

ORIGINAL IN FRENCH

**Tribunal
administratif
du travail**

Québec 

USER GUIDE
**ZOOM VIDEOCONFERENCE FOR PARTIES,
REPRESENTATIVES AND LAWYERS**

June 1, 2020

FOREWORD

Zoom videoconferencing is extremely practical in these times of social distancing. The application is used to create a virtual room where participants appear on video, and it includes several features that contribute to hearing and conciliation session management. Participants may interact through personal computers, tablets and smartphones.

We have purchased user licenses in order to provide secure remote hearings and conciliation sessions.

This user guide contains the information you need to become familiar with the technology and prepare for a remote hearing or conciliation session.

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1 TECHNICAL REQUIREMENTS

In order to use the Zoom videoconferencing application, you must have:

- ❖ a private high-speed internet connection (do not use a public connection); and
- ❖ a personal computer or a mobile device (tablet or smartphone), outfitted with a camera and a microphone.

If you are planning to use a mobile device, you will find the instructions for the installation and use of Zoom in the appendix to this document. You will also find out how to join a videoconference.

- ❖ **Warning:** Image quality may be affected if your internet connection is used by more than one device during a videoconference session.

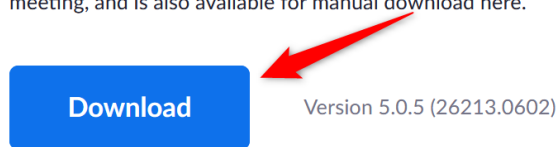
2 GENERAL INFORMATION FOR THE USE OF ZOOM ON A PERSONAL COMPUTER

2.1 Zoom installation and configuration

You must download the application if you will be using Zoom on your personal computer for the first time. Go to <https://zoom.us/download> and click **Download**.

Zoom Client for Meetings

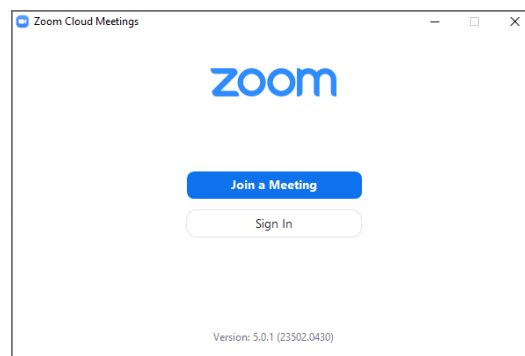
The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.



Once it has been downloaded, you must execute the application. You can follow the progression on the window shown below.



The Zoom homepage will appear when the application is installed.



2.2 Pretest

Before your videoconference takes place, we **suggest** you go to <https://zoom.us/test> in order to test your audio and video configuration, and thus make sure everything is functional.

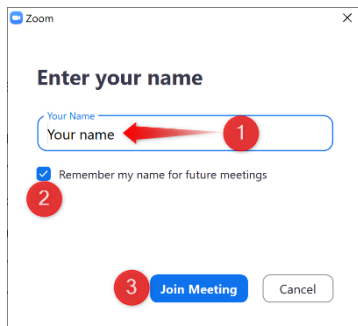
Click **Join** to perform the test.

Join Meeting Test
Test your internet connection by joining a test meeting.



If you are unable to join the meeting, visit [Zoom Support Center](#) for useful information.

Enter your name and join the videoconference.

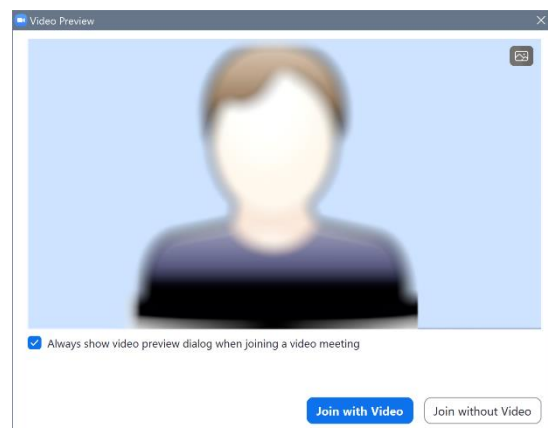
A screenshot of the Zoom "Enter your name" dialog box. It features a text input field with "Your name" and a red arrow pointing to it, labeled with a red circle containing the number "1". Below the input field is a checked checkbox labeled "Remember my name for future meetings", labeled with a red circle containing the number "2". At the bottom, there is a blue "Join Meeting" button labeled with a red circle containing the number "3" and a grey "Cancel" button.

