



Workers'
Compensation
Board

Virtual Hearings Guide

**for Attorneys and
Representatives**

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.

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. Attorneys and legal representatives should always have their faces fully visible on-screen during their virtual hearings.

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 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 to appear, with your face fully visible on-screen during the hearing.
- 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.

NOTICE OF WORKERS' COMPENSATION HEARING

Virtual Hearing ID: 25584180226

State of New York

PLACE OF HEARING	Part	Time	Carrier ID No.
100 Broadway, Menands, NY 12204	1		
	WCB Case No.		Carrier Case No.

QR Code

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.

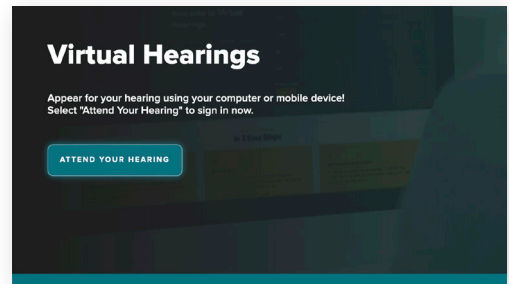
QR Code

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.

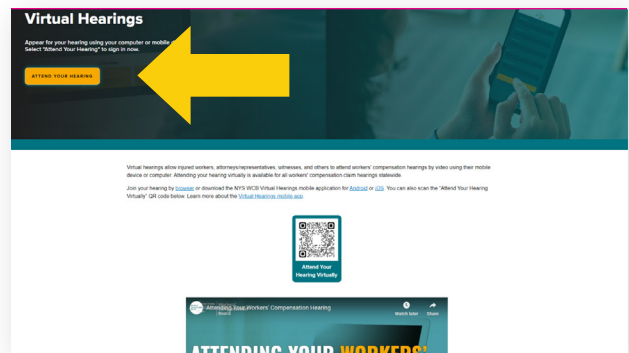
1.

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**.

A screenshot of the 'ENTER YOUR INFORMATION' form. The form has a dark background with white text. It contains the following fields: 'Hearing ID' (required), 'First Name', 'Last Name', 'Phone Number' (with a note 'Receive a text when your hearing begins!'), and 'Email'. There is a checkbox for 'International Number' with a link 'About Hearing Text Alerts'. A blue 'CONTINUE' button is at the bottom. A large yellow arrow points to the 'CONTINUE' button.

continued on page 3

4.

Accept the **Terms and Conditions**.

Terms and Conditions

The New York State Workers' Compensation Board (Board) conducts virtual hearings, through its Virtual Hearings application, in order to enable parties of interest in workers' compensation cases to meet without having to be physically present at a hearing site. These are formal legal proceedings and all parties of interest are required to abide by the Standards of Civility for Proceedings before the Board.

The Board conducts verbatim recordings of all hearings, and maintains hearing records pursuant to New York Workers' Compensation Law (WCL) §§25(3)(c) and 142(5). The recording of a hearing by any other means is strictly prohibited by 12 NYCRR

Do you accept the terms and conditions?

YES

5.

Select one of the following:

- **I'm a Claimant Attorney/Representative** if you are representing a claimant at the workers' compensation hearing as the active attorney on the case. If your claimant is appearing with you at your office, or at another location, you will later add them as an attendee.
- **I'm a Carrier Attorney/Representative** if you are representing a carrier at the workers' compensation hearing as the active attorney on the case.
- **I'm a Witness/Other Participant** if you are appearing in any capacity other than claimant or the current attorney record, e.g. you have a fee interest, are an observer, or are appearing as a witness.

If you are representing a claimant, go to **step 6**.

If you are representing an insurance carrier, or are a witness/participant, skip to **step 7**.

Select Your Role

I'M A CLAIMANT

I'M A CLAIMANT ATTORNEY / REPRESENTATIVE

I'M A CARRIER ATTORNEY / REPRESENTATIVE

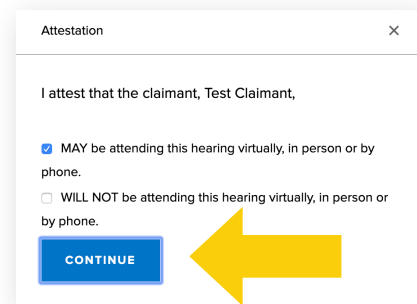
I'M A WITNESS / OTHER PARTICIPANT

continued on page 4

6.

