



Workers'
Compensation
Board

Virtual Hearings Guide

for Claimants

Virtual hearings allow injured workers, attorneys/representatives, witnesses, and others to attend workers' compensation hearings online. You can participate from home, work, or wherever is most convenient. Claimants can also appear with attorneys at their office. All attorneys are required to appear on video, with faces fully visible. Claimants may appear by phone, if unable to join by video.

To participate in a virtual hearing, all you need is a computer (preferred) or mobile device with a camera and 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 wired connection is preferred.

BEFORE YOU BEGIN YOUR VIRTUAL HEARING

Locate the **Virtual Hearing ID** on your hearing notice. The Virtual Hearing ID assigned to your hearing is located at the top of the hearing notice

NOTICE OF WORKERS' COMPENSATION HEARING State of New York

Virtual Hearing ID: 25584180226

PLACE OF HEARING	Per: / Date of hearing	Time	Case ID No.
100 Broadway, Menands, NY 12204			
	WCB Case No.		Carrier Case No.
			LAST

Your Hearing ID

Make sure you have this notice for your hearing

EMPLOYER
CARRIER
COPIES TO

NOTICE OF WORKERS' COMPENSATION HEARING

A workers' compensation hearing has been scheduled for this claim. Language interpretation services are available for all workers' compensation hearings. Details are included in the attached informational sheet.

Purpose

Question of period and extent of disability.

ATTENDANCE OPTIONS

"If your "place of hearing" listed in the box above says **Virtual Only** and you are unable to appear by video, go to wcb.ny.gov/locations or call (844) 337-6301 to find out how you can attend your hearing."

Attend your workers' compensation hearing on the date and time above. If there is a location listed in the "place of hearing" box above, there are two ways you can attend:

- 1. Video Appearance:** You can appear from any location via internet-connected smart phone, tablet, or computer (see Instructions for Attending Video Hearings). This is the **easiest and most efficient way for you to attend**. If you are unable to attend by video, and you have an attorney or licensed representative, contact them to make appropriate arrangements in advance of the hearing.
- 2. In-Person:** You can appear at the hearing location listed at the top of this notice **unless it states "Virtual Only."** If you are represented by an attorney or licensed representative, they **must** appear with you at the hearing location.

Instructions for Attending Video Hearings

At least two days before your hearing, go to wcb.ny.gov/virtual-hearings to log in and test your computer or mobile device.

On the day of your hearing, follow these steps to attend:

Step 1 - 15 minutes before your hearing, scan the QR code on this notice or go to wcb.ny.gov/virtual-hearings and select "attend your hearing."

Step 2 - Enter your information, including your Virtual Hearing ID: **25584180226**.

Step 3 - Select your role and answer any questions. Then, wait for your hearing to begin.

and in the message under the section titled "Virtual Hearings." The Virtual Hearing ID number is not the WCB case number. You will check into your hearing using your Virtual Hearing ID, name, and contact information. If you are checking into multiple hearings, you need the Virtual Hearing ID from each hearing notice.

SYSTEM REQUIREMENTS – FIRST-TIME SETUP

Visit the **System Requirements webpage** for complete details (wcb.ny.gov/virtual-hearings/system-requirements.jsp). In addition:

- Test your computer or mobile device **at least two days before your hearing**: Webex Test Meeting (webex.com/test-meeting).
- Download the **Webex** 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 to ensure that your computer or mobile device stays active.
- 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.
- Please ensure you participate from a quiet location.
- For additional mobile device requirements, go to page 8.

CHECKING INTO YOUR VIRTUAL HEARING

On the day of your hearing, follow the instructions below to join it. It is recommended that you begin this process at least 30 minutes before your hearing's start time. If you cannot attend your hearing by video, call **(844) 337-6301** as early as possible on the day of your hearing to let the Board know you will attend by phone.

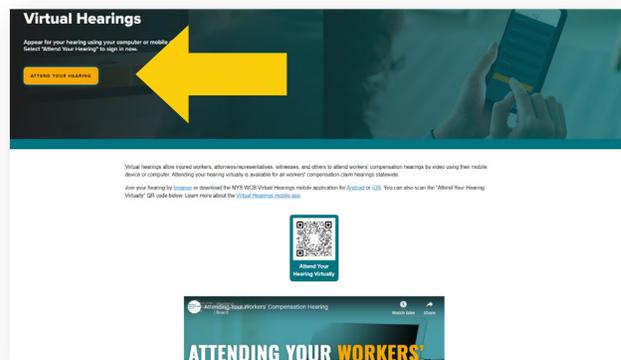
1.