Important: enter your **name in full (first and last names)**. Your full name will be displayed during the videoconference session, thus allowing the administrative judge or the conciliator to identify you and give you access to the videoconference.

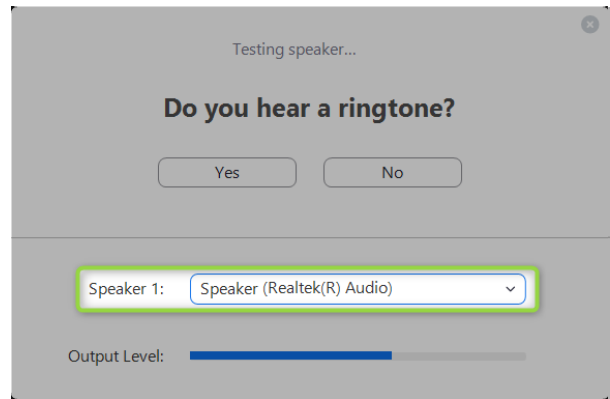
Check the box below your name and Zoom will memorize it for future videoconferences.

If Zoom detects a camera, a video preview will be displayed and you will be asked to join the test meeting. Click **Join with Video**.


You can check the box if you always want to obtain a video preview before you join a Zoom videoconference.




Next, you will enter the test room in order to test your speaker and earphones. A ringtone will sound continuously so that you can make adjustments as needed.



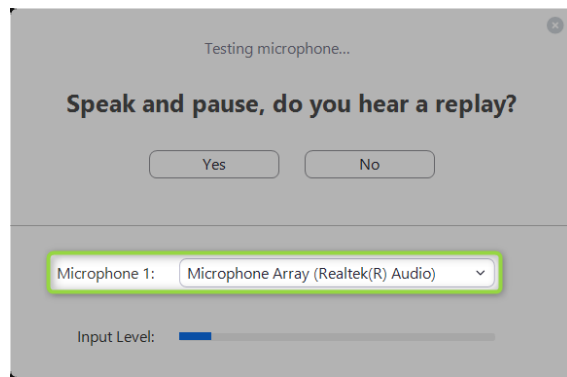
If you do not hear the ringtone, select another audio output peripheral in the “Speaker 1” dropdown list. If you still hear nothing, make sure your computer is not on mute.

Make sure you do not see this icon  in the notification zone (bottom right of your screen).

This is the icon that you should see: 

In the next step, you will test your microphone by listening to the audio signal that Zoom receives.

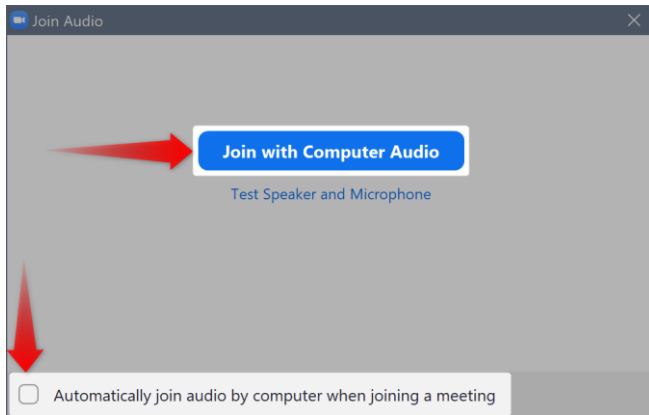
Select another audio input peripheral in the “Microphone 1” dropdown list as needed.



If you hear your voice in voice playback a few seconds after you speak, your microphone is configured correctly.

You will be prompted to **Join with Computer Audio** as part of the test.

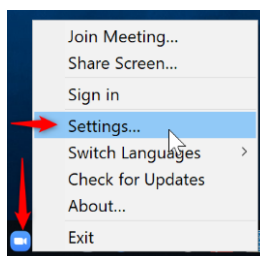
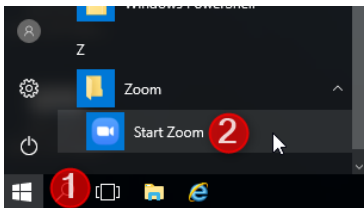
Note: Check the box if you want your microphone to be activated automatically when you join a Zoom videoconference.