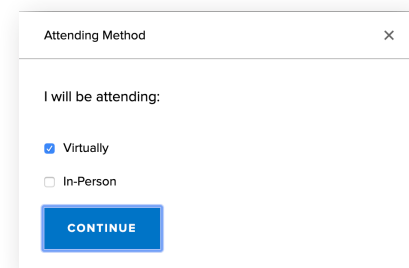
Claimant Attorneys/Representatives only:

Select whether your claimant may be or will not be attending the hearing. Select **Continue**.



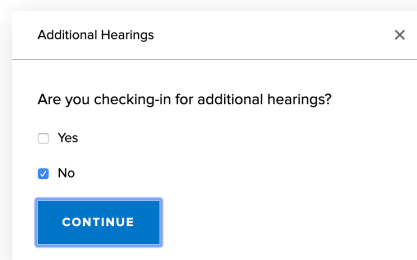
7.

Select virtual as your attending method and select **Continue**.



8.

Select whether you will or will not be checking in for additional hearings for the day. Select **Continue**. You will need to check into your morning and afternoon hearings separately. You can add morning hearings as early as 8:00 a.m. You can add afternoon hearings starting at 12:30 p.m. You will be prompted to add the other hearings you have scheduled once you enter the waiting room.



9.

The waiting room automatically displays on your device. If your client will be appearing for the hearing, **you MUST add them as an attendee** by following the directions on page 10 of this guide. For instructions to add hearings you have scheduled for the day, go to the **Adding Hearings to Your Waiting Room** section on page 9. View specific instructions on:

- Changing your role for specific hearings – page 9
- Add hearings, including associated cases – page 9
- Viewing opposing counsel name and phone number – page 11
- Marking your availability – page 11

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.

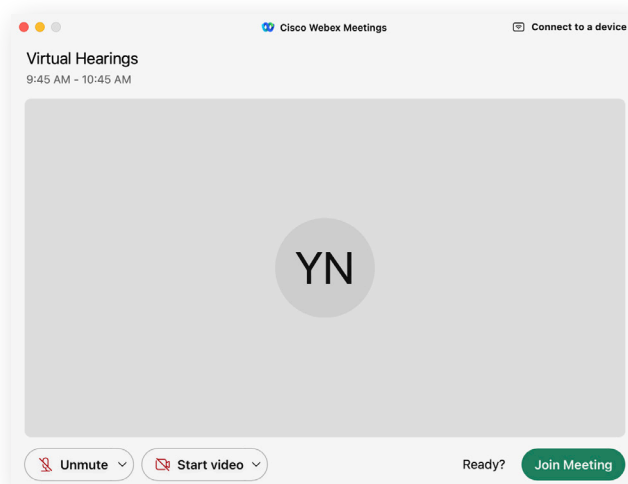
If you experience an error or the hearing fails to load, you may select this button again to re-enter the hearing.

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.



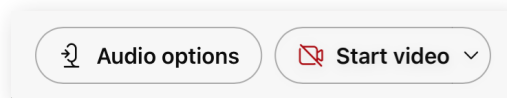
continued on page 6

3.

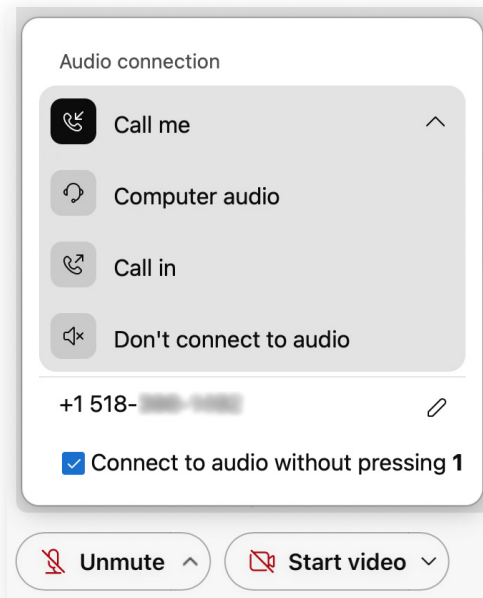
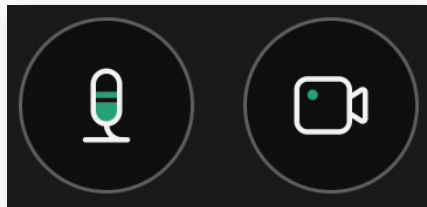
To connect your audio, select “Audio Options.” If an audio option connects automatically, use the arrow next to “Unmute” to change your audio option. Your audio connection options will appear. Choose one of the following:

- 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.

