



**Unemployment Insurance
Appeal Board**

Virtual Hearings

Participant Guide

TABLE OF CONTENTS

Page
3

[Preparing for Your Virtual Hearing](#)

Page
5

[Checking into Your Virtual Hearing](#)

Page
11

[Attending Your Virtual Hearing](#)

Page
16

[FAQs](#)

Preparing for Your Virtual Hearing

1 Review Your Documents

You must have your case file with you during your hearing. You will need your hearing notice to check into your hearing.


Review the * IMPORTANT INFORMATION * About Your Hearing document you received with your case file for more information about your hearing documents.

2 Setting Up Your Device

You should begin to set up and test your device at least two days before your scheduled hearing time. This will help to avoid delays and/or defaults.

2 days before

- Download the **Cisco Webex** application onto the device you plan to use for your hearing.
- To join your hearing using a mobile device, you must download the **Webex Meetings** application prior to your hearing date. You may download the **Webex Meetings** application using one of the QR codes below.

iPhone	Android
	

- Try a test meeting at www.webex.com/test-meeting. Be sure to test your microphone and camera.

2

Setting Up Your Device (continued)

30 minutes before

- Set your mobile phone to Do Not Disturb and disable sleep/standby mode before you check in.
- Check into your hearing.

See the FAQ section on pages 17 and 18 for how to change Do Not Disturb and Screen Lock settings.

If you are unable to change your device settings, refer to the [Important Notes](#) on the next page.

3

Important Notes

- If you are unable to change your [Screen Lock](#) or [Do Not Disturb](#) settings on your mobile phone, you should be available and attentive with the Virtual Hearing Center waiting room on your screen. If you are attending from a mobile phone, you will appear as unavailable to the judge if your browser closes or if your phone is locked. You may also miss when your hearing is called. If you are connecting from a mobile device, you can tap your screen before your screen is set to lock to keep it awake. Check your settings to see how long your screen stays awake before locking.
- If you are using an Apple iPhone, iPad, or Mac computer, you must use the Safari browser. Google Chrome will not work when launching the Webex application.

Checking Into Your Virtual Hearing

You should begin to check into your hearing 30 minutes before your scheduled hearing time. If you are using a mobile phone, disable screen lock and put on “Do Not Disturb” and then take the steps below to check in. Your screen and browser must remain active once you have checked in, or else you will appear to be Unavailable.

1

Go to www.uiappeals.ny.gov/virtual-hearings.



2

Click on the **Attend Your Hearing** button.

3

On the “Virtual Hearings Are Here” page, enter your virtual hearing ID into the Virtual Hearing ID field. Your virtual hearing ID can be found on your hearing notice.

NEW YORK STATE | Unemployment Insurance Appeal Board

Virtual Hearings Are Here.

Simply enter your information, then wait for your hearing to start.

We will check to make sure your camera and microphone are set up.

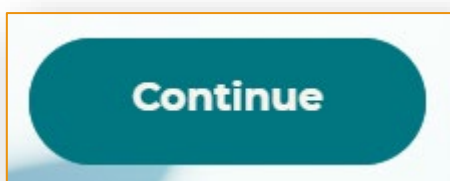
Virtual Hearing ID * Required

[Where can I find my Hearing ID?](#)

Continue

4

Press **Continue**.



5

Review the Terms and Conditions, then press **I Agree** to proceed.

Terms and Conditions

The New York State Unemployment Insurance Appeal Board (UIAB) conducts virtual hearings to allow participants in unemployment insurance hearings to meet without having to be physically present at a hearing site. The UIAB conducts virtual hearings through its Virtual Hearing Center (VHC) application.

The VHC application and all data on it are the property of the UIAB. Unauthorized use or attempted unauthorized use of this application is not permitted and may constitute a federal or state crime. Users shall access the VHC application only in cases in which they are a party of interest.

Users must comply with all Federal and State laws.

Do you accept the terms and conditions?

I AGREE

6

Select your role for the hearing (Claimant, Employer, Commissioner of Labor Representative, or Other).

Select Your Role

CLAIMANT	EMPLOYER	COMMISSIONER OF LABOR REPRESENTATIVE	OTHER (WITNESS, INTERPRETER, OR REPRESENTATIVE)
----------	----------	--------------------------------------	---

7

Enter your email address if you would like future notifications about this hearing.

