

Virtual Hearings Guide for Claimants



A virtual hearing app is now available!
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.' 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: 625294364	State of New York WORKERS' COMPENSATION BOARD
Workers Compensation Board 111 Livingston Street-22nd Fl. Brooklyn, NY 11201	Case No. 1	Date: 09/23/2019	Time: 10:00 AM 15 Min
	eCase No. G1520094	Case Address: 09/11/2001*	Case Status: W848500
			Case Category:
			Case Type:
			Case Post:

Your Hearing ID

John Doe
123 Main Street
Troyville, NY 12345

EMPLOYER: Test Employer

CAREER: Police, Fire, Sanitation and Corrections CNV

COMES TO: John Doe
Plaintiff/Claimant; Ticker, Ziegler; Med/Recovery Management

Please see the Board's website at wcb.ny.gov for directions to a Board office or for information to attend virtually.

PURPOSE:
Question of period and extent of disability.

THE NEW YORK STATE WORKERS' COMPENSATION BOARD BARS ALL FIREARMS AND OTHER WEAPONS FROM BOARD PROPERTY.

Virtual Hearings
For your convenience, claimants and attorneys/licensed representatives may attend their hearing online through our Virtual Hearing Center. **The Virtual Hearing ID for this hearing is 625294364.**

Go to the Board's website at wcb.ny.gov/virtual-hearings to see what you will need to join your hearing online. **At least 48 hours before your hearing, go to the website to make sure you can connect to the Virtual Hearing Center.**

If you are unable to connect to your Virtual Hearing or cannot attend in person, call (646) 337-6301 as early as possible on the day of the hearing to attend your hearing in person.

eCase
eCase allows you to view your electronic workers' compensation case folder. Case folders contain documents about your case, including party of interest contact information. To view a case folder, you must register to be an eCase user. You must also be listed as a party of interest in the case, or be permitted to view the case by an organization that is a party of interest and has eCase access. For more information on eCase and how to register, please visit the Board's website at wcb.ny.gov and click on the eCase.com on the right-hand side of the page.

Dated: 09/25/2019

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

Page 1 of 1

System Requirements – First Time Setup

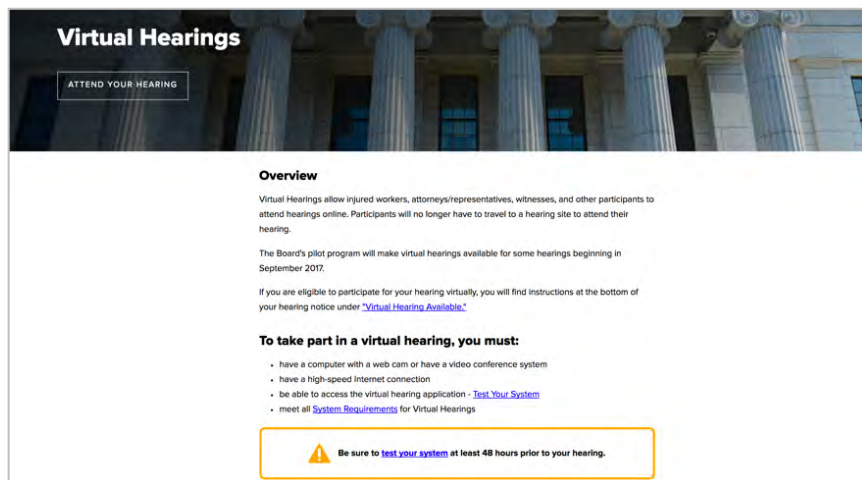
Visit the [system requirements webpage](#) for complete details. In addition:

- a. If you are using a mobile device, download the virtual hearings (WCB VH) 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:
 - 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.



The screenshot shows the top portion of the 'Virtual Hearings' webpage. At the top, there is a dark banner with the text 'Virtual Hearings' and a button labeled 'ATTEND YOUR HEARING'. Below the banner, the page content includes an 'Overview' section with text about virtual hearings, a 'To take part in a virtual hearing, you must:' section with a bulleted list of requirements, and a yellow warning box at the bottom stating: 'Be sure to [test your system](#) at least 48 hours prior to your hearing.'

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**.