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

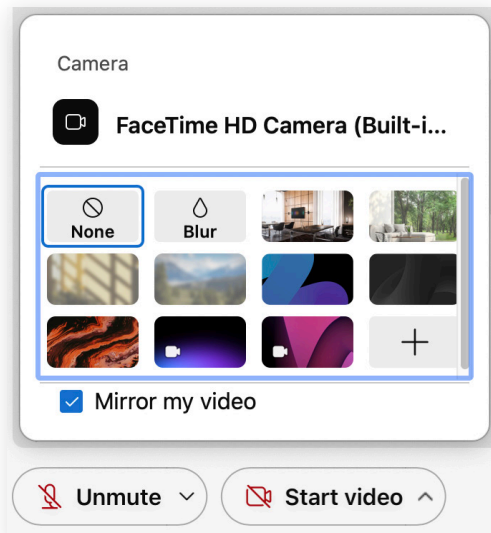
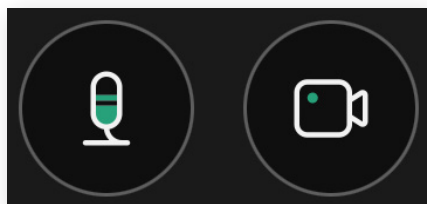


On a mobile device, connect your audio, mute or unmute using the microphone icon.



4.

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. Ensure your face is fully visible during the hearing.



continued on page 7

5.

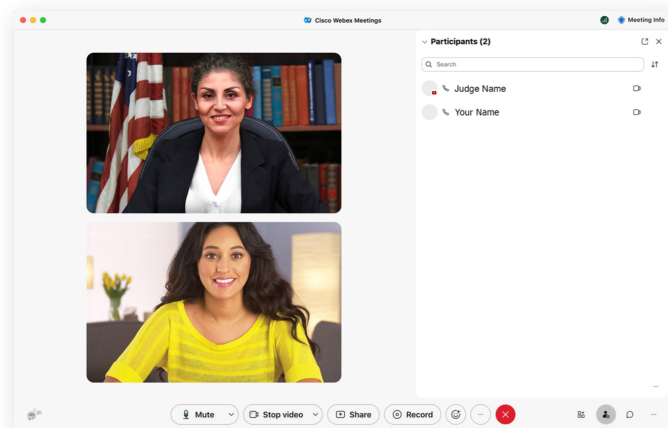
After connecting your audio and video, select **Join Meeting**.

Ready?

Join Meeting

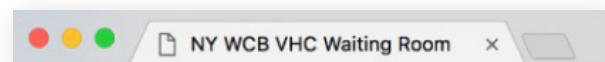
6.

Your hearing will now begin.



7.

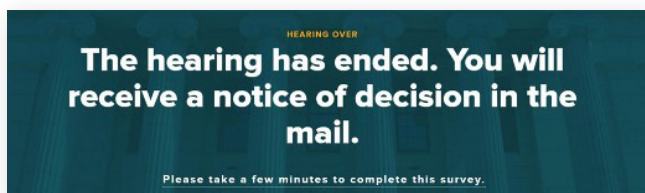
For various reasons, the judge may take a temporary break in the proceedings and then recall your hearing. If that happens, go back to the tab titled **NY WCB VHC Waiting Room** and wait for the judge to call you in again.



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.

ADDING HEARINGS TO YOUR WAITING ROOM

Follow these instructions to add both virtual and in-person hearings to your waiting room.

You will need to check into your morning and afternoon hearings separately. You can add morning hearings as early as 8:00 a.m. You can add afternoon hearings starting at 12:30 p.m. You must use a single computer or mobile device to sign in for all morning or afternoon hearings within the same waiting room.

To add a hearing, enter the Hearing ID of the hearing you will be attending in the **Add Another Hearing ID** box. Select **Add Hearing**. Answer each pop-up question that appears. Claimant attorneys/representatives are required to attest to their claimant's attendance for each hearing added. Your hearing schedule will update on the bottom of the page. Follow this procedure for each hearing you want to add.

