



Workers'
Compensation
Board

Virtual Hearings Guide

**for Witnesses and
Other Participants**

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.

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

PLACE OF HEARING	Part	Date of Hearing	Time	Carrier ID No.
100 Broadway, Menands, NY 12204				

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:

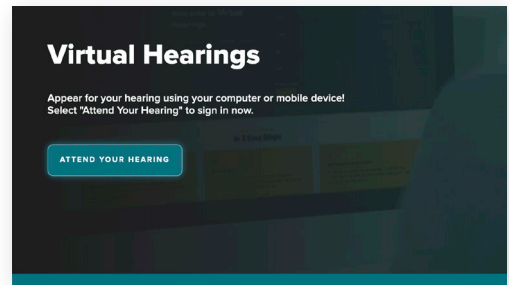
- Test your computer or mobile device **at least two days before your hearing**: Webex Test Meeting (webex.com/test-meeting).
- Download the **Webex** application on your mobile device.
- Make sure you are using an updated internet browser.
- You must have a camera or webcam.
- Disable sleep/standby 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.

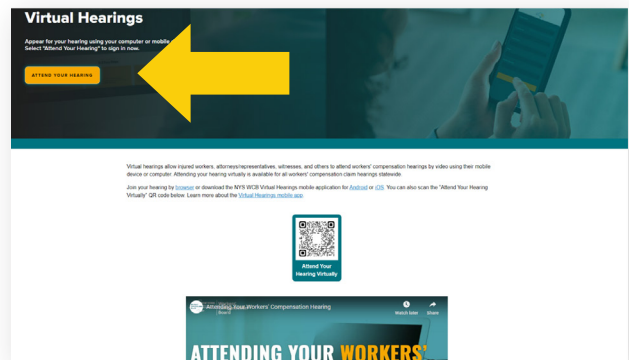
1.

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**.

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 **I'm a Witness/ Other Participant**.

HELLO DARRBY O'GILL

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**

6.

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

Attending Method

I will be attending:

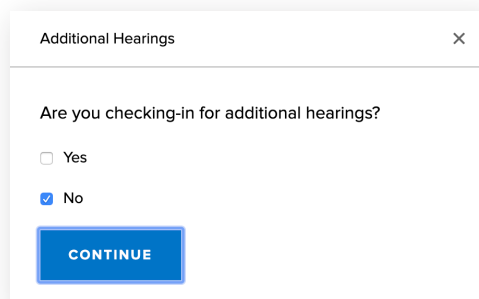
☒ Virtually
☐ In-Person

CONTINUE

continued on page 4

7.

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.

A screenshot of a web dialog box titled "Additional Hearings" with a close button (X) in the top right corner. The dialog asks, "Are you checking-in for additional hearings?". There are two radio button options: "Yes" (which is unselected) and "No" (which is selected with a blue checkmark). Below the options is a blue button labeled "CONTINUE".

8.

The waiting room automatically displays on your device. 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
- Adding attendees to your hearings – page 10
- 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.

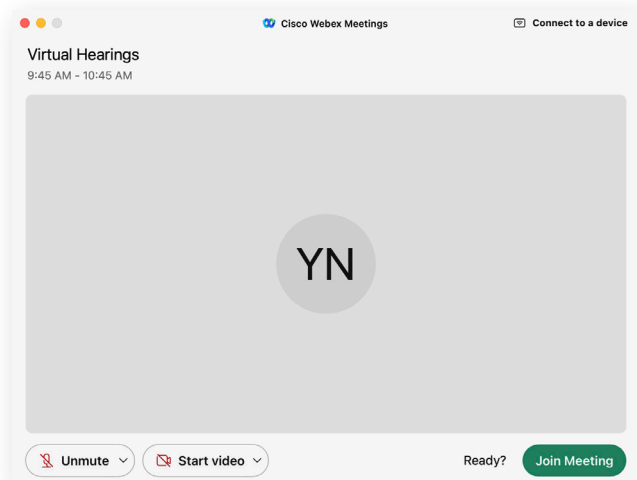
If you experience an error or the hearing fails to load, you may select this button again to re-enter the hearing.

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.