Email

8

Select “Yes” or “No” for the **Do you need an interpreter for this Hearing?** field. If you select “Yes”, you will need to select your language.

Do you need an interpreter for this Hearing?

No

Yes

Language

Spanish ▼

9

Press the blue **Submit** button.

10

Enter Your First Name and Last Name. You may also enter your phone number.

Please enter your information to continue

First Name * Last Name *

Phone

* Required Fields

11

Press the blue **Submit** button.

After submitting your information, you will be directed to the virtual waiting room screen. This screen must remain active on your device for the judge to see that you have checked into your hearing.

See a snapshot of the virtual waiting room on next page.

12

Wait for the judge to start your hearing.

Review the notes on your virtual waiting room screen to ensure you are fully prepared to join your hearing.

The screenshot shows a web interface for the Unemployment Insurance Appeal Board. At the top left is the logo for the New York State Unemployment Insurance Appeal Board. At the top right, it says "Commissioner of Labor Representative First Last" and "EXIT". Below that, there is a "My Status" section with a green dot and the word "AVAILABLE" and a dropdown arrow. The main heading reads "You're all set, First" in large black font, followed by "Your hearing will start shortly." in teal. Below this, a smaller line of text says "You will be notified with a pop-up to enter your hearing." Underneath is a section titled "Please note the following:" followed by a bulleted list of instructions. At the bottom, there is a link for more information: "For additional information regarding the hearing process and procedure please visit <https://uiappeals.ny.gov/virtual-hearings>".

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Commissioner of Labor Representative First Last EXIT

My Status ● AVAILABLE ▾

You're all set, First

Your hearing will start shortly.

You will be notified with a pop-up to enter your hearing.

Please note the following:

- Hearings are called at their scheduled time. Be prepared for the start of your hearing by being available and attentive.
- Hearings will not be called before the scheduled start time
- Unforeseen circumstances may cause a delay in the starting of your scheduled hearing by up to 45 minutes. Please remain available if there is a delay in your start time.
- If you are connecting from a mobile device, your screen must be active while waiting for your hearing. (Disable the lock screen/time out on your mobile device settings).
- For ease of use please install Webex before your hearing. Webex can be downloaded at <https://www.webex.com/downloads.html>

For additional information regarding the hearing process and procedure please visit <https://uiappeals.ny.gov/virtual-hearings>

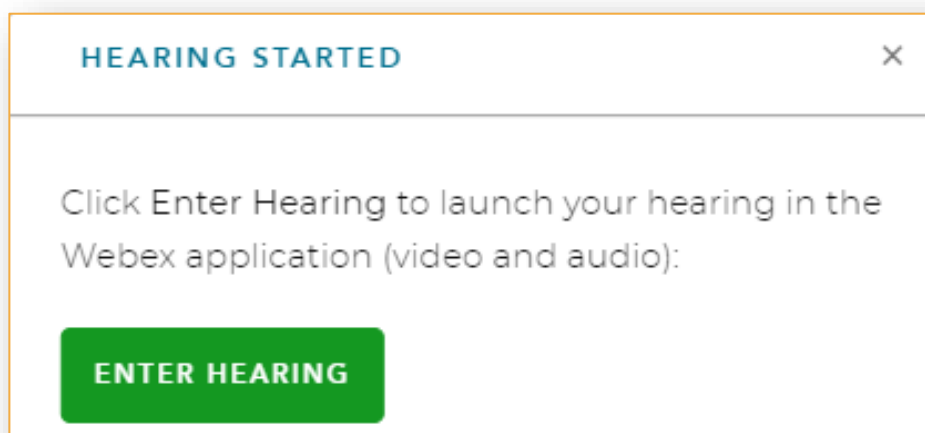
Attending Your Virtual Hearing

As a reminder, your screen must remain active on the virtual waiting room once you have checked in, or else you will be checked out of your hearing.

1

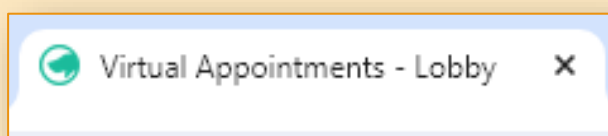
When the judge begins the hearing, you will see a pop-up notification with a green **Enter Hearing** button.

