

REMOTE HEARINGS

Participants' Guide



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Right to Counsel

YOU MAY BE REPRESENTED BY COUNSEL OR OTHER REPRESENTATIVE OF YOUR CHOICE. If you want legal assistance and cannot afford a lawyer, you may contact one of the nonprofit legal organizations that provide free legal services. For more information about legal services, please call 311 and ask for the Tenant Helpline, or visit the NYC Office of Civil Justice's website at www.nyc.gov/civiljustice

NOTE:

1. A Right to Counsel conference will always precede a Remote Hearing on all Termination of Tenancy cases

Microsoft “Virtual Hearing” SharePoint



Introduction

NYCHA has created a secure document-sharing site in Microsoft SharePoint called “Virtual Hearing” to allow Participants to upload documents to their respective folder that the Participants would like to be considered as evidence at the Remote Hearing. This site will also allow Participants to view only, prior to the Remote Hearing, documents uploaded in the NYCHA folder, that NYCHA would like to be considered as evidence at the Remote Hearing.

Please follow the step-by-step instructions below to successfully access the respective folder to upload the documents you would like to be considered as evidence at the Remote Hearing.

Instructions

File Locations

You will receive an email notification with one of the following options: Applicant, Grievant, Participant, Resident or Other. Another email will immediately follow providing you with access to view documents in the NYCHA folder and access to view the Evidence folder.

1. **Participant Folder:** Access to upload documents to be considered as evidence. The instructions below detail steps on how to upload.
2. **NYCHA Folder:** Access to view documents uploaded by NYCHA to be considered as evidence.
3. **Evidence Folder:** Access to view documents admitted into evidence during the Remote Hearing.

Access to these folders and documents will be available for two weeks after the Remote Hearing unless noted otherwise.

File Names: For each file you upload, please use the following naming convention.

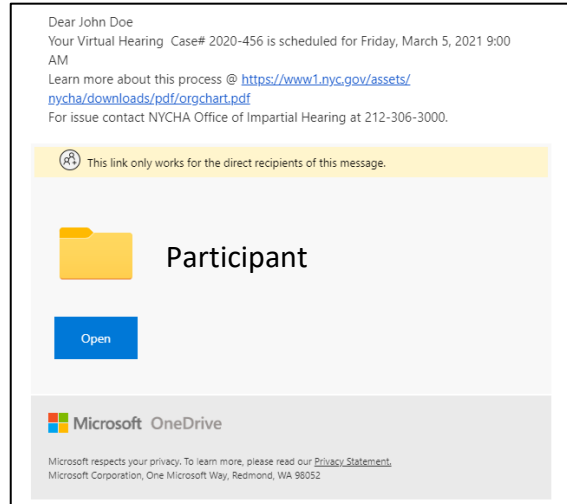
Last Name_First Name_File Type_Today's Date

Example: Smith_John_Lease_01012021

1. Open the email with the subject line **“NYCHA’s Office of Impartial Hearings- Remote Hearings, shared the folder “Participant” with you.”**
2. Click on the **Participant folder** icon.

NOTE

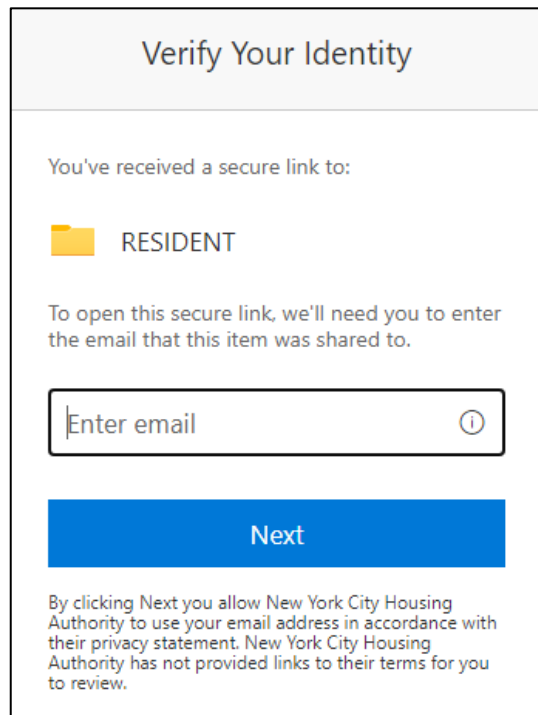
- The folder name will be named whichever role has been provided to you in the email (Applicant, Grievant, Participant, Resident, or Other).



