

大流行性失业援助 (PUA)

间接电脑上上诉指南 (Virtual Hearing)

失业局 (DUA) 为大流行性失业援助 (PUA) 提供间接电脑上上诉. 通过这种上诉, 申诉者的律师/代表和证人可以使用个人电脑或智能手机在线参加. 有资格参加间接电脑上上诉的 PUA 申诉者将会收到正式的 PUA 上诉通知和失业局的电邮间接电脑上上诉确认. 电邮中包含上诉的详细信息以及有关说明如何加入他们的间接电脑上上诉. 您可以在本指南中找到其他说明关于间接电脑上上诉的信息.

要作为申诉者参加您的间接电脑上上诉, 你必须:

1. 已收到正式的 PUA 上诉通知-电脑上上诉确认电邮
2. 在您的上诉前至少 48 小时准备和测试系统
3. 仔细阅读这里的内容和在您的 PUA 间接电脑上上诉通知的说明

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间接电脑上上诉通知

间接电脑上上诉通知

您会在您的 [PUA 帐户中](#) 看到间接电脑上上诉通, 并根据您帐户的通信喜好寄出或电邮给您。

PUA 间接电脑上上诉通知包含以下关键信息:

1. **上诉日期和时间** - 你必须确保 5-10 分钟之前加入。
2. **问题类型和将解决的问题** - 问题分类影响你的 PUA 要求。
3. **法律引文** - 麻省一般与该问题有关的法律语言。
4. **要求 ID 号码** - 标识您的 PUA 帐户要求号码。
5. **问题 ID 号码** - 标识您的帐户中上诉要解决的特定问题号码。
6. **信件 ID 号码** - 标识您的 PUA 上诉信件号码。
7. **问题日期** - 在您的 PUA 要求中发现问题的日期。
8. **判定日期** - 当失业局决定审理问题日期。
9. **间接电脑上上诉说明** - 在 PUA 上诉通知的结尾处, 您会找到有关准备和上诉的补充说明 (类似于本网页上的内容)。



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

7 Issue Date:
6 Letter ID:
4 Claim ID:

PUA NOTICE OF HEARING – VIRTUAL

2 [Issue Type]

Important: The Department of Unemployment Assistance (DUA) has scheduled a hearing on your appeal. Please read the attached Notice of Hearing carefully.

The attached Notice of Hearing provides you:

- Notice of the time and date of your hearing;
- The location of your hearing. If by telephone or video, call-in instructions;
- Summary of the issue(s) being appealed; and
- Guidance on the hearing procedures, including your right to have an attorney with you at the hearing.

Next steps:

1. Prepare for your hearing:

DUA offers the following tips for preparing for your hearing:

- Read the Notice of Hearing notice carefully.
- Gather any documents that you need to prove your case. Depending on the issue in your case, you might need:
 - Identity documents, including your driver's license or state ID, passport, and social security card;
 - Wage records, including 1099 forms, pay stubs, and bank statements;
 - Attendance or personnel records; or
 - Relevant medical records.
- If your hearing will be conducted by phone, submit copies to the Hearings Department before your hearing.
- If you plan to have witnesses testify on your behalf, you should identify and contact them as early as possible to request their participation at the hearing.
- The scheduled hearing will most likely be your only chance to present your case.

2. Attend your hearing:

It is important that you participate in any scheduled hearing as the hearing will result in a new decision on your eligibility. If you fail to attend, your appeal will be dismissed.

3. After your hearing:

The person in charge of the hearing (the review examiner) will determine whether or not you are eligible to receive benefits. The Hearings Department makes every effort to send the

written decision of the review examiner within 2-4 weeks after the hearing is over. When the decision is made, you will be sent a written decision either electronically or by U.S. Mail, based on the method you selected.

If you disagree with the review examiner's decision, you may appeal to the Board of Review. Instructions for appealing to the Board of Review will be included with your decision.

Additional Information:

For additional information, please visit <https://www.mass.gov/how-to/appeal-your-unemployment-benefits-decision>

4 CLAIM ID:
5 ISSUE ID:
8 Determination Date:
A virtual hearing is scheduled for the following date and time:
1 Date:
To participate in the virtual hearing, you must attend the hearing online through our Virtual Hearing Center. The virtual hearing confirmation, which includes your hearing number, date, time, and link to log in, will be sent to you separately via email from noreply@mass.gov. Prior to your hearing, you should complete the following steps to ensure a smooth hearing (more detailed instructions can be found at the end of this notice):

1. Go to the DUA's virtual hearings website <https://www.mass.gov/unemployment-virtual-hearings> to learn what you will need to join the hearing online.
2. It is highly recommended to test 48 hours in advance that you can access the Virtual Hearing Center (you can navigate to and open <https://duahearings.state.ma.us/>) and that you are able to join a WebEx meeting from the device you plan to use (can be done at <https://www.webex.com/test-meeting.html>).
3. If you have not received your hearing confirmation email, please be sure to check your email's spam or junk box. If you still have not received the hearing confirmation email or if you are unable to connect to the Virtual Hearing Center, please call [telephone number] as soon as possible.

Postponement Requests must be made before the deadline date [DATE]. Postponements will be granted only for good cause. Requests made after the deadline will not be granted except for emergency. To request a postponement, call [telephone number].

To submit documents for your online hearing (this must be done for any documents you intend to present during the hearing):

1. Go to <https://ui-cares-act.mass.gov/PUA/> and log in to your account.
2. Click the **More** tab, and then click the **Upload Additional Documents for Hearing** hyperlink.
3. Please follow the provided instructions for uploading documents. Make sure to click the **Submit** button when you are done.

If you are unable to submit your documents online, you must submit them immediately by mail to:
[Regional Office Contact Info]

2 Issues to be Heard:
[Insert type of issue]

3 Citation of Law:
[Insert statutory section at issue]

The hearing will be held in accordance with the provisions of Massachusetts General Laws Chapter 151A, Section 39, Chapter 30A, and the Standard Rules of Practice and Procedure, 801 CMR 1.02 and 1.03 (Informal/Fair Hearings Rules)

Because credibility may be at issue in this case, the parties are advised to participate in this hearing in order to offer direct testimony. You may participate in the hearing on your own behalf, or you may be represented by an agent, counsel or advocate.

If you fail to appear within ten minutes of the hearing time, your appeal will be dismissed. You will receive a notice of dismissal. You may reply to the notice of dismissal with your reason for being late. If it is determined that your reason for failing to appear constitutes good cause, your hearing will be rescheduled.

If you need an interpreter, please notify us if you have not done so already. Call [regional office] as soon as possible.

If you have a disability, you may request reasonable accommodations. Call [regional office].

If you are hearing impaired and require assistance, call 711 for TDD.

In case of severe weather in Massachusetts, please call [regional office] to learn if your hearing will proceed as scheduled.

9 Virtual Hearing Instructions:

Please test your ability to connect to the virtual hearing at least 48 hours before your scheduled hearing

Confirm that you are able to navigate to and open the Virtual Hearings Center at <https://duahearings.state.ma.us/>. You can use the latest MS Edge, Chrome, Firefox, and Safari internet browsers (Internet Explorer is not supported).

The DUA Virtual Hearings Center uses Cisco WebEx to host the hearing. You will need to download the free Cisco WebEx Meetings application prior to your hearing date. You can download this application here: <https://www.webex.com/downloads.html>

Please also test that you are able to join a WebEx virtual meeting before your scheduled hearing. You can do this by going to <https://www.webex.com/test-meeting.html> using the device you plan to use to join your virtual hearing (desktop computer, laptop computer, or smartphone) and follow the on-screen instructions. If you have any issues you can find additional instructions for this test here: <https://help.webex.com/en-us/nit26w/Webex-Meetings-Join-a-Test-Meeting>.

You are allowed to check-in for your hearing up to 15 minutes prior to the scheduled hearing time. If you try to join your hearing more than 15 minutes before the scheduled time, you will receive an error message saying: "You may only check in 15 minutes before the scheduled hearing time."

To participate in your virtual hearing, please follow these steps:

- 1) Please log in 5-10 minutes before your scheduled hearing time. To do so, click on the link provided in the hearing confirmation email or reminder email sent from noreply@mass.gov. You can also go to <https://duahearings.state.ma.us/> and enter your Hearing ID number.

间接电脑上上诉通知电邮

noreply@mass.gov 将发送间接电脑上上诉通知到您的 PUA 帐户关联电邮地址。

它包含以下关键信息：

1. **上诉日期和时间** - 你必须确保 5-10 分钟之前加入。
2. **上诉 ID 编号** - 标识您的上诉编号, 您可以在间接电脑上上诉中心 [Virtual Hearing Center](#) 处输入这个编号来参加您的间接电脑上上诉)。
3. **进入上诉链接** - 直接链接参加您的上诉 (按这个链接允许您取消输入您的上诉 ID 编号在间接电脑上上诉中心 [Virtual Hearing Center](#))

*您的上诉 ID 编号和/或参加上诉链接应该只分享给有关人士(例如：证人或法律代表, 如果您选择包括他们)



Mass.gov

Hearing Confirmation

You have a virtual unemployment hearing with the Massachusetts Department of Unemployment Assistance. This notice provides the login details needed to join your hearing. We have also sent a formal Notice of Virtual Hearing containing an explanation of the issues to be heard and instructions on how to join.

If you have not received your Notice of Virtual Hearing or you feel you are receiving this confirmation in error, please call as soon as possible.

Additional instructions on how to join your virtual hearing can be found at <https://www.mass.gov/unemployment-virtual-hearings>

Your hearing details are below:

- 1 **Date/Time** Friday, Oct 16 11:00 AM EDT
- 2 **Hearing ID:** 1735302791
- 3 **Hearing Access** <https://duahearings.state.ma.us/appointments/1735302791>

Check in with your phone number, Hearing ID or email address.

*Please do not share your Hearing ID number with anyone you do not intend to join your hearing (witness or legal representation, should you choose to include them).

如果您收到了 PUA 上诉通知, 但您未收到确认电邮, 请您完成以下步骤:

1. 搜索您的电邮收件箱和垃圾箱文件夹 (Trash folder) 查找从 noreply@mass.gov 发送的消息
2. 搜索您的垃圾邮件 (Junk folder) 或垃圾邮件文件夹 (Spam folder) 查找从 noreply@mass.gov 发送的消息
3. 如果您仍然没有找到您的确认邮件, 请致电在你的 PUA 通知中所列的上诉办公室电话号码.