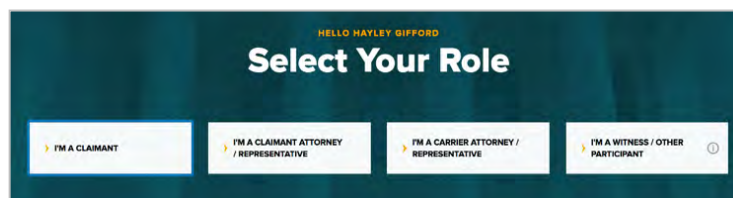
The screenshot shows a dark-themed form titled "ENTER YOUR INFORMATION". It contains the following fields: "Hearing ID" (with a "Required" asterisk), "First Name" (with a hint "Where can I find my Hearing ID?"), "Last Name", "Email", and "Phone". At the bottom, there is a radio button labeled "International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

4. Accept the Terms and Conditions.



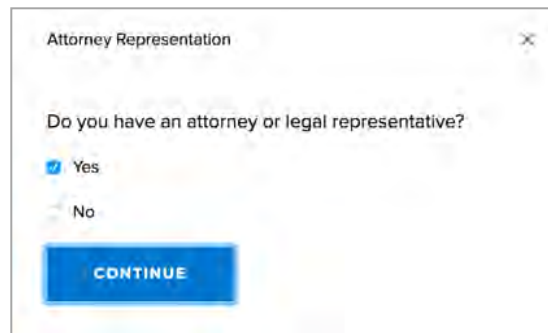
The screenshot shows a "Terms and Conditions" page with the following text: "The New York State Workers' Compensation Board (Board) conducts virtual hearings in order to enable parties of interest in workers' compensation cases to meet without having to be physically present at a hearing site. The Board 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 are two buttons: "YES" and "NO".

5. Select I'm A Claimant.



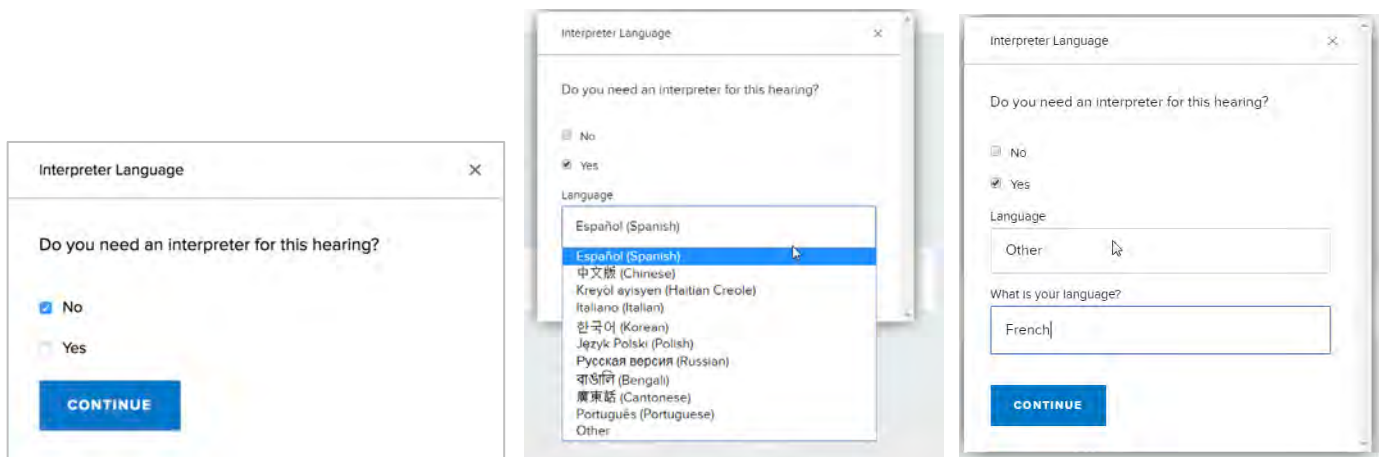
The screenshot shows a screen titled "HELLO HAYLEY GIFFORD" and "Select Your Role". It features four buttons: "I'M A CLAIMANT", "I'M A CLAIMANT ATTORNEY / REPRESENTATIVE", "I'M A CARRIER ATTORNEY / REPRESENTATIVE", and "I'M A WITNESS / OTHER PARTICIPANT". The "I'M A CLAIMANT" button is highlighted with a blue border.

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



The screenshot shows a dialog box titled "Attorney Representation" with a close button (X) in the top right corner. The main text asks, "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 dialog 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**.



