

DEPARTMENT OF INDUSTRIAL ACCIDENTS
VIRTUAL MEETINGS
FOR CONCILIATION, STATUS AND CONFERENCE MEETINGS
ATTORNEY INSTRUCTIONS



Revised April 29, 2021

Welcome to the Department of Industrial Accidents (DIA) VirtualQ Meeting system for Conciliations, Status Meetings and Conferences. The VirtualQ system is responsible for the organization of online meetings. Notices for scheduled conciliations and conferences will continue to be sent out six weeks in advance of the meeting.

On the evening prior to the scheduled meeting the link for the VirtualQ conciliation, status meeting or conference will appear on the Attorney Calendar. The attorney calendar is located on the Case Management System application tree. In addition to the case information on the attorney calendar there will be displayed a link to the VirtualQ. The displayed link is the connection for access to the VirtualQ system.

WHAT WILL I NEED TO PARTICIPATE IN THE VIRTUAL MEETING:

*You will need to have a log in account with the DIA. Make sure your account and password is active.

If you do **not** have login credentials/privileges, please complete and submit the attached form <http://www.mass.gov/lwd/workers-compensation/online-services/apply-for-a-dia-online-account.html>. **Please contact the IT help desk at (857-321-7302) for technical issues or login problems.**

*Cisco Webex Meeting Application. If you have not done so already, please download the application prior to attempting login into the meeting. To download the Webex Meeting Application Please visit <https://www.webex.com/downloads.html>.

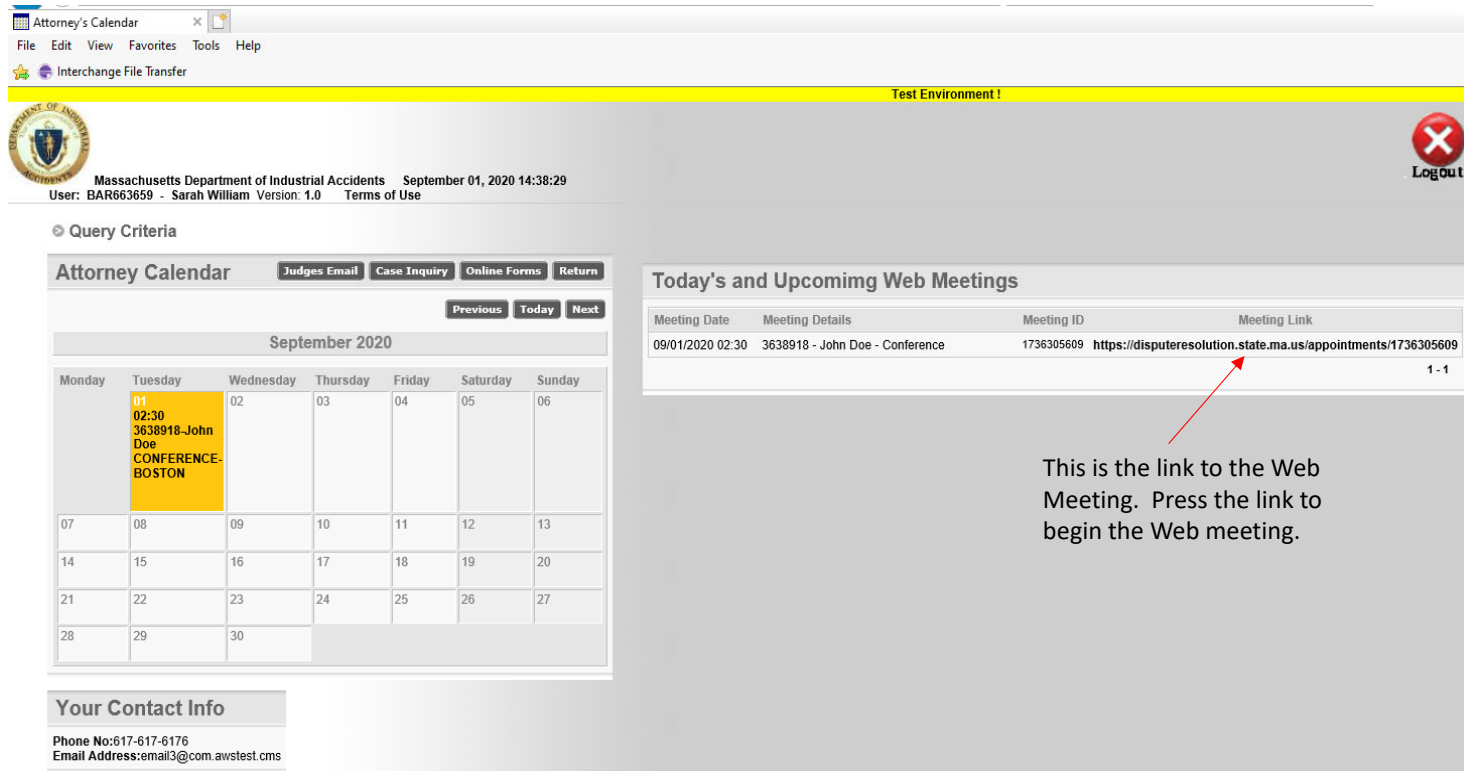
What is VIRTUALQ: It is an Application augmentation used to virtually organize, present and control the Department of Industrial Accidents (DIA) daily Conciliation, Status and Conference online meetings.