准备和测试系统

系统需求

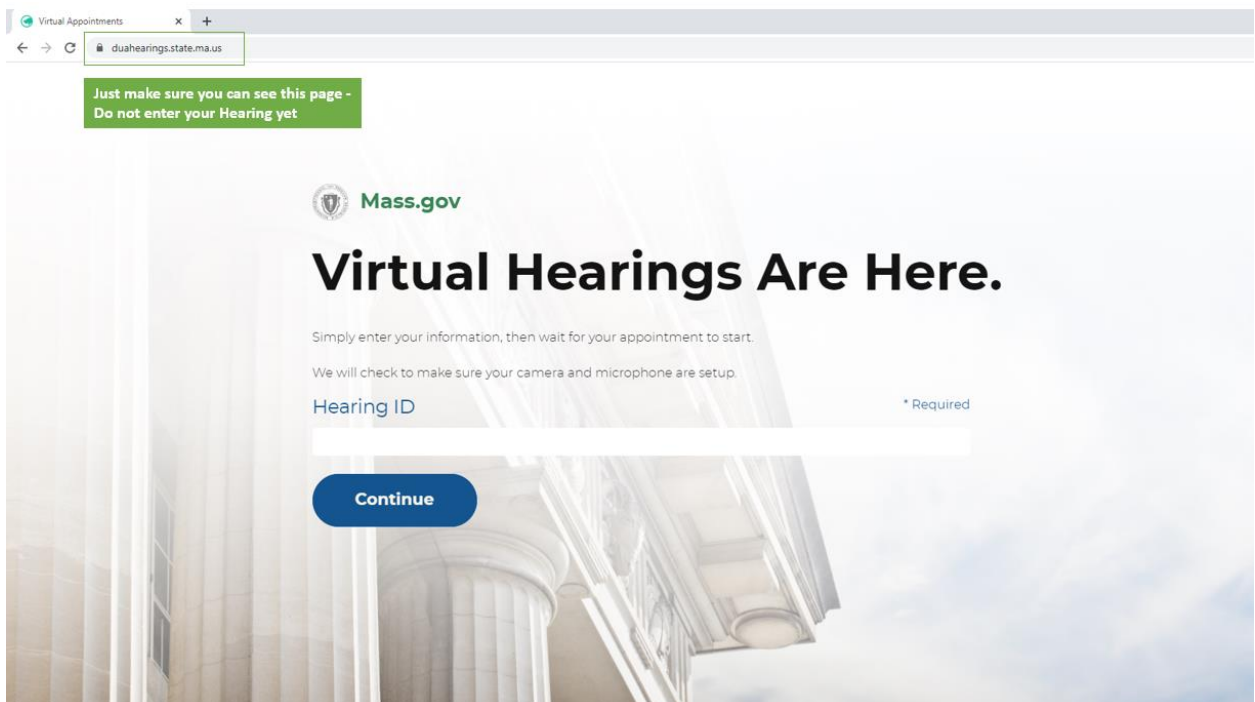
要参加间接电脑上上诉, 您必须:

- 有一台个人电脑或带相机的智能手机支持视频聊天
- 可靠, 稳定的互联网 Internet 连接 (建议至少每秒 1-1.5 兆位)
- 使用支持的互联网浏览器:
 - Chrome Version 65 or newer - [Update/download Google Chrome](#)
 - Firefox Version 52 or newer - [Update/download Firefox](#)
 - Microsoft Edge Version 86 or newer - [Update/download Microsoft Edge](#)
 - Safari Version 10 or newer - [Update/download Safari](#)
- 关闭电脑或智能手机上的 sleep/standby mode :
 - Sleep/standby mode 通常可以在设备设置中(device setting)找到
 - 请勿将手机设定为请勿打扰 "Do not disturb" 或使用类似的功能在互联网浏览器

测试您的系统

请至少在安排上诉前 48 小时完成以下三个步骤准备和测试您的系统. 如果遇到任何问题, 马上打电话给办公室.

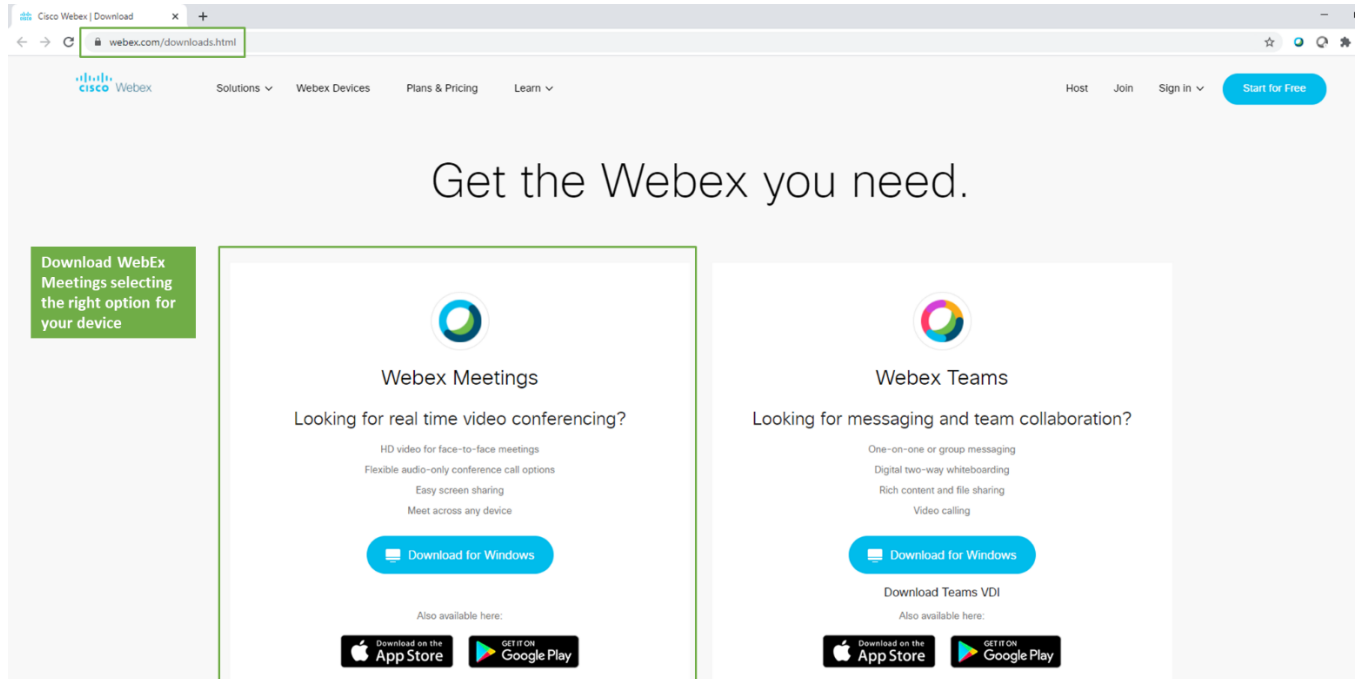
- 确认您可以使用并打开间接电脑上上诉中心 [Virtual Hearing Center](#) (您将无法办理报到手续 48 小时之前)
- 确保您使用最新的 MS Edge, Chrome, Firefox, or Safari internet browser (不建议使用 Internet Explorer)
- 您可以在安排上诉时间 15 分钟之前办理报到手续, 否则您将收到一条错误消息, 内容显示: “您只能在安排上诉时间前 15 分钟进入”



1) 失业局间接电脑上上诉中心使用 Cisco WebEx 举行上诉. 您将需要下载免费的 Cisco WebEx Meetings 应用程序在您打算使用的电脑:

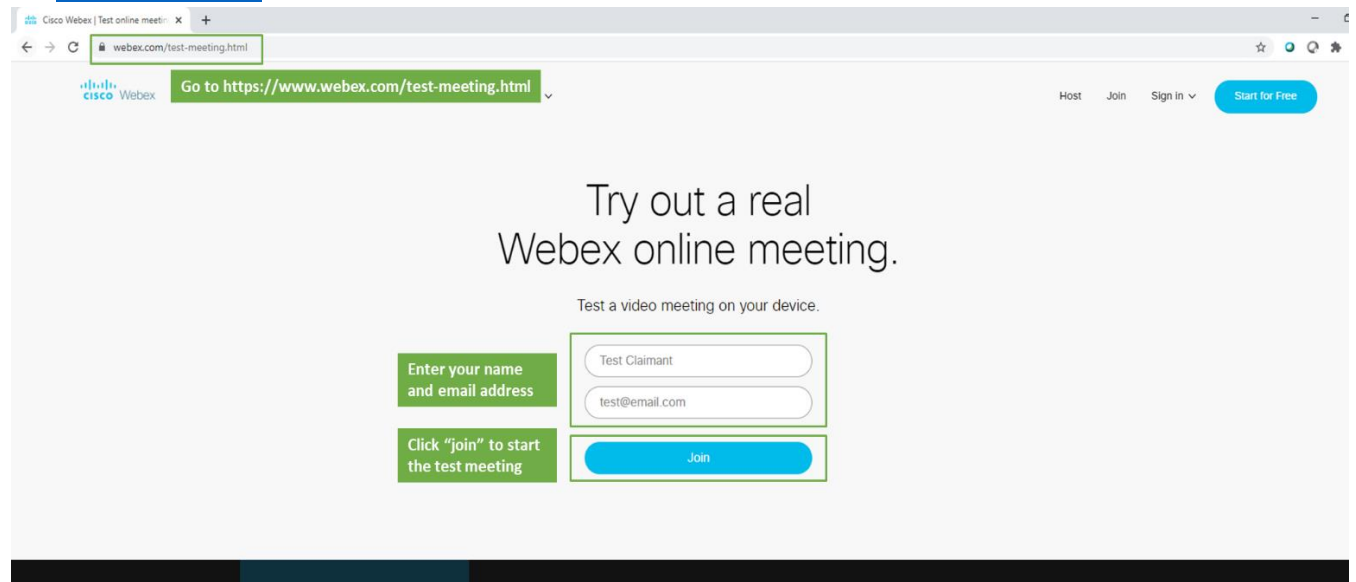
- WebEx Meetings application 给 [Windows computers & devices](#)

- WebEx Meetings application 给 [Apple computers & devices](#)
 - WebEx Meetings application 给 [Google computers & devices](#)
- 附加说明包含在本节中“Downloading WebEx” 下面 [\[link to section\]](#).



2) 下载完 WebEx Meetings 应用程序后, 请确认您可以使用 [WebEx Test Meeting](#).

如果在测试过程中遇到问题, 可以在以下位置找到其他说明和支持. [WebEx' s Test Meeting Support Center](#)




参加您的间接电脑上上诉 - 申诉者


以申诉者参加您的上诉, 请按照以下步骤进行.

如果您有一名证人[链接到这个部分]或代表 [链接到这个部分], 请同时阅读这些部分中的说明. 您必须通知失业局如果您打算有代表. 你只需要打显示在您上诉信中的电话给上诉办公室.

1. 请在您预定的上诉时间前 5-10 分钟登入. 您只需要在确认电邮 noreply@mass.gov 中提供的链接按一下, 这样你就可以登入了. 你也可以去 [Virtual Hearing Center](#) 然后输入您的上诉 ID 编号.
- 为了使用任何电脑上参加上诉, 您要确保已经下载了免费的 [Cisco WebEx application](#).
- 您要确保在安静, 没有分心的地方执行您的上诉, 虽然上诉是间接电脑上但仍然是一个正式的法律程序.

 **noreply@mass.gov**
to me ▾

10:49 AM (0 minutes ago) ☆ ↶ ⋮

 **Mass.gov**

Hearing Confirmation

You have a virtual unemployment hearing with the Massachusetts Department of Unemployment Assistance. This notice provides the login details needed to join your virtual hearing. You have also been sent a formal Notice of Virtual Hearing containing an explanation of the issues to be heard and instructions on how to join.

If you have not received your Notice of Virtual Hearing or you feel you are receiving this confirmation in error, please call as soon as possible.