The test is over.

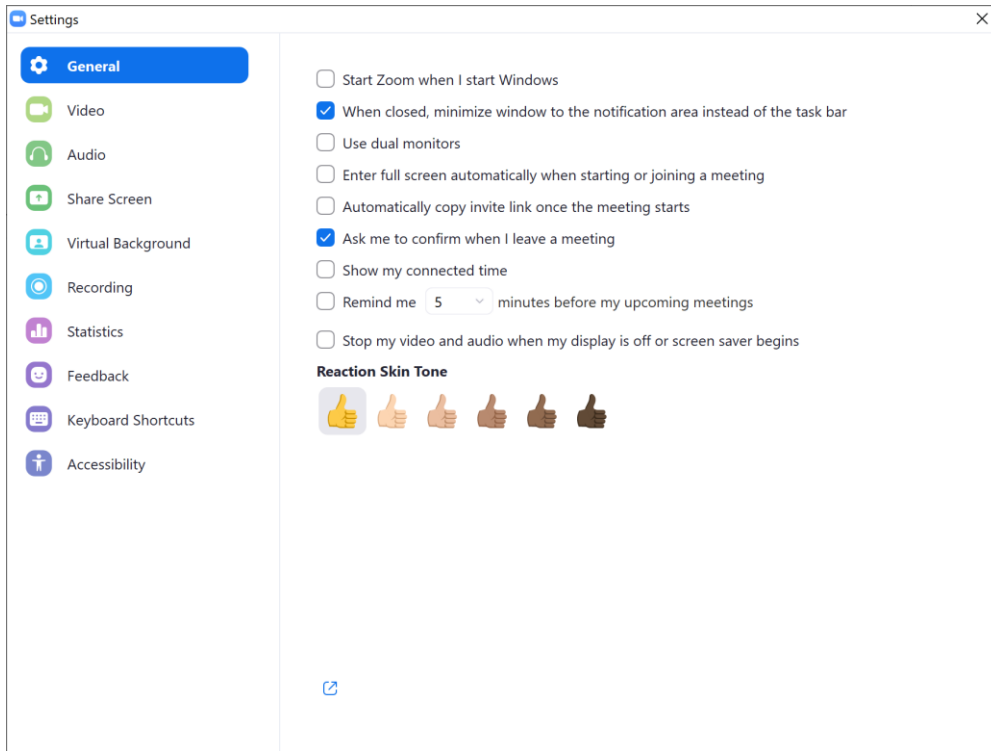
2.3 Zoom settings

If you want to change certain settings in Zoom before or after a videoconference, you can use the **Start** menu to launch the application on your computer and make the changes you need.



Right click **Settings** in the notification zone near the time display in the lower right corner of your screen.

You will obtain the following Settings screen:



3 JOINING A ZOOM VIDEOCONFERENCE SESSION

3.1 Preparation

Before joining the session, you must:

- turn your computer on in advance in order to make sure no updates are installed during the hearing or conciliation session;
- make sure the Zoom application is installed;
- shut any unused applications in order to ensure optimal computer performance;
- use a quiet location in order to avoid interruptions; make sure you can hear well and that session participants can hear you well too;
- use a neutral background;
- make sure ambient lighting is adequate, considering that it may vary during the videoconference session depending on the time of day and the weather conditions;
- maintain adequate distance between yourself and the screen;
- have a telephone handy in case you have technical issues, taking care to mute your telephone during the videoconference session;
- if possible, a headset will provide optimal sound and contribute to the proper conduct of the session;
- remember to mute your computer during the videoconference, unless you need to speak.

3.2 Decorum

The rules of decorum apply to all hearings held by the Tribunal, including those conducted by Zoom videoconference. Participants must, therefore, conduct themselves and be dressed accordingly.

