



FIRST-TIER TRIBUNAL SOCIAL ENTITLEMENT CHAMBER (SOCIAL SECURITY AND CHILD SUPPORT)

Information about Video Proceedings

Please note from 1st September 2020 we will aim to hold a number of First-tier Social Security and Child Support appeals, processed by Glasgow Tribunal Centre, by video call using Cloud Video Platform (CVP).

Where a session is to take place by CVP, a hearing notice with the date and time of the hearing will be issued with at least 2 weeks' notice. A link and PIN number to access the online hearing room will be detailed in an email which will be sent to parties and their representatives at least 24 hours prior to the hearing taking place.

We will require an email address for all parties joining the hearing. If we do not already have this information we will request it in the hearing notification letter.

We understand not all appellants and/or representatives will have the required equipment for video hearings. If this is the case, we must be informed of this as soon as possible, to allow us to make alternative arrangements. Where possible, this may involve arranging for the appellant and/or representative to access the online hearing via facilities at a local hearing centre. If that is not possible, the appeal will proceed as a telephone hearing.

Prior to the hearing, joining instructions will be issued to parties and representatives, as detailed in the following pages.

Should you have any queries please e-mail sscsa-Glasgow@justice.gov.uk.

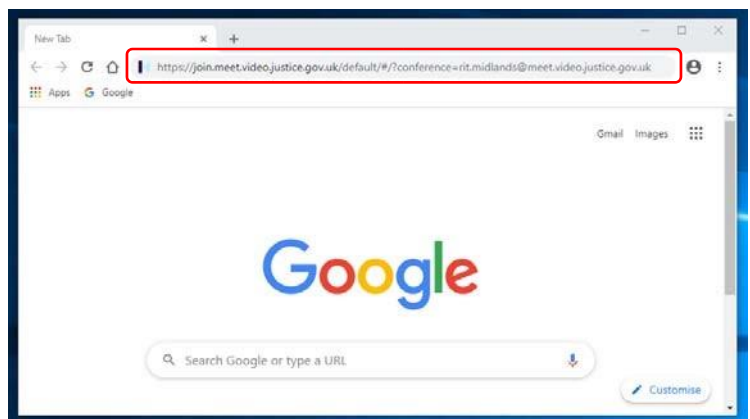
We are also working on the necessary arrangements for face to face hearings to return in due course, once it is safe and practicable to do so.

Connecting to a CVP room from a browser.

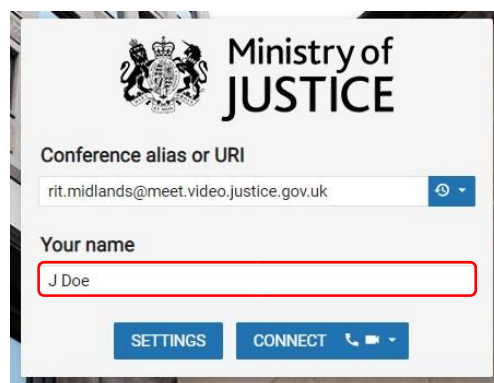
It is advised that the latest version of Google Chrome is used, as this offers the best user experience. However, CVP has been shown to work on the latest versions of Mozilla Firefox, on Safari and on the latest versions of Microsoft Edge. When joining a hearing using CVP, you should be in a private, quiet area so that your conversations are not overheard and excess noise isn't picked up by your microphone.

It is an offence for you to record a hearing. No attempt should be made to record video or audio, or take screenshots of your hearing.

1. Close all open browsers and tabs and open a new browser window. It is advised that you maximize the browser window for the best viewing experience.
2. Copy the address (URL) for the CVP room from the email sent to you arranging the hearing and paste it into the address bar of your browser, then press 'Enter'.



3. In the window that opens, type in your full name. This will be visible to all other parties.



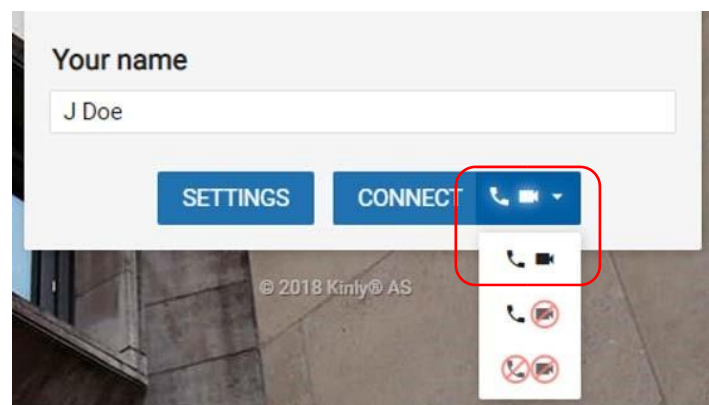
Ministry of JUSTICE

Conference alias or URI
rit.midlands@meet.video.justice.gov.uk

Your name
J Doe

SETTINGS CONNECT

4. Ensure that both video and audio are selected by clicking the down arrow to the bottom right of the window and clicking the top option, then click 'CONNECT'.