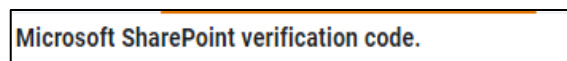
3. Enter your email address in the **Enter Email** text box.
4. Click the **Next** button.

NOTE

- A **Secured Numeric Verification Code** will immediately be sent to the email address you have entered.
- Do not close this page on your browser. You will be returning to this page to enter the **Secured Numeric Verification Code**.



5. Check your email inbox and look for an email with the subject line: **Microsoft SharePoint Verification Code**.

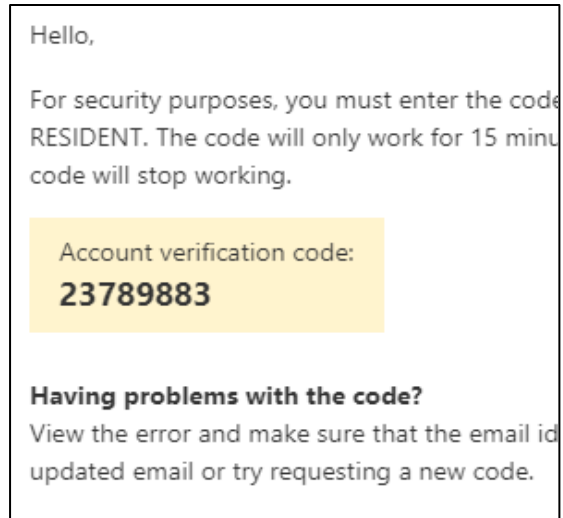


NOTE: If you do not see this email in your inbox, please check your **Spam** folder.

6. Open the email and copy or **write down the Secured Numeric Verification code.**

NOTE

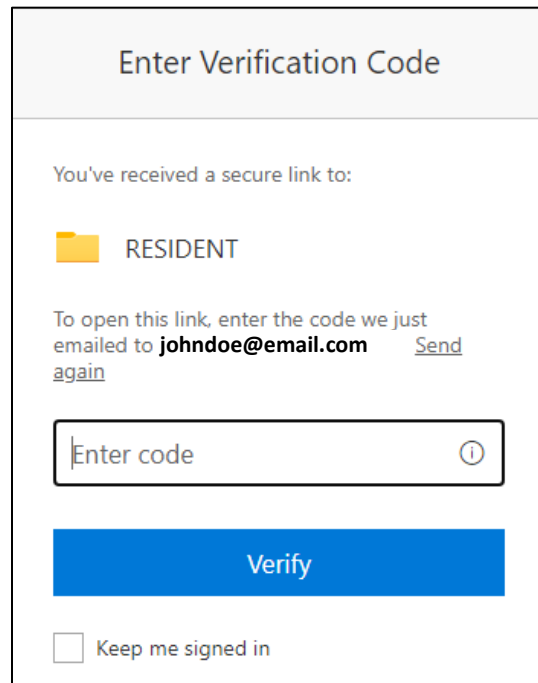
- This code will only be active for 15 minutes. If you take longer to use it initially, you will need to repeat steps 1-4.
- Once used, you will be able to upload files using this code for 24 hours. Anything after that timeframe you will need to repeat steps 1-4.



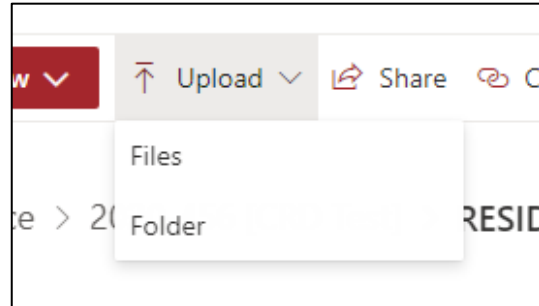
7. Go back to your open browser and paste or enter the **Secured Numeric Verification Code** you have received in the text box labeled **Enter Code**.
8. Click the **Verify** button.