Go to wcb.ny.gov/virtual-hearings.



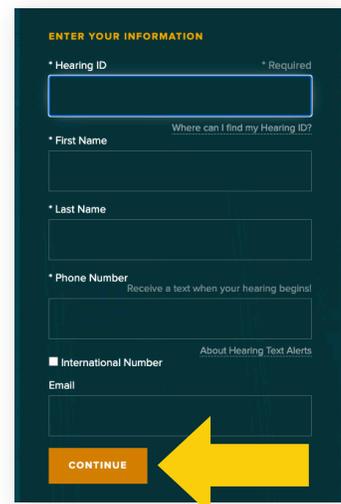
2.

Select the **Attend Your Hearing** button found at the top of the page.



3.

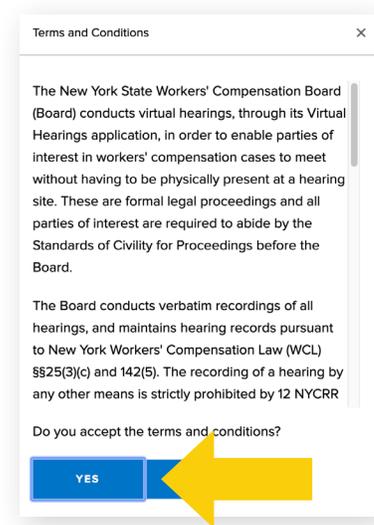
Enter your Hearing ID, first name, last name, email (optional), and phone number. Enter a mobile phone number to receive text message notifications when your hearing has started. Select the "International Number" button if you are entering an international telephone number. Select **Continue**.



continued on page 3

4.

Accept the **Terms and Conditions**.



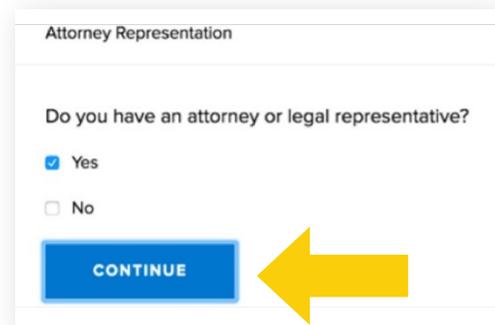
5.

Select **I'm A Claimant**.



6.

Select whether you have an attorney or legal representative. Select **Continue**.



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

7.

The image shows three overlapping screenshots of a web form titled "Interpreter Language". The first screenshot shows the question "Do you need an interpreter for this hearing?" with "No" selected and a "CONTINUE" button. The second screenshot shows the same question with "Yes" selected and a dropdown menu for "Language" open, listing options like "Español (Spanish)", "中文版 (Chinese)", "Kreyòl ayisyen (Haitian Creole)", "Italiano (Italian)", "한국어 (Korean)", and "Język Polski (Polish)". The third screenshot shows "Yes" selected, "French" entered in the "Language" field, and a yellow arrow pointing to the "CONTINUE" button.

The Waiting Room displays on your device. By default, the system marks you as **Available**.

If you need to step away from your computer or mobile device before the hearing start time, mark yourself as **Unavailable**. This tells the judge you cannot attend your hearing at that time. To mark yourself as unavailable:

Select the **My Status** drop-down list at 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 into the system.

8.

The image shows two screenshots of a web interface. The top screenshot shows a header for "Claimant Hayley Gifford" with a "My Status" dropdown menu set to "AVAILABLE" and an "EXIT" button. A yellow arrow points to the dropdown menu. Below the header is a navigation bar with "Services", "News", "Government", and "Local". The main content area is titled "Waiting Room" and says "You Are Ready!". The bottom screenshot shows a modal window titled "15 MINUTES AWAY FROM HEARING" with a "RETURN TO AVAILABLE" button.

ATTENDING YOUR VIRTUAL HEARING

1.

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

HEARING STARTED

Your hearing has started. Please select 'Enter Hearing' to enter your hearing.

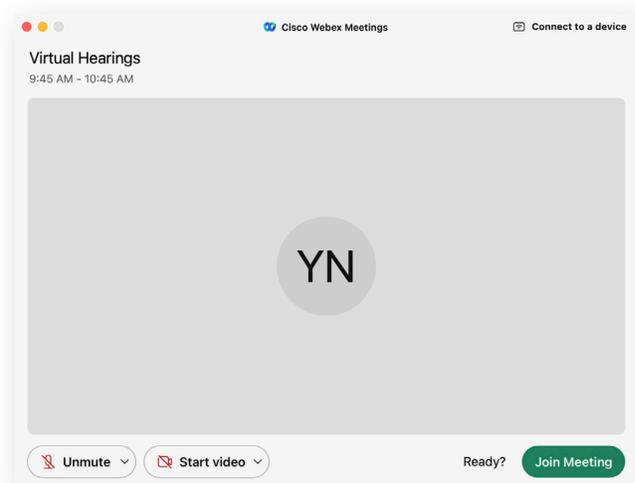
If you experience an error or the hearing fails to load, you may select this button again to re-enter the hearing.