HOW DOES THE VIRTUALQ WORKS: It is a link based process used in conjunction with the DIA Case Management System. The evening prior (**approximately 2:00 P.M.**) to a scheduled meeting a link to the VirtualQ will be added to the attorney calendar. The link is located under the heading Today's and Upcoming Web Meetings. This link in a series of prompts grants access to the Administrative Judges and Conciliators virtual waiting room.

NOTE: The link to the meeting will be available on the attorney's calendar at approximately **2:00 P.M.** the day before the scheduled meeting. The link will be displayed and available **only** on the calendar of the attorneys of record . The system is based on two components: Web page and Webex application.

The link to the Virtual Meeting will only be displayed on the CMS calendar application of the attorney of record. It is the responsibility of the attorney of record to make the link available to any other attorney presenting on his/her behalf. Once the link has been established no other notices or notification of changes will be accommodated.

We strongly advise the downloading of the Webex Application prior to attempting to join a web meeting. This is **only** needed to be done **once**. To download the Webex Meeting Application Please visit <https://www.webex.com/downloads.html>



Attorney's Calendar

File Edit View Favorites Tools Help

Interchange File Transfer

Test Environment !

Logout

Massachusetts Department of Industrial Accidents September 01, 2020 14:38:29
User: BAR663659 - Sarah William Version: 1.0 Terms of Use

Query Criteria

Attorney Calendar Judges Email Case Inquiry Online Forms Return

Previous Today Next

September 2020

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	01 02:30 3638918-John Doe CONFERENCE-BOSTON	02	03	04	05	06
07	08	09	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Your Contact Info

Phone No: 617-617-6176
Email Address: email3@com.awstest.cms

Today's and Upcoming Web Meetings

Meeting Date	Meeting Details	Meeting ID	Meeting Link
09/01/2020 02:30	3638918 - John Doe - Conference	1736305609	https://disputeresolution.state.ma.us/appointments/1736305609

1 - 1

This is the link to the Web Meeting. Press the link to begin the Web meeting.

STEP 1 *USER'S AGREEMENT

'Use Terms' agreement. Please read and 'Agree' at the bottom of the page to move to the next page. Once you have clicked on the agree tab you will then be moved to the "Select Your Role page.

The screenshot shows a web browser window with the address bar displaying "disputeresolution.state.ma.us/terms?hearing_id=744". The page features the "Mass.gov" logo at the top left. A prominent red warning message states: "ACCEPTANCE OF THIS AGREEMENT IS MANDATORY. YOU WILL NOT PROCEED UNLESS 'I AGREE' IS CLICKED." Below this, a paragraph explains that the user is using the DIA VirtualQ website for Video Connect proceedings, which are governed by G.L. c. 152 and 452 CMR 1.00 et seq. The text emphasizes that the outcome of any proceeding and the rulings of any Administrative Judge or Administrative Law Judge are binding and carry the full weight and authority of the law. The page then lists two terms of use: "1. Users Agree to These Terms." and "2. Audio/Video recording is prohibited." The first term is followed by a detailed paragraph stating that the document contains terms of use for the DIA Video Connect website, that users agree to these terms by using the website, and that individual state agencies or other Commonwealth entities may have additional terms. It also advises users to review the DIA privacy policy for information on data collection and sharing.

Virtual Appointments

disputeresolution.state.ma.us/terms?hearing_id=744

Mass.gov

ACCEPTANCE OF THIS AGREEMENT IS MANDATORY. YOU WILL NOT PROCEED UNLESS "I AGREE" IS CLICKED.

