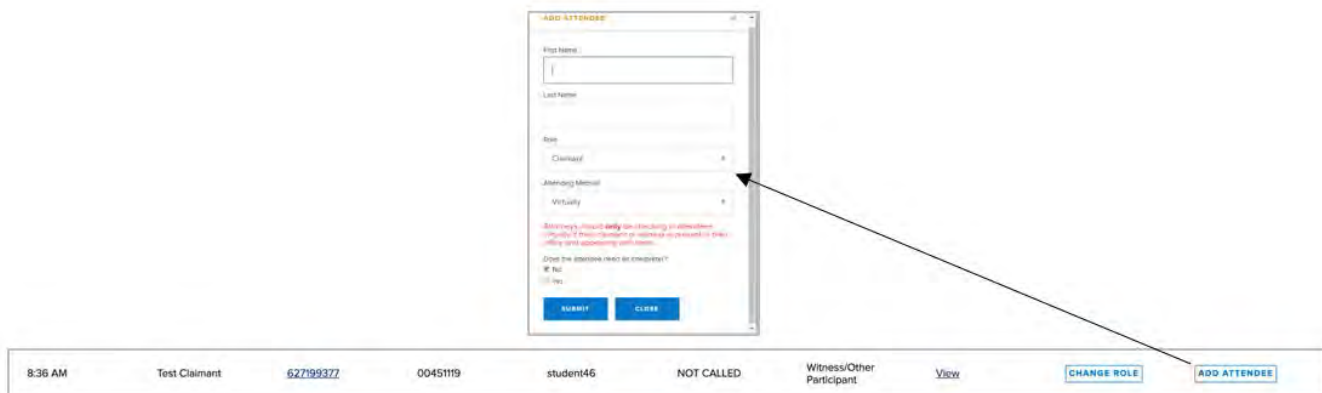
To change your role for a hearing (e.g., are attending a hearing(s) in a role other than the one you logged in with), select the **Change Role** button to the right of that hearing's information. Choose your role, and select **Submit**.



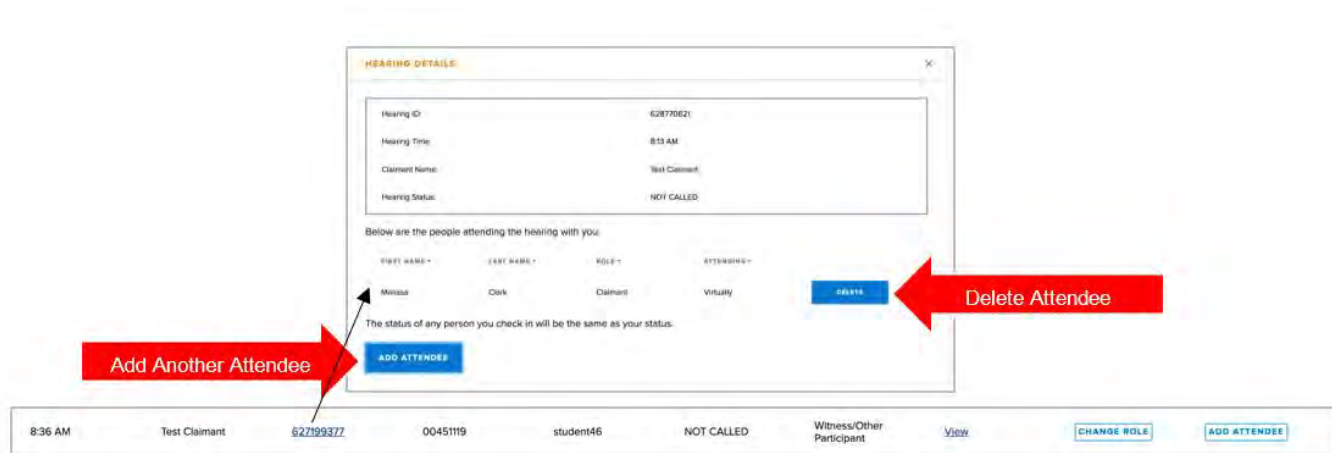
Add An Attendee To Your Hearing

If you have another party of interest appearing virtually with you through your computer or mobile device, please follow these instructions to add them as an attendee.

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**.



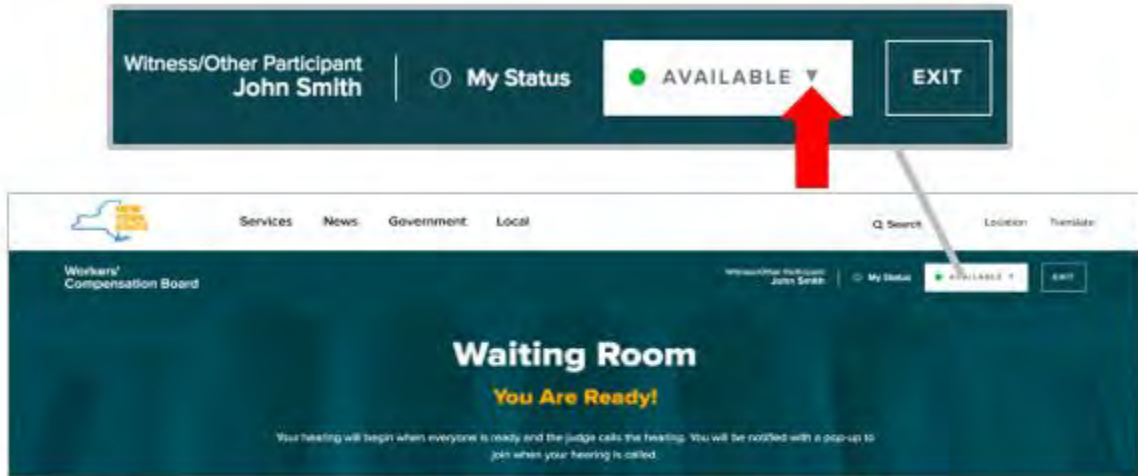
Marking Your Availability

For 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. By default, the system marks you as **Available**.

To mark yourself as unavailable, 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 **Unavailable** until you select **Return to Available**.

IMPORTANT: If you're marked as unavailable 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.



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:

<http://www.wcb.ny.gov/virtual-hearings>