Additional instructions on how to join your virtual hearing can be found at <https://www.mass.gov/unemployment-virtual-hearings>

Your hearing details are below:

Date/Time Friday, Oct 16 11:00 AM EDT

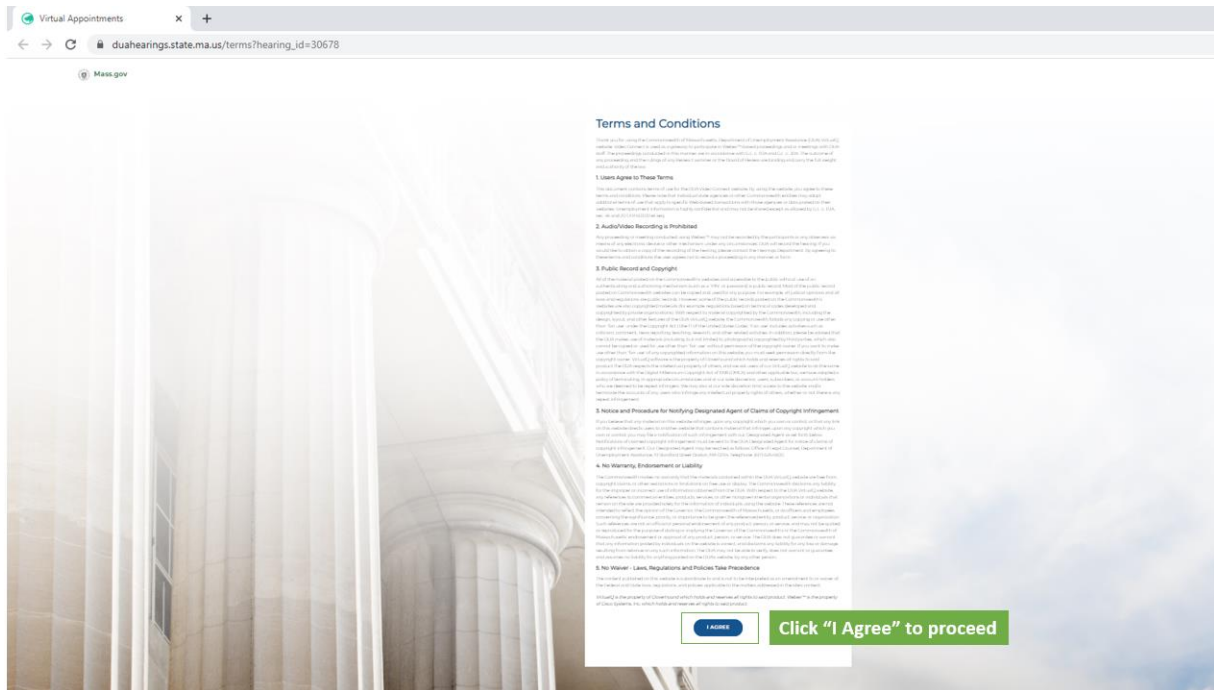
Hearing ID: 1735302791

Hearing Access: <https://duahearings.state.ma.us/appointments/1735302791> [Click this link to join your virtual hearing](#)

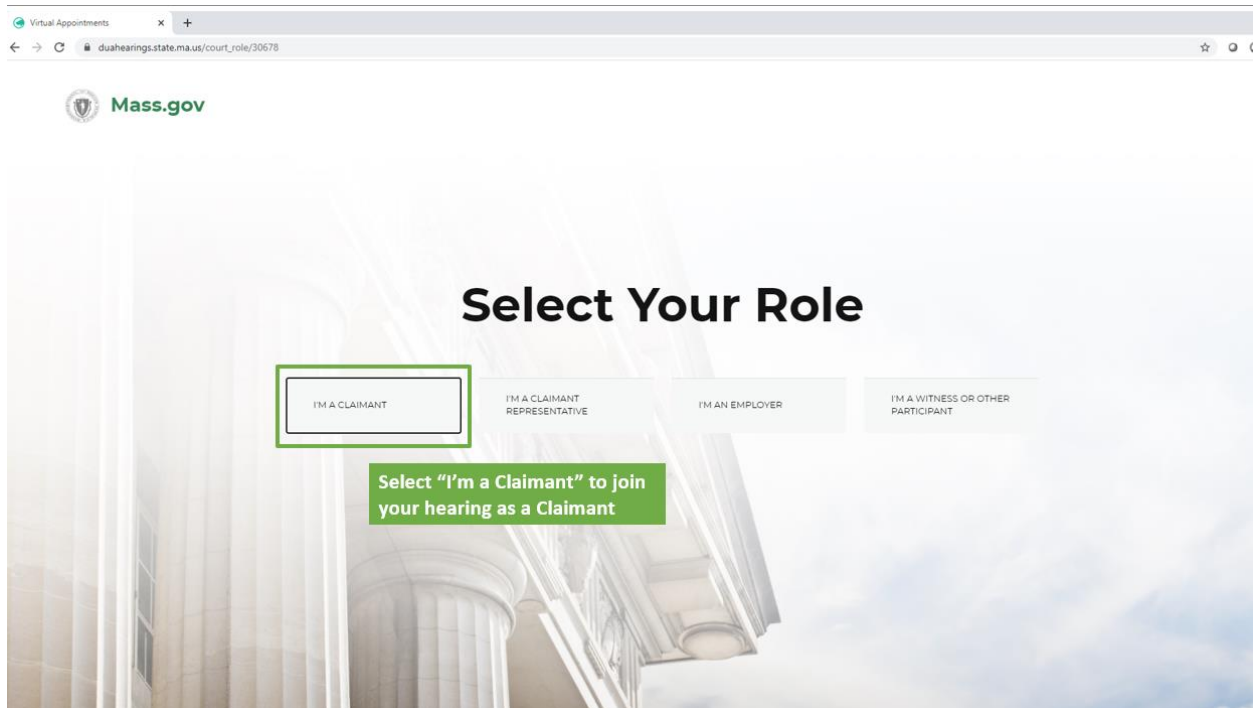
Check in with your phone number, Hearing ID or email address.

*Please do not share your Hearing ID number with anyone you do not intend to join your hearing (witness or legal representation, should you choose to include them).

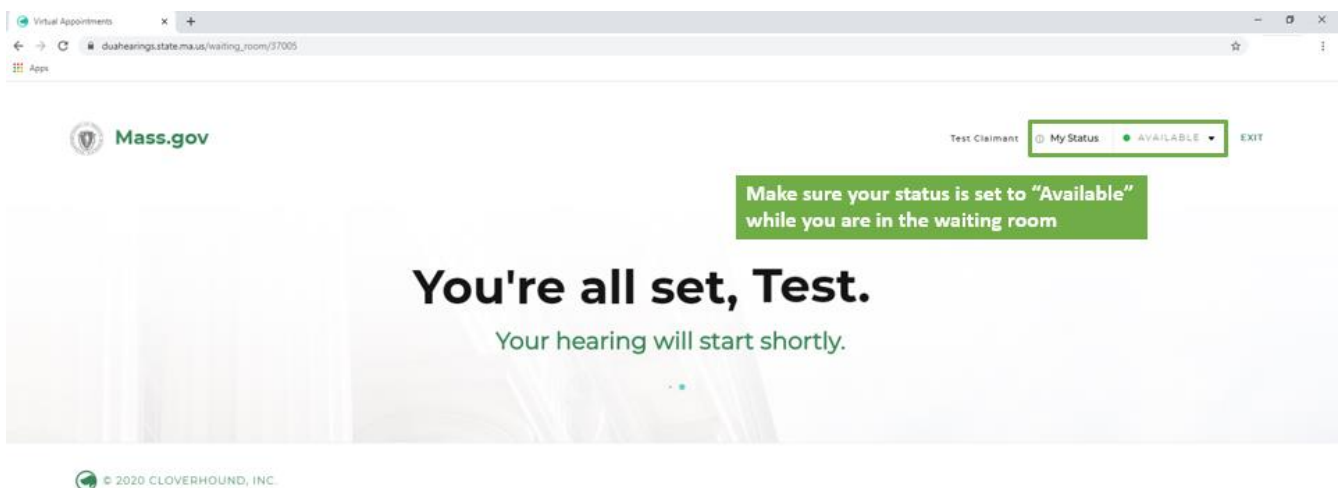
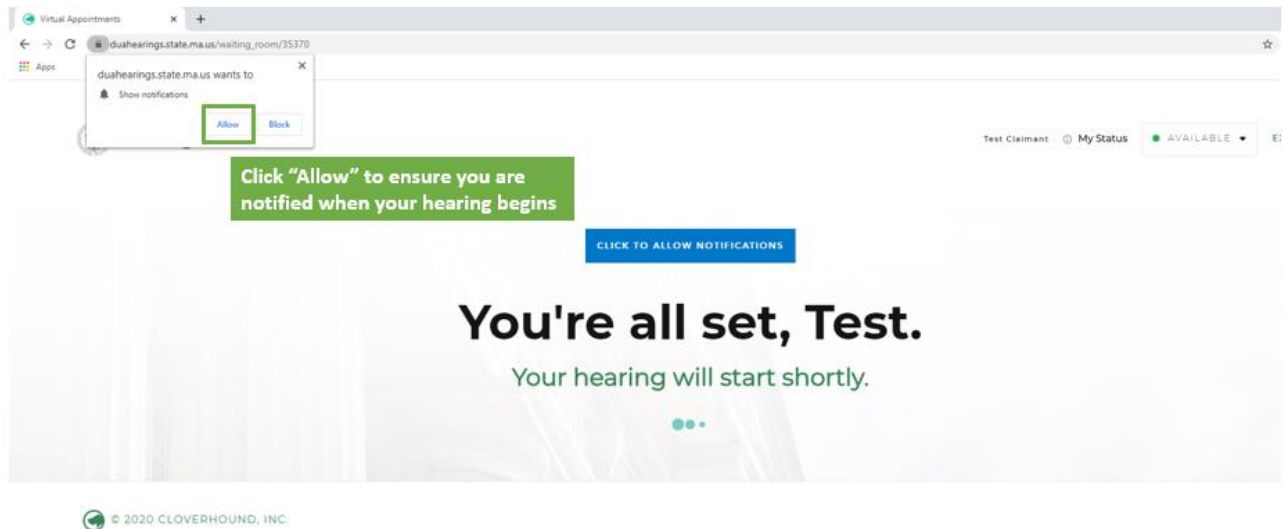
2. 仔细阅读 DUA 间接电脑上上诉的规则和条例, 然后按底部的接受 'Accept' 继续进行.



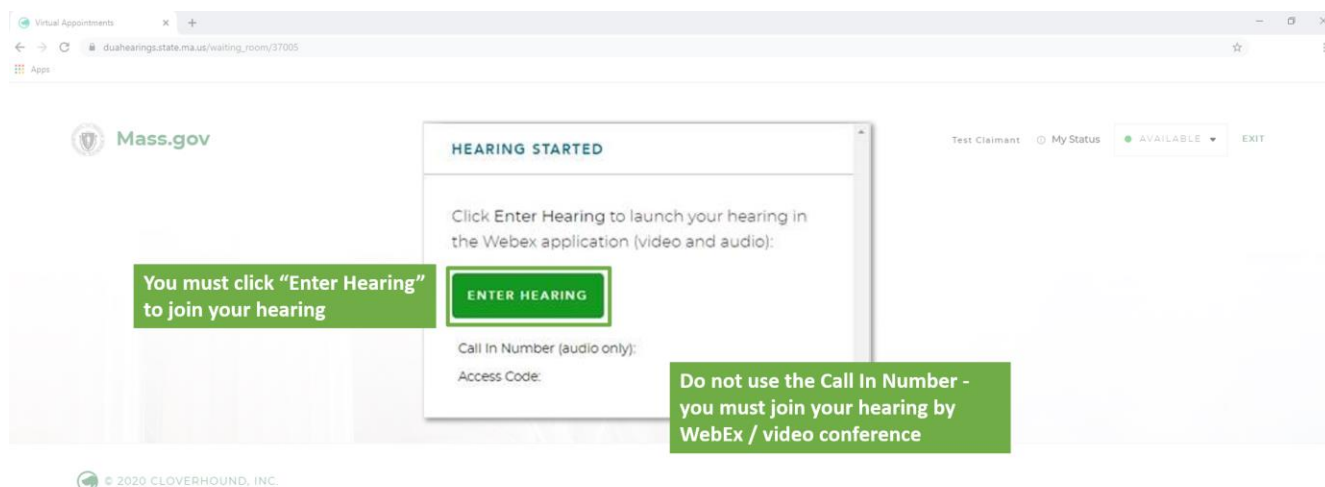
3. 然后, 您将选择您在上诉的角色 - 作为申诉人, 请选择 "I'm a Claimant".



