

# Quick Reference Guide

## Accessing the Virtual Meeting Room (VMR) for remote viewing (March 2025)

### Overview

The Court (Remote Participation) Amendment Act 2024 provides complainants, victims, and their support persons with the option to observe criminal trials and sentencing remotely. This change aims to make the court process more accessible and less stressful for victims and their support persons. Remote observation is made possible through the Ministry's Audio-Visual (AV) technology using the Virtual Meeting Room (VMR) system.

### About this Guide

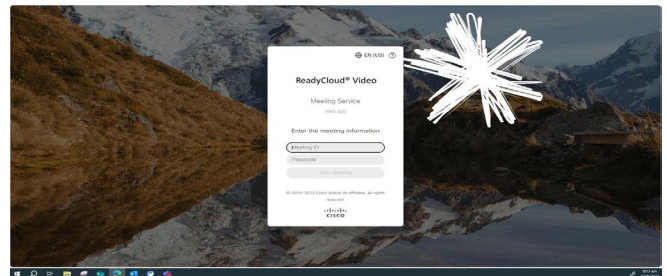
This Quick Reference Guide (QRG) is specifically designed for remote observation of court proceedings (trial and sentencing).

### Getting started

To begin, use a device such as a Windows PC, Mac, Android smartphone, or iOS device. Make sure your browser is compatible—Google Chrome, Microsoft Edge, and Safari are recommended. Ensure your device has working speakers or headphones connected so you can hear the audio from the court proceedings.

### Accessing VMR

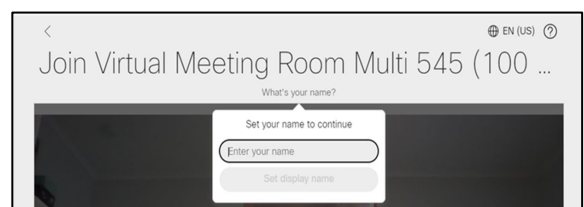
- a. At the scheduled time for the remote viewing, click on the VMR link provided to you by the court in the email.



*You will see a login page similar to the above example, when accessing the VMR using a Video-link connection. If dialing from a phone, audio prompts will be given.*

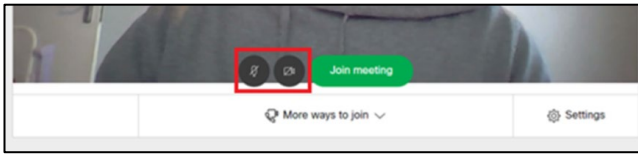
**Note:** that this is a toll number, so phone connections will be at the cost of the observer.

- b. Enter the passcode along with any additional details, like a meeting ID, on the VMR login screen.
- c. Enter the display name. After pressing the 'Join Meeting' button, you will be directed to a screen where you can enter the name you want to be displayed to the court.



- d. You do not need to enter your real name if you are concerned about being identified.
- e. Once you've entered the information, click the "Join Meeting" button to access the virtual room.
- f. After joining, you'll be directed to a secure waiting area pending Connection to the Courtroom.
- g. The court taker will connect the courtroom to the VMR and admit you (and your support person, if applicable) to view the Courtroom proceedings.

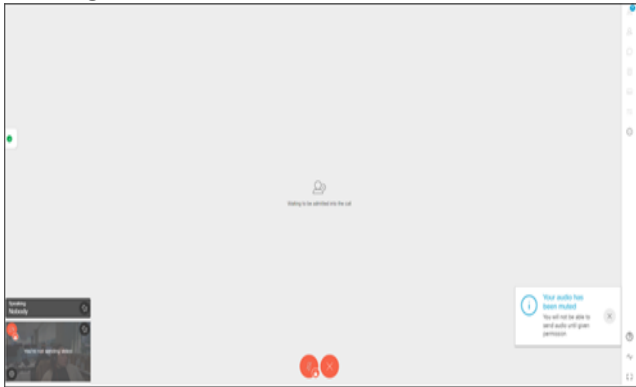
- h. Upon selecting the 'Join Meeting' button, your camera and microphone will be turned off by default.



*Note: In the red box, the camera and microphone are disabled by default, and you cannot turn them on.*

- i. After clicking the 'Join meeting' button, you will be directed to a waiting area. You will be admitted once the court taker connects the courtroom to the VMR.