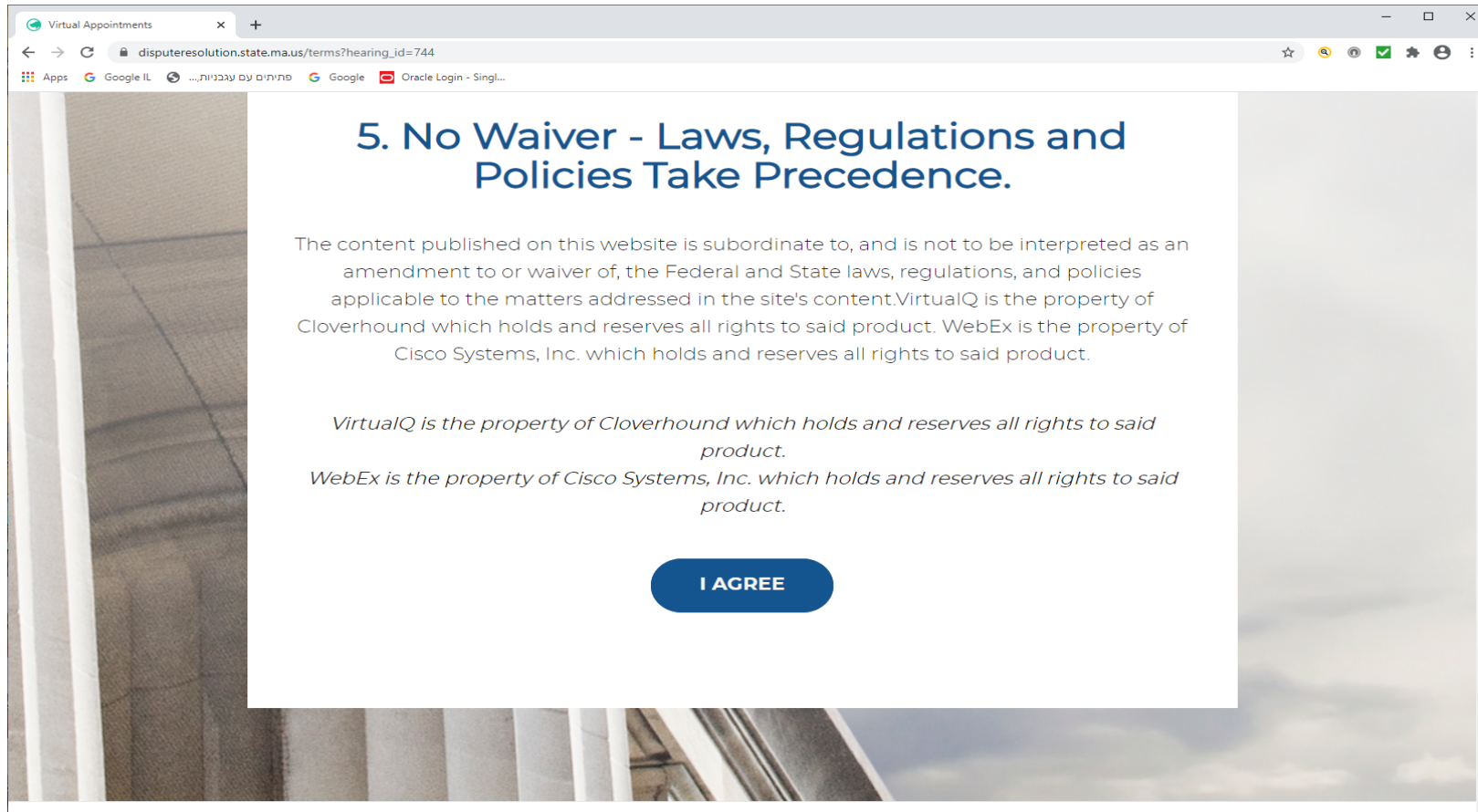
Thank you for using the Commonwealth of Massachusetts, Department of Industrial Accidents (DIA) VirtualQ website. Video Connect is used as a gateway to participate in WebEx™-based proceedings and or meetings with DIA Dispute Resolution staff. The proceedings conducted in this manner are in accordance with G.L. c. 152 and 452 CMR 1.00 et seq. The outcome of any proceeding and the rulings of any Administrative Judge or Administrative Law Judge are binding and carry the full weight and authority of the law.

1. Users Agree to These Terms.

This document contains terms of use for the DIA Video Connect website. By using the website you agree to these terms and conditions. Please note that individual state agencies or other Commonwealth entities may adopt additional terms of use that apply to specific Web-based transactions with those agencies or data posted on their websites. In addition, you should also review the DIA privacy policy to learn about information collected by the DIA, what that information is used for, and how it may be shared.

2. Audio/Video recording is prohibited.

*USERS AGREEMENT CONTINUED



Virtual Appointments

disputeresolution.state.ma.us/terms?hearing_id=744

Apps Google IL פתחים עם עגבניות, Google Oracle Login - Singl...

5. No Waiver - Laws, Regulations and Policies Take Precedence.

The content published on this website is subordinate to, and is not to be interpreted as an amendment to or waiver of, the Federal and State laws, regulations, and policies applicable to the matters addressed in the site's content. VirtualQ is the property of Cloverhound which holds and reserves all rights to said product. WebEx is the property of Cisco Systems, Inc. which holds and reserves all rights to said product.

VirtualQ is the property of Cloverhound which holds and reserves all rights to said product.