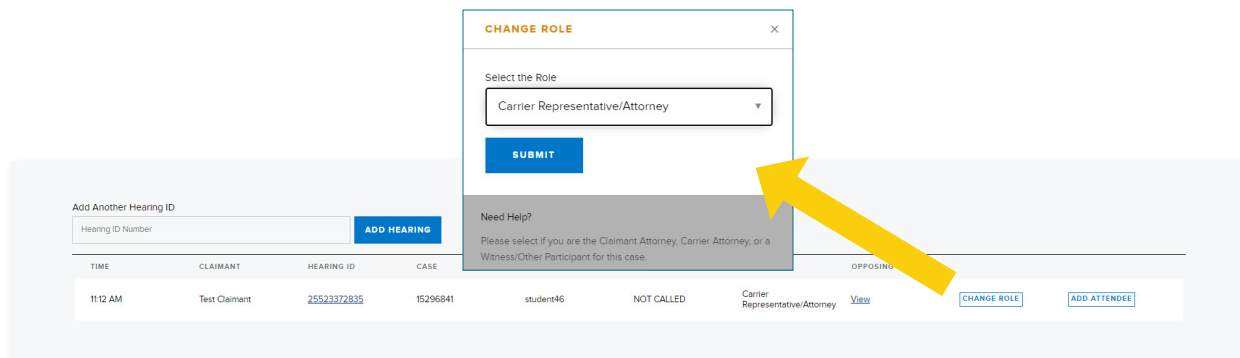


If you have associated case(s) for your hearing, you will need to add the same Hearing ID number for each associated case, and then add the WCB case number of each associated case, following the steps below:

1. In the **Add Another Hearing ID** box, enter the Hearing ID number.
2. In the associated hearing pop-up, add the first WCB case number.
3. After the first WCB case number has been added to your waiting room, you'll need to add any associated case(s) for which you are appearing.
4. In the **Add Another Hearing ID** box, enter the same Hearing ID number.
5. In the associated hearing pop-up, add the next associated hearing's WCB case number.
6. Repeat steps 4 and 5 until all of the associated hearings are added to your waiting room.

CHANGE YOUR ROLE FOR SPECIFIC HEARINGS

To change your role for a hearing (e.g., you are attending a hearing(s) in a role other than the one you logged in with initially), select the **Change Role** button to the right of that hearing's information. Choose your role from the drop-down list and select **Submit**.



TIME	CLAIMANT	HEARING ID	CASE	OPPOSING
11:12 AM	Test Claimant	25523372835	15296841	student46 NOT CALLED Carrier Representative/Attorney View CHANGE ROLE ADD ATTENDEE

ADD AN ATTENDEE TO YOUR HEARING

Follow these instructions to add an attendee to your virtual hearings and in-person hearings. If the claimant is appearing by phone or a claimant or witness/other participant is with you physically to attend a virtual hearing (from your office or another location), **you must add them** as attendees.

In the waiting room, select the **Add Attendee** button located all the way to the right side of the information about your hearing. Enter the attendee's first name, last name, role, and attendance method. Check whether an interpreter is needed for the attendee, and if so, the language that is needed. Select **Submit**.

ADD ATTENDEE

First Name

Last Name

Role

Claimant

Attending Method

Virtually

Attorneys should **only** be checking in attendees virtually if their claimant or witness is present in their office and appearing with them.

Does the attendee need an interpreter?

☒ No

☐ Yes

SUBMIT **CLOSE**

To view an attendee that has been added, select the Hearing ID number link for that hearing, located in the **Hearing ID** column. This opens the **Hearing Details** pop-up window. At the bottom of the window, the name(s) of the added attendee(s) appears. You may add additional attendees for this hearing by selecting **Add Attendee**. To remove an attendee, select **Delete**.

HEARING DETAILS

Hearing ID: 25523372835

Hearing Time: 11:12 AM

Claimant Name: Test Claimant

Hearing Status: NOT CALLED

Below are the people attending the hearing with you:

FIRST NAME	LAST NAME	ROLE	ATTENDING	LANGUAGE
Additional	Attendee	Claimant	Virtually	

The status of any person you check in will be the same as your status.