NOTE

- You will be taken directly to the respective folder and will now have access to upload your documents.



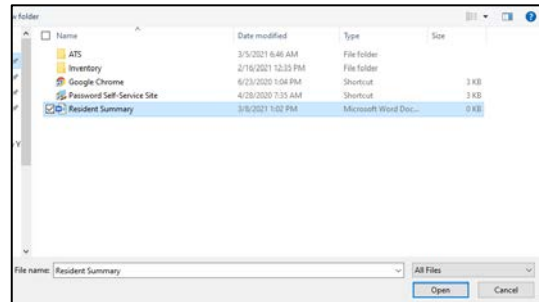
9. Click on the **Upload** button.
10. Click on **Files**. This will open a window on your computer or device to select the file(s) you want to upload.



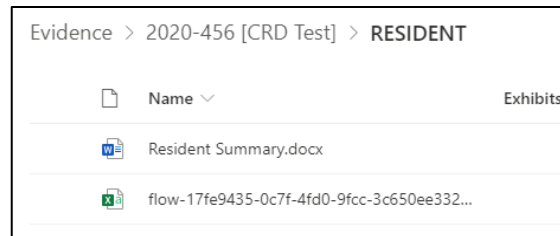
11. Select the **file name**.
12. Click the **Open** button.

NOTE

- Please make sure the file(s) you are uploading follow the naming convention as listed on page 3.



13. After a few seconds, you will see your file listed in the File List.
14. Repeat Steps 8-11 to upload additional files.



15. Close your browser when you are done.

Microsoft Teams



Supported Clients

- For desktops/laptops: Teams Client or supported browser (see below)
- For Mobile Devices (phone or tablet): Teams Mobile Client (download from app store)
- Microsoft Teams supports the following browsers for full audio/video support: **Edge (Chromium Based), Chrome (Version 72 or later)**
- Other browsers can be used but with limited functionality: <https://docs.microsoft.com/en-us/microsoftteams/limits-specifications-Teams#browsers>

Downloading the Microsoft Teams App

On an iOS Device

1. Go to the **App Store** and search for Microsoft Teams
2. Tap **Download**
3. The app will be located on your phone's screen.

On an Android Device

1. Go to the **Google Play Store** and search for **Microsoft Teams**.
2. Tap **Download**.
3. The app will be located on your phone's screen.

Joining a Teams Meeting

From a Browser

1. Open up the **Meeting Request** within your personal email.



2. Click the **Click here to join the meeting** link in the body of the email. This will open your browser.

Microsoft Teams meeting

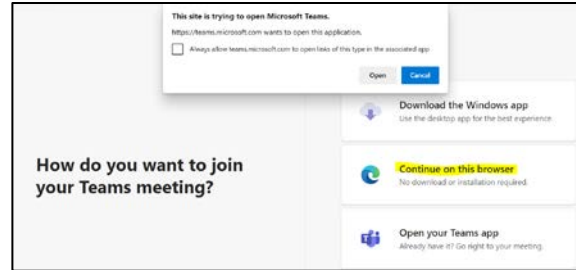
Join on your **computer or mobile app**
[Click here to join the meeting](#)

Or call in (audio only)

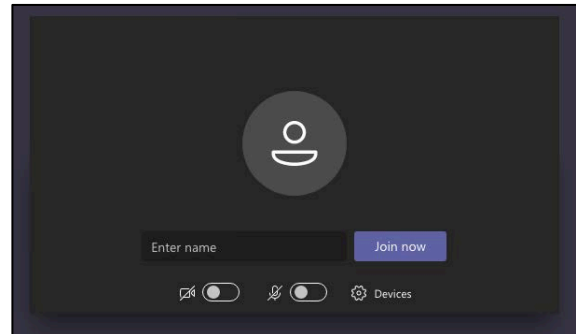
+1 646-902-9690, 455166745# United States, New York City
Phone Conference ID: 455 166 745#
[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

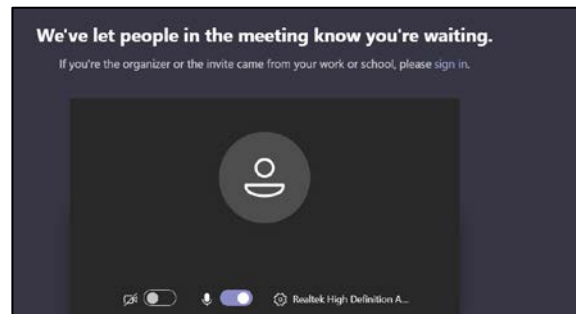
-
3. Click **Continue on this Browser**. If you are prompted to open the Teams application click **Cancel** first.