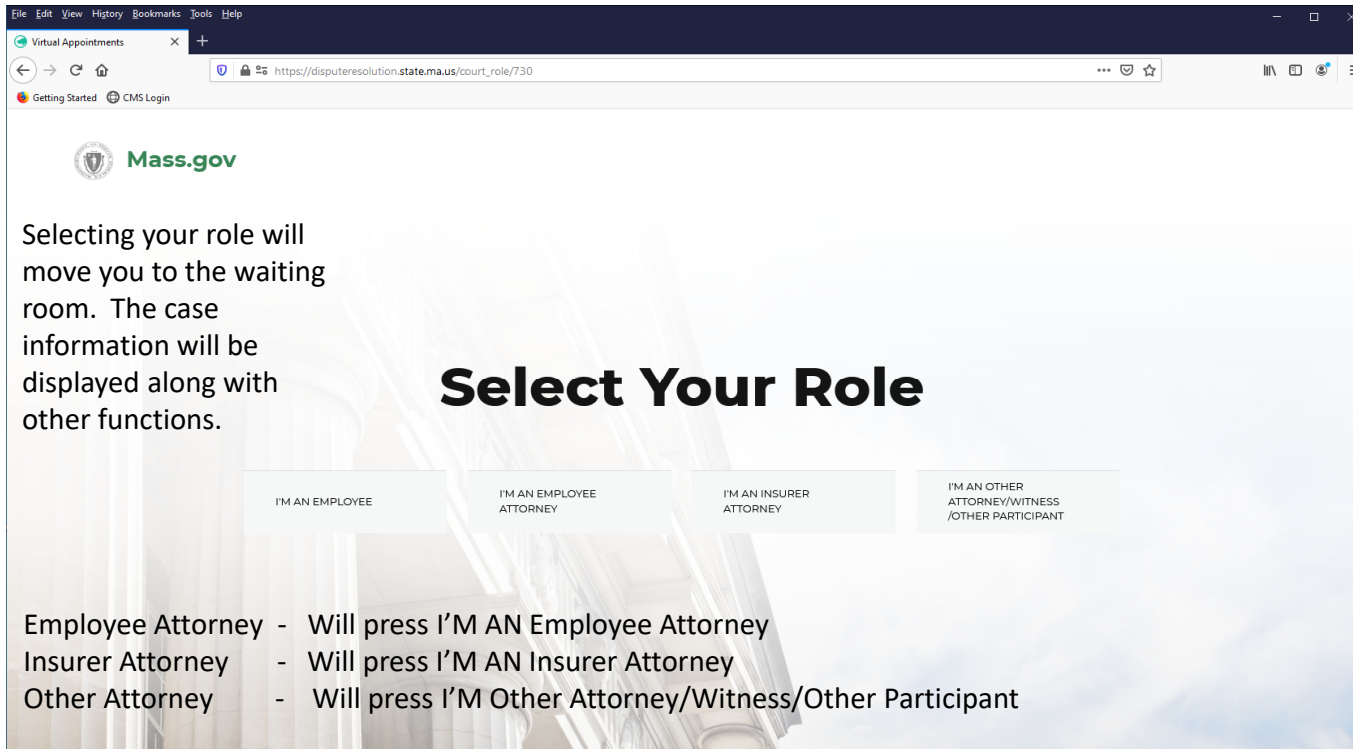
WebEx is the property of Cisco Systems, Inc. which holds and reserves all rights to said product.

I AGREE

Accepting the agreement is mandatory. You will not be able to proceed without clicking "I AGREE"

STEP 2 ROLE SELECTION

Select your role based on representative party.




File Edit View History Bookmarks Tools Help

Virtual Appointments

https://disputeresolution.state.ma.us/court_role/730

Getting Started CMS Login

 **Mass.gov**

Selecting your role will move you to the waiting room. The case information will be displayed along with other functions.

Select Your Role

I'M AN EMPLOYEE

I'M AN EMPLOYEE ATTORNEY

I'M AN INSURER ATTORNEY

I'M AN OTHER ATTORNEY/WITNESS /OTHER PARTICIPANT

Employee Attorney - Will press I'M AN Employee Attorney

Insurer Attorney - Will press I'M AN Insurer Attorney

Other Attorney - Will press I'M Other Attorney/Witness/Other Participant

STEP 3

WAITING ROOM
This message will display until the host judge/conciliator initiate the meeting.

You're all set,
Your meeting will start shortly.
You will be notified with a pop-up to enter your meeting.

ADD MEETING – Another scheduled meeting can be added here instead of returning to the attorney calendar to activate another meeting link. Copy the meeting ID from the web meeting list on the calendar. Paste the number in the meeting ID number field and click ADD MEETING.

ADD ATTENDEE - Press Add Attendee to add other persons that are in the office at time of the meeting.

Meeting Details
Press meeting ID link for meeting details

CHANGE ROLE - Role can be changed here: If role selected incorrectly at step 2. If changing role in another schedule meeting.