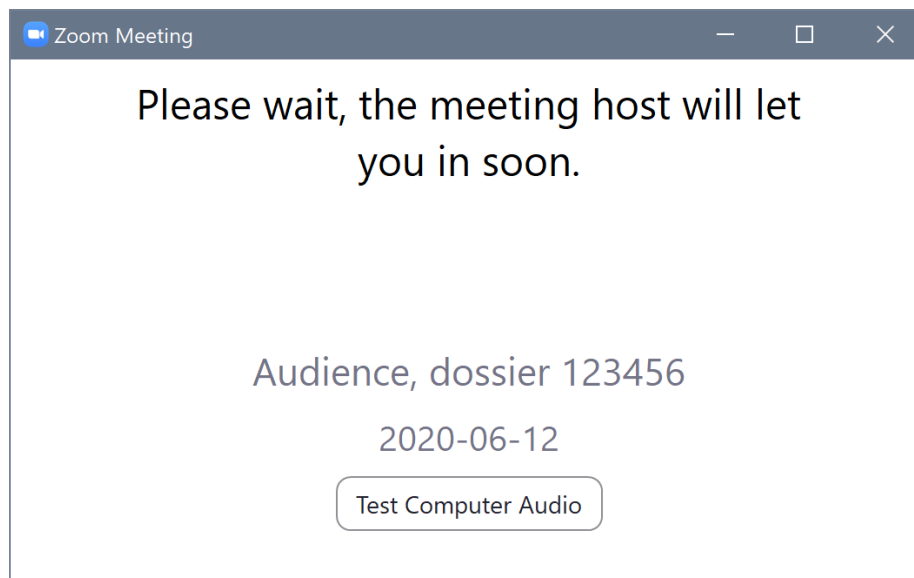
During the hearing, the use of electronic devices that may cause disruptions is formally **prohibited**.

The administrative judge **may make any order** necessary to ensure the proper administration of justice, the serenity of hearings, good order, decorum, and respect for the rights of parties and their representatives, including the expulsion of participants,

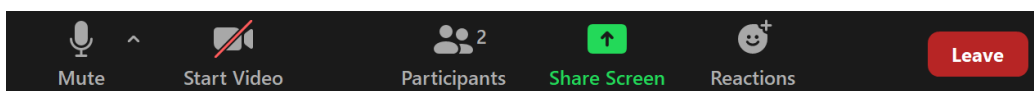
3.3 Using a computer to join a videoconference session

You will find a link in the **notice** of hearing or conciliation session that you received, for example: <https://zoom.us/j/XXXXXXXX>. Click the link to join the videoconference session.

You will be admitted to the **waiting room**. The host will give you access to the session in a few seconds.

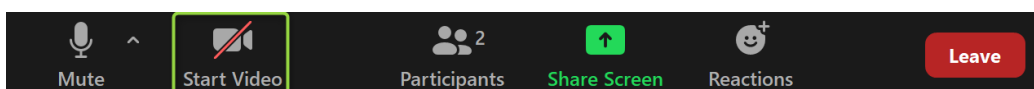


The following attendee controls will appear at the bottom of your screen when the videoconference session begins.



Your camera should be on by default.

If your camera does not turn on, click the **Start Video** icon at the bottom of your screen, to the left.

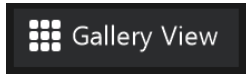


You have entered the virtual hearing room.

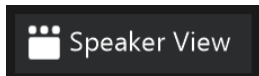
Video layout

At any time, you may choose between Gallery View or Speaker view in the upper right corner of your screen.

Click:



to see all the videoconference attendees; or



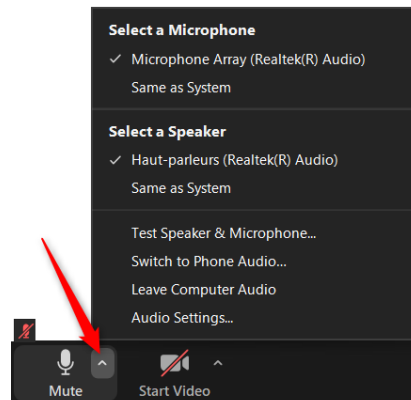
to see the active speaker.

Microphone

You can turn your microphone on or off.

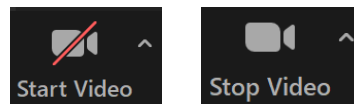


If you encounter **sound issues**, click the arrow to the right of the microphone icon to access the dropdown list and audio settings.