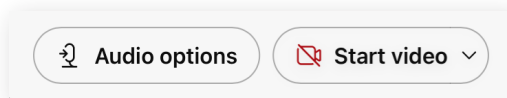
continued on page 6

3.

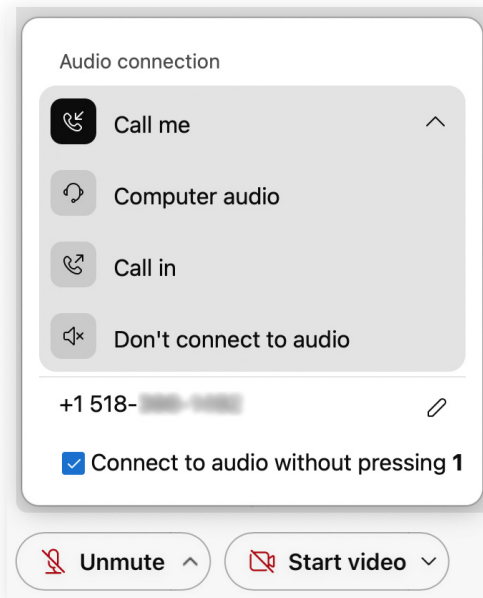
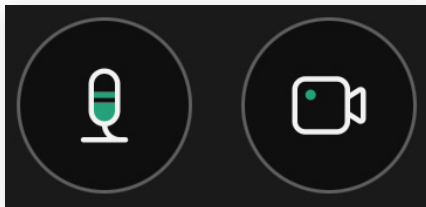
To connect your audio, select “Audio Options.” If an audio option connects automatically, use the arrow next to “Unmute” to change your audio option. Your audio connection options will appear. Choose one of the following:

- 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**.

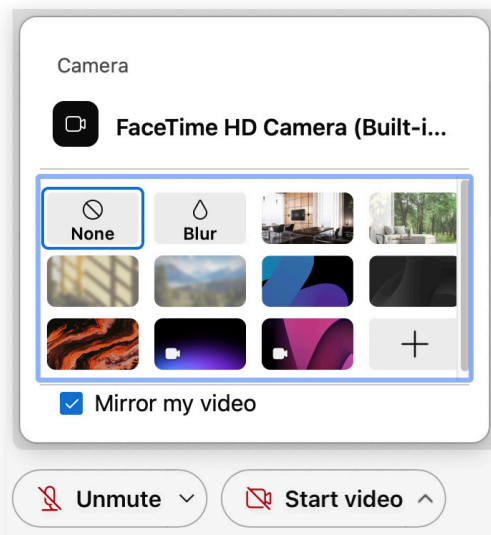
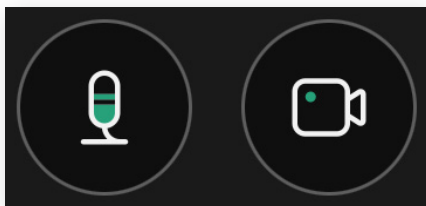


On a mobile device, connect your audio, mute or unmute using the microphone icon.



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.



continued on page 7

5.

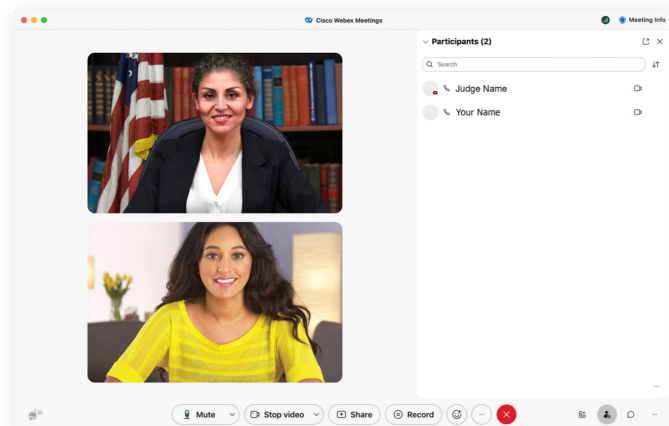
After connecting your audio and video, select **Join Meeting**.

Ready?

Join Meeting

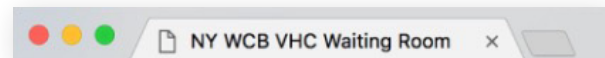
6.

Your hearing will now begin.