Mass.gov

Attorney/Representative JAMES FORCIER | My Status: AVAILABLE | EXIT

Add Another Meeting ID

Meeting ID Number

ADD MEETING

TIME	EMPLOYEE	MEETING ID	TOPIC	JUDGE	STATUS	ROLE	OPPOSING COUNSEL
6:30 PM	TAMMY MONTEIRO	1291144697	Conference	Yafa Rachmany-Arkin	NOT CALLED	Insurer Attorney	View

CHANGE ROLE **ADD ATTENDEE**

The representative party ROLE can be changed by clicking on CHANGE ROLE (see next slide)
For Meeting Details slide 11

EXPANDED VIEW OF OPTION TO CHANGE ROLE

Select 'Change Role' button next to the meeting to change your role and select the correct role from the drop down that is displayed. Reasons why you would want to change your role:

If you chose the wrong role by mistake .

If you added a meeting ID manually to your list and you have a different role for the other meeting.

The screenshot shows a web browser window with the URL https://disputeresolution.state.ma.us/attorney_lobby/4712?hearing_role=2. The page is titled "Virtual Appointments" and features the Mass.gov logo. A modal window titled "CHANGE ROLE" is open, prompting the user to "Select Your Role" from a dropdown menu. The dropdown currently shows "Insurer Attorney". Below the dropdown is a blue "SUBMIT" button. At the bottom of the modal, there is a "Need Help?" section with the text: "Please select if you are the Claimant Attorney, Carrier Attorney, or a Witness/Other Participant for this case." The background of the page shows a table with meeting details. The table has columns: TIME, EMPLOYEE, MEETING ID, TOPIC, JUDGE, STATUS, ROLE, OPPOSING COUNSEL, and actions (View, Change Role, Add Attendee). The first row of data shows a meeting at 2:30 PM by John Doe with Meeting ID T736305609, Topic Conference, Judge Yafa Rachmany-Arkin, Status TO BE RECALLED, and Role Insurer Attorney.

Virtual Appointments

https://disputeresolution.state.ma.us/attorney_lobby/4712?hearing_role=2

Mass.gov

INSURER ATTORNEY SARAH WILLIAM | My Status AVAILABLE | EXIT

CHANGE ROLE

Select Your Role

Insurer Attorney

SUBMIT

Need Help?

Please select if you are the Claimant Attorney, Carrier Attorney, or a Witness/Other Participant for this case.

Add Another Meeting ID

Meeting ID Number

ADD MEETING

TIME	EMPLOYEE	MEETING ID	TOPIC	JUDGE	STATUS	ROLE	OPPOSING COUNSEL	
2:30 PM	JOHN DOE	T736305609	Conference	Yafa Rachmany-Arkin	TO BE RECALLED	Insurer Attorney	View	CHANGE ROLE ADD ATTENDEE

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AWAY FROM MEETING

To temporarily change the status of availability for the meeting after checking in to 'Away From Meeting'. Press 'Available' on the top right corner of the page. Selecting 'Away' will display: **You will automatically be checked out of the meeting if the meeting is not activated in 15 minutes.** If you want to change your status back to available, click on **Return to Available**

The screenshot shows a web browser window with the URL https://disputeresolution.state.ma.us/attorney_lobby/4712?hearing_role=2. The page features the Mass.gov logo and a navigation bar with 'INSURER ATTORNEY SARAH WILLIAM', 'My Status', a dropdown menu currently set to 'AWAY', and an 'EXIT' button. A modal window titled 'AWAY FROM MEETING' is centered on the screen, displaying the following text: 'You are temporarily away from the waiting room. If you do not return in: 14 minutes 44 seconds you will be automatically checked out of your meetings.' Below this text is a blue button labeled 'RETURN TO AVAILABLE'. In the background, there is a section titled 'Add Another Meeting ID' with a text input field for 'Meeting ID Number' and an 'ADD MEETING' button. Below this is a table with columns: TIME, EMPLOYEE, MEETING ID, TOPIC, JUDGE, STATUS, ROLE, and CROSSING COUNSEL. The table contains one row with the following data: 2:30 PM, JOHN DOE, 1736305609, Conference, Yafa Rachmany-Arkin, TO BE RECALLED, Insurer Attorney, and a 'View' link. To the right of the table are buttons for 'CHANGE ROLE' and 'ADD ATTENDEE'. The footer of the page includes the text 'Made with ♥ by Cloverhound', '© 2020 CLOVERHOUND INC.', and a Twitter follow link.

Virtual Appointments

https://disputeresolution.state.ma.us/attorney_lobby/4712?hearing_role=2

Mass.gov

INSURER ATTORNEY SARAH WILLIAM | My Status | AWAY | EXIT

AWAY FROM MEETING

You are temporarily away from the waiting room. If you do not return in:

14 minutes 44 seconds

you will be automatically checked out of your meetings.

