

IN THE UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF PENNSYLVANIA

**GUIDELINES FOR PARTICIPATING IN
ARBITRATION TRIALS CONDUCTED BY VIDEOCONFERENCE**

These Guidelines provide a basic introduction to using Microsoft Teams¹ as well as some general guidance about participating in an arbitration trial conducted by videoconference. Participants are reminded that they must review the Court's Standing Order dated October 5, 2020 and the Standing Procedural Order for Arbitrations Conducted by Videoconference, both of which are available at www.paed.uscourts.gov/services/arbitration.

Additional detailed instructions, including screen shots, for downloading and using Microsoft Teams are described in the Technical Guidelines for Using Microsoft Teams, which are also available at www.paed.uscourts.gov/services/arbitration.

Accessing Microsoft Teams

- If using a computer (PC or Mac), download the software for Microsoft Teams from <https://teams.microsoft.com/downloads>.
- If using a mobile device, download the Microsoft Teams App for either iOS or Android.

Please note: some versions of Microsoft Teams have additional features, or may not have all features, depending on the operating system or whether it is being used on a computer or mobile device. Downloading the software version, if possible, is recommended.

Using Microsoft Teams

The list below contains descriptions of the main features that could be used during an arbitration trial by videoconference. Additional information about these or other features can be found online.

- Gallery view
 - Generally, on a computer a maximum of nine participants at a time will be visible, and four at a time on a mobile device.

¹ These Guidelines are intended to provide an overview of Microsoft Teams features. The contents were accurate when posted but may not reflect all additional features or updates in the various available versions of Microsoft Teams that Microsoft subsequently added or updated. Checking the settings in the Microsoft Teams version being used may indicate the availability of new or updated features. Participants should consult Microsoft's online reference materials for the most current information.

- If an image is cropped or only shows part of the participant's screen, right click the image and select "fit to frame" to see the entire image. To see a close-up, right click and select "fill frame."
- Hover over an image to see the name of that participant.
- To always see a particular participant regardless of who is speaking, right click their image and select "pin". To un-pin the image, right click again and select "un-pin" (the icon is the same).
- Participant list
 - Hover over the screen to make a row of icons appear and click on the icon that looks like two people to show the participant list, which will indicate who is currently in the videoconference as well as who has not yet joined.
 - When a participant leaves the videoconference, their name will no longer appear in the list of current participants. The arbitrators will be able to verify that only those participants who are still supposed to be in the videoconference are connected.
 - Non-court users will have (Guest) after their name, and the host will have Organizer under their name.
 - The participant list has a box for "Invite Someone" that arbitrators or counsel can use to send the email invitation link to witnesses at the appropriate time. There is also an icon of chain links for "copy join info" that can be used to copy and paste the link to join the videoconference into an email.
- Chat function
 - Anything typed into the chat function can be viewed by everyone in the meeting. Currently there is no option to send a chat message to just one person.
 - To start a chat or view the chat window when using a computer, hover over the screen and select the icon that looks like a flag with two lines in it. If using a mobile device, tap the chat window in the upper-right-hand corner.
 - To remove a participant's access to the meeting notes or chat after the meeting has ended, they must be removed from the meeting after it is over.
 - To chat with just one person, minimize the meeting and chat with someone from your contacts; this will be possible if both people are using Outlook.
 - Documents can also be attached to the chat window, such as exhibits.
- Raise hand
 - On a computer, hover or click in the middle of the screen to bring up the toolbar and click the icon that looks like a hand. A hand icon will then appear next the name in the participant list. Remember to click the hand icon again to take the raised hand off manually, or it will continue to be shown next to the name in the participant list.
 - This feature is not currently available in the App for mobile devices.
- Enabling/Disabling Camera or Microphone
 - On a computer, hover or click in the middle of the screen to bring up the toolbar and click on the icon for the camera or microphone as needed. On a mobile device, tap the screen to bring up the toolbar and tap the appropriate icon.

- A diagonal line through the icon indicates that the camera is disabled or that the microphone is muted.
- Sharing Documents
 - Detailed instructions for sharing documents, such as exhibits, from your computer are available in Technical Guidelines for Using Microsoft Teams [http://156.122.93.99/documents/misc/Technical Guidelines for Using Microsoft Teams.pdf](http://156.122.93.99/documents/misc/Technical%20Guidelines%20for%20Using%20Microsoft%20Teams.pdf). **It is recommended that only the “Installed Version of Teams on Windows/MAC” be used for sharing documents in a Microsoft Teams Meeting in order to appropriately limit what files will be viewable by others.**
- Breakout Rooms
 - These are not currently available, but Microsoft has included this feature in its next release. These guidelines will be updated with instructions on the use of breakout rooms when that feature becomes available.
- Pursuant to the Court’s Standing Order dated October 5, 2020, no person may record the video or audio of the arbitration trial.

Joining and Participating in the Videoconference

- The arbitration clerks will send the invitations to the Teams meeting by email and initiate the videoconference, but they will not participate in the arbitration trial. They will remain on standby during the arbitration trial should the arbitrators require technical assistance.
- The meeting invite link will arrive by email. The link will have a meeting name with a link: [Join Microsoft Teams Meeting](#). You may have the option to join by phone depending on the license of the employee that created the meeting. Depending on your email provider, you may be able to add this meeting to your personal calendar and join from there.
- There are three options for joining the meeting: downloading the software if using a computer (recommended); joining from the web if using a computer; or downloading and joining from the Microsoft Teams app (if using a mobile device, this step is required).
- Arbitrators, counsel, and the parties will join the Teams meeting at the beginning of the videoconference and will remain in the videoconference until the arbitrators conclude the arbitration trial.
- Witnesses will not join the videoconference initially, but instead will receive an email from counsel or the unrepresented party calling them as a witness that will contain a link to join the Teams meeting once it is their turn to testify. Counsel and/or unrepresented parties are responsible for letting their clients and/or witnesses know that it will soon be their turn to testify and must call or text the witness to let them know that the email invitation will be coming soon. Arbitrators will determine when links to join the videoconference will be sent to each witness.
- To leave the Teams Meeting, click or tap your screen and click or tap the icon that looks like a red square with a telephone.

- Arbitrators will have to ability to use the Lobby feature, which allows them to select “yes” or “no” to readmit a participant’s reentry into the videoconference.

Additional Items Required for the Videoconference

- Counsel and unrepresented parties are responsible for creating a list with contact information for themselves and their witnesses, which should include telephone numbers and email addresses.
- Exhibits should be prepared ahead of time in a format that can be shared during the videoconference.

General Reminders

- Participation in the arbitration trial requires a quiet and private location.
- Appropriate attire for the arbitration trial is expected.
- Participants are reminded that if they need to step away from their device while connected to the videoconference, they should mute their microphone and turn off their camera until they are ready to resume participating.