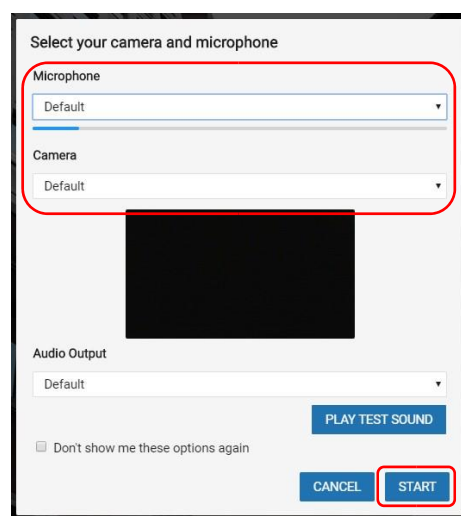


Your name
J Doe

SETTINGS CONNECT

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5. In the window that opens, check that both the Microphone and Camera are set to 'Default'. You should be able to see yourself in the preview video. Press 'START'.



Select your camera and microphone

Microphone
Default

Camera
Default

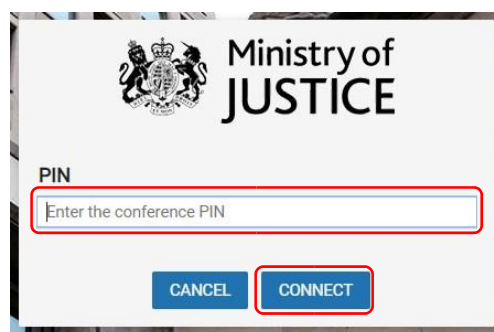
Audio Output
Default

PLAY TEST SOUND

☐ Don't show me these options again

CANCEL START

6. In the window that opens, enter the Guest PIN from the email sent to you arranging the hearing and press 'CONNECT'.



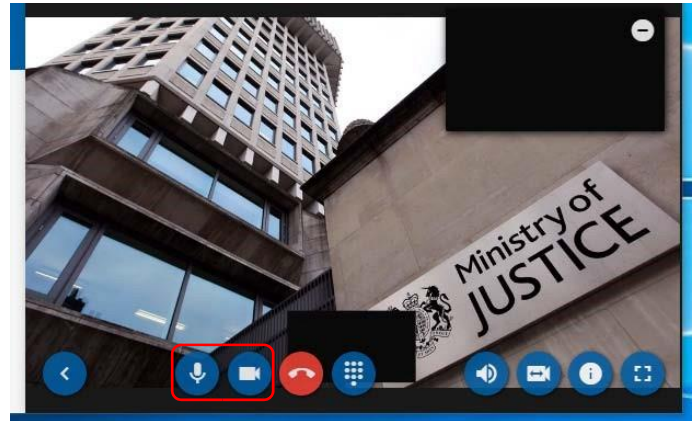
Ministry of JUSTICE

PIN
Enter the conference PIN

CANCEL CONNECT

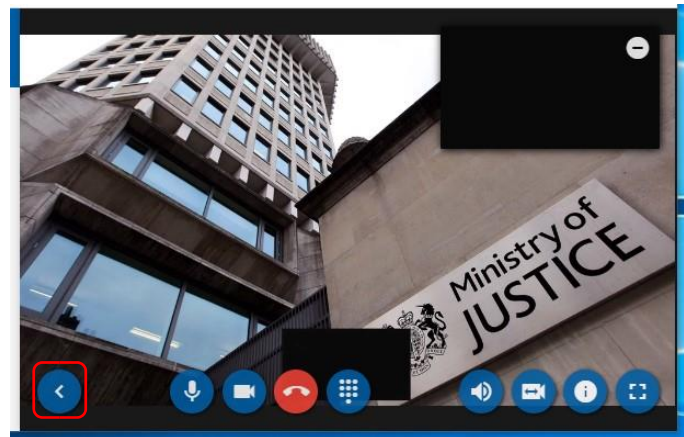
7. You will be placed into a waiting room until the court opens the conference by entering their Host PIN.

You can mute your microphone or turn off your camera using the controls at the bottom of the screen.



Note: Please keep your microphone muted when you are not speaking, as the CVP room will focus on the device making the most noise.

To maximise the video screen, click the blue arrow to the bottom left of the window to minimise the chat window. Chat functions should not be used for CVP hearings so no messages should be posted using this facility.



8. Once your hearing is finished, the judge will release you. You should then exit the CVP room by clicking the 'hang up' button at the bottom of the screen.

