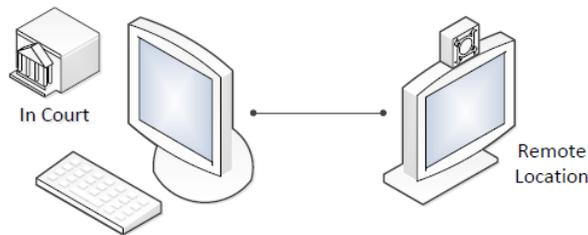




Video Appearances Packet for Small Claims

Last Updated: August 27, 2020



This packet includes instructions on how to schedule your remote appearance, upload evidence, and participate in the video appearance on the day of your hearing. **You must schedule your appearance online to receive the invitation and personal website link to your court hearing.** In addition to the instructions that begin on the following pages, you can find helpful videos and other information to help you prepare on our website at www.placer.courts.ca.gov/RAS.

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SCHEDULING YOUR VIDEO APPEARANCE

You **MUST** schedule your appearance **no later than 4pm** the court day before your hearing. **If you try to schedule your video appearance after 4pm, you will see a “no valid events” message in red when searching for your case and you will be unable to schedule your video appearance.**

To schedule your video appearance:

1. Go to: <https://epayment.placerco.org/VCourtPortals/>
 - a. To find this link on the court’s website, go to Online Services and then select Remote Appearance System. Click on **Schedule Now** at the bottom of the page.
2. Select **Schedule** to be directed to the login and/or registration page. Sign in, or to create an account:
 - a. Select **Sign Up Now**.
 - b. Enter your email and then select **Send Verification Code**. A code will be sent to your email – enter this code into the **Verification Code** field, and then select **Verify Code** (not Send New Code).
 - c. Complete fields labeled New Password, Confirm New Password, Postal Code, and Full Name. The remaining fields are optional.
 - d. Select **Create** at the bottom of the screen.
3. Enter your case number in the format: **R-SC-00#####**. You need to include the dashes and zeroes. Select **Proceed to Step 2**.
4. On the next screen, you will want to select “A Party to the Case” and your name in the drop down Party Name menu. Complete the phone number field and if desired, schedule a reminder text (SMS) or e-mail for the hearing. Select **Proceed to Step 3**.
5. Select the checkbox for the hearing you are scheduling for. Select **Proceed to Step 4**.
6. Review the information provided. Once reviewed, select **Schedule**.

Once the appearance is scheduled, you will receive two emails. The first email will include a personal website link to join the web conference on the day of the hearing, and the second email will provide you information about uploading evidence.

Request an In Person Appearance or Video Appearance for Witnesses

Parties may request to appear in person for good cause. Requests to appear in person (Optional Form PL-CV014) may be submitted and served on the opposing party up to two (2) court days before the hearing and must be approved by a Judge or Commissioner.

- **NOTE:** Even if your request to appear in person is approved, you will still be required to upload your exhibits if the other party is appearing by video. See the next page for how to upload your exhibits before your hearing.

If you have any witnesses you would like to appear by video, please submit Optional Form PL-CV016 no later two than (2) court days before the hearing.

All forms listed above are on the court’s Local Forms webpage (<http://www.placer.courts.ca.gov/forms-filing-forms.shtml>). You may file the forms (1) by using eDelivery at <http://www.placer.courts.ca.gov/online-edelivery-access.shtml>, (2) by mail to the address PO Box 619072 Roseville, CA 95661, or (3) at any court clerk’s office.

UPLOADING EVIDENCE

You may upload evidence online prior to your hearing. Because parties will not be physically present in the courtroom, **any evidence you intend to share must be uploaded.**

The ability to upload evidence will be cut off one hour before the hearing. (For example, if the calendar begins at 9:00 AM, the website will switch at 8:00 AM). Only at this time, you will be able to see the other parties' evidence folder (for viewing only).

To upload evidence:

1. Click on the link in the second email you received, or go to <https://epayment.placerco.org/VCourtPortals/> – and select **Evidence**.
2. Once logged in, click on your case number, or select **Find a case not listed** and enter your case number in the format **R-SC-00#####**.
 - a. If you see a red message that says “Case not found, or there are no upcoming eligible events for this case,” double check that you have correctly entered your case number. If the case number is correct, this means that there are no video appearances scheduled for your case. **You must schedule your remote appearance before you can upload evidence.** Refer back to page two (2) for information on scheduling your video appearance.
 - b. Click on your name: this is your “folder” and where you may upload your files. **Do not claim the other parties' folder or more than one folder.**
3. To upload files, select the Upload Files button, and then click on the sentence **Click to choose files or drag files here** in the blue box. This will open a window to select files from your computer.
4. Select the files you would like to upload and then click on the **Upload** button. When each file listed has a checkmark to the right of the name, select the **Close** button.
5. If you would like to allow someone else access your folder and the ability upload exhibits (ex: attorney, spouse), click on **Manage Delegates** in the bottom right corner. Select **Add Delegate** and enter their email.

