

Virtual Hearings App (WCB VH) for iOS

Attorney/Licensed Representative Instructions



1

Sign In

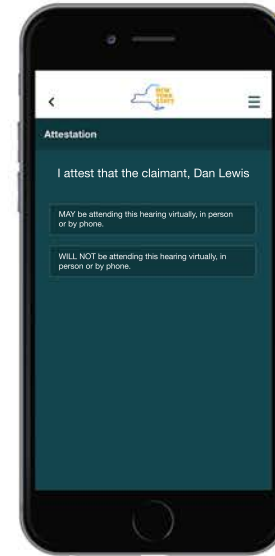
Sign in with your Hearing ID, first name, last name, email address and phone number.



2

Choose Role

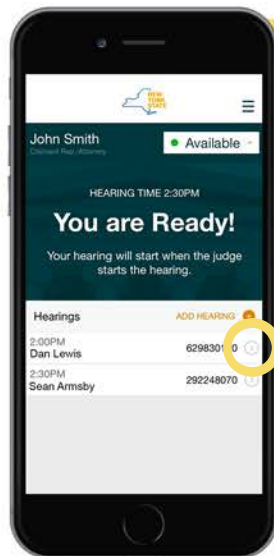
Select your role as Claimant Attorney, Carrier Attorney, or Witness/Other Participant (if appearing for fee interest).



3

Answer Each Question

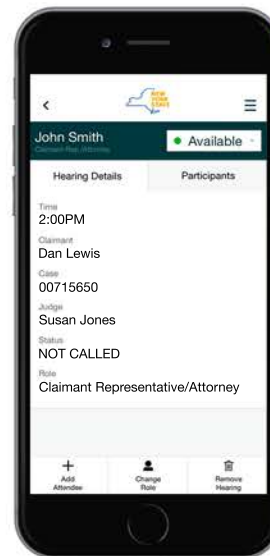
Questions are asked on the attendance method for you and your claimant, as well as your hearing schedule.



4

Enter Waiting Room

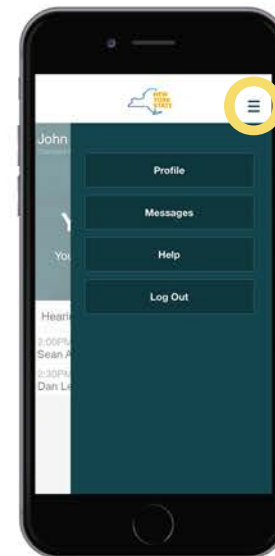
Control your availability, add additional hearings and view hearing details.



5

View/Edit Hearing Details

Add an attendee, change your role, remove a hearing, or view hearing participants.



6

Menu Options

Edit your profile (name, email, phone number), view recent broadcast messages, get help or log out.

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7

Hearing Called

Wait for the hearing notification and phone call to join your hearing.

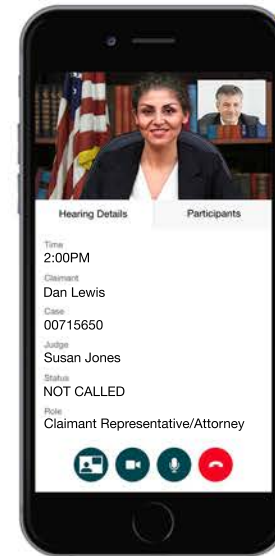
A short delay of up to one minute is normal.



8

Answer Hearing

You will automatically join the hearing after you accept the call. If you miss or decline the call, select the “enter hearing” button shown in your waiting room.




9

Hearing Conducted

You will now see hearing details and other participants. The buttons at the bottom will allow you to turn off the option to see yourself, turn off your camera, mute yourself, or leave the hearing.

Helpful Tips

- You may use other apps or features of your phone while waiting for a hearing to be called. **Activate push notifications** to receive a notification when it's time to join your hearing, and keep your virtual hearings app open in the background. If you close the app, you will not receive a notification.
- If you select your home button by mistake during a hearing, you will not be disconnected from the hearing. Select the green bar at the top of your iOS screen to display the hearing application again. 
- If a hearing is recalled, it will automatically display as “to be recalled” in your waiting room where you will wait for the hearing to be called again.
- While in a hearing, rotating your mobile device to landscape mode will enlarge the videos of the other participants in your hearing.
- Ensure you are running the latest version. Enable automatic updates on your device in **Settings > iTunes and App Store > find Updates under Automatic Downloads** and tap in the white oval to turn on this feature.



If you need assistance, call (844) 337-6305, option 5.
wcb.ny.gov/virtual-hearings/app