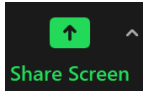
Camera

You can turn your camera on or off.



If your **Internet connection is unstable**, turn your camera off and wait a few seconds before your turn it back on.

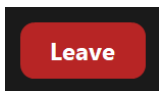
Screen sharing



Share Screen is used to present documents.

- ❖ **Important:** By default, that feature is **deactivated** for participants. Only judges have free access to the Share Screen function. They can, however, allow you to activate it as needed.

Leaving the videoconference session



You can click this icon to leave the session.

If you leave inadvertently — because of a poor Internet connection, for example — use the link that you received to join the videoconference again.

4 TECHNICAL ASSISTANCE

If you encounter difficulties, you may contact the TAT regional office in charge of your case. See the [Nous joindre](#) (contact us) page of our Website, at www.tat.gouv.qc.ca (available in French only).

APPENDIX

USING A MOBILE DEVICE

DURING A ZOOM VIDEOCONFERENCE SESSION

1. APPLE MOBILE DEVICE

1.1. Downloading the Zoom application on your Apple mobile device (iPad or iPhone)

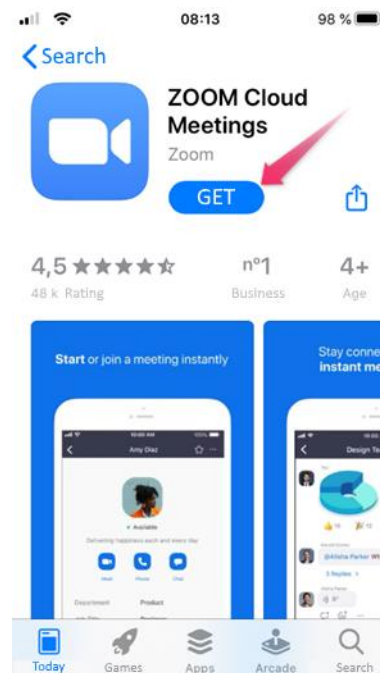
If you use an Apple mobile device (iPad or iPhone), go to the App Store and install **ZOOM Cloud Meetings**.



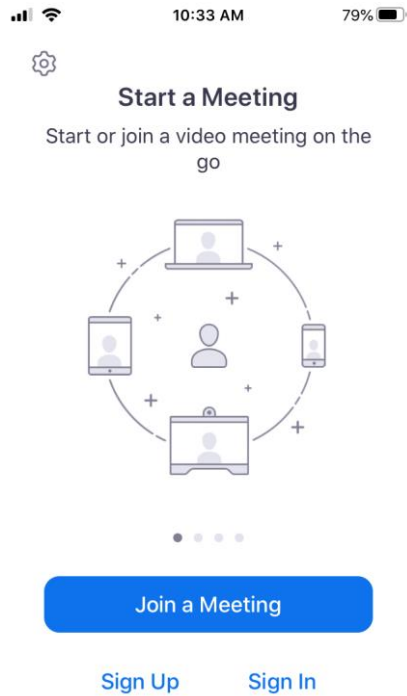
Link for download:

<https://apps.apple.com/ca/app/zoom-cloud-meetings/id546505307>

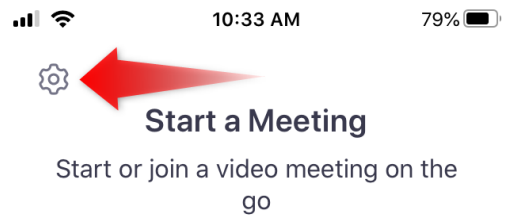
Once you click the link provided above, the download page will be displayed. You will need your Apple ID.



Once the application has been installed, tap the Zoom device to start the **ZOOM Cloud Meetings** application.



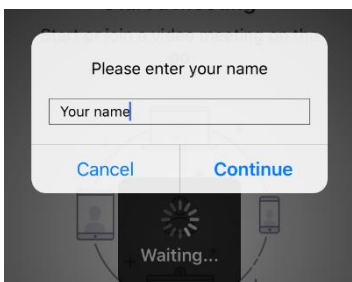
You can tap the wheel on the home screen to access the application settings.