RETURN TO AVAILABLE

Add Another Meeting ID

Meeting ID Number

ADD MEETING

TIME	EMPLOYEE	MEETING ID	TOPIC	JUDGE	STATUS	ROLE	CROSSING COUNSEL
2:30 PM	JOHN DOE	1736305609	Conference	Yafa Rachmany-Arkin	TO BE RECALLED	Insurer Attorney	View

CHANGE ROLE | ADD ATTENDEE

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EXPANDED VIEW OF METTING DETAILS INFORMATION

The screenshot shows a web browser window with the URL https://disputeresolution.state.ma.us/attorney_lobby/4336?hearing_role=2. The page features the Mass.gov logo and a navigation bar with links like "Getting Started" and "CMS Login". A modal window titled "MEETING DETAILS" is open, displaying the following information:

Meeting ID:	1291144697
Meeting Time:	6:30 PM
Employee Name:	TAMMY MONTEIRO
Topic:	Conference
Meeting Status:	NOT CALLED

Below the table, a message states: "The status of any person you check in will be the same as your status." A blue button labeled "ADD ATTENDEE" is positioned at the bottom of the modal.

In the background, the main interface includes a section for "Add Another Meeting ID" with a text input for "Meeting ID Number" and an "ADD MEETING" button. Below this is a table listing meeting details:

TIME	EMPLOYEE	MEETING ID	TOPIC	JUDGE	STATUS	ROLE	ORGANIZING COUNSEL	
6:30 PM	TAMMY MONTEIRO	1291144697	Conference	Yafa Rachmany-Arkin	NOT CALLED	Insurer Attorney	View	CHANGE ROLE ADD ATTENDEE

The footer of the page includes the text "Made with ♥ by Cloverhound", "© 2020 CLOVERHOUND INC.", and a link to "FOLLOW US ON TWITTER".

Press Add Attendee to add other attendees' that are in the office, such as the employee or a witness. Adding an attendee can also be done from the page listing the meetings.

EXPANDED VIEW OF ADD ATTENDEE

The screenshot shows a web browser window with the URL `https://disputeresolution.state.ma.us/attorney_lobby/4336?hearing_role=2`. The page is titled "Virtual Appointments" and features the Mass.gov logo. A modal form titled "ADD ATTENDEE" is open, containing the following fields:

- First Name**: A text input field.
- Last Name**: A text input field.
- Role**: A dropdown menu with "Employee" selected.

Below the form fields, a red warning message states: "Attorneys should **only** be checking in attendees virtually if their claimant or witness is present in their office and appearing with them." At the bottom of the modal are two buttons: "SUBMIT" and "CLOSE".

In the background, a table lists meeting details:

TIME	EMPLOYEE	MEETING ID	TOPIC
6:30 PM	TAMMY MONTEIRO	129144697	Conference

At the bottom of the page, it says "Made with ♥ by Cloverhound" and "© 2020 CLOVERHOUND INC.".

Press Add Attendee to add other persons that are in the office. Adding an attendee can also be done from the page listing the meetings.

STEP 4 MEETING IS ABOUT TO BEGIN PAGE PROMPT

This message will be displayed when the host/adjudicator initiates the meeting. The meeting start dialog box will follow after twenty seconds.

Your meeting is about to begin.

Your meeting will begin within 20 seconds.

Add Another Meeting ID

Meeting ID Number

ADD MEETING

TIME	EMPLOYEE	MEETING ID	TOPIC	JUDGE	STATUS	ROLE	OPPOSING COUNSEL
6:30 PM	TAMMY MONTEIRO	1291144697	Conference	Yafa Rachmany-Arkin	CALLED	Insurer Attorney	View

CHANGE ROLE ADD ATTENDEE

Page 6 of 7 235 words

8:45 PM 8/7/2020

A tone will sound to indicate that the host has initiate the start of the meeting. The meeting started dialog box will appear.

Press **ENTER MEETING** - This will start the Webex application, depending on your browser you will be prompted to launch the Webex application (NEXT SLIDE).

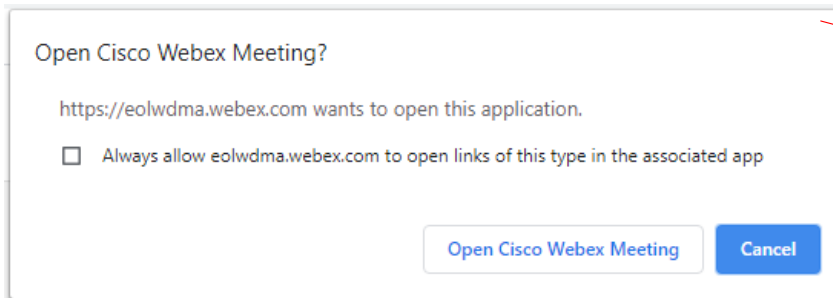
The screenshot shows a web browser window with the URL https://disputeresolution.state.ma.us/attorney_lobby/4712?hearing_role=2. The page features the Mass.gov logo and a 'Virtual Appointments' header. A modal titled 'MEETING STARTED' is displayed in the center, containing the following text: 'Click Enter Meeting to launch your meeting in the Webex application (video and audio):'. Below this is a green 'ENTER MEETING' button. Further down, it lists 'Call In Number (audio only): 1-408-418-9388' and 'Access Code: 1736305609 #'. A red arrow points from a red-bordered box containing the text 'Dialing in information to use your telephone.' to the call-in number. The background of the page shows a 'Your meeting will begin in 24 seconds' countdown and a table of appointments.

