

Please note, each party has to schedule their appearance through Courtcall **24 hours prior to this setting**.

Also, please file proposed orders prior to your hearing date.

Every participant must set up his or her own appearance.

Effective September 23rd, 2020, Dallas County Court at Law Two will use CourtCall for all virtual court hearings.

Participants must visit www.courtcall.com to register **and** schedule their CourtCall appearance.

There are no fees to appear. All parties who have appropriately scheduled their virtual hearing will be provided a link by email on the CourtCall confirmation. A CourtCall appearance is voluntary and may be made without consent of the other party and the court continues to reserve the right to reject any request. You may also obtain additional information by calling the CourtCall at (888) 882-6878.

COMMON Q&A

COURTCALL

What is CourtCall?

CourtCall is a way appear virtually at a court hearing.

Who can use CourtCall?

Unless the judge says you must come to court in person, anyone can use CourtCall. You do not have to get permission from the other parties.

How do I sign up for CourtCall?

Please visit www.courtcall.com to register and schedule your virtual appearance.

How do I know if I'm signed up?

CourtCall will email you a Confirmation. The confirmation will include the date and time of your conference. Look for the CourtCall link in your confirmation email.

What if I don't get an emailed confirmation from CourtCall?

If by the day before your hearing, you have not received your confirmation, call CourtCall immediately: (888) 882-6878. You cannot participate in the conference if you don't have your confirmation.

What do I do when it's time to connect?

Call the toll-free number access code and pin on your confirmation 15 minutes before your conference time.

Click the link in the confirmation and follow the prompts to access video.

- You may be placed on hold until your case is called.
- If the Court does not join the call within 15 minutes after your scheduled conference, DO NOT hang up as the Court may join during that time. Contact CourtCall at: (888) 882-6878 for assistance.
- Do not hang up until you are given further instructions.

Tips for your conference call:

- Do not interrupt! The judge will tell you when it's your turn to speak. Or, if there is a pause, you can ask to speak.
- If you have a laptop or computer with web camera this is preferred!
- Do not speak until the judge officially calls your case.
- Stay calm and be courteous.

What if my hearing is postponed?

If your hearing is continued (postponed), notify CourtCall before the scheduled conference. If your hearing is continued at the time of your call, you will need to schedule a new CourtCall Appearance.

What if I have exhibits to present to the Court?

If you have exhibits, please email exhibits pre-marked numerically to the Court Reporter @ Robin.Washington@dallascounty.org.

You will also be able to screenshare your exhibits during your hearing.