1.2. Using an Apple mobile device (iPad or iPhone) to join a videoconference session

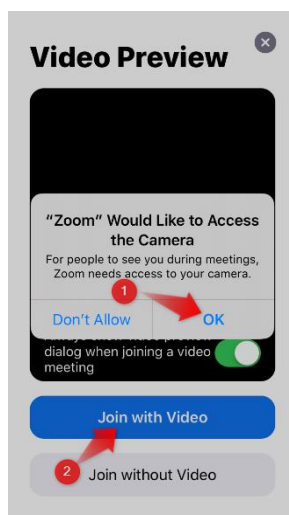
You will find a link in the **notice** of hearing or conciliation session that you received, for example: <https://zoom.us/j/XXXXXXXXX>. Click the link to join the videoconference session.

Enter your name.



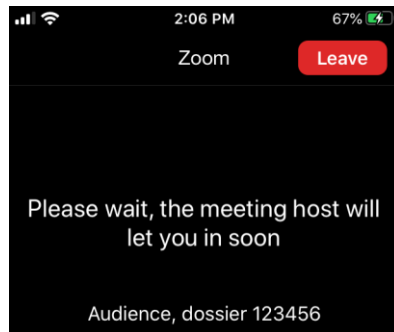
Important: enter your **name in full (first and last names)**. Your full name will be displayed during the videoconference session, thus allowing the administrative judge or the conciliator to identify you and give you access to the videoconference.

Zoom will request authorization to access your camera. Tap **OK** and **Join with Video**.



Zoom will request authorization to access your microphone. Tap **OK**.

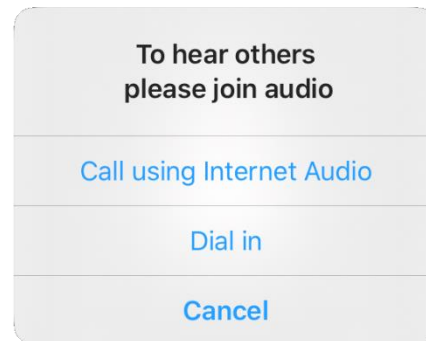




You will be admitted to the **waiting room**.

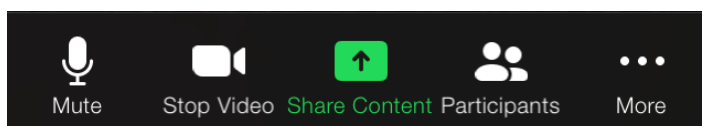
The host will give you access to the session in a few seconds.

Once you gain access to the videoconference, the last thing you need to do is join audio. We suggest you use **Call using Internet Audio**.



When the videoconference session is underway, **two toolbars will be displayed**: one on each extremity (top and bottom) of the Zoom screen. **Touch the screen to obtain the toolbars at any time.**

This is the lower Zoom toolbar:



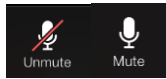
Your camera should turn on automatically. If not, tap Video to turn it on.

You are now in the virtual room.

Video layout

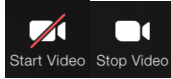
Swipe left or right to select Gallery view or active Speaker view. Use **Gallery view** to see all session participants, **Speaker view** if you only want to see the active participant.

Microphone



Tap the appropriate icon to turn your microphone on or off.

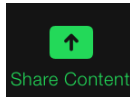
Video



Tap the appropriate icon to turn your camera on or off.

If your **Internet connection is unstable**, turn your camera off and wait a few seconds before you turn it back on.

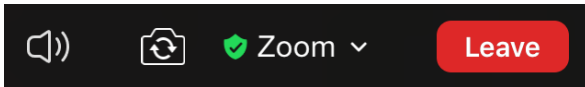
Screen sharing



Tap this icon to present documents.

- ❖ **Important:** By default, that feature is **deactivated** for participants. Only judges have free access to the Share Screen function. They can, however, allow you to activate it as needed.

This is the upper Zoom toolbar:

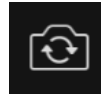


Touch the screen to obtain the toolbars at any time.

Turn the videoconference sound on or off:



Toggle between front and back cameras:



Leave the videoconference:



If you leave inadvertently — because of a poor Internet connection, for example — use the link that you received to join the videoconference again.

2. ANDROID MOBILE DEVICE

2.1. Installing Zoom on an Android mobile device

Here is the link to Zoom in the Play Store (for Android):

<https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

