

INTERPRETER - TRANSLATOR GUIDE - Webinars

1 WebEx Invitation

- WebEx invitation details should be received in advance of the Virtual Hearing giving Interpreters/Translators the date, time and sign in details. Please look out for an email from messenger@webex.com

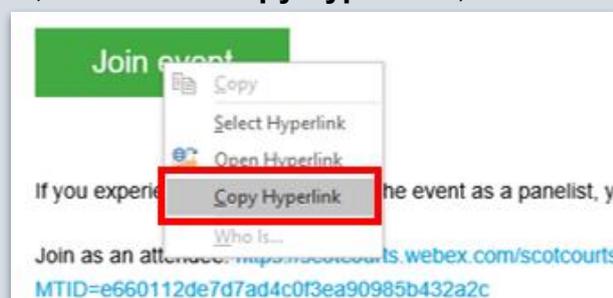
2 Pre-hearing Checks

- On the day of the hearing, before signing into WebEx, interpreters/translators **must** make sure of the following:
 - That the equipment that they are using such as a laptop, mobile phone, tablet etc. is in working order and that WebEx can be accessed on it;
 - That the internet connection being used is a secured and/or wired connection. The use of Personal or open hotspots (i.e. BT Open Zone) **must** be avoided;
 - That there is sufficient charge in the device and a charging socket available if necessary;
 - That they will be in a location where there will be no disturbances during the hearing;

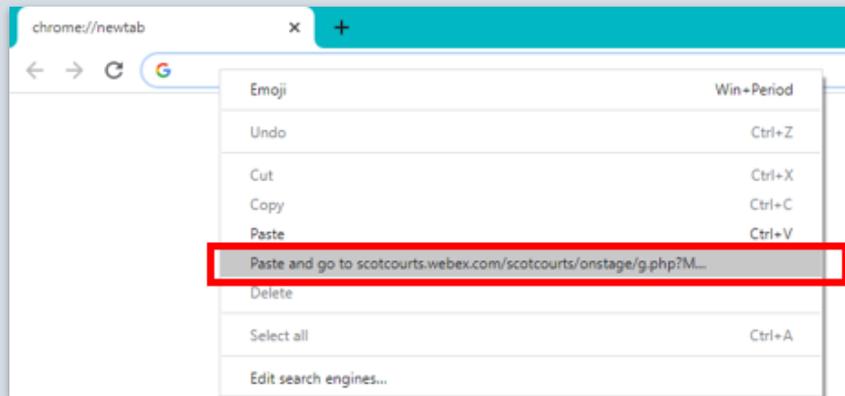
3 Joining the Webinar

- The interpreter/translator must join the Webinar using the panellist link in the email invitation at the start time stated within said email.
- If for any reason, the '**Join Webinar**' button within the invitation email doesn't work, the interpreter/translator **must** contact the clerk of court immediately to advise them that they are having a problem.

An Alternative way to attempt to join the hearing is to right click on the '**Join webinar**' button, and select '**Copy hyperlink**', as shown below.



Open a new browser (i.e. Chrome), right click on the address line and select **paste** and go to ***hyperlink address*** as shown below



If access still can't be gained to the Webinar using the above method, then the interpreter/translator **must** request a new copy of the webinar hyperlink and password be emailed to them by the Clerk of Court.

Joining via telephone: If for any reason it is not possible to join WebEx via an internet connection, it is possible to join by telephone. However it should be noted that you will **not** be able to see all other participants via this method, but you will still be able to interact. You will have to obtain the "Case Access Code" from the Clerk of Court. Once you have the Case Access Code, please follow the steps below:

- To join you must call (United Kingdom Toll) +44-20-7660-8149;
- Using your phones keypad, enter the Case Access Code;
- When prompted, press # to join.

NOTE: This may incur a cost and you should check with your phone provider. Once connected, the line will remain silent until the hearing begins and then the sound will activate automatically.

4 Participating in the Webinar

The interpreter/translator will appear on screen and can see all other Panelists. They **must** ensure that they are positioned in such a way as to be seen clearly on the screen (i.e. ensuring that they are not too close to the camera so that their face is dominating the screen).

The Sheriff/Judge/Legal Member will address the interpreter/translator and administer the oath, thereafter allowing the interpreter/translator to undertake their duties.

5 Leaving the Webinar

When the hearing has concluded, the Sheriff/Judge/Legal Member will release the interpreter/translator and they will then be required to leave the Webinar, by clicking the **red exit button** at the bottom of the screen and selected '**leave Webinar**'.