TIME	EMPLOYEE	MEETING ID	TORIC	JUDGE	STATUS	ROLE	OPPOSING COUNSEL
2:30 PM	JOHN DOE	1736305609	Conference	Yafa Rachmany-Arkin	CALLED	Insurer Attorney	View

At the bottom of the page, there is a footer with 'Made with by Cloverhound', '© 2020 CLOVERHOUND INC.', and 'FOLLOW US ON TWITTER'.

If after launching the Webex application, there is no audio capability on your device (the judge cannot hear you). You can always join by telephone: Go back to **ENTER MEETING as shown above** to locate the Dial-in option information. To listen and participate in the scheduled meeting.

STEP 5 Opening Cisco Webex Meeting WITH GOOGLE OR FIREFOX

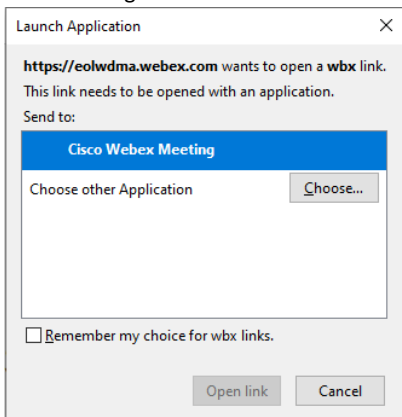


Sample:

Application Launched using (Google Chrome Browser). Checking the box (Always allow eolwdma.Webex.com to open links of this type in the Associated app) initially will help with the opening of future Webex Meetings.

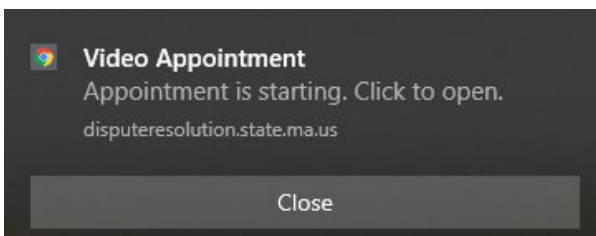
Click on Open Cisco Webex Meeting.

Launch using FireFox



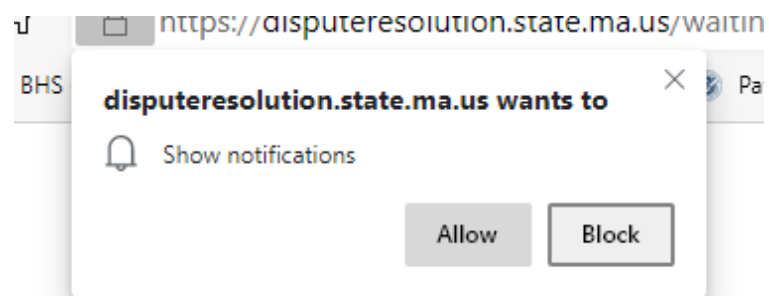
Sample: Launch of Cisco Webex Meeting application using FireFox Browser. Check the box and click open link to skip this step in the future.

This is another option that might be received to allow the launch of WebEx application




Once the Webex application is launched - Select 'Join Meeting'.

If you receive this message - - press 'Allow'





Press the video button to begin the session if it's not already on. Click Join Meeting to start the meeting.



 Cisco Webex Meetings ? ×




Appointment: JOHN D (02434c)

2:30 PM - 10:30 PM

INS Rep - GARRETT HARRIS 



Join Meeting

 Use video system |  Use computer for audio ▼ |  Realtek High Definition A...

Attorney -
Getting Ready for your Conciliation, Status or Conference meeting:

When	What
Now – or the Day Before the meeting	<ol style="list-style-type: none"> 1. Make sure you have the recommended browsers and their latest version as noted in appendix A 2. Make sure you have WebEx installed as noted in appendix A 3. Make sure you can login to CMS with your credentials 4. For conferences - If you are an employee attorney – contact the employee to make sure they do the same as step 1-3 Let the employee know to be ready for the meeting link – the evening before the meeting or the day of the meeting.
Conferences - evening before the meeting OR the day of the meeting (at least 15 minutes before)	<ol style="list-style-type: none"> 1. For Conferences – if you are an employee attorney, login to CMS to obtain the meeting link and provide it to the employee.
15 minutes before the meeting time	<ol style="list-style-type: none"> 1. Open the supported browser 2. Login to CMS 3. Click on the Link to check-in as detailed in the Attorney instructions.