4. If prompted for Teams to allow access to the microphone or camera, select **Allow**.
5. Click in the field **Enter Name** and type your full name.
6. Click on the **Join Now** button.



7. You will be taken either directly into the meeting or into the Waiting Room. From the Waiting Room, the meeting organizer will admit you into the meeting.



From a Mobile Device

16. Open up the **Meeting Request** within your personal email.



17. Click the **Click here to join the meeting** link in the body of the email.

Microsoft Teams meeting


Join on your computer or mobile app
[Click here to join the meeting](#)

Or call in (audio only)
+1 646-902-9690,455166745# United States, New York City
Phone Conference ID: 455 166 745#
[Find a local number](#) | [Reset PIN](#)

[Learn More](#) | [Meeting options](#)

18. **Note:** If the Teams application is not installed on the device, click **Get Teams** to install the Teams application on your device. Click **Install** to install the application and then **Open** to open the Teams application.

Join your meeting on
Microsoft Teams



First you'll need to download the app.


[Get Teams](#)

Already have the app?

[Join meeting](#)

19. Once the Teams application is installed, click **Join meeting** or **Join as a guest**. This will allow you to join a Teams Meeting without an account.

Microsoft Teams

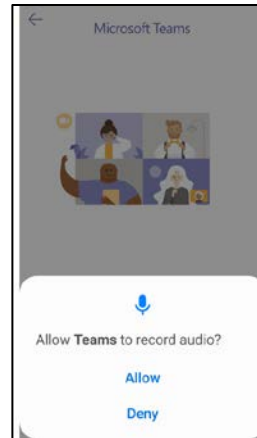


Meeting time!
How would you like to join?

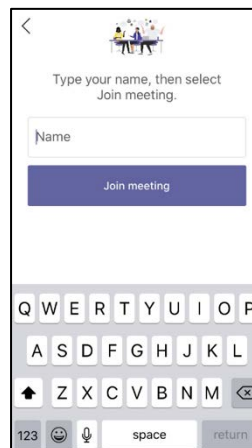
[Join meeting](#)

[Sign in and join](#)

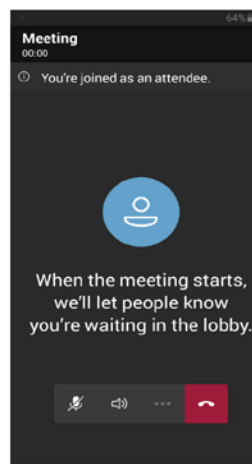
-
20. If prompted, tap **Allow** or **OK** to allow Teams to access your phone's microphone or audio.



21. **Enter your name** (this will be the name the meeting participants will see).
22. Click **Join meeting**.

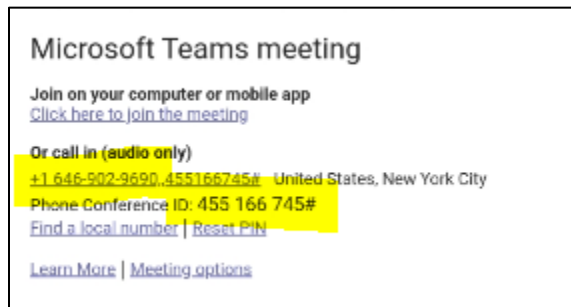


23. You will be taken either directly into the meeting or into the **Waiting Room**. From the **Waiting Room**, the meeting organizer will admit you into the meeting. During this time, make sure your video and microphone (first two buttons at the bottom) are inactive (the line through them).