Click on **Enter Hearing** to open the Webex meeting.



A new tab will open in your web browser, and you will be prompted to launch the Webex application.

Although you need to have the Webex application open on your screen, **you must not close the “Virtual Appointments” tab to the waiting room or else you will be checked out.**

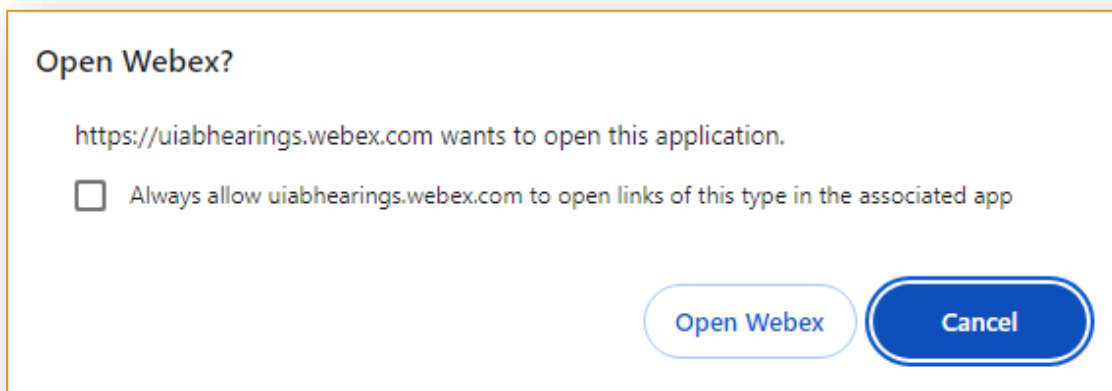


Skip to page 14 if you are joining from a mobile phone.

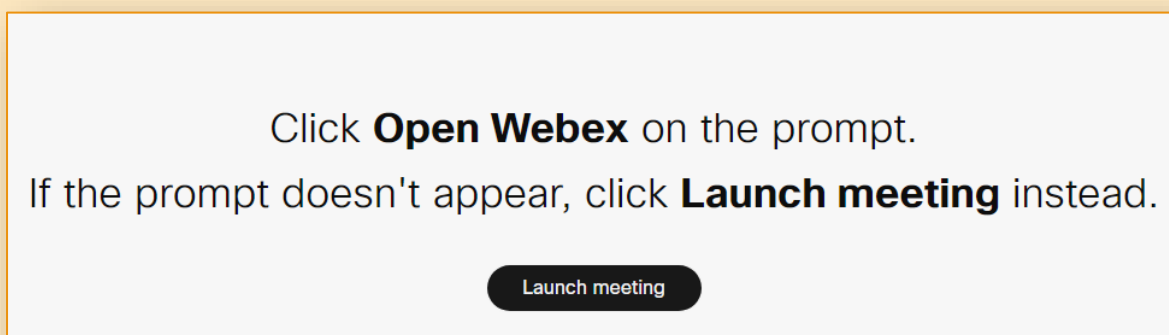
2

You may receive a prompt in your web browser to allow the Webex application to open. Press the **Open Webex** button.

If you do not want to receive this pop up again, check the box for “Always allow uiabhearings.webex.com to open links of this type in the associated app”, then press the **Open Webex** button.



If your Webex application does not open after clicking on **Open Webex**, click on the **Launch meeting** button on the webpage (pictured below).

