



In the Circuit Court of Jackson County, Missouri DIVISION 10 – Judge Patrick W. Campbell

Tips for Effective Participation in Conferences and Hearings Using Telephone and Video Conferencing

Division 10 Conference Call Number: 1-877-810-9415, Access Code 9551349

Division 10 Webex: <https://mocourts.webex.com/meet/patrick.campbell>

Introduction

The COVID-19 pandemic has forced courts around the country to make significant changes to the way they function so they can continue to perform their obligation to effectively and fairly administer justice – and do it safely. One of these changes is the increased use of telephone and video conferencing technology for certain conferences and hearings and to temporarily prohibit or limit the use of in-person proceedings. While the expansion of the use of these technologies is a result of current events, it is likely that courts will continue to use them as tools in the future where appropriate.

In using these methods of conducting hearings, the court has observed what enables them to be used effectively, and what can limit their effectiveness. Obviously, everyone participating in one of these proceedings is in a different circumstance. Some may be working remotely from home or elsewhere. Some may not have a “home office” free of small children or pets needing attention. Some may not have reliable access to computers, cell phones, a reliable internet connection, or access to the internet at all. Keeping this all in mind, the court has prepared these general guidelines with a view toward assisting attorneys and parties participate in such proceedings successfully. Contact the court with any questions or concerns.

General

- Make sure attorneys and self-represented parties have provided the court with their contact information, including a street address, telephone number, and e-mail address. While court rules only require the providing of an e-mail address if an attorney or party

has one, everyone participating in the court process should make every effort to obtain one. It is the primary and most efficient method of communicating with attorneys and self-represented litigants and – in the case of the court’s video conferencing tool – is the best way to receive instructions for logging into the proceeding and participating in it.

- Frequently check the status of your case via Case.net, the court’s website at www.16thcircuit.org, including each Division’s webpage (the Division 10 webpage is located at <https://www.16thcircuit.org/division-10-judge-patrick-w-campbell>), and utilize Case.net’s “Track this Case” feature. Notices regarding the manner in which conferences and hearings will be conducted can often be found there. Through the “Track this Case” feature, attorneys, self-represented litigants, and parties can sign up to receive alerts regarding the filing of pleadings, entry of court orders, and scheduling of conferences and hearings. Instructions on utilizing this feature are attached and can also be found on the court’s webpage.
- Contact the court’s staff with any questions regarding any particular Division’s policies and procedures. Their contact information is on the court’s webpage.
- During both telephone and video proceedings, make sure to speak up, speak clearly, and speak one at a time. Many of these proceedings will be on the record, and the court reporter may be participating remotely, too. Speaking over one another during one of these conferences or hearings often results in nobody being heard. It is also helpful, especially in phone calls, for speakers to identify themselves before speaking, and for witnesses being asked questions to pause before answering to give an attorney an opportunity to object or the court to otherwise interject.
- **Before** telephone and video hearings:
 - File/send notice of the hearing [if applicable] and state that it will be conducted by Webex/Telephone and provide applicable access information.
 - Email the division at Div10.cir16@courts.mo.gov (at least 24 hours in advance) all exhibits that you plan to use during the hearing. Exhibits must be emailed in .pdf format. All exhibits must be marked with appropriate Exhibit Numbers.

Telephone Conferences/Hearings

- You will be provided with a telephone number and access code which will enable you to dial in to the conference or hearing. The court will be the host of the call so if you dial in before the court, you will be on hold waiting for the court to join the conference.
- Try to find a quiet place inside from which to participate in the call that has as few background noises as possible. Children, pets, televisions and radios, fans, traffic, wind, and other outdoor noises are some examples of background distractions that can affect everyone’s ability to hear you, and the court reporter’s ability to make an accurate record.

- Please mute your phone if you are not speaking.
- When your conference or hearing is concluded, you can simply hang up.