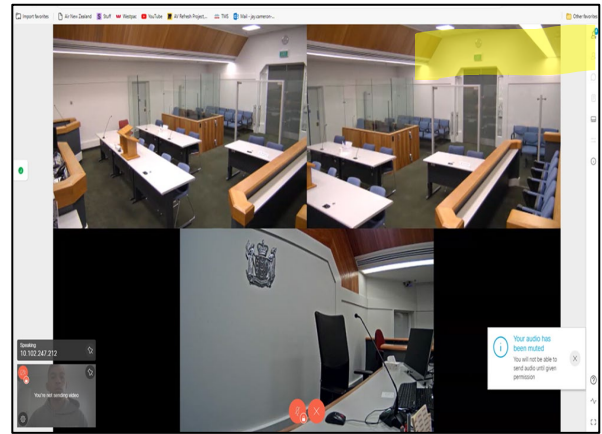
**Waiting area**



The screen will display the message "waiting to be admitted into the call." On the bottom left of the your video, the text "You're not sending video" confirms that your video is not being displayed within the VMR or to the courtroom. On the bottom right, a prompt confirms that audio is muted.

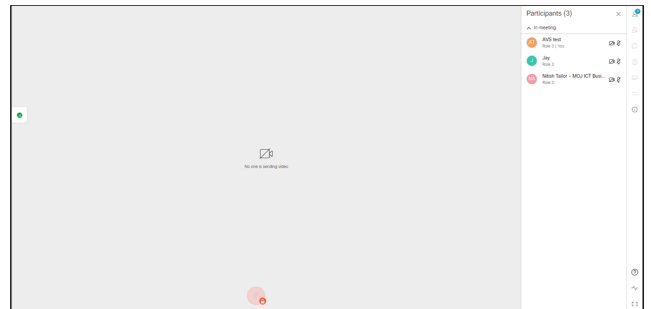
You will remain with an option to disconnect/leave while in this waiting area.

- j. You can expect to see a video feed of the courtroom proceedings, with camera angles that may vary depending on the courtroom setup and the technology in use.



*What you will see when admitted to the VMR streaming session.*

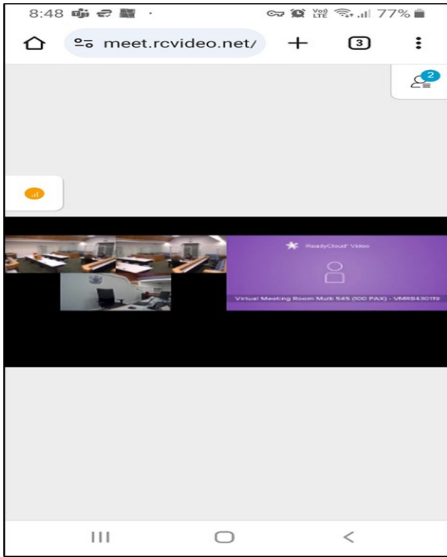
- k. When the court goes into a closed-hearing session, the court taker will disconnect from the VMR and all viewers within that VMR will be disconnected from the courtroom but will remain connected within the VMR.



*You will be displayed a 'No one is sending video' message. Microphones and cameras will remain switched off.*

- l. If you disconnect and attempt to reconnect to the streaming VMR during a closed court session, you will be brought back to the VMR login page where you will need to re-enter your details.
- m. A message 'Waiting to be admitted to the call' will be displayed in the 'Waiting in lobby' area.
- n. Once the closed court session has ended you will be reconnected to the Courtroom by the Court-taker.
- o. You also have the option to access the VMR using your mobile phone. However, please note that when connecting via phone, your phone number will automatically appear as your user details in the VMR, and this number will be visible to other

remote observers. A display name cannot be used in this case.



*This image shows the view when the victim connects to the VMR using their mobile device.*

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### **If the VMR link stops working**

If the link disconnects, you can try reconnecting using the same link and passcode that was provided to you.

If you experience technical issues, such as trouble with your device or internet, try to restart your device. Unfortunately, court staff won't be able to help with personal technology problems during the session, but we recommend testing your setup in advance to avoid interruptions.

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For more information, you can refer to the Frequently Asked Questions on Court Remote Observation.

If you need information on Court Remote Participation, you can see it [here](#).

**For further assistance, please contact your Court Victim Advisor directly or via 0800 COURTS (0800 268 787).**