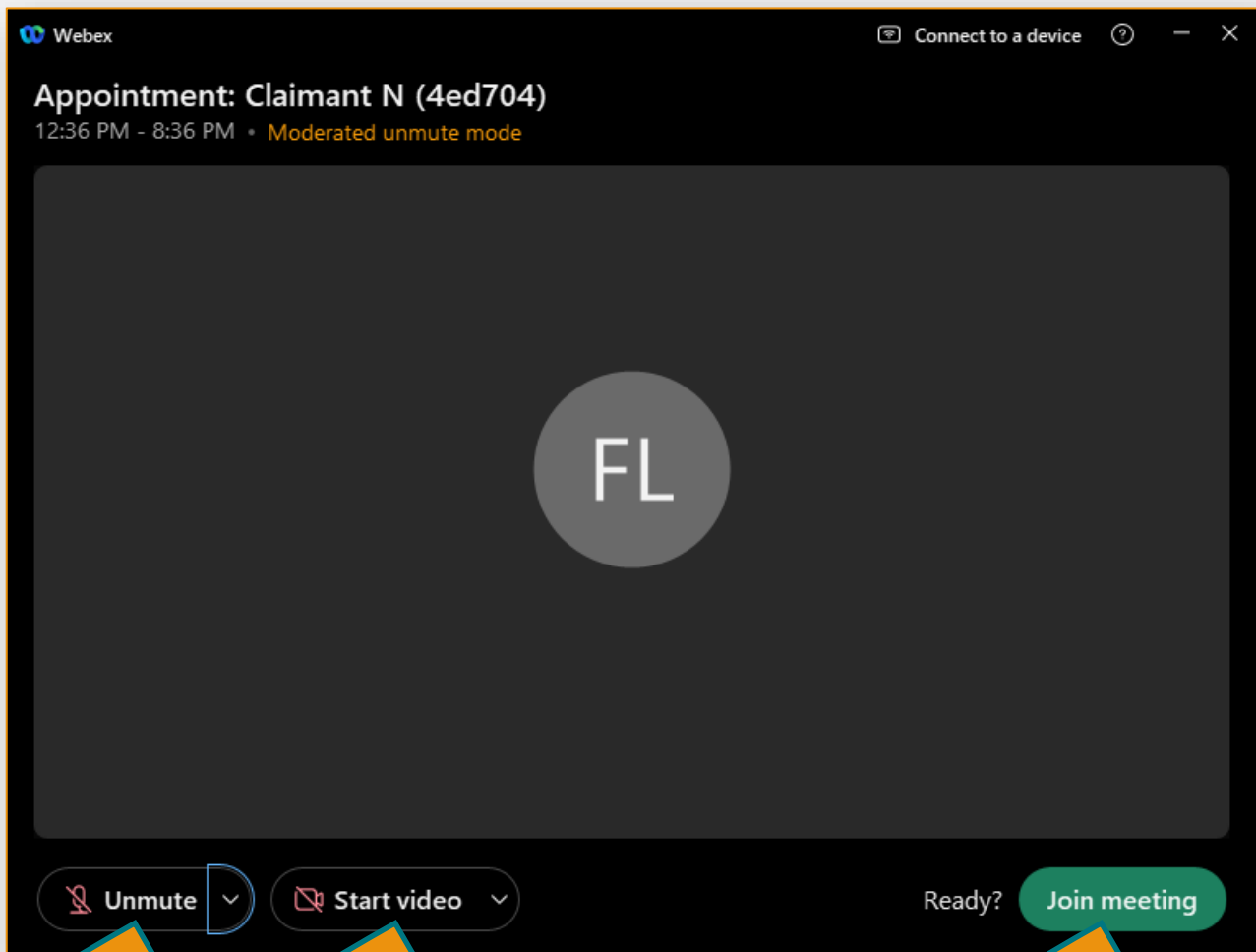


3

When your Webex application launches, click on the **Unmute** and **Start video** buttons at the bottom of the Webex window.

4

Click on the green **Join meeting** button.