Video Conferences/Hearings

- The court utilizes WebEx by Cisco for its videoconferences. All counsel (or participating parties) will need to go to: <https://www.webex.com/> and create a Webex account. There is a free app. you can download for your phone if that is the device you intend to use, or just access to the website and/or the desktop shortcut.
- Many of the suggestions above regarding finding as quiet a place as possible, etc., apply to video proceedings as well. You will need a computer that has a camera and microphone, or you can use a smart phone that has these features. Follow the instructions that are provided to you with the notice of the conference or hearing in order to join. If you do not have an e-mail address, the Webex information will be mailed to your last known address and you will be provided a phone number that will allow you to participate in the proceeding by phone.
- Prior to the hearing, you will need to **CLICK** the link sent by the Court. This should either automatically swap to the Cisco Webex Meetings application **OR** prompt you for permission to open said application. (This is applicable for both desktop users, and cell users). You will need to allow this.
- If your case is one of several being heard at the same time, you may be placed in a virtual “waiting room” until your case is called. If you are in a proceeding with many participants present, please mute yourself until it is your turn to talk to reduce background noise, feedback, etc. **IMPORTANT – unless you mute your connection or turn off your video, YOU WILL BE HEARD AND SEEN BY THE OTHER PARTICIPANTS AT ALL TIMES.**
- Be mindful of your surroundings and background and ensure that you would want others to be able to see them. Dress appropriately as though you were attending an in-person hearing in the courtroom. When you see yourself during the conference, make sure your computer is situated so you can be seen clearly and completely.
- Make sure you have as strong a connection to the internet as possible. If you are participating from a computer, consider whether you can use a “wired” connection to your internet router instead of a “wireless” connection. In addition, close any other applications on your computer or phone.

General WebEx Information

This Court is now using Cisco’s WebEx platform to host its dockets. Each person will need to log into Judge Campbell’s “Personal Room” on WebEx to join the docket. Parties will be able to access the personal room by computer or cell phone app. It is very helpful to have a strong Internet or Wi-Fi connection to improve your access to the personal room. All individuals should access the personal room about 5-10 minutes before the scheduled hearing as the Court will start promptly at the scheduled hearing time. Instructions on how to access the personal room are below. Please mute your microphone while waiting for your case to be called. During this hearing, each participant will be able to participate in the hearing and see all other participants.

It is also possible to connect to the Court’s personal room by dialing in via a cell phone or landline. However, it is a long distance phone call, and fees do apply. To connect this way, please dial 1-408-418-9388 and enter the access code, 1467093539.

Connecting to Judge Campbell’s Personal Room

There two different ways to access Judge Campbell’s Personal Room: (A) mobile app or (B) computer. Please review each method before determining which works best for you.

(A) Mobile App

1. Download the free “Cisco WebEx Meetings” app from your app store. Open the app once it is downloaded.
2. Click on green button that says “Join Meeting”.
3. Fill in <https://mocourts.webex.com/meet/patrick.campbell> in the “Meeting Number or URL” space. Fill in the next spaces with your personal information. Please use your full name so the Court can identify you. Click enter.
4. Allow the app to have access to your microphone and camera when prompted.
5. The next page will take you to Judge Campbell’s “Personal Room” Mute your microphone by clicking the microphone icon until it is red. Click “Join Meeting.”
6. After joining, you may be taken to the waiting room. You will be invited by Judge Campbell to the hearing when we are ready to begin.

Using the mobile app to connect to the hearing does require connection to the Internet. It is not clear how much data will be used while waiting and throughout the hearing.

(B) Computer

1. Enter <https://mocourts.webex.com/meet/patrick.campbell> in your browser’s address bar.
2. You will be asked to enter your name and email address. It is important to include your full name so the Court can identify you when your case is called. Click “Join Meeting.”
3. Next you will be prompted in some form to download the WebEx program. Download the program.
4. Once the program is finished downloading, a new window should open. Make sure the round icon that looks like a microphone is red and the one that looks like a camera is green. If one of the features is not available, it will appear gray. Click “Join Meeting.”
5. After joining, you may be taken to the waiting room. You will be invited into the video hearing by Judge Campbell when we are ready to begin.

“Track Your Case” Instructions

1. Go to Missouri Case.net
<https://www.courts.mo.gov/casenet>
2. Select “**Search for Cases by Case Number**” and enter your case number
3. Select “**Track this Case**”
4. Provide your e-mail address and mobile phone number if you want to receive text alerts (text alerts optional)
5. Click on the applicable “**Notice Option**” to receive reminders of your court date/scheduled payments
6. Enter the special characters in the verification box
7. Click on “**Track this Case**”*

**Information Provided is
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