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 Webex window will open when your hearing begins. Before joining the hearing, a window will show, where you will connect your audio and video for the hearing.



continued on page 6

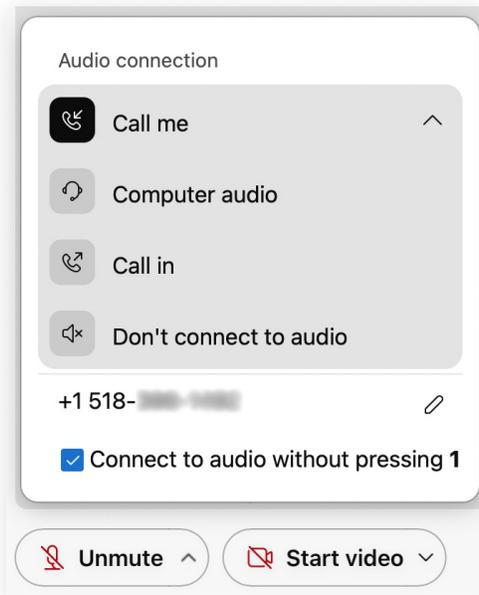
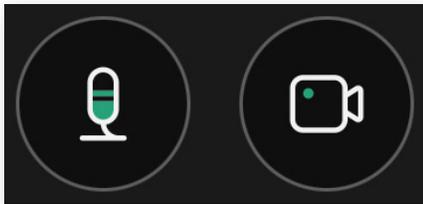
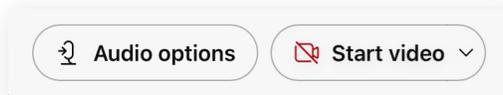
To connect your audio, select “Audio Options.” If an audio option connects automatically, use the arrow next to “Unmute” to change your audio option. Your audio connection options will appear. Choose one of the following:

- Select “Use computer audio” to use your computer’s microphone.
- Select the “Call me at” option to have the system call you. Enter a personal phone number for the system to call you. When you answer the phone, your audio will be connected to the hearing.
- Select “Call in” to have the system provide you with the toll-free hearing telephone number, access code, and attendee ID you must enter when calling from your phone.

3.

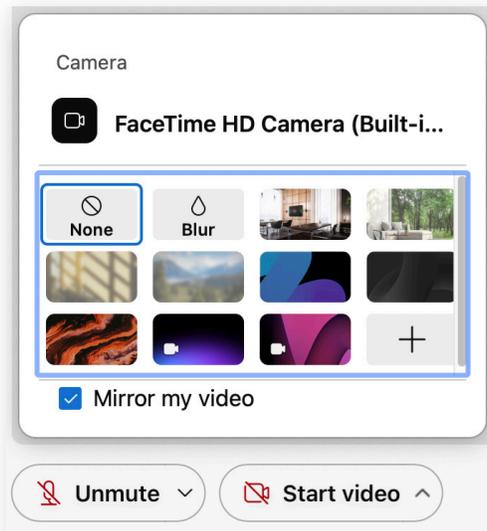
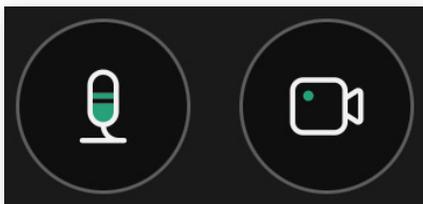
After connecting your audio, select **Unmute**.

On a mobile device, connect your audio, mute or unmute using the microphone icon.



Next, you will connect your video. To connect your video, select **Start video**. Your camera options will appear here. Select the camera to use and your video feed will connect. On a mobile device, connect your video with the video camera icon.

4.



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5.

