

## Rules of Conduct for Remote Proceedings

Your case has been set for hearing before the Administrative Hearing Bureau via the Zoom Meeting application. The following restrictions and limitations shall apply. Failure to follow these instructions or failure to appear may result in the delay or dismissal of your case.

Participants must visit [zoom.us](https://zoom.us) and create an account. Download and install the free Zoom client on your computer or tablet by hovering over the Resources tab, and selecting “Download Zoom Client.” If you using a mobile device, you must install the Zoom application from the App Store.

Your computer must have internet access, a camera and a microphone. Each participant is expected to appear by video, rather than merely by voice. If you do not have a stable internet connection or a smart phone or other camera-enabled device, please contact Camille Johnson ([camille.johnson@insurance.ca.gov](mailto:camille.johnson@insurance.ca.gov)) or Florinda Cristobal ([florinda.cristobal@insurance.ca.gov](mailto:florinda.cristobal@insurance.ca.gov)) immediately. Please ensure the Administrative Hearing Bureau has your correct email address.

### Instructions for Participating in Virtual Hearing:

1. Join the virtual courtroom a few minutes before the scheduled by clicking the link in the electronic notice of hearing or by clicking “Join a Meeting” in Zoom and entering the meeting code and password. Ensure that you are opening Zoom through the application and not through your web browser. When you enter, select “Join by Computer Audio,” even if you are connecting via a smart phone.
2. When you join the hearing, you will be placed in the “Waiting Room” and you will only be able to enter the virtual “courtroom” when the Judge brings you in. The Judge will be able to see you enter the waiting room. It is not necessary to notify the court you are there. Do not disconnect or exit the waiting room while you are waiting.
3. Upon entering the hearing room, your video will be automatically on and your audio muted until the hearing begins. Please be mindful that once video is enabled, all participants can see you and anything behind you. Consider enabling Zoom’s virtual background feature.
4. Parties and witnesses should dress in business attire or “smart casual.” Parties are expected to conduct themselves appropriately, including using suitable language.
5. Hearings will be transcribed by a court reporter who will also be appearing via Zoom. In addition, the hearing will be open for public viewing via AHB’s YouTube channel. A link to your hearing’s YouTube stream is available on AHB’s public calendar or through AHB’s legal secretaries. Recording the hearing or live stream is prohibited.
6. Zoom allows only one person to speak at a time. Do not talk when another person is speaking. Please mute your microphone when you are not speaking to ensure there is no cross-talk.
7. During the hearing, you may “slip notes” to your client or attorney using the private chat feature. To do so, click the “Chat” button at the bottom of the Zoom screen, and at the bottom of the Chat window, pull-down the recipient arrow and select your recipient. Be careful. Chat messages sent to “Everyone” will be visible to all meeting participants, including the Court. Do not send private messages to the Judge, the other party or witnesses.

8. If an attorney needs to speak to a client privately, the Judge can place you in a private “breakout” room where you cannot be seen or heard by others. Please inform the Judge if you wish to use this feature.
9. If you are disconnected for any reason during the proceeding, please attempt to reconnect on your device prior to contacting AHB. If you are unable to reconnect, please contact Camille Johnson (415-538-4243) or Florinda Cristobal (415-538-4172) immediately. Note: the Judge will be able to see that you have been disconnected and will be able to halt the proceeding until you return. Please do not attempt to contact the Judge directly.

**Special Instructions for Witnesses:**

1. Witnesses must appear by video conferencing. The party calling the witness is responsible for ensuring the witness has a separate audio and video feed. Parties shall not attempt to “share” a connection with the witness.
2. The party calling the witness shall ensure the witness has all exhibits, including those of the opposing party.
3. Witnesses shall not communicate with anyone during their testimony. This includes texting or chatting on any device or talking to anyone physically present in the room.

**Special Instructions for Public Viewing:**

Government Code section 11425.20 and Executive Order N 63-20 allows the public access to court proceedings. AHB hearings will be live streamed via AHB’s YouTube channel. AHB’s public calendar, located at <http://www.insurance.ca.gov/0250-insurers/0500-legal-info/0400-hearing-calendar/index.cfm>, contains a direct link to all AHB public proceedings. The public may view or listen to the proceedings but video or audio recording is prohibited.

*Drafted June 12, 2020.*