

**COUNTY OF SANTA CLARA**  
**ASSESSMENT APPEALS BOARD**

**Remote Hearing Instructions for Attendees and Panelists**

1. Please use the following information to join the hearing as an attendee. Attendees will be able to listen to and view the proceedings. Applicants will be “called up” at the appropriate times by being changed to a Panelist, which will enable them to use their microphone and share a video feed. Applicants will then be returned to an Attendee at the end of their testimony.

**Note: All parties and witnesses are required to use their live video feed during the hearing.**

2. When entering the webinar, please be sure that your account/Zoom name clearly identifies you as follows: First Name, Last Name, Applicant or Agent/Attorney, and your appeal number.
3. At least three (3) business days prior to the hearing the Clerk will email you an invitation to the Zoom Webinar with the link and webinar ID number.
4. The Clerk will call each appeal hearing and invite all participants for that hearing to use the “Raise Hand” button (located at the bottom of the screen) to identify themselves. At that time, you will be promoted to a “Panelist” and will be able to participate via video and audio.
5. Please keep your video on at all times during your hearing, but leave your microphone muted when not speaking, so as to reduce background noise and interruption. Zoom hearings will be accessible to the public and will be recorded, so please conduct yourselves accordingly.
6. When your hearing has concluded, please click on “Leave Meeting” to exit Zoom, unless you are also scheduled for another hearing that day. In that case, the Clerk will move you back to “Attendee” until your next appeal is called.
7. **Please ensure that your Zoom software is updated to the current version, and that your video and audio are functioning prior to your hearing.** Make sure you are using a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. If you are experiencing technical difficulties on the day of your hearing that prevent you from participating, please notify the Clerk by calling (408) 828-1078. While the Board cannot provide technical support, you may request a postponement of your hearing to a later date due to difficulties in accessing the Zoom platform.

**ZOOM TRAINING:**

Should you have questions or need assistance on using the Zoom platform and its features, please review the video tutorials and trainings available here: <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-video-tutorials>