Below are the file types you can upload (maximum size: 50 MB):

- | | | | | |
|---------|---------|--------|--------|--------|
| ➤ .doc | ➤ .xlsx | ➤ .png | ➤ .avi | ➤ .mp4 |
| ➤ .docx | ➤ .jpg | ➤ .wav | ➤ .flv | ➤ .mov |
| ➤ .xls | ➤ .jpeg | ➤ .pdf | ➤ .wmv | |

Tips for uploading evidence:

- **Do not combine all your files into a single exhibit.** For example, if you have (1) a lease, (2) a photograph, and (3) copies of emails, you should be uploading three separate files.
- **Be sure to name your file(s) with a descriptive word or phrase that will inform you what that document is.** Examples: “Lease signed 3-10-19”; “Photo of Blue House”; “Emails from March-April 2019”
- **File names cannot include special characters. Examples: \ / : * ? " < > |**
If your file name includes any special characters, the website will not let you upload that file until the special characters are removed.

The court is taking steps to protect against files that are infected with viruses. However, please ensure you have proper security to protect your computer. By using the Evidence Sharing System, you assume all risks associated with the use of this site and the download of the other parties' exhibits.

ON THE DAY OF YOUR HEARING

Connecting to the Video Appearance

On the day of your hearing, **click the link provided in your confirmation email at the start time of the court calendar.** See the image below for reference. When you first join the call, you may be put on hold until your matter begins. This does not mean an error has occurred. The clerk will know when you join.

Remote Appearances Scheduled

	Event Date & Time	Dept	Case Number	Event Description	Amount	Conference ID*	Conference PIN	Event Instructions
	DATE & TIME	DEPT #	CASE NUMBER	Small Claims Hearing	\$94.00	6196112	1231	Video Hearings

Click either link

* Conference ID Video Link

6196112

<https://remoteappearance.placerco.org/conference/join?autoJoinPasscode=6196112&autoJoinPin=1231>

NOTE: This link will **ONLY** work for the court hearing listed. If your matter is continued or has another hearing set, this link will NOT work for your future hearing(s).

To connect with the court's video appearance system:

- Use one of the following devices. You can test your system's compatibility by going to the court's Remote Appearance page, and selecting Test Your System Here (in yellow).
 - An Apple or PC computer with a webcam and a microphone. This will work best with Chrome (version 54 or above) or Firefox, **not Safari.**
 - An Android phone or tablet running Chrome version 57 or above.
 - Apple iPhones and Apple iPads running iOS 12.
- The court requires you to be located indoors with limited background noise and distractions, and have a clear audio and video stream.
 - The use of headphones and a charger is highly recommended.
- The court also highly recommends wired connection (for computers) or Wi Fi connections (phones and tablets).

Viewing Evidence

When it is exactly one hour before the calendar begins, you will no longer be able to upload files, and instead are able to view the other parties' uploaded evidence. The evidence sharing website will switch from Upload to View mode (If the hearing begins at 9:00 AM, the website will switch at 8:00 AM. If the hearing begins at 8:30 AM, the website will switch at 7:30 AM). At this time, you will be able to see:

1. Your folder
2. The other party's folder
3. The Court's Admitted folder

Please review the other parties' evidence before the hearing begins. During the hearing, you will be able to view all three folders listed above.

ADVISEMENTS FOR VIDEO APPEARANCES

It is important to know:

1. Photography, recording, and broadcasting is prohibited, except as provided in Cal. Rules of Court, rule 1.150. Violators may be cited for contempt of court, or monetary sanctions may be imposed. The video of your appearance is not recorded or saved by the court.
2. When appearing remotely, you may not receive assistance from anyone other than Counsel, an interpreter or an individual appointed by, or approved by, the Court.
3. A remote appearance is the same as an in-person appearance and any actions that occur in the hearing carry the same authority as if all individuals were physically present.
4. If you are not connected at the time the court calls your case, the court may consider it a failure to appear.
5. The court, in its discretion, may decide to terminate the remote appearance if there is a delay due to disruption, noise, misconduct, a communication problem, a technical problem, other issue, or in the interest of justice.
6. A failure to appear or termination of the remote appearance may result in the issuance of a warrant, a requirement that you appear in court, in person and/or a continuance or the court hearing.
7. The court may decide at any time to require a personal appearance and continue the hearing.