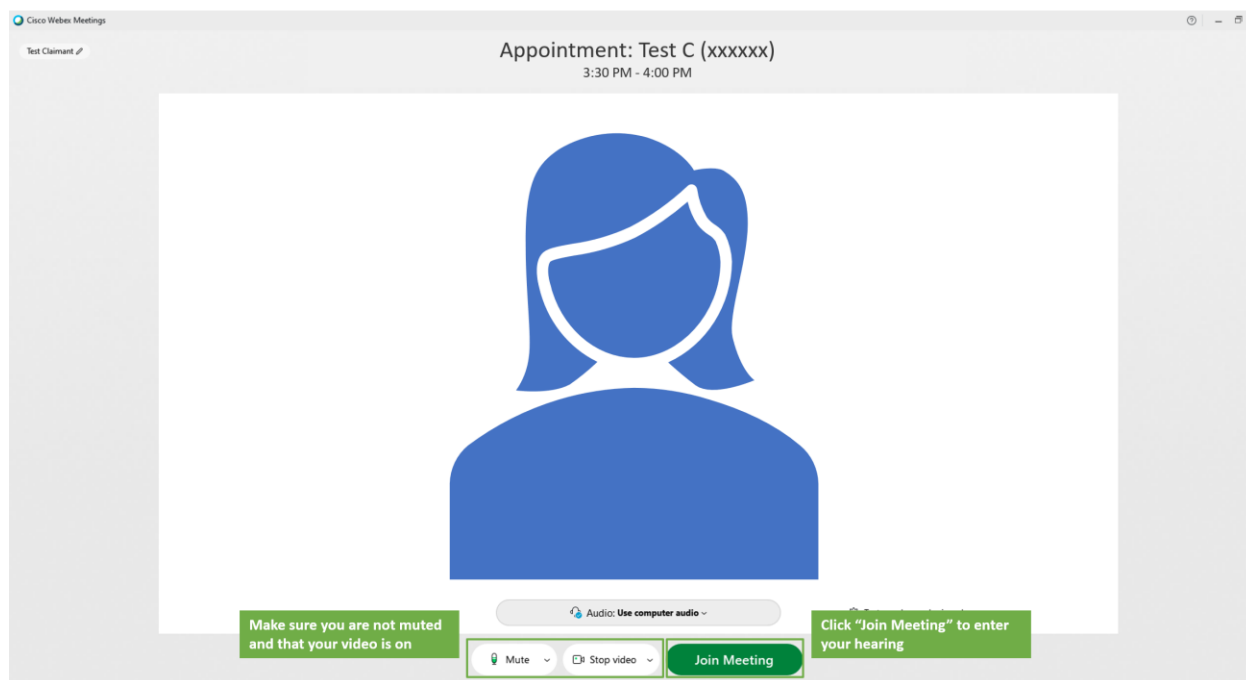
4. 您将会被带到上诉等候室, 您将会在这里看到一条消息知您告诉您上诉将会很快开始
- 按 “Click to allow notification” 允许通知 - 这将会确保您在上诉开始时收到通知
 - 确保您的状态 “My Status” 是 “Available”, 以便您可以被召唤到上诉中



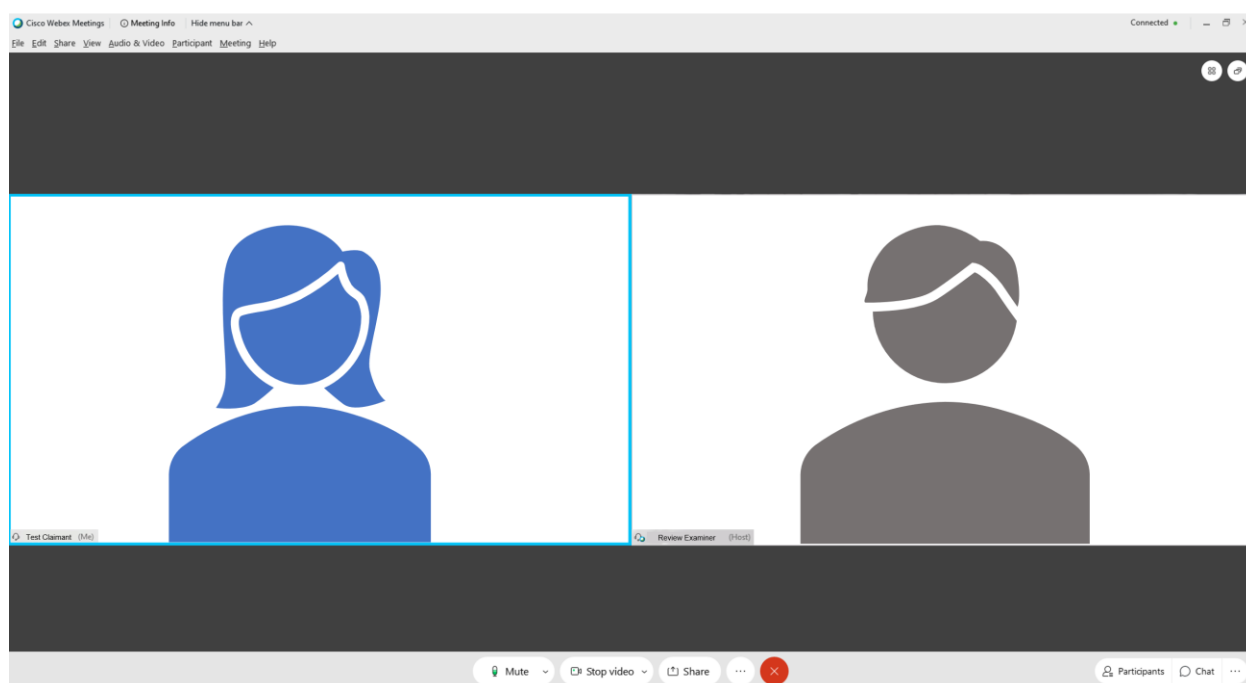
5. 上诉时, 审阅审查员将会启动上诉, 您会看到一个弹出通知“Popup”提示您进入上诉 – 按深绿色的参加上诉 “Enter Hearing” .



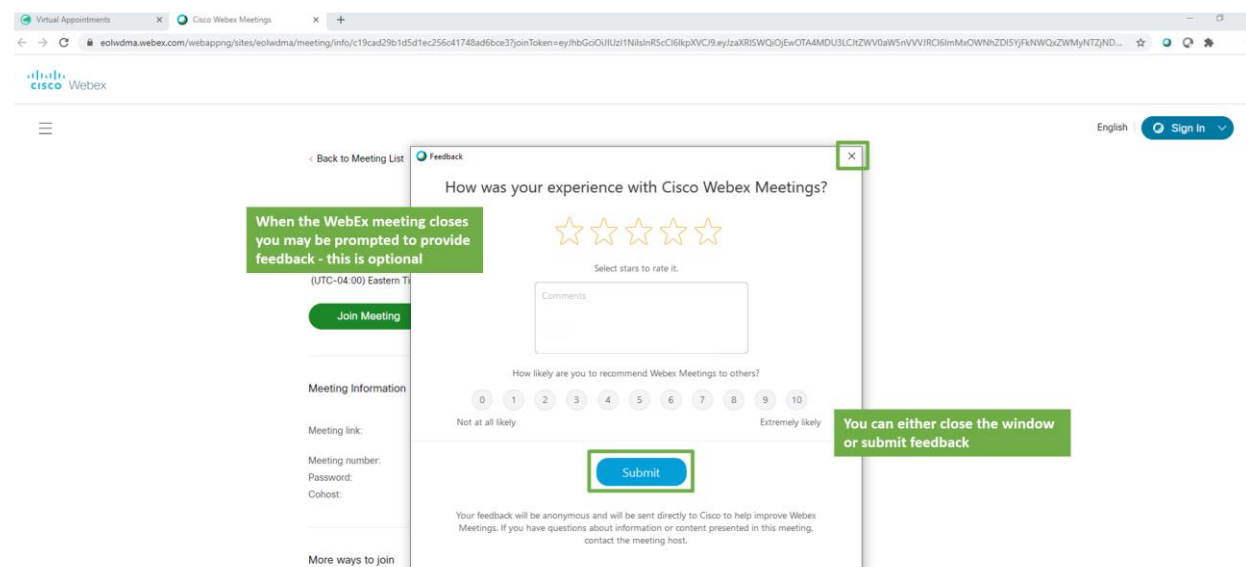
6. 这将会打开一个WebEx 新窗口, 系统会为您提供连接音频和视频的选项. 然后您将会按加入” Join” 进入上诉. 请注意, 间接电脑上上诉需要音频和视频连接, 所以一定要确保这些设备被装备好.



7. 一旦您加入了间接电脑上上诉， 您应该能够看到和听到审阅审查员， 他们也将能够看到和听到您的声音， 然后审阅审查员将开始诉讼。



8. 上诉结束后，请您确保退出所有用于上诉的 WebEx 和 Internet 浏览器窗口。



Virtual Appointments x Cisco WebEx Meetings x

Close out of the WebEx window in your internet browser

English Sign In

Appointment: Test C (xxxxxx)

Hosted by Prod Cloverhound

3:30 PM | Wednesday, Oct 21 2020
(UTC-04:00) Eastern Time (US & Canada)

Join Meeting

Meeting Information

Meeting link:

Meeting number:

Password:

Cohost:

More ways to join

Join by video system

Join by phone

© 2020 Cisco and/or its affiliates. All rights reserved. [Privacy Statement](#) | [Terms of Service](#)

Virtual Appointments x

Mass.gov

Test Claimant My Status AVAILABLE EXIT

Click "Exit" to be fully logged out of the Virtual Hearing Center

You're all set, Test.

Your hearing has ended.

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参加您的间接电脑上上诉 – 证人

如果您同意代表申诉者作证的人, 请确保申诉者已告知您他们的上诉确认电邮 ID 编号 .

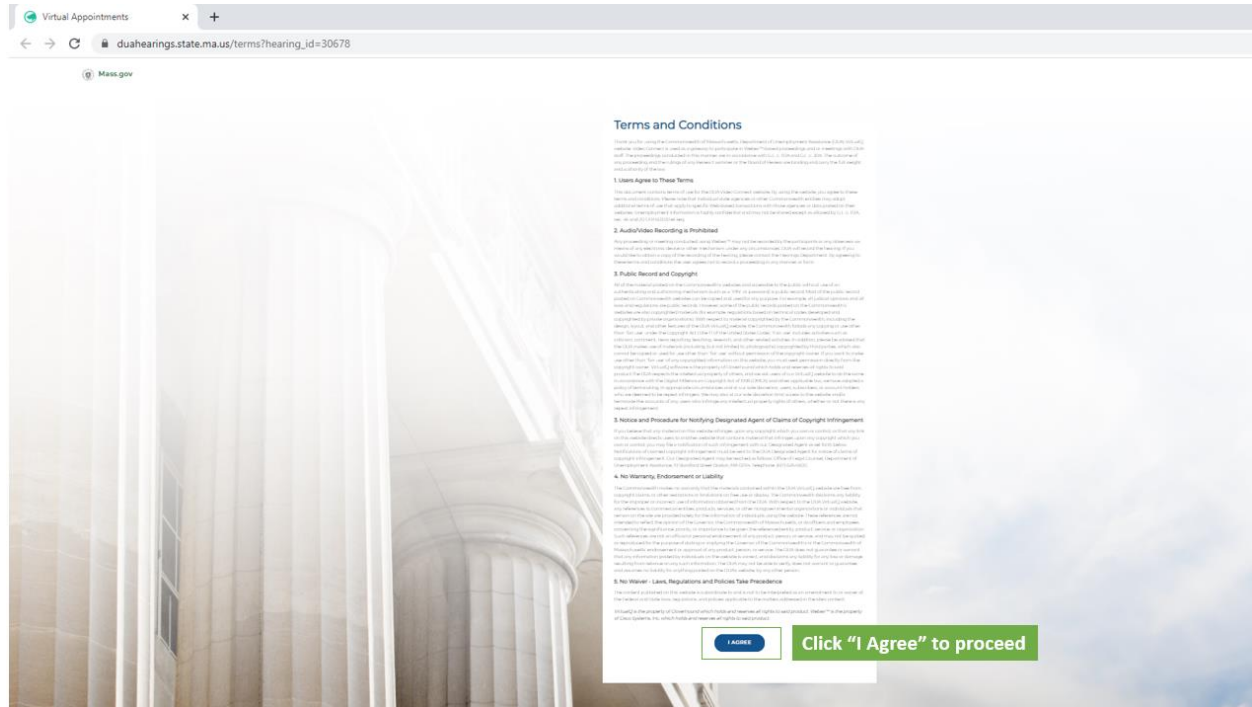
至少在上诉前 48 小时, 完成此网页上列出的“准备和测试系统”步骤.