From the Dial-In Number

From your phone, dial the conference call number provided inside the meeting invitation, letter or text you received. When prompted for the conference ID, key in the conference ID number listed in the meeting invitation followed by the pound sign #. If prompted for your name, say your full name and press the pound sign #. You will then be joined to the meeting or placed into the **Waiting Room**. While in the waiting room you will hear music until the meeting organizer admits you to the meeting. If you are not admitted within 15 minutes you will be dropped from the call. Dial in again to join the meeting.



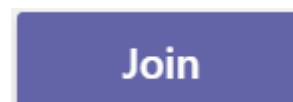
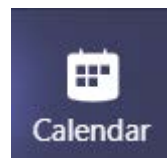
NOTE: If you dial in using the phone number to the meeting, you will NOT be able to see or share any video or use any other controls.

If you are muted during the meeting, press *6 to unmute.

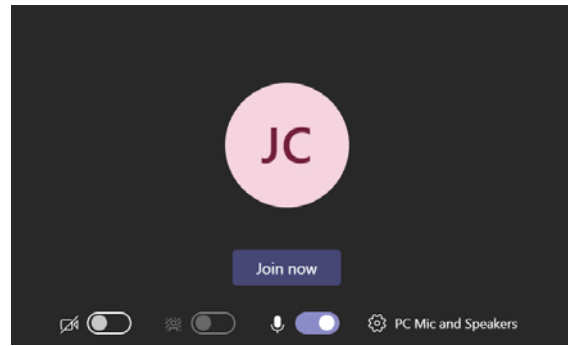
To leave the meeting, end the phone call.

From the MS Teams Desktop Application

1. Click on the **Calendar** Icon on the left navigation bar.
2. Click on the Meeting you want to join and click the **Join** button on the top right.






3. Adjust your camera and microphone settings and click the **Join Now** button.
4. You will be brought into either the meeting or in the Waiting Room.



Using your Camera and Microphone

From a Browser

1. **Camera** : Click the Camera icon to activate your camera.
2. **Microphone** : Click the Microphone icon to activate your microphone. To mute yourself, click the icon again.
3. Use the **Raise Hand**  option to speak if directed to do so.
4. **NOTE:** Either icon with a line through it denotes it is disabled. Click it again to enable it.

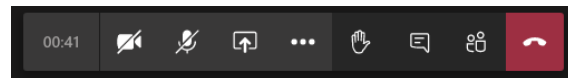




Figure 1: MS Teams toolbar in a browser.

From a Mobile Device

1. **Camera** : Click the Camera icon to activate your camera.
2. **Microphone** : Click the Microphone icon to activate your microphone. To mute yourself, click the icon again.

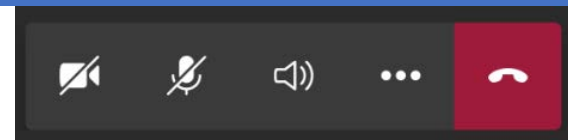


Figure 2: Main device toolbar.

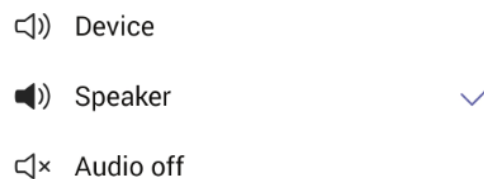


Figure 3: Audio Selection.

-
3. **Audio Selection:** This will allow you to choose where the audio is connected, for example, device, speaker, bluetooth or audio off. See Figure 3.

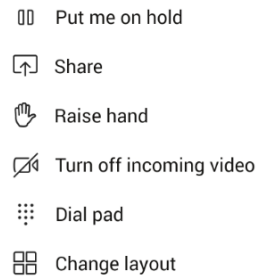




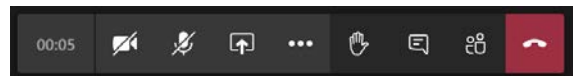


Figure 4: More Actions menu

4. **More Actions:** See Figure 4.
5. Use the **Raise Hand**  option to speak if directed to do so.
6. **NOTE:** Either icon with a line through it denotes it is disabled. Click it again to enable it.