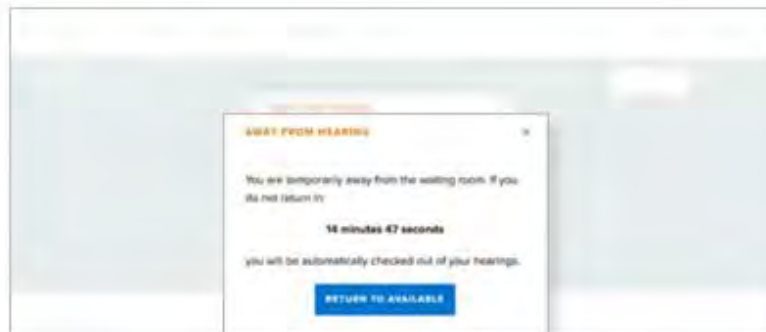
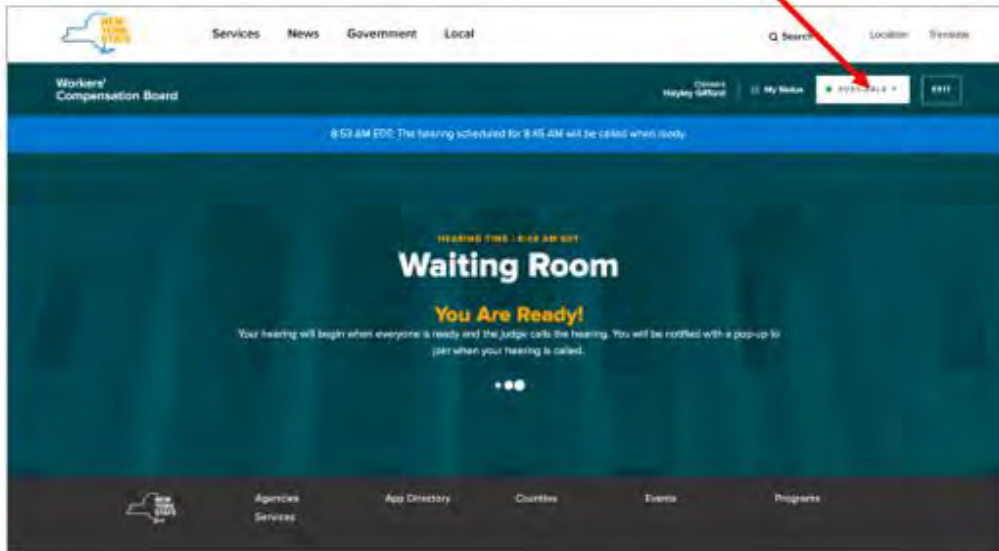
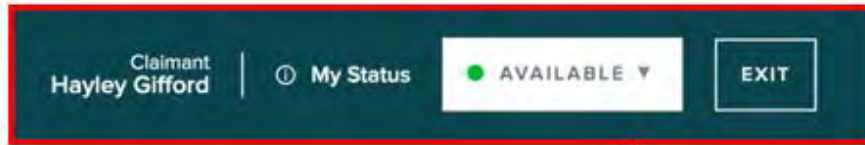
The image contains three screenshots of the "Interpreter Language" dialog box. The first screenshot on the left shows the dialog with "No" selected under the question "Do you need an interpreter for this hearing?". The middle screenshot shows the "Yes" option selected, and a dropdown menu is open displaying a list of languages: Español (Spanish), 中文 (Chinese), Kreyòl ayisyen (Haitian Creole), Italiano (Italian), 한국어 (Korean), Język Polski (Polish), Русская версия (Russian), বাংলা (Bengali), 廣東話 (Cantonese), Português (Portuguese), and Other. The "Español (Spanish)" option is highlighted. The third screenshot on the right shows "Yes" selected, and the "Other" option in the "Language" field is selected. Below this, the "What is your language?" field contains the text "French". A blue "CONTINUE" button is at the bottom.

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.

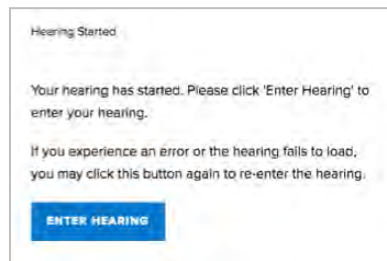
To mark yourself as unavailable, select the **My Status** drop-down list on the top right corner of the webpage and select **Away**. The countdown timer will appear on the browser. When you return to your computer or mobile device, select the **Return To Available** button to make yourself available.

