



Online Video Hearings User Guide

The following provides technical guidance so you can verify your device is compatible with the Microsoft Teams application and learn how to join an online video hearing.

Getting Started with Online Video Hearings

Due to the Coronavirus (COVID-19) pandemic, we are holding hearings remotely for the safety of the public and our employees.

You, and your representative if you have appointed one, have two remote options to have your hearing: by telephone or by online video using Microsoft Teams. Online video hearings allow hearing participants to easily and safely attend their hearing through live video on a computer, an Apple or Android tablet, or a mobile device equipped with:

- Speakers and a microphone
- Camera
- Internet connection

Before we schedule your hearing, you must complete and return the COVID-19 Public Health Emergency Hearing Agreement form indicating which hearing option you prefer. If you are comfortable with either telephone or online video hearings, indicate "I agree" on the form for both options and we will schedule your hearing for the option that will enable us to schedule it on the soonest available date.

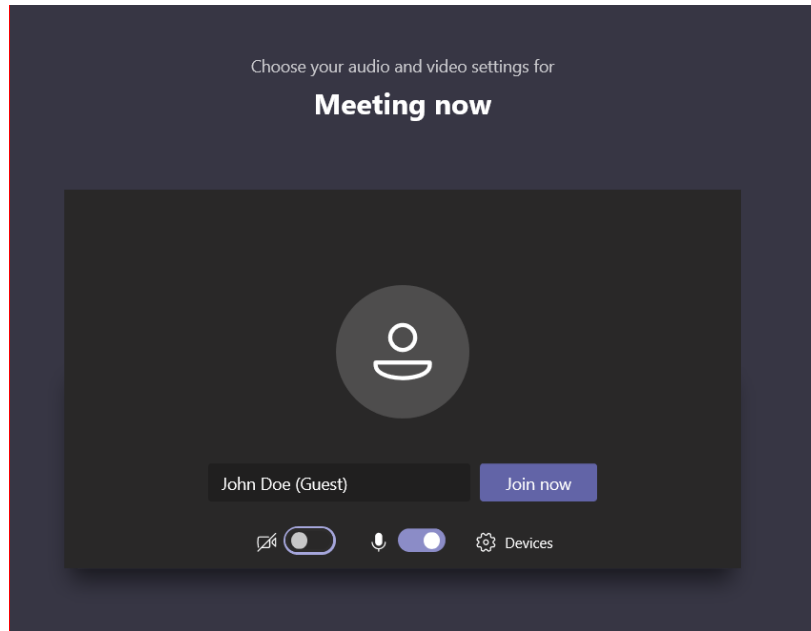
To be eligible for the online video hearing option, you will need access to email so we can connect you to the hearing. Once we have scheduled your hearing, you will receive an official notice from SSA confirming your online video hearing through postal mail. In addition, you will receive an email at the address you provided on the COVID-19 Public Health Emergency Hearing Agreement form. The email will be from @ssa.gov. We will also send an email reminder a few days before the hearing.

Testing Your Device

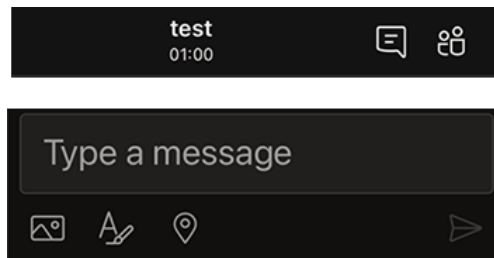
Depending on your device, you may need to download the Microsoft Teams application in advance. Select the link below to set up Microsoft Teams and test your connection to the Online Video Hearing Lobby (once you select the link, you will be presented with the options available for your device):

[Online Video Hearing Lobby](#)

When you have confirmed the device you will use for your online video hearing, you can test your camera and then proceed to enter the lobby by selecting **[Join now]**.



There is chat functionality available in MS Teams that will also be available during your hearing. However, please note that any messages in the chat will be viewable by all participants of the hearing.



You can end your test session by closing the meeting.

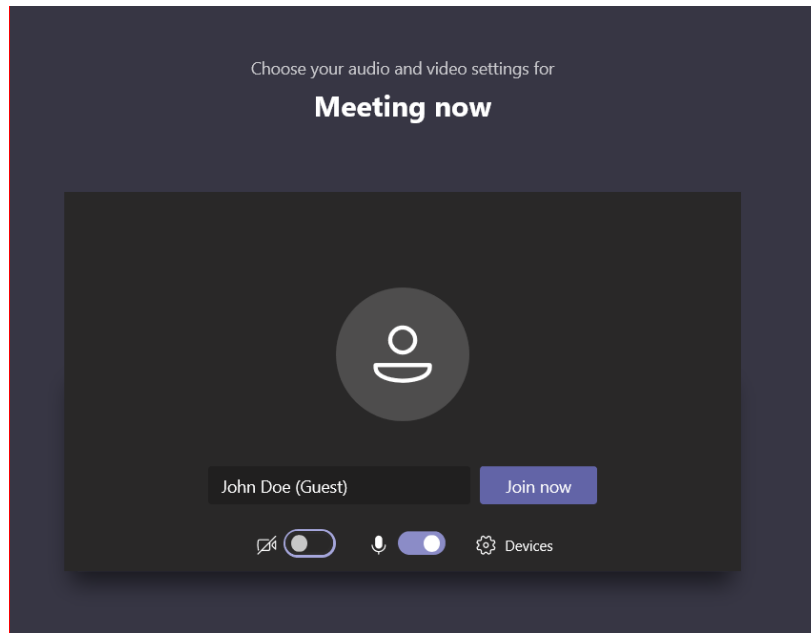
Joining Your Online Video Hearing

Before your hearing, the Hearing Office will send you an email with a link to the email address you provided on your COVID-19 Public Health Emergency Hearing Agreement form containing information that will allow you to access your online video hearing.

On the day of your scheduled online video hearing, you will select the link **[Click here to join your Online Video Hearing]** from the email sent by the Hearing Office. It is recommended you open this link at least 15 minutes before your hearing start time.

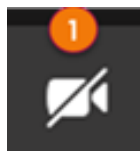
You must enter your full name (last, first) to be admitted into your Online Video Hearing.

Turn on your camera and microphone, then enter the lobby by selecting **[Join now]**.



During the online video hearing, you can use the following functions from the menu bar:

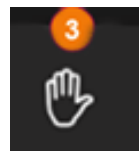
1. Turn the camera on
2. Turn the Microphone on
3. Raise your hand – if you have a question during the proceedings
4. Hang up



Camera Control



Microphone Control



Raise Hand Control

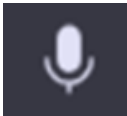


Hang-up Control

Troubleshooting

What can I do if I am having trouble with my audio?

If others are having trouble hearing you, check to make sure Microsoft Teams is unmuted.



Microphone Unmuted



Microphone Muted

If you are using a headset, make sure that it has a microphone and that the microphone is unmuted.

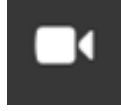
If you are having trouble hearing others, ensure your speakers are unmuted and the volume is up.

What can I do if I have been admitted to my hearing from the Lobby, but I am having trouble with my video?

Make sure that your video is turned on in Microsoft Teams. If you see a line through the video icon on your device, your video is currently turned off. Click or touch the camera icon to turn the video on.



Video Off



Video On

If your device has a camera cover, make sure you remove the cover before joining your online video hearing.