要作为证人参加间接电脑上上诉, 请按照以下步骤操作:

1. 在您预定的上诉时间前 5-10 分钟登入. 你也可以去 [Virtual Hearing Center](#) 然后输入申诉者给您的 ID 编号.
 - 您用来加入的任何电脑上, 您要确保已经下载了免费的 [Cisco WebEx application](#).
 - 您要确保在安静, 没有分心的地方执行您的上诉, 虽然上诉是间接电脑上, 但仍然是一个正式的法律程序.

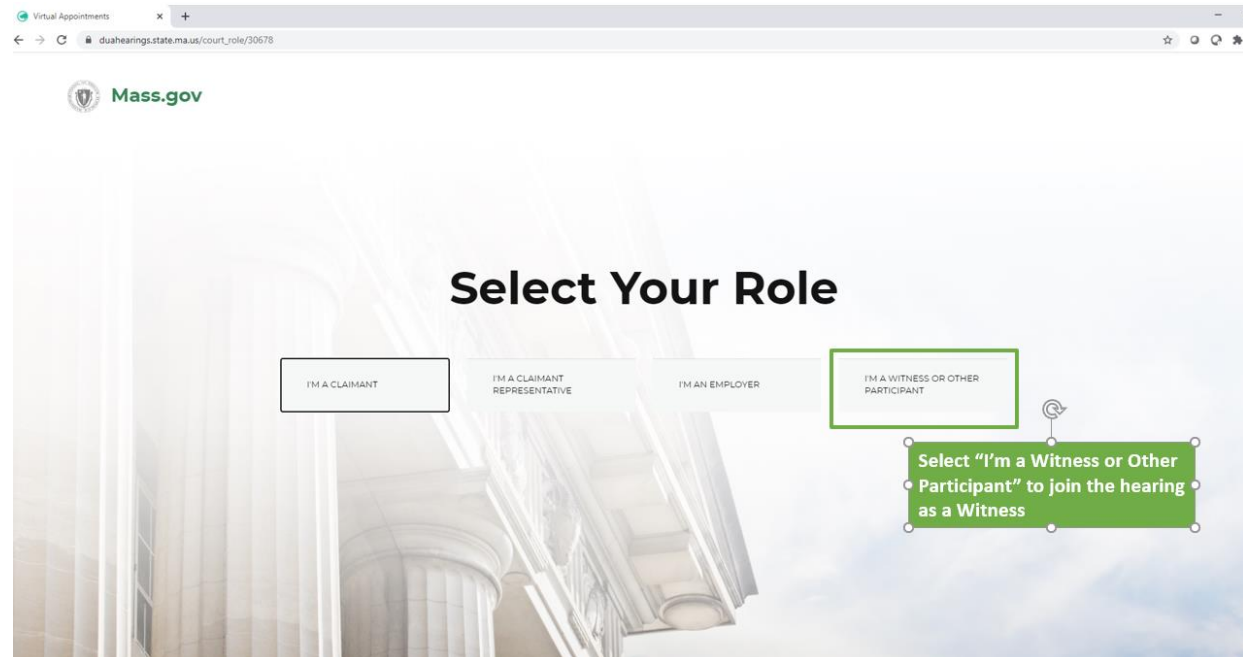
The screenshot shows a web browser window with the address bar displaying 'Virtual Appointments' and 'duahearings.state.ma.us'. The main content area features the Mass.gov logo and the heading 'Virtual Hearings Are Here.' Below this, there is a text prompt: 'Simply enter your information, then wait for your appointment to start. We will check to make sure your camera and microphone are setup.' A form field labeled 'Hearing ID' with a '* Required' indicator is present. A green box highlights the 'Continue' button. A green callout box contains the text: 'Enter the Hearing ID number the claimant has provided you and click "Continue"'.

- 仔细阅读 DUA 间接电脑上上诉的规则与条例，然后按底部的接受’ Accept’ 继续进行。



- 然后, 您将选择角色 - 作为见证人, 请选择我是见证人或其他参与者 “I’m a Witness or other participant” .

- 系统将提示您输入名字, 姓氏和电邮以参加上诉(出于身份识别目的)。



WITNESS OR OTHER PARTICIPANT INFORMATION



Email

Please enter your information to continue

First Name

Last Name

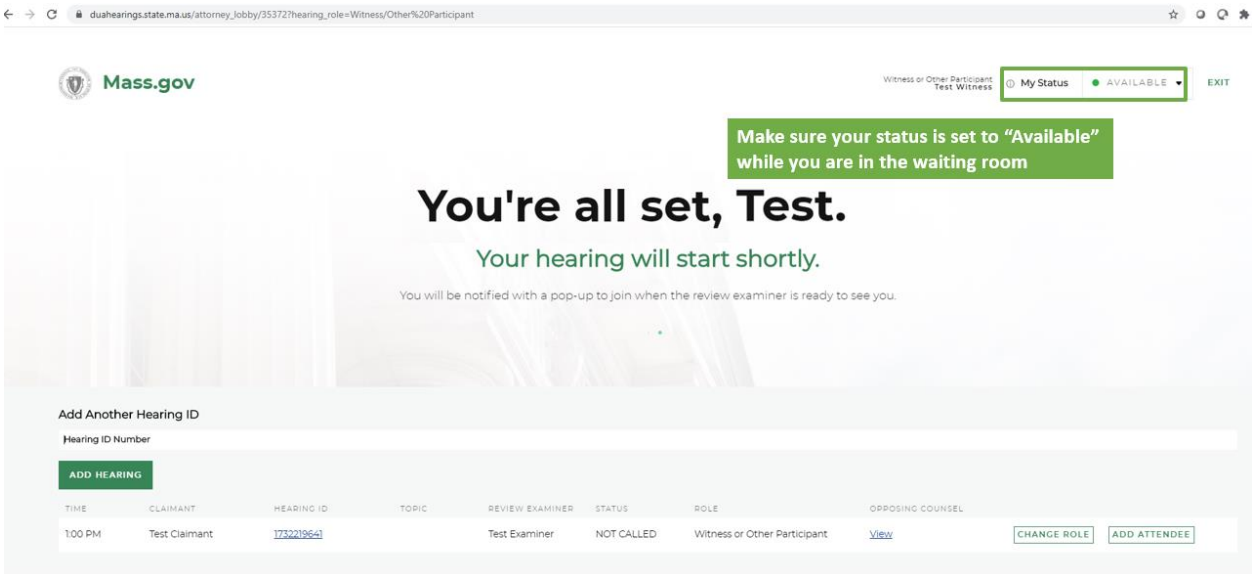
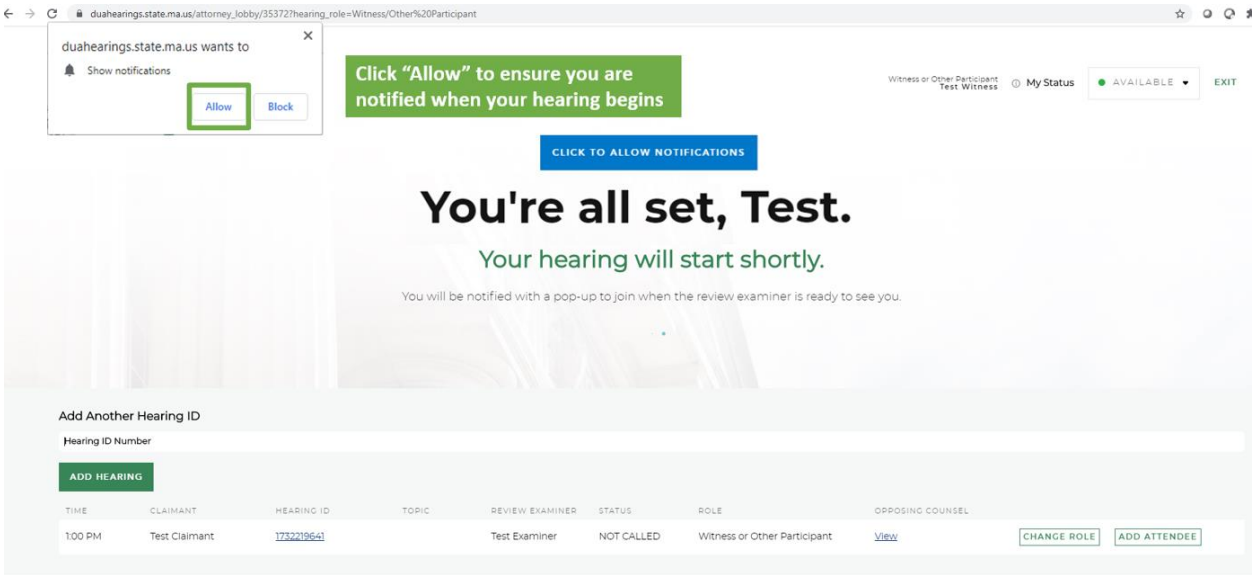
Phone

Enter your information
and click "Submit"

