

Best Practice Guide to using a CaseLines bundle in a virtual hearing

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Holding a virtual hearing requires judges and parties to agree a software to facilitate an audio or video link. There are a number of providers available including a standard telephone conference call, to Skype, Zoom, Microsoft Teams and Lifesize.

CaseLines court presentation tools have been designed to facilitate both physical and virtual hearings. The following guidelines will assist you in ensuring that your virtual hearings run smoothly, and the integrity and security of the bundle is maintained.

1. Prior to your hearing, ensure that all parties have been invited into the relevant case/hearing bundle in CaseLines.
2. Once you are in the online hearing you may minimize the meeting invite and open other applications such as CaseLines. You may maximize the CaseLines bundle to fill the screen and move round the bundle freely as usual.

IMPORTANT: If you are using online video conferencing facilities, DO NOT share any documents or your screen using the conferencing facility. All parties should be logged into the CaseLines eBundle using their own CaseLines account. This will ensure that parties can only view what they have permission to see.

You can now continue to use the CaseLines bundle as you would do in a physical hearing, taking notes, making annotations, navigating the bundle and when appropriate directing other parties to pages. The following guidelines will help you get the best from CaseLines in a virtual hearing environment:

Notes & Annotations

While parties looking at the bundle will all see the same documents each user is viewing their own version of the bundle so you may annotate this using the notes features as the meeting proceeds as normal. These notes are by default private to you. No changes to how you operate are required.

Page Direction

1. If you or other participants wish to refer to a specific page in the bundle, say for example 'A3'. you can go directly to this page in the bundle using find page in the notes tab. Enter the number A3 and hit enter to be instantly taken to this page.
2. If you wish to direct others to a page ensure you are on the required page, then in the find tab select **direct others to page**. You will see a notification, asking you to confirm that you want to direct others to this page. Select yes and others will receive a notification asking them to accept this direction. They will then be directed to that page. This will put a page direction notification on the screen of everyone who has access to the case and is looking at the review page at the time.

3. Others may wish to direct you to a page and can do so in the same way. Best practice is to ensure that Auto Page Direction is **not** switched on so that you will not move automatically.

Presenter Mode

An alternative method of guiding other people around the bundle is to use presenter mode. This can be useful if you wish to target your directions to specific people rather than everyone in the hearing.

1. Click on the Present Tab and click **Start Presentation** to enable you to become the presenter. A red border will appear around the review pane, indicating you are in presenter mode.
2. Ask other delegates to click on the Present tab and click **Follow Presenter** and choose your name. You will be able to see who's following you by the list of names showing at the top of the screen.
3. You can then guide people to specific pages and areas of a document, on their version of the bundle.
4. If you guide someone to a page with multimedia on it, they will still need to press the play button.

Multimedia Playback

CaseLines allows you to review multimedia evidence within the bundle. If reviewing multimedia evidence during a virtual hearing CaseLines recommends all users place their microphone on mute, review the multimedia and when ready unmute to carry on the hearing. In addition, CaseLines allows users to add time stamps to play from a specific time making it easy to view from the same point within a hearing.

Dual Panes

CaseLines lets you review two panes of evidence side by side in dual panes mode. As the two panes are independent of one another the feature allows you to navigate and annotate the bundle in one pane while allowing others to direct you in the second pane. To enter dual panes mode, click the **'Show an extra pane'** icon at the top right-hand corner of the document. A second pane will open with a duplicate of your current page. You can navigate around the bundle by clicking on the index or page button on your notes. When dual panes is active, an additional icon will appear at the top of each pane, index, review, notes, that will allow you to control which pane a particular document is shown on.

For further details on using dual panes follow this link:

<https://caselines.freshservice.com/a/solutions/articles/2000040337>