From the MS Teams Desktop Application

1. **Camera** : Click the Camera icon to activate your camera.
2. **Microphone** : Click the Microphone icon to activate your microphone. To mute yourself, click the icon again.
3. Use the **Raise Hand**  option to speak if directed to do so.
4. **NOTE:** Either icon with a line through it denotes it is disabled. Click it again to enable it.



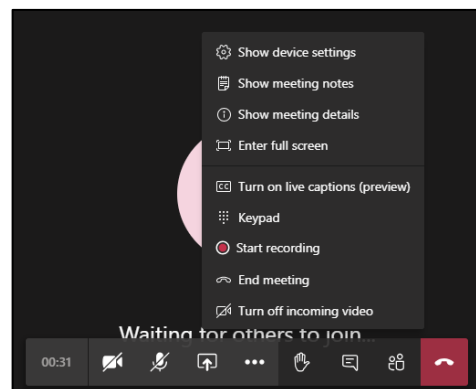
Closed Captions

ONLY AVAILABLE FROM THE DESKTOP APPLICATION

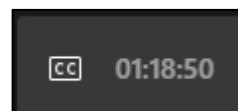
Turning On Closed Captioning

Closed Captions are only available on the desktop application or a mobile device (coming soon). It is not currently available within a browser.

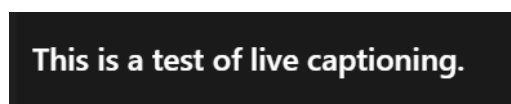
1. Click the **More Actions** button and click **Turn on Live Captions**.



2. You will see the Closed Captioning symbol [CC] appear next to the meetings running clock to let you know this feature has been turned on.

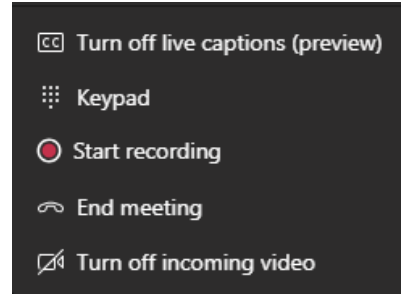


3. When any user speaks, their words will be written out in the lower left corner of the meeting window.

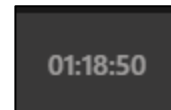


Turning off Closed Captioning

-
1. Click on the **More Options** button and click **Turn Off Live Captions**.



2. Live Captions will be turned off and the Closed Captioning symbol will be removed from the meetings running clock.



Sharing Your Identification

If you are asked to share an identification card within the meeting you can do so by;



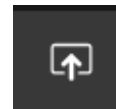
1. Make sure your **camera is enabled**.
2. Hold up your identification to your device's camera to share with the participants.

Sharing Your Screen, Photo, or Video

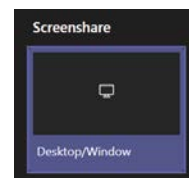
From a Browser

Prior to sharing your screen, make sure you have the document you want to share open on your computer.

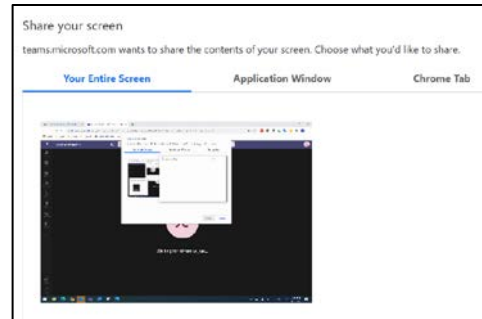
1. Tap the **Share** button.



2. Click **Screenshare** to share either your desktop or a window.



3. Select what you want to share.
 - a. **Your Entire Screen** will share everything open on your computer.
 - b. **Application Window** will allow you to choose which open application you want to share.
 - c. **Chrome Tab** will allow you to share a certain browser tab.



4. Click the **Share** button.



Stop Sharing Your Screen (on a browser)

1. Click the **Stop Sharing** button on your toolbar.

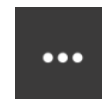








From a Mobile Device

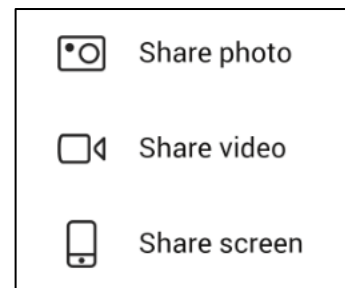
1. Tap the **More Options** button.