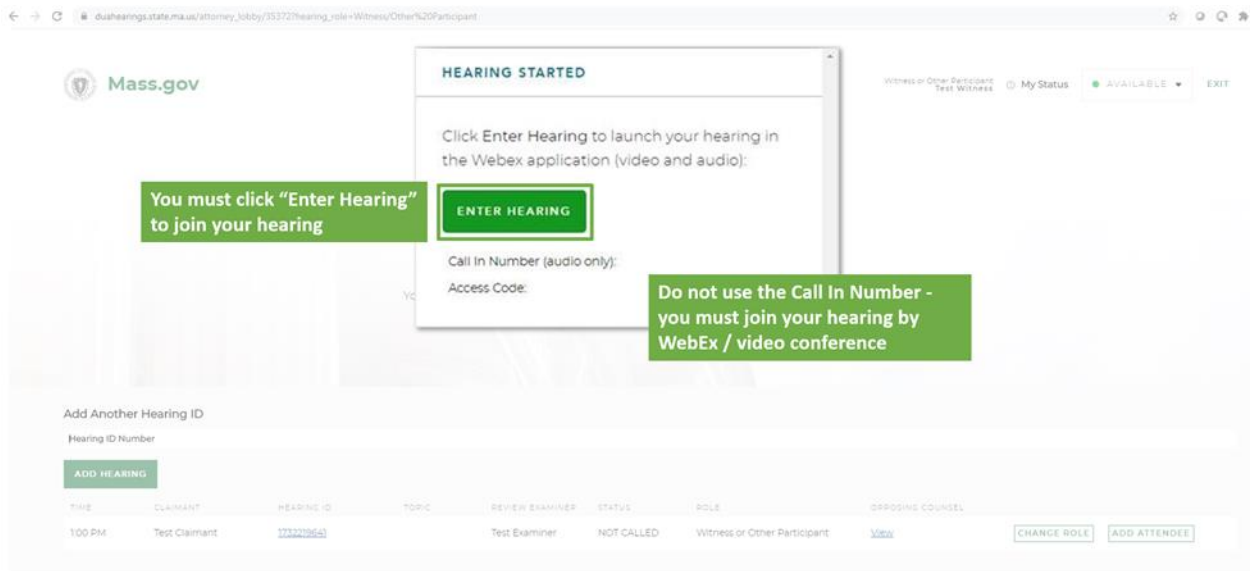
CLAIMANT

WITNESS OR
PARTICIPANT

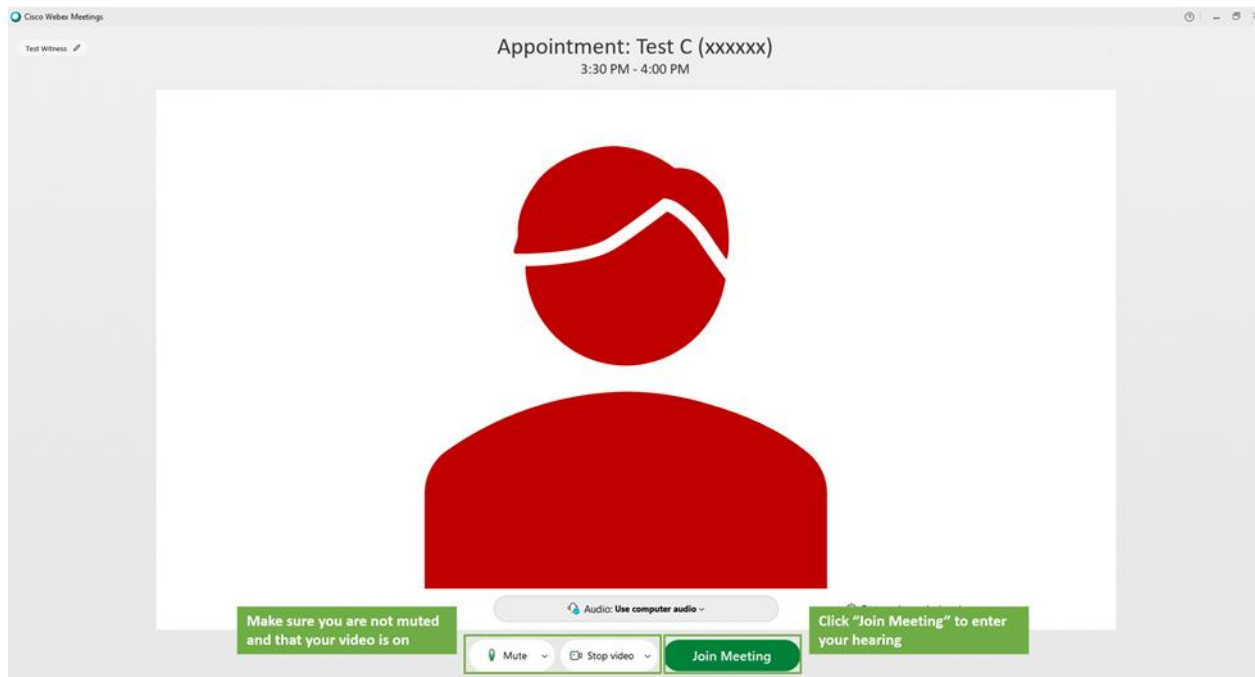
4. 您将会被带到上诉等候室, 您将在这里看到一条消息知您告诉您上诉将会很快开始.
- 按允许通知 “Click to allow notifications” - 这将会确保您在上诉开始时收到通知
 - 确保您的状态 “My Status” 是 “Available” 以便您可以被召唤到上诉中



5. 审阅审查员将启动上诉, 您会看到一个弹出通知提示您加入上诉 - 按深绿色的” Enter Hearing”按钮以参加上诉.

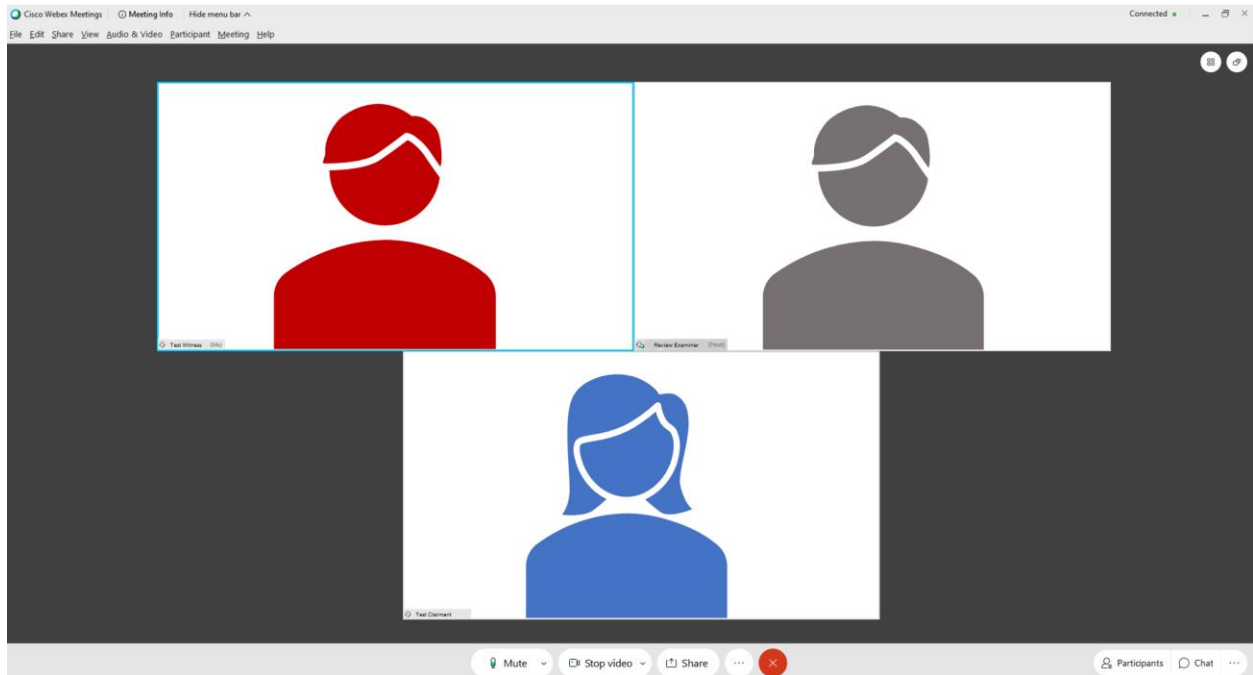


6. 这将打开一个 WebEx 新窗口，系统会为您提供连接音频和视频的选项。然后您将按 加入” Join”进入上诉。 请注意，间接电脑上上诉需要音频和视频连接, 所以一定要确保这些被打开.

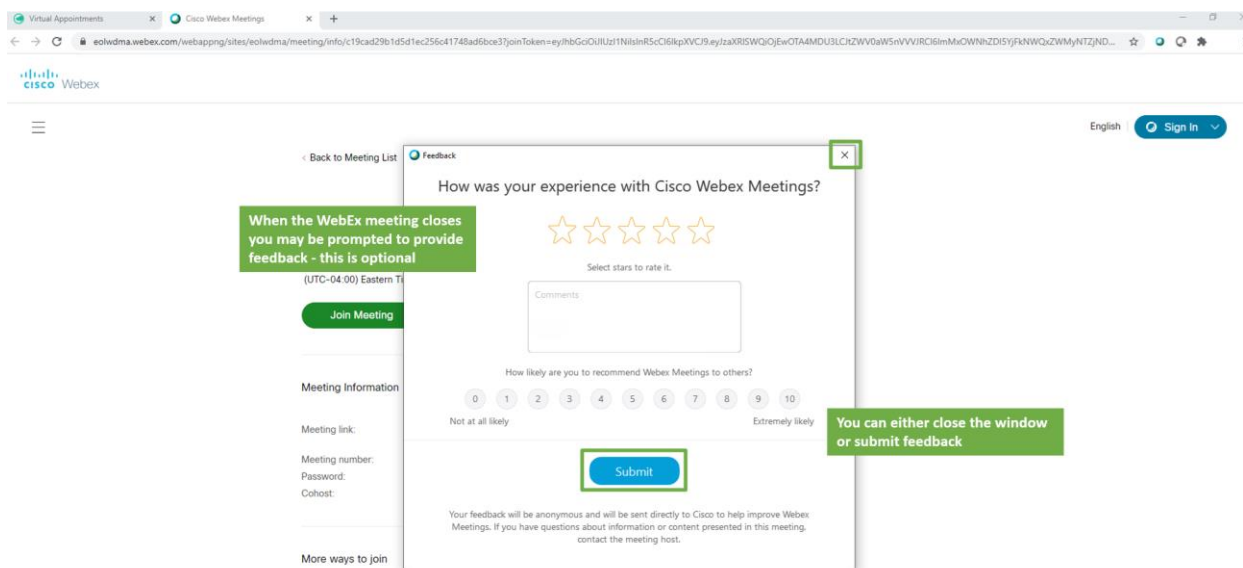


7. 一旦你加入了间接电脑上上诉, 您应该能够看到和听到审阅审查员, 他们也将能够看到和听到您的声音 然后审查审查员将开始诉讼.

- 如果需要隔离证人, 您将被放置在等候室中, 直到审阅审查员准备您提供证词为止.



8. 上诉结束后,请确保退出所有用于上诉的 WebEx 和 Internet 浏览器窗口.



Virtual Appointments x Cisco WebEx Meetings x

Close out of the WebEx window in your internet browser

Cisco Webex

English Sign In

Appointment: Test C (xxxxxx)

Hosted by Prod Cloverhound

3:30 PM | Wednesday, Oct 21 2020
(UTC-04:00) Eastern Time (US & Canada)

Join Meeting

Meeting Information

Meeting link:
Meeting number:
Password:
Co-host:

More ways to join

Join by video system
Join by phone

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Virtual Appointments x +

duahearings.state.ma.us/waiting_room/37172

Mass.gov

Witness or Other Participant
Test Witness

My Status AVAILABLE EXIT

Click "Exit" to be fully logged out of the Virtual Hearing Center

You're all set, Test.

Your hearing has ended.

© 2020 CLOVERHOUND, INC.

