

Virtual Hearings App (WCB VH) for Android

Attorney/Licensed Representative Instructions



1

Sign In

Sign in with your Hearing ID, first name, last name, email address and phone number.

2

Choose Role

Select your role as Claimant Attorney, Carrier Attorney or Witness/Other Participant (if appearing for fee interest).

3

Answer Each Question

Questions are asked on the attendance method for you and your claimant, as well as your hearing schedule.

4

Enter Waiting Room

Control your availability, add additional hearings and view hearing details.

5

View/Edit Hearing Details

Add an attendee, change your role, remove a hearing or view hearing participants.

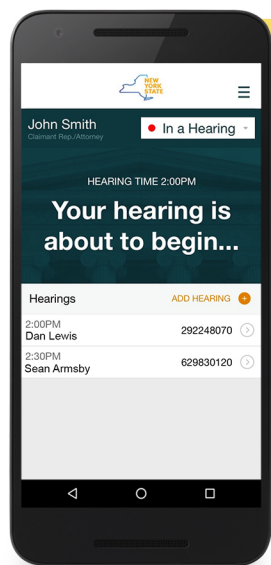
6

Menu Options

Edit your profile (name, email, phone number), view recent broadcast messages, get help or log out.

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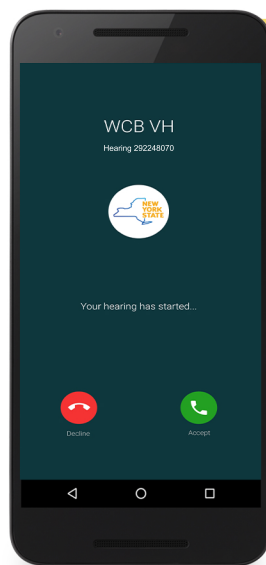


7

Hearing Called

Wait for the hearing notification and phone call to join your hearing.

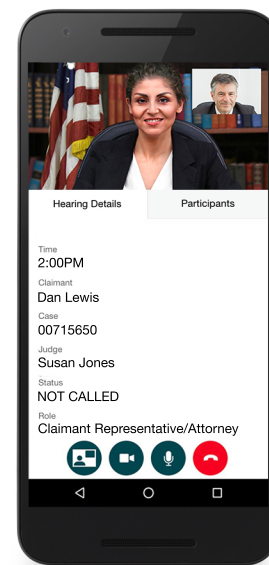
A short delay of up to one minute is normal.



8

Answer Hearing

You will automatically join the hearing after you accept the call. If you miss or decline the call, select the “enter hearing” button shown in your waiting room.



9

Hearing Conducted

You will now see hearing details and other participants. The buttons at the bottom will allow you to turn off the option to see yourself, turn off your camera, mute yourself or leave the hearing.

Helpful Tips

- You may use other apps or features of your phone while waiting for a hearing to be called. In your app settings, make sure notifications are on for the virtual hearings app. This will ensure you receive notifications when your hearing is called. Keep your virtual hearings app open in the background. If you log out of the virtual hearings app, you will not receive notifications to join your hearings.
- If you navigate away from the app during a hearing, you will not be disconnected from the hearing. Select the **Overview** button on the bottom of your screen and select the Cisco Webex page.
- If a hearing is recalled, it will automatically display as “to be recalled” in your waiting room where you will wait for the hearing to be called again.
- While in a hearing, rotating your mobile device to landscape mode will enlarge the videos of the other participants in your hearing.
- Ensure you are running the latest version. Enable automatic updates on your device in **Google Play Store > Tap Menu ≡ > Settings > Tap Auto-update apps > Select an option of Over any network or Over Wi-Fi only.**
- Not compatible with Huawei mobile devices.

If you need assistance, call (844) 337-6305, option 5.
wcb.ny.gov/virtual-hearings/app