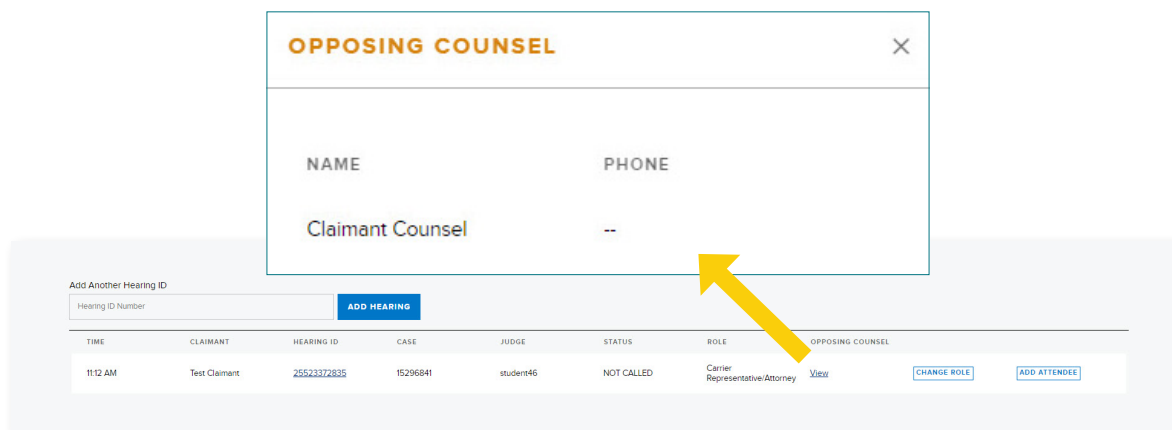
ADD ATTENDEE **DELETE**

Add additional attendees

Remove added attendee

VIEW OPPOSING COUNSEL'S NAME & PHONE NUMBER

To view the opposing counsel's name and phone number, select the **View** hyperlink in the **Opposing Counsel** column. You will only be able to see the opposing counsel's name if they are signed into the waiting room for that hearing.



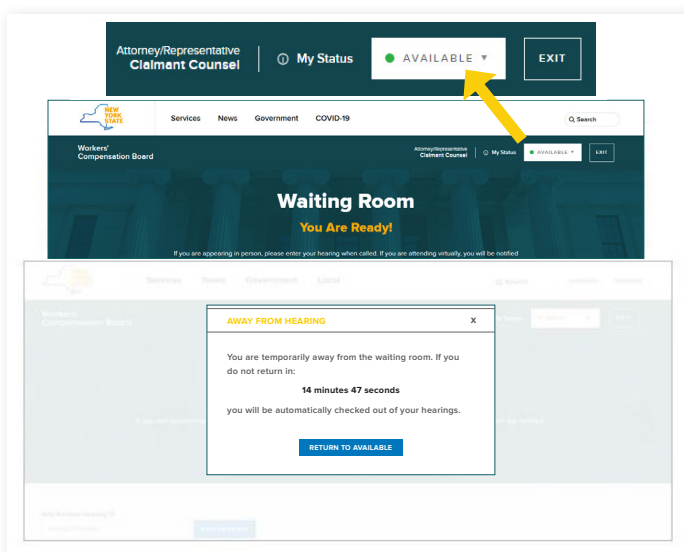
MARKING YOUR AVAILABILITY

By default, the system marks you as **Available**. If you are attending all of your hearings via computer or mobile device, you can mark yourself “Away” if you need to step away. This informs the judge that you are currently unavailable to attend a hearing. When attending in-person, you cannot mark yourself as away after signing in for your hearings. If you sign in for both virtual and in-person hearings on the same day, you will not have the ability to mark yourself as away.

To mark yourself as away, select the **Available** 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.

NOTE: If you have added attendees to appear with you, their status will also appear as **Away** until you select **Return to Available**.

IMPORTANT: If you're marked as away for more than 15 minutes, you will be signed out of all of your hearings and will need to check back in for each one when you sign back into the system. If the current time is later than the start time for a hearing that hasn't been called yet, you will not be able to mark yourself as away. You can only mark yourself as away before the start time of your earliest hearing.



SUBMITTING DOCUMENTS

Use **eCase Document Upload** to submit documents up until and including the day of the hearing. Do not upload any documents, including fee applications, after the hearing has concluded as Claims will not be notified of their receipt. Instead, post-hearing documents should be mailed to wcbclaimsfilings@wcb.ny.gov. 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, 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