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.

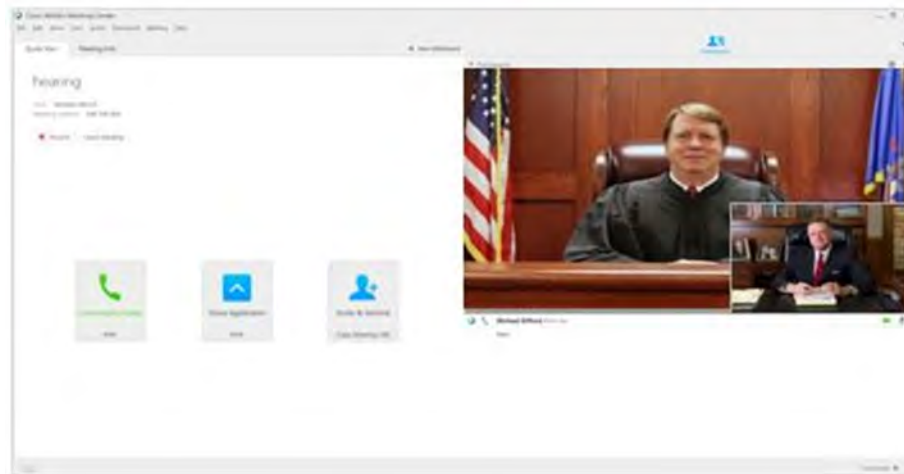


Attending Your Virtual Hearing (WebEx)

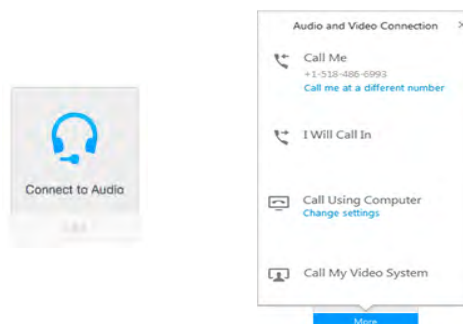
1. When your hearing is called, you will see a message on your Waiting Room dashboard indicating that your hearing will begin in 20 seconds. You will then hear a chime and a pop up will appear to notify you that your hearing has started. When this pop up appears, select **Enter Hearing** to enter the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



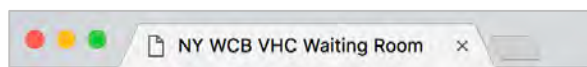
2. After you select **Enter Hearing**, a new tab will open in your browser. Do not close this tab or the Waiting Room tab. The Cisco WebEx window will open when your hearing begins.



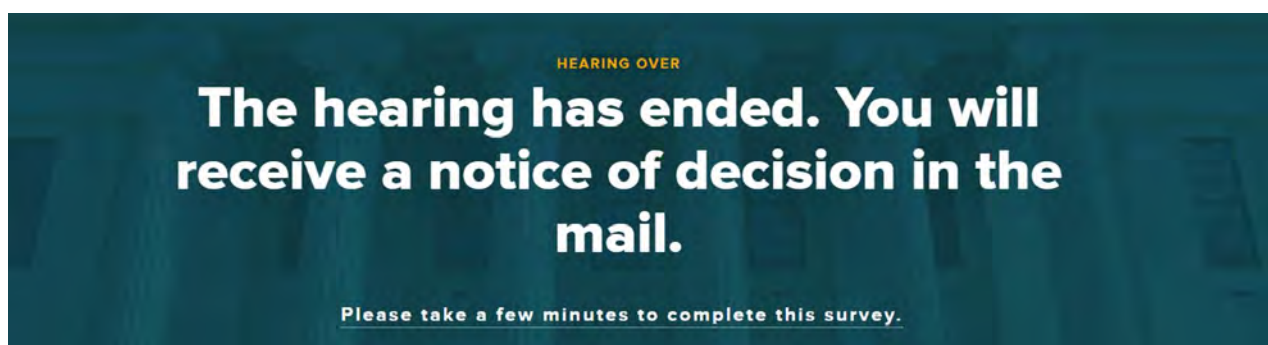
3. On the left side of the Cisco WebEx window, select **Connect to Audio**, and select your audio method for attending the hearing. It is recommended to use the “Call Me” feature on a landline phone. This is the simplest and most effective connection method. **NOTE: Your phone cannot be set to “Do Not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