7.

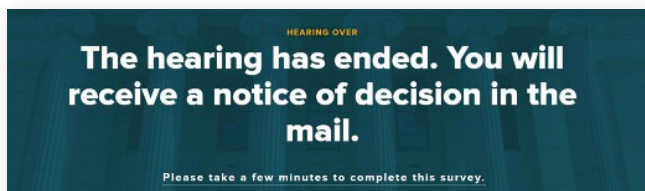
For various reasons, the judge may take a temporary break in the proceedings and then recall your hearing. If that happens, go back to the tab titled **NY WCB VHC Waiting Room** and wait for the judge to call you in again.



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. Your hearing schedule will update on the bottom of the page. Follow this procedure for each hearing you want to add.

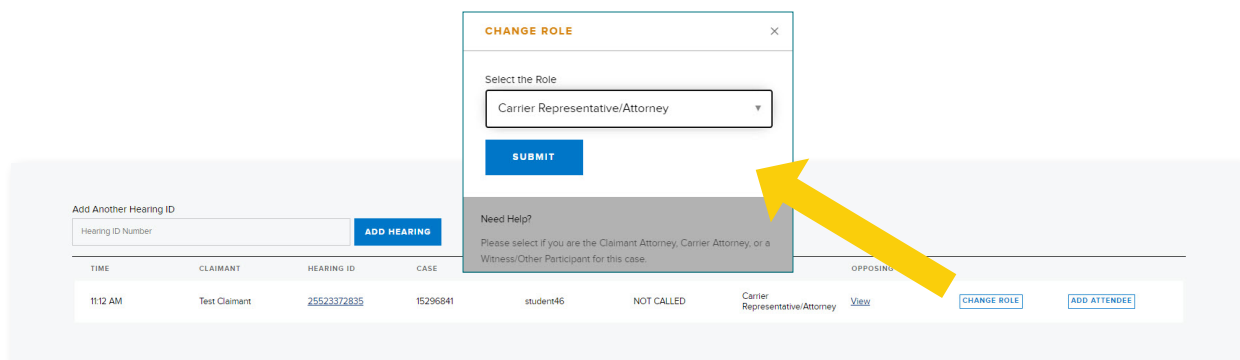


If you have associated case(s) for your hearing, you will need to add the same Hearing ID number for each associated case, and then add the WCB case number of each associated case, following the steps below:

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), 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

ADD AN ATTENDEE TO YOUR HEARING

Follow these instructions to add an attendee to your virtual hearings and in-person hearings.

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**.

The screenshot shows a 'HEARING ID' table with columns: TIME, CLAIMANT, HEARING ID, CASE. A row is visible with TIME '11:12 AM', CLAIMANT 'Test Claimant', HEARING ID '25523372835', and CASE '15296841'. An 'ADD HEARING' button is next to the table. Overlaid on this is the 'ADD ATTENDEE' pop-up window. The pop-up has fields for 'First Name', 'Last Name', 'Role' (dropdown menu with 'Claimant' selected), and 'Attending Method' (dropdown menu with 'Virtually' selected). Below these fields is a red note: 'Attorneys should **only** be checking in attendees virtually if their claimant or witness is present in their office and appearing with them.' Then, a question 'Does the attendee need an interpreter?' with radio buttons for 'No' (selected) and 'Yes'. At the bottom are 'SUBMIT' and 'CLOSE' buttons. A yellow arrow points from the 'ADD ATTENDEE' button in the table to the 'ADD ATTENDEE' pop-up window.

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**.

The screenshot shows the 'HEARING DETAILS' pop-up window. It displays 'Hearing ID: 25523372835', 'Hearing Time: 11:12 AM', 'Claimant Name: Test Claimant', and 'Hearing Status: NOT CALLED'. Below this, it says 'Below are the people attending the hearing with you:' followed by a table with columns: FIRST NAME, LAST NAME, ROLE, ATTENDING, LANGUAGE. The table has one row: 'Additional', 'Attendee', 'Claimant', 'Virtually'. To the right of this table is a 'DELETE' button. Below the table is the text 'The status of any person you check in will be the same as your status.' and an 'ADD ATTENDEE' button. A yellow arrow points from the 'HEARING ID' '25523372835' in the table to the 'HEARING DETAILS' pop-up window. A teal box with the text 'Add additional attendees' has an arrow pointing to the 'ADD ATTENDEE' button. Another teal box with the text 'Remove added attendee' has an arrow pointing to the 'DELETE' button.

