

Don't Have Access to Technology?



Here's what to do if you have a digital hearing but don't have access to technology!

Request Support

Please note: You may request a change of hearing format by completing an Accommodation Request form if you have a human rights code-related need, or if the digital format will result in an unfair hearing

1. Access Terminals

- Tribunals Ontario provides access terminal services almost anywhere in the province for parties who do not have access to technology for their hearing.
- If you do not have access to a telephone, computer and/or internet connection to participate in your proceeding, you can make a request for an accommodation to the tribunal.
- If your request is approved, Tribunals Ontario will provide you the location of your access terminal.
- You can bring up to two people with you to provide extra help.
- **ASK US!** You may request to do your virtual hearing at KBCLS - for more information contact KBCLS

2. Tribunals ON Phone Program

- If you do not have access to a phone or have a prepaid or pay as you go phone plan with limited airtime talk minutes, you may complete and submit an accommodation request form.
- For more information on accommodation requests contact KBCLS or visit tribunalsontario.ca/en/
- If your request is approved, the Tribunal can loan you a basic cell phone so you can call into your hearing by telephone, or provide you with a top-up voucher to give you enough airtime minutes to take part in your hearing by phone.



Connecting to your Proceeding by Telephone

- Use the phone number on your hearing notice or email invitation to call into your meeting.
- When prompted enter the meeting ID, followed by the pound sign (#).
- If the hearing has not yet started, press the pound sign (#) to wait for the host.
- You will be on mute once you are let into the meeting - to mute and unmute yourself, press 6*.
- To show that you wish to speak, press 9*, this will show that you have raised your hand - in order to lower your hand, once done speaking, press 9* again.

Visit the KBCLS Clinic

- Visit the Kensington Bellwoods Community Legal Services at 205-489 College Street, Toronto, ON
- Call or email the clinic with the number or address below ahead of time if possible to see if they have availability
- KBCLS can provide you with the technology and a space for your meeting

Helpful Tips & Reminders!

- Recording your proceeding is an offence unless you've been provided an exception by Tribunals ON
- For more information or if you require further assistance please contact KBCLS or TribunalsON at 1-888-332-3234 OR visit tribunalsontario.ca/en/

Preparing for your Virtual Proceeding



Here's how to attend your digital hearing if you have access to technology!

Before Your Proceeding

1. Check Your Notice

- Refer to the notice (Notice of Hearing) you received for the date, time, and Zoom link of your proceeding.

2. Equipment Check

- Ensure you have a computer or Smartphone with a camera and microphone.
- A computer is preferable for stability and viewing experience. Headphones are recommended.
- You can also join the [proceeding by telephone](#) - see the Troubleshooting section to the right

3. Zoom App

- Download and install Zoom on your device, or use it in your web browser.
- Watch the "[How to Join a Virtual Proceeding](#)" video guide for instructions.

4. Technical Preparations

- Familiarize yourself with Zoom functionalities such as raising your hand, muting/unmuting, renaming yourself, and screen/document sharing.
- Watch the "[Basic Zoom Controls in Virtual Proceeding](#)" and "[Additional Zoom Controls in Virtual Proceeding for guidance](#)."
- Practice joining a zoom meeting using this [link](#)

On the Day of Your Proceeding

- Find a private space with minimal background noise.
- Close all other apps to keep Zoom running as smoothly as possible.
- Try to connect to Zoom early. Some tribunals may ask you to join by a specific time. Check your notice or email invitation.
- Once you have connected to Zoom, you will be placed in a waiting room. You may be waiting there for a few minutes. This is normal - do not disconnect.



TROUBLESHOOTING

Having Trouble Connecting to Your Virtual Proceeding?

Please use the following instructions, if you're having trouble connecting to your virtual proceeding, on the day of your hearing:

- **Contact the tribunal immediately:** You should have instructions on how to contact the tribunal on your hearing notice or email invitation
- **Join your proceeding by telephone:** A toll free number will have been provided to you on your hearing notice or email invitation. Use this phone number to call into your proceeding. For instructions on connecting to your proceeding by phone please refer to the instructions on the next page

Having Trouble Accessing the Hyperlinks or Have a Printed Pamphlet?

You can access all videos linked in this pamphlet at tribunalsontario.ca/en/ OR contact Tribunals ON at [1-888-332-3234](tel:1-888-332-3234)