DIA VirtualQ

DO NOW:

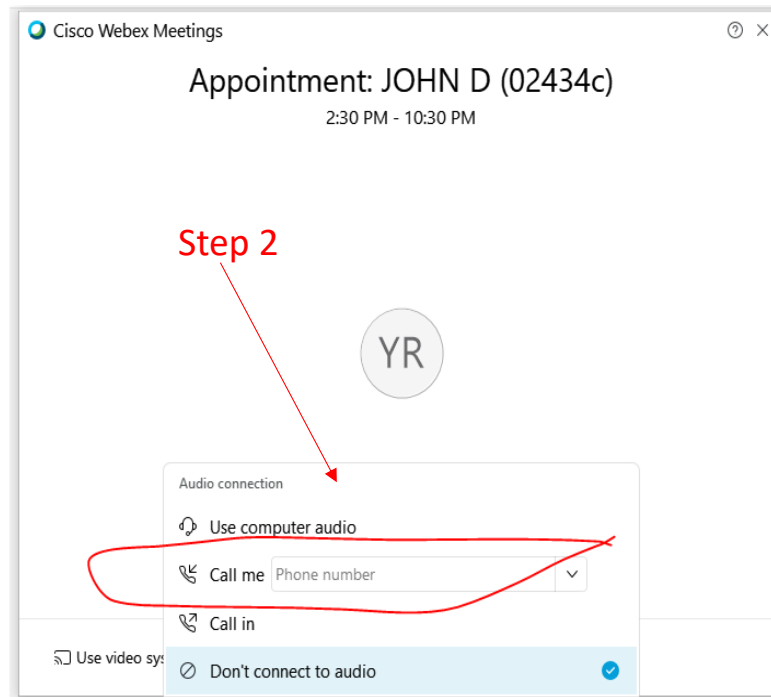
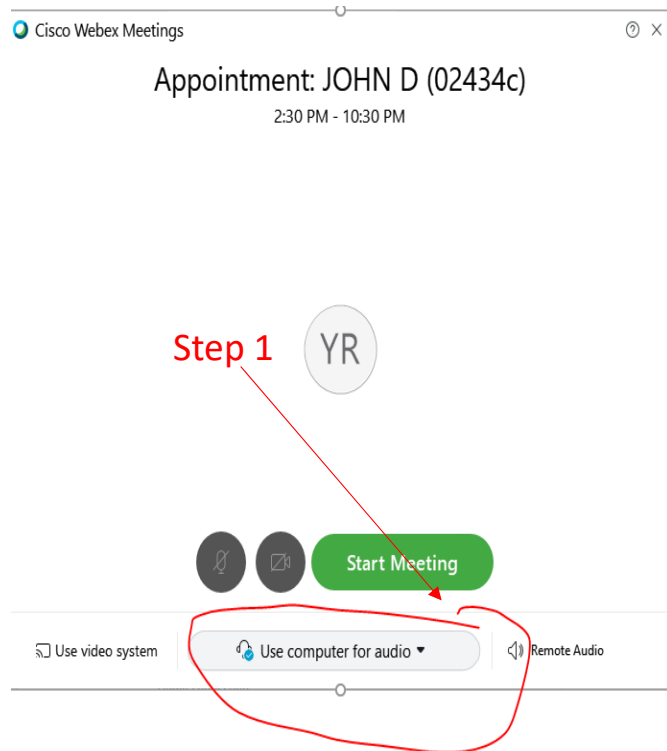
Check your browser

Download WebEx

<u>BROWSER</u>	<p>If you are using a Desktop Computer:</p> <p>The VirtualQ will only work with the latest versions of Google Chrome, Firefox, Microsoft Edge and for MAC – the MAC OS versions of Google Chrome, Firefox, Edge and Safari:</p> <p>OK – LATEST VERSION</p> <div></div> <p>- for MAC in addition can use </p> <p>NOT OK - It will not work with</p> <div></div> <p>Mobile Devices –</p> <p>Please make sure you have the latest versions of:</p> <p>Google Chrome, Microsoft Edge (Chromium), Firefox Apps or Safari - already installed on your device. Please check for updates and update the apps if they are already installed.</p> <p>Native browsers on mobile devices will not work.</p>
<u>WebEx Meetings</u>	<p>MUST download before</p> <div></div> <p>PC - https://www.webex.com/downloads.html and choose WebEx Meetings</p> <p>Mobile Devices -</p> <div></div>

If not using computer for audio, then:

When you get the Webex screen below - click on the circled drop down and choose 'call me at' – as shown in the second print screen and enter the phone number to call you, it will call you, answer and then follow the direction to press 1 to connected to the meeting



Slide 20

PD(1

Pierre, Deborah (DIA), 10/8/2020