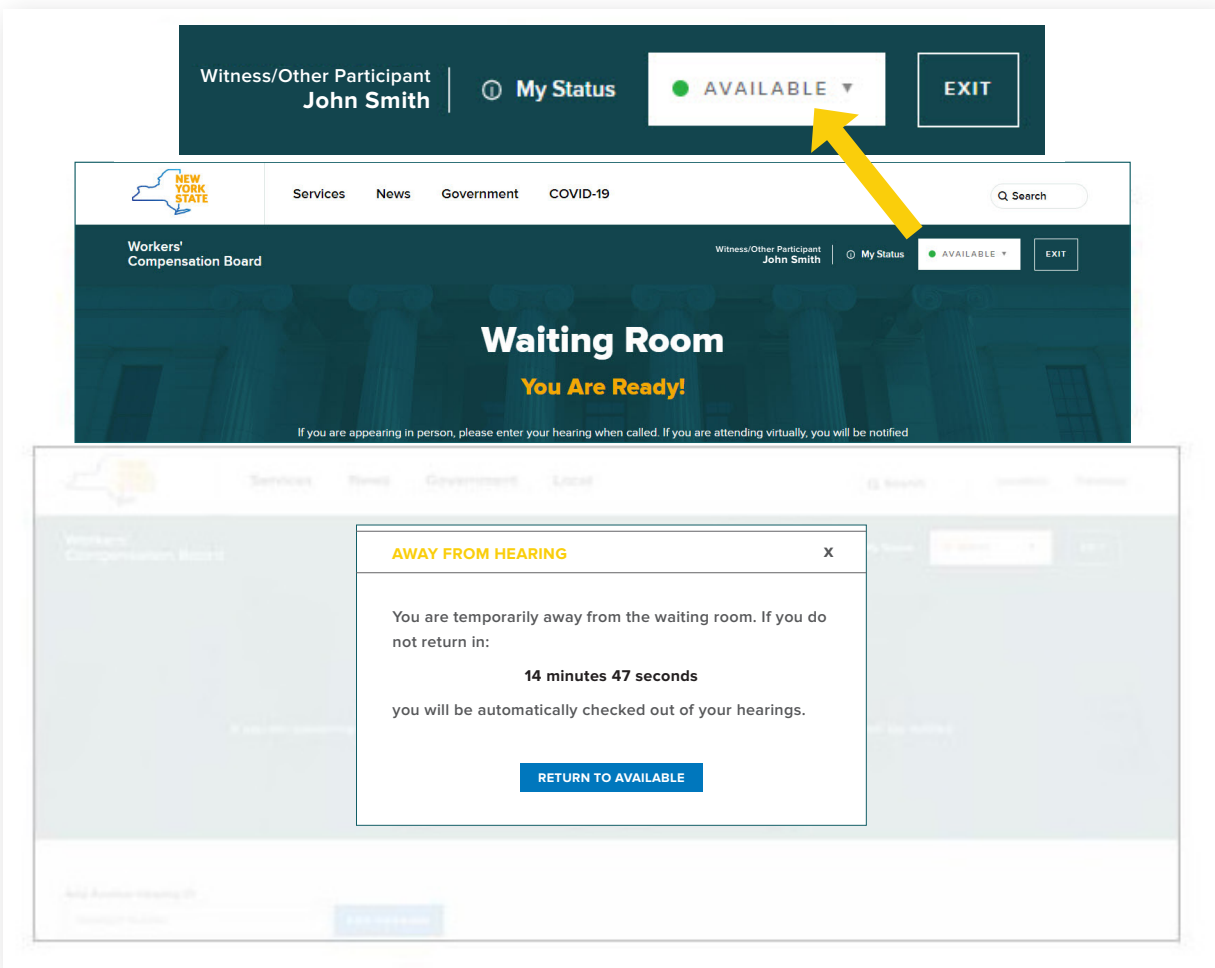
MARKING YOUR AVAILABILITY

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

To learn more about how to submit documents that require action by the Board, 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