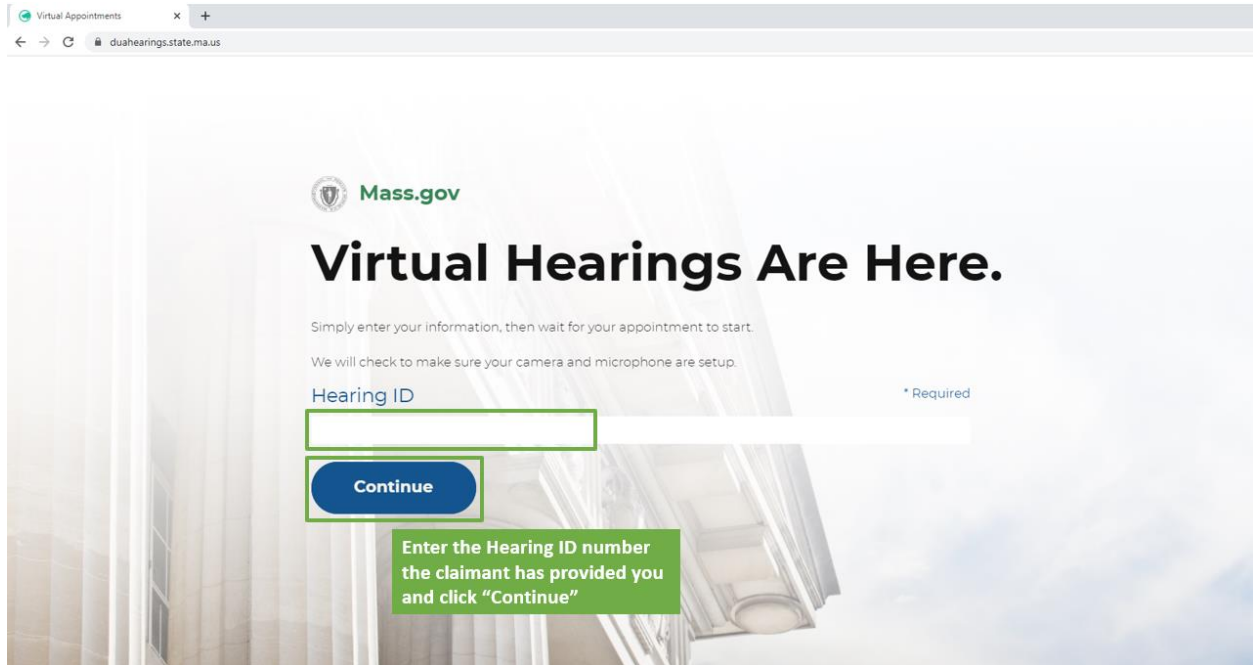
参加您的间接电脑上上诉 – 律师或代表

如果你有律师或将代表参加，请尽快通过 PUA 上诉办公室以进行注册。

至少在上诉前 48 小时, 完成此网页上列出的准备和测试系统” Prepareing and testing your system” 步骤.

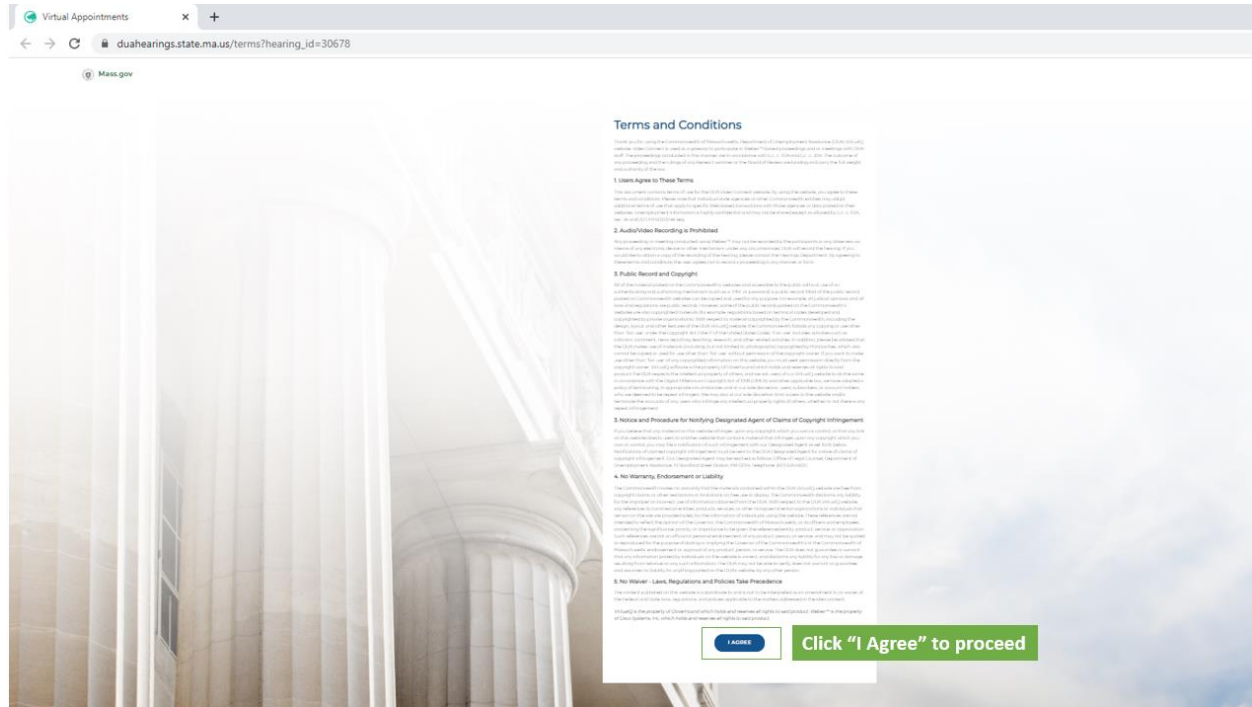
要以律师或代表身份参加上诉, 请按照以下步骤操作:

- 1) 在您预定的上诉时间前 5-10 分钟登入. 你也可以去 [Virtual Hearing Center](#) 然后输入申诉者给您的 ID 编号.
- 您用来加入的任何电脑上, 确保您已经下载了免费的 [Cisco WebEx application](#).



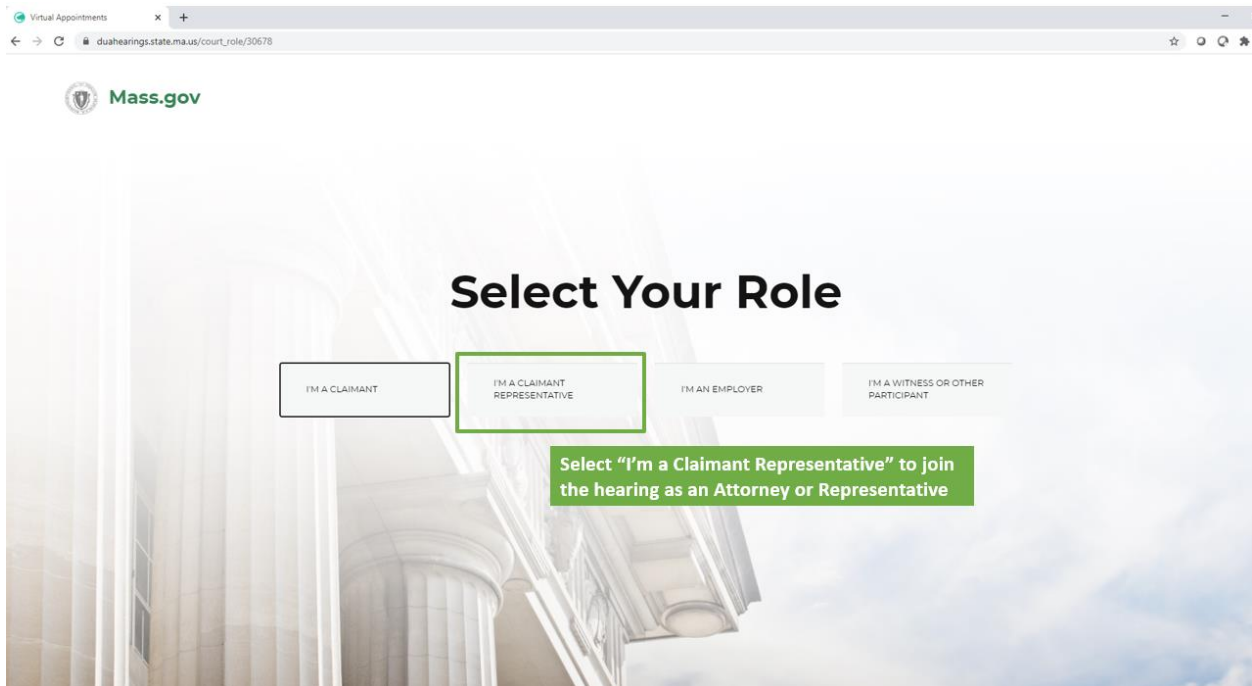
The screenshot shows a web browser window with the address bar displaying 'duahearings.state.ma.us'. The page features the Mass.gov logo at the top left. The main heading is 'Virtual Hearings Are Here.' followed by the instructions: 'Simply enter your information, then wait for your appointment to start.' and 'We will check to make sure your camera and microphone are setup.' Below this is a form labeled 'Hearing ID' with a text input field and a blue 'Continue' button. A green callout box points to the 'Continue' button with the text: 'Enter the Hearing ID number the claimant has provided you and click "Continue"'. A small '* Required' label is positioned to the right of the input field.

2) 仔细阅读 DUA 间接电脑上上诉的规则与条例，然后按底部的接受’ Accept’ 继续进行。



3) 然后，您将选择角色 - 作为律师或代表，请选择我是作为律师或代表 “I’m an Attorney/Representative” .

- 系统将提示您输入名字，姓氏和电邮以参加上诉(出于身份识别目的)。



CLAIMANT REPRESENTATIVE INFORMATION

Email

test@email.com

Please enter your information to continue

First Name

Test

Last Name

Witness

Phone

123-456-7890

Enter your information and click "Submit"

SUBMIT

CLOSE

- 4) 您将会被带到上诉等候室, 您将会在这里看到一条消息知您告诉您上诉将会很快开始.
- 按 “Click to allow notification” 允许通知 - 这将会确保您在上诉开始时收到通知
 - 确保您的状态 “My Status” 是 “Available” 以便您可以被召唤到上诉中

duahearings.state.ma.us/attorney_lobby/35372?hearing_role=Witness/Other%20Participant

duahearings.state.ma.us wants to

Show notifications

Allow Block

Click “Allow” to ensure you are notified when your hearing begins

CLICK TO ALLOW NOTIFICATIONS

Claimant Representative
Test Representative

My Status

AVAILABLE

EXIT

You're all set, Test.

Your hearing will start shortly.

You will be notified with a pop-up to join when the review examiner is ready to see you.

Add Another Hearing ID

Hearing ID Number

ADD HEARING

TIME	CLAIMANT	HEARING ID	TOPIC	REVIEW EXAMINER	STATUS	ROLE	OPPOSING COUNSEL	
1:00 PM	Test Claimant	1732209641		Test Examiner	NOT CALLED	Claimant Representative	View	CHANGE ROLE ADD ATTENDEE

Mass.gov

Claimant Representative
Test Representative

My Status

AVAILABLE

EXIT

Make sure your status is set to “Available” while you are in the waiting room

You're all set, Test.

Your hearing will start shortly.

You will be notified with a pop-up to join when the review examiner is ready to see you.

