

# **VIRTUAL MUNICIPAL COURT HEARINGS**

## **FREQUENTLY ASKED QUESTIONS**

### **Why Zoom?**

On April 17, 2020 the Missouri Supreme Court issued an Order to the Courts of Missouri regarding the continued mandate to cease all in-person hearings due to the ongoing COVID-19 pandemic. Within that order, the use of video conferencing was encouraged to ensure the continued access for the public to the judicial system. Until such times as we are able to resume hearings at this location we have chosen to proceed in an electronic format as approved by the Missouri Supreme Court. Both Zoom and WebEX have been vetted by the State for use in judicial proceedings, but we are operating with the assistance of Zoom due to the ease of functions for all involved.

### **How Are Notification of Hearing Sets?**

Individuals without legal representation (an attorney) are being mailed notices with information on the exact date and time as well as the meeting ID number required to login to their specific Zoom hearing.

You may visit [www.municourt.net](http://www.municourt.net) or [www.courts.mo.gov](http://www.courts.mo.gov) to review your case status. You may also contact the court office if you have any questions regarding your court date.

If you do not obtain a notice in the mail prior to your scheduled court date, we ask that you contact the court for assistance. If you need to update your address, please contact the Court. If you have legal representation (an attorney) please contact your attorney prior to your hearing date as your case status may change with little notice and/or you may not be needed at the hearing. Your attorney will advise you accordingly.

### **How to Join the Zoom Call?**

Zoom is a free service which you may access via smartphone or computer by going to <https://zoom.us/join>.

Joining a call is simple but there are a few important steps and items we want you to know.

- You will need the Meeting ID from your notice to join.
- We will also post the meeting notice on our website the day of court.
- You need to sign in with your name as it appears on your ticket.
- Attorney may sign in using their own name, but we ask that you include your client's name in parenthesis after yours. Example: John Doe (Jane Smith)

- When you join, you will be in a “Waiting Room” prior to the hearing.
- Please be patient. You will not see or hear court proceedings until it is your turn or unless the clerk needs to speak to you before court starts.
- We will be using Breakout Rooms
- This will allow us to transfer you to the appropriate individuals during or after your hearing. If you are transferred to a breakout room, please accept the invitation and be patient as the person hosting that room will be with you as soon as he/she is done assisting others. If you are needing to meet with the Prosecutor, you need to advise the Judge when called upon. You will then be moved to the appropriate breakout room.

Finally, **this IS an actual court hearing**. We ask that you be courteous to all those attending and avoid having background noise or interruptions during the call.

#### **Tips for a Successful Zoom Hearing**

1. Test your connection and setup prior to your hearing date/time with a Zoom test meeting at <https://zoom.us/test>
2. Dress appropriately.
3. Be mindful of what is behind you.
4. Participants should speak one at a time and pause prior to speaking in case there is any audio/video lag,
5. Participants should mute themselves when not speaking in order to avoid any potential background noise.

#### **Still Not Sure How to Zoom?**

Check out their website, <https://zoom.us>, for additional information and tutorials.

#### **What if I don't have a smartphone or computer?**

While we do encourage all individuals to find access to either a smartphone or computer to gain access to their hearings, we know it may not always be possible. If you are not able to make arrangements to gain access to an electronic device, please contact the court prior to your scheduled court date.

Currently under the no in-person mandate we are unable to give a specific date in which we would be able to meet at this facility.

As noted previously, this IS an actual court proceeding. You must contact the court office prior to your hearing if your unable to attend so that we may advise if your eligible for a continuance. Failing to appear will result in additional action being taken on your case.

**Paperwork**

Some cases require paperwork to be submitted to the Court for final disposition. Defendants can come to the court office to sign or submit paperwork between 7 a.m. -3 p.m. Monday through Thursday. To request the documents be sent to you so that you can return them by mail, please contact the court office during normal business hours.

**Payments**

Payments for tickets are accepted online, in person Monday through Thursday during office hours of 7 a.m. to 3 p.m., by mail, or using the after-hour drop box located Glendale City Hall.

**Thank You**

This is as new to us as to many of you and we thank you for your time and patience as we work through all the recent changes to judicial proceedings.

Please check back often as information is constantly being updated and new items are being posted.