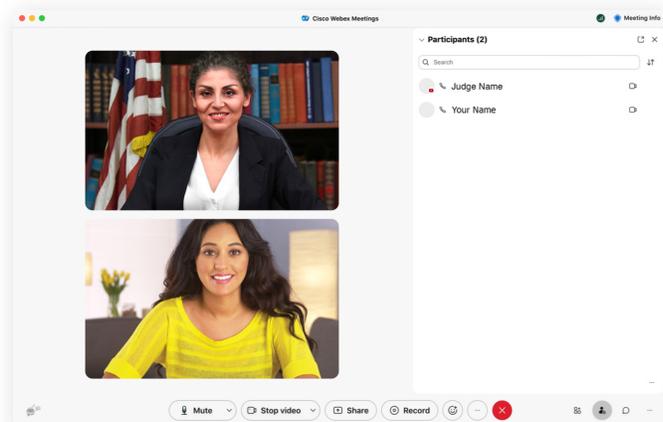
After connecting your audio and video, select **Join Meeting**.

Ready?

Join Meeting

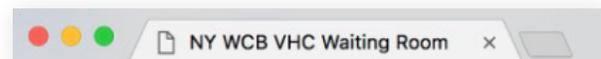
6.

Your hearing will now begin.



7.

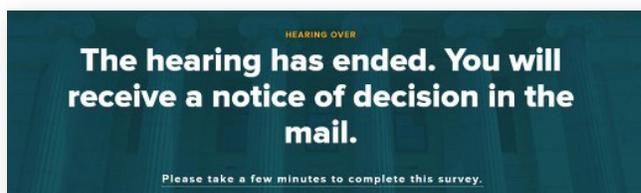
For various reasons, the judge may take a temporary break in the proceedings and then recall your hearing. If that happens, go back to the tab titled **NY WCB VHC Waiting Room** and wait for the judge to call you in again.



8.

When your hearing is over, the Webex window will close.

If you are all done, the waiting room message will change to read:



MOBILE DEVICE REQUIREMENTS

To attend your hearing on a mobile device, you will join using your mobile browser. Follow these steps:

1. On your mobile device, ensure your web browser application is up to date.
 - a. To ensure your web browser is updated, follow these instructions:
iOS: Go to the App Store, select your profile icon on the top right of your screen, scroll to view pending updates and update your web browser if needed.
Android: Select the Play Store app, select your profile icon on the top right, select Manage apps & device, Under “Updates available,” find your web browser to update if needed.
2. Required: Go to your phone’s app store and download the “Webex (business)” mobile application prior to your hearing. Tip: **test Webex** on your mobile device prior to your hearing.
3. Sign in for your hearing at **vhc.wcb.ny.gov**.
 - a. You are required to enter a phone number. Enter a mobile phone number to receive a text message notification when your hearing begins. Without entering a mobile number, you will need to keep your waiting room browser tab open and active on your mobile device until your hearing is called or you will not know your hearing has started.
4. You will receive a text message when your hearing begins. If you have opted out of text messages, you must keep your browser open and active (do not let it go to sleep) to see that the hearing has been called. You will not receive an audio notification from your browser or from a text message alert if you have opted out of text messaging, so it is highly recommended that you agree to receive texts so you don't miss your hearing.
5. When Webex opens, connect your audio and video within the Webex application.
 - a. To connect your audio, tap the microphone icon.
 - b. To connect your video, tap the video camera icon, and connect your front facing camera.
6. **If your meeting is recalled and you are not automatically brought back to your browser’s waiting room**, you need to go back to the “NYS VHC Waiting Room” tab in your mobile device’s browser. This will show you as available for your hearing again.
7. **If your meeting is recalled, or you need to wait for your next hearing to be called and you are not automatically brought back to your waiting room**, you need to go back to the waiting room tab that is within your mobile device’s browser. This will show you as available for your recalled hearing or for your next hearing.

CONVENIENCE TIP: Add a virtual hearings shortcut to your mobile device

Looking for a better way to access virtual hearings? Add the virtual hearings webpage to your mobile device as a simple shortcut for easy access, just like an app! Use the instructions available on the virtual hearings webpage.

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, including instructions and available forms to upload, visit the **eCase Document Upload webpage** (wcb.ny.gov/content/ebiz/ecase/ecase_doc_upload.jsp).

Note: Documents should only be uploaded so they can be reviewed as evidence at the hearing. No additional action will be taken on them and they will not be reviewed by a claims examiner. To learn more about how to submit documents that require action by the Board, or if you are not eligible to use eCase Document Upload, visit the Forms webpage (wcb.ny.gov/content/main/Forms.jsp).

CONTACT

If you need to attend your hearing by phone call, please call the Customer Service Center: **(844) 337-6301**. For more information, visit: wcb.ny.gov/virtual-hearings

Need help?

Call **(877) 632-4996**

Hours 8:30 a.m. – 4:30 p.m. Monday - Friday