Virtual Hearings App (WCB VH) for Android
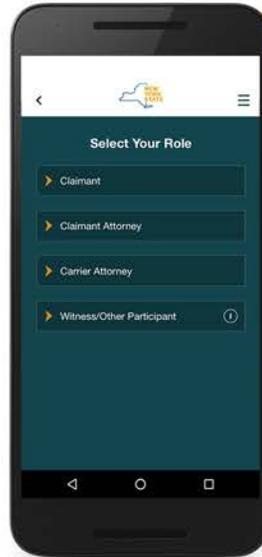
Claimant Instructions

Virtual Hearings

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.

3

Answer Question
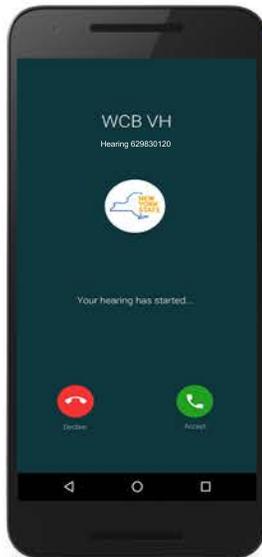Select if you have an attorney or legal representative.

4

Enter Waiting Room
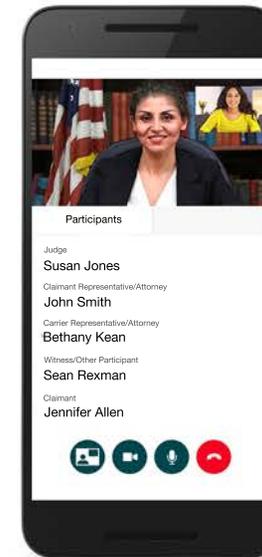Control your availability and wait for hearing to be called.

A short delay of up to one minute is normal.

5

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.

6

Hearing Conducted
You will now see the 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.

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Helpful Tips

- You may use other apps or features of your phone while waiting for a hearing to be called. In your app settings, make sure notifications are on for the virtual hearings app. This will ensure you receive notifications when your hearing is called. Keep your virtual hearings app open in the background. If you log out of the virtual hearings app, you will not receive notifications to join your hearings. You will need to give permission for the app to access your mobile device's camera and microphone.

- If you navigate away from the app during a hearing, you will not be disconnected from the hearing. Select the **Overview** button on the bottom of your screen and select the Cisco Webex page.

- 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 **Google Play Store** > **Tap Menu** ☰ > **Settings** > Tap **Auto-update apps** > Select an option of **Over any network** or **Over Wi-Fi only**.

- Not compatible with Huawei mobile devices.

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