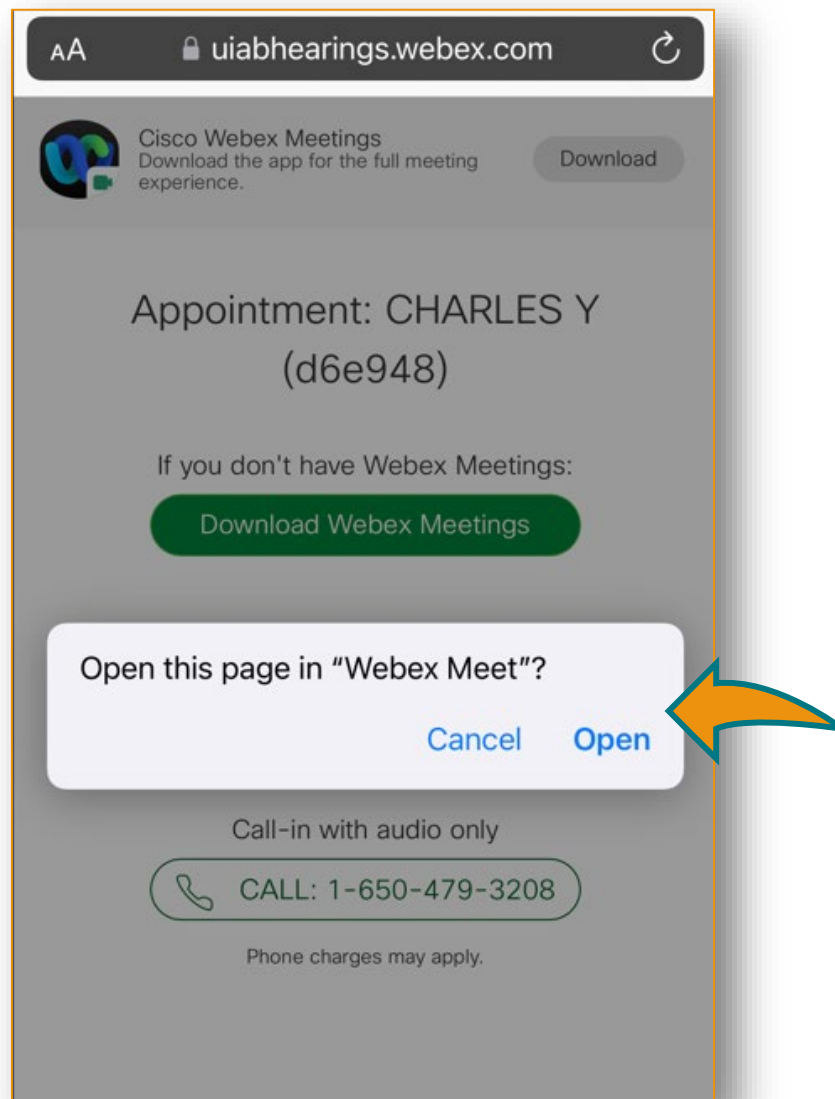
Unmute your microphone

Turn your video on

Join your hearing

ENTERING YOUR HEARING USING A MOBILE PHONE

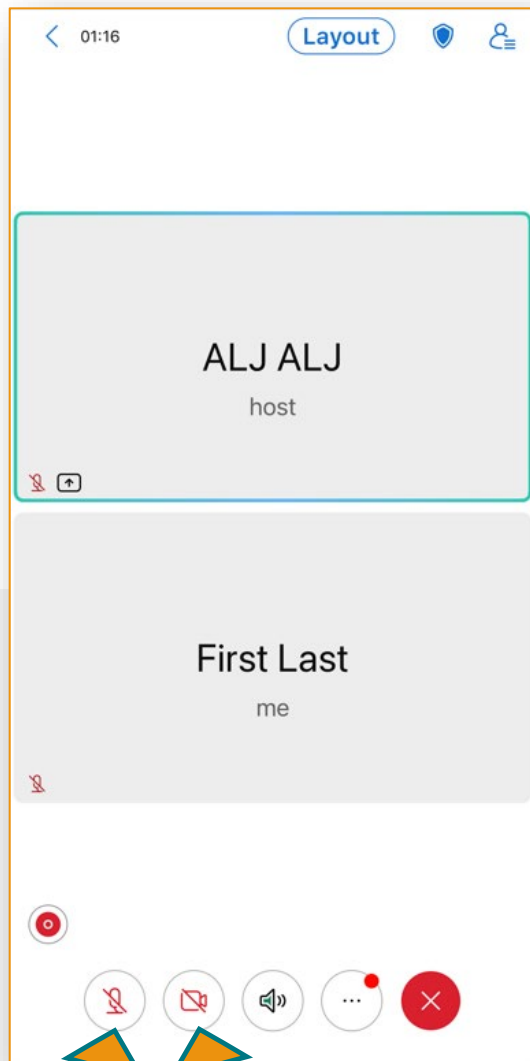
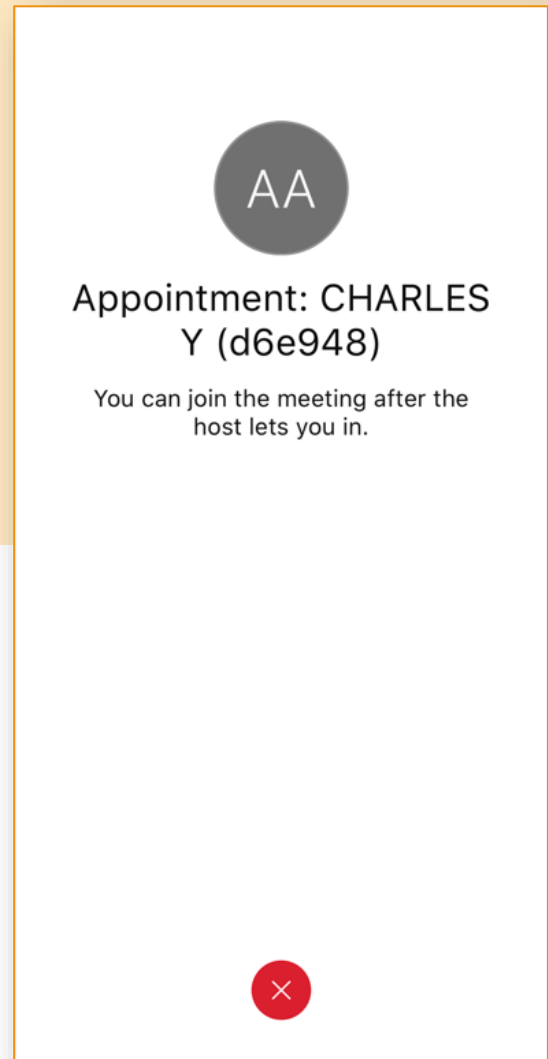
When you click on the green **Enter Hearing** button from the waiting room screen (see page 10), a new tab should open like the one shown below. In the Open the page in “Webex Meet”? pop-up, click on **Open** to launch the Webex application.