2. Tap on **Share** button. If you don't see the Share option, ask the organizer to ensure you are assigned the presenter role.

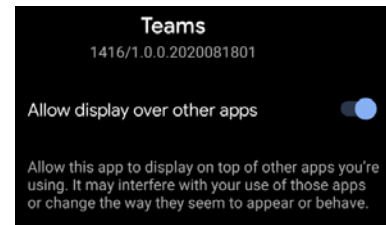
3. Tap the **Share Screen** option to display what is on the device screen. You can also use the **Share photo** option to share a specific picture stored on your device or **Share video** to share what is shown on the device's camera.



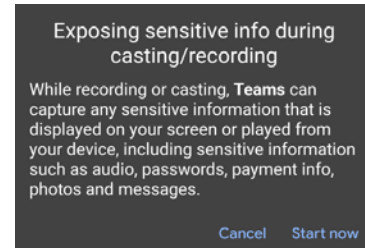
-  Put me on hold
-  Share
-  Raise hand
-  Turn off incoming video
-  Dial pad
-  Change layout



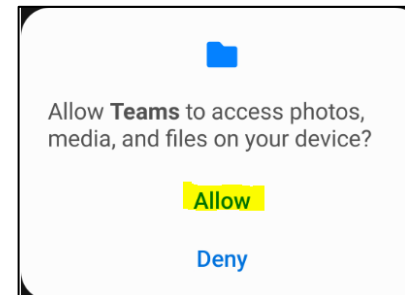
4. If prompted, tap the slider to allow Teams to display over other apps.



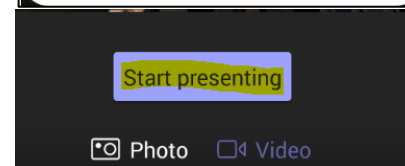
5. If sharing your screen, read the warning and tap the **Start Now** link to begin sharing your mobile device's screen. On an IOS device, click **Start Broadcast**.



6. For sharing a photo or video, click **Allow** or **OK** if prompted to allow Teams to record photos and videos and to access photos, media or files on your device. When prompted, choose the photo to share if sharing a photo.

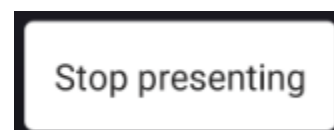


7. Click **Start presenting** at the bottom of the screen when ready to share.



Stop Sharing Your Screen (on a mobile device)

1. Tap the **Stop Presenting** button at the bottom of your screen.
Note: on an IOS device click **Stop Broadcast** to stop sharing your screen.

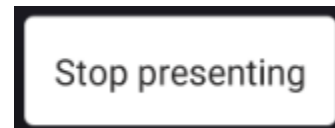


From the MS Teams Desktop Application

1. Option 1: Tap the **Stop Sharing** button on your tool bar.



2. Option 2: Click the **Stop Presenting** button on the top of your window.



Leaving a Meeting

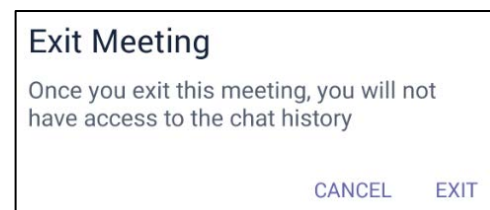
From a Browser

1. Click the Hang Up button on your toolbar.
2. You will be disconnected from the meeting.



From a Mobile Device

1. Tap the **Hang Up** button on your toolbar.
2. Tap the X to Exit the meeting.
3. **Note:** you can also tap the Rejoin button to rejoin the meeting.
4. Tap the Exit button to fully exit the meeting.



From the MS Teams Desktop Application

1. Tap the **Hang Up** button on your toolbar.



A translation of this document is available at 803 Atlantic Avenue, 1st Floor, Brooklyn, NY 11238.

La traducción de este documento está disponible en el 803 Atlantic Avenue, 1er piso, Brooklyn, NY 11238.

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