It is best to download the Webex application at least two days before your scheduled hearing time.

You will see a screen like the one to the right once you are in the Webex waiting for the judge to let you in.

Do not press the red x unless you intend to leave the hearing.



Unmute your microphone

Turn your video on

You will see a screen like the one to the left once you are in the hearing.

Press the red microphone icon to unmute yourself, then press the red camera icon to turn your video on.

FAQs

1

“I do not have a computer or smartphone.”

If you do not have access to an electronic device, you may call into your hearing. Dial (518) 545-3889 to check in and wait for the judge to start the hearing.

2

“I am a representative, interpreter, or witness. Which check-in role should I select?”

When you are checking in to your hearing, select “Other” as your role.

3

“What will I need to have with me for my hearing?”

You should have all your hearing documents with you before your hearing begins. You will need the case number located on your hearing notice to get into your hearing.

If you have not received documents from our office 1 week before your scheduled hearing, you should call (518) 402-0210 for assistance.

4

Need additional assistance with your hearing?

If you have additional questions about your hearing, you may call (518) 402-0210.

FAQs (continued)

5

“I have an iPhone. Which browser should I use?”

If you are using an Apple iPhone, iPad, or Mac computer, you should use the Safari browser. You may have technical difficulties launching the Webex application when using Google Chrome on an iPhone.

6

“How can I put my iPhone on Do Not Disturb?”

1. Swipe down from the top-right corner of your screen.
2. Tap the Focus button next to the moon icon.
3. Tap on Do Not Disturb.

7

“How can I keep my iPhone screen from locking?”

1. Go to Settings.
2. Click on Display & Brightness.
3. Click on Auto-Lock.
4. Select **Never**.

8

“How can I put my Android on Do Not Disturb?”

1. Swipe down from the top of your screen.
2. Tap on Do Not Disturb.

9 “How can I keep my Android screen from locking?”

1. Go to Settings.
2. Click on Security & privacy.
3. Click on Screen lock.
4. Enter passcode.
5. Select **None**.

10 “How can I keep my computer screen from locking?”

1. Right click on your desktop.
2. Click on Display settings.
3. Click on Power & sleep in the left menu.

In the Sleep section:

4. Under “On battery power, turn off after”, select **Never**.
5. Under “When plugged in, turn off after”, select **Never**.