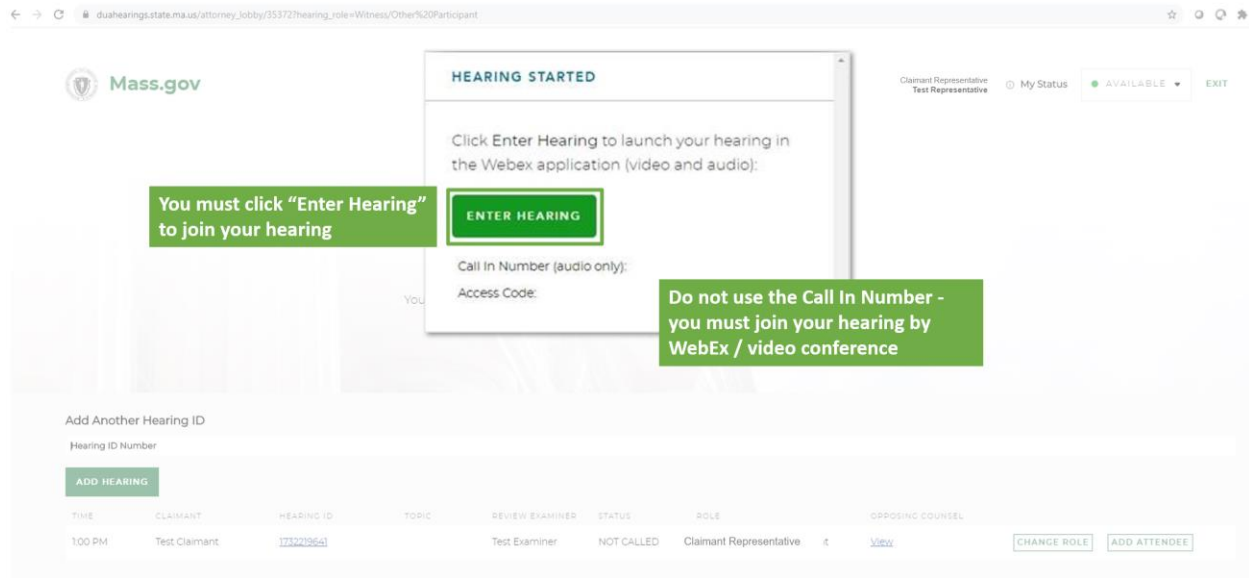
Add Another Hearing ID

Hearing ID Number

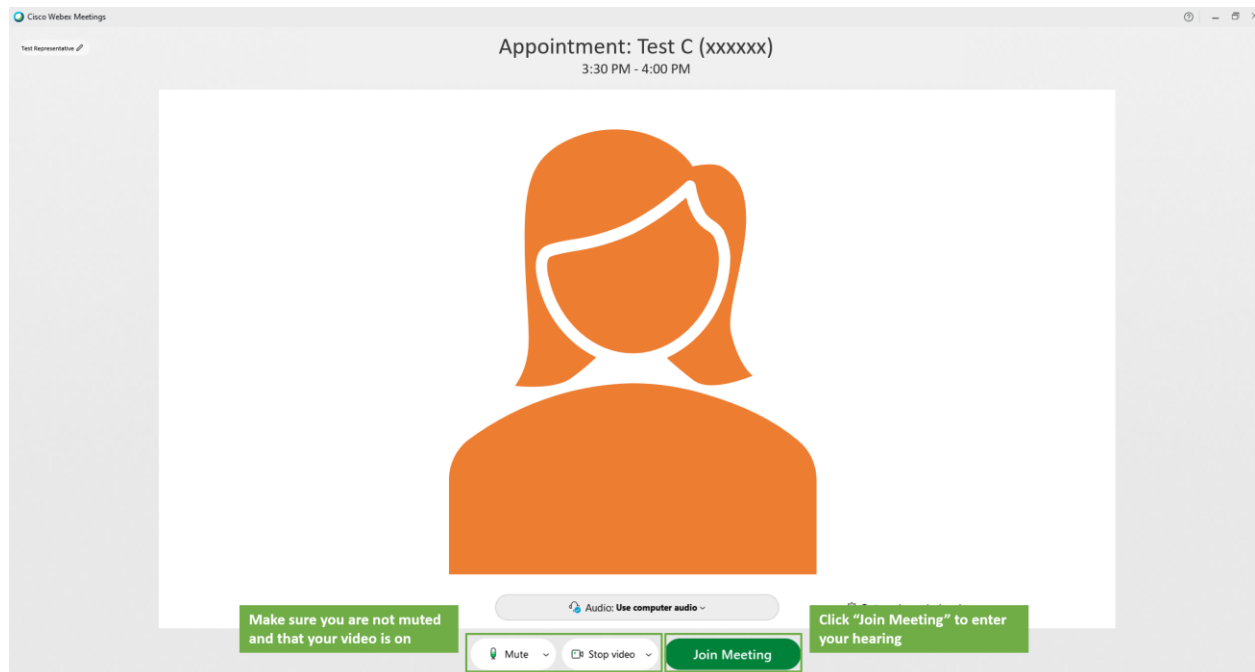
ADD HEARING

TIME	CLAIMANT	HEARING ID	TOPIC	REVIEW EXAMINER	STATUS	ROLE	OPPOSING COUNSEL	
1:00 PM	Test Claimant	1732209641		Test Examiner	NOT CALLED	Claimant Representative	View	CHANGE ROLE ADD ATTENDEE

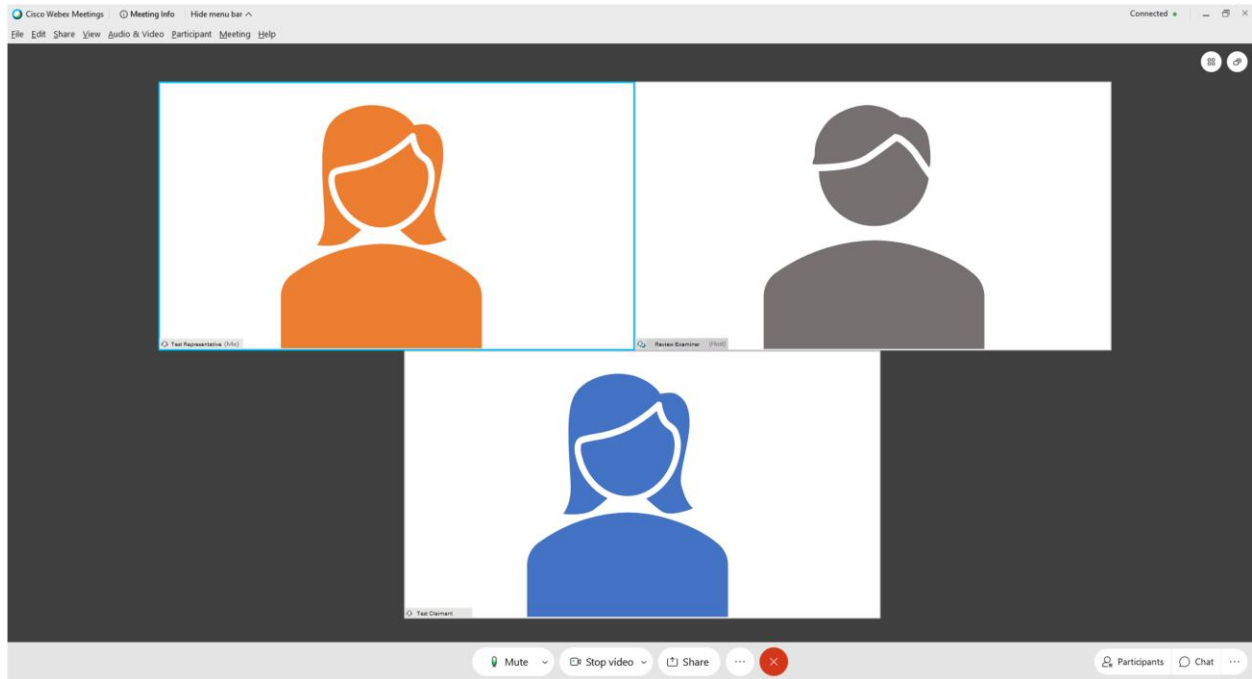
5) 审阅审查员将启动上诉, 您会看到一个弹出通知提示您加入上诉 - 按深绿色的” Enter Hearing” 按钮以参加。



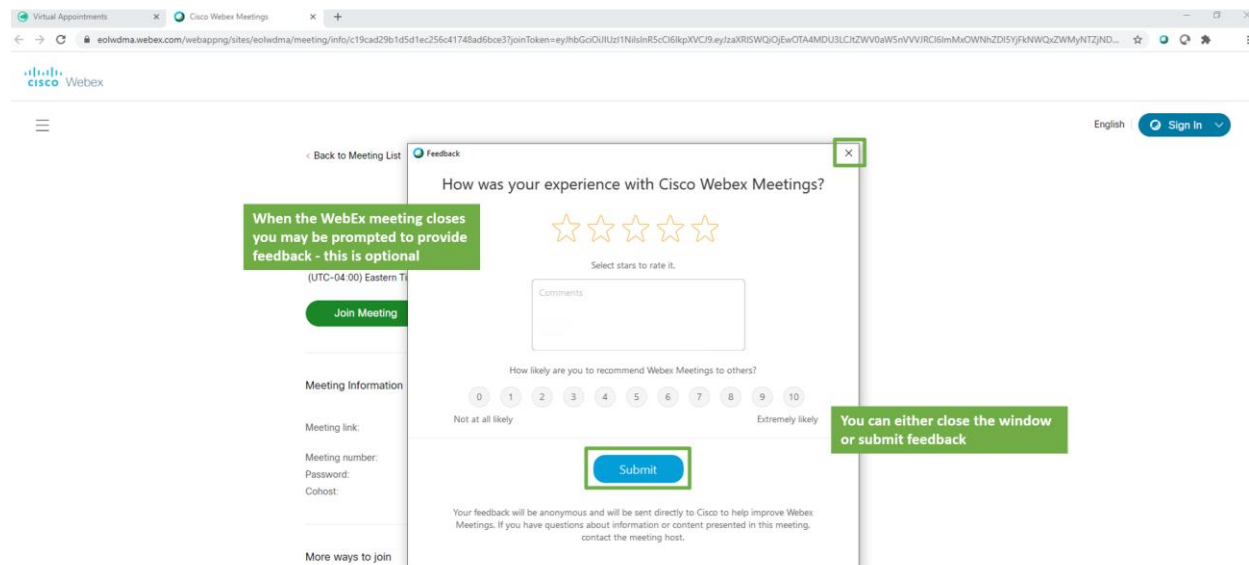
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- 7) 一旦你加入了间接电脑上上诉, 您应该能够看到和听到审阅审查员, 他们也将能够看到和听到您的声音, 审查员将开始诉讼.



- 8) 上诉结束后, 请确保退出所有用于上诉的 WebEx 和 Internet 浏览器窗口.



帮助与支持

The [Cisco WebEx Help Center](#) 帮助中心提供了操作方法文章和视频, 以支持您使用 WebEx Meetings. 该页面的后面还包含一些常见的帮助主题.

如果您在准备时遇到问题, 或尝试加入时遇到问题, 请尽快致电上诉办公室寻求支持.

下载 WebEx

个人电脑

下面的屏幕截图将引导您使用 Windows 操作系统完成下载 the WebEx Meetings application 在个人电脑上. 该步骤是类似用于其他类型的操作系统. 只要确保您选择了正确的设备

The first screenshot shows the Cisco WebEx download page. The URL bar highlights `webex.com/downloads.html`. The page title is "Get the Webex you need." There are two main sections: "Webex Meetings" and "Webex Teams". The "Webex Meetings" section is highlighted with a green box. It lists features: "HD video for face-to-face meetings", "Flexible audio-only conference call options", "Easy screen sharing", and "Meet across any device". Below the features is a blue button labeled "Download for Windows". At the bottom, it says "Also available here:" with links to the "App Store" and "Google Play".

The second screenshot shows the "Thank you" page after downloading WebEx Meetings. The URL bar highlights `webex.com/downloads/downloads-thank-you-meetings.html`. The page title is "Thanks for downloading Cisco Webex Meetings." It features a three-step process:
Step 1: Double-click the webexapp.msi file you downloaded.
Step 2: The Webex Meetings setup wizard will launch. Follow the instructions to set up.
Step 3: Once installed the app will launch automatically.
Below the steps, a green box says "Click the downloaded file to continue the download process". At the bottom, it says "To open the app double-click the Webex Meetings icon on your desktop." In the bottom left corner, a small box shows the downloaded file: `webexapp.msi` (35.6/95.6 MB).

Thanks for downloading Cisco Webex Meetings.

Step 1
Double-click the webexapp.msi file you downloaded

The Webex Meetings setup wizard will launch. Follow the instructions to set up.

Step 3
Once installed the app will launch automatically.

To open the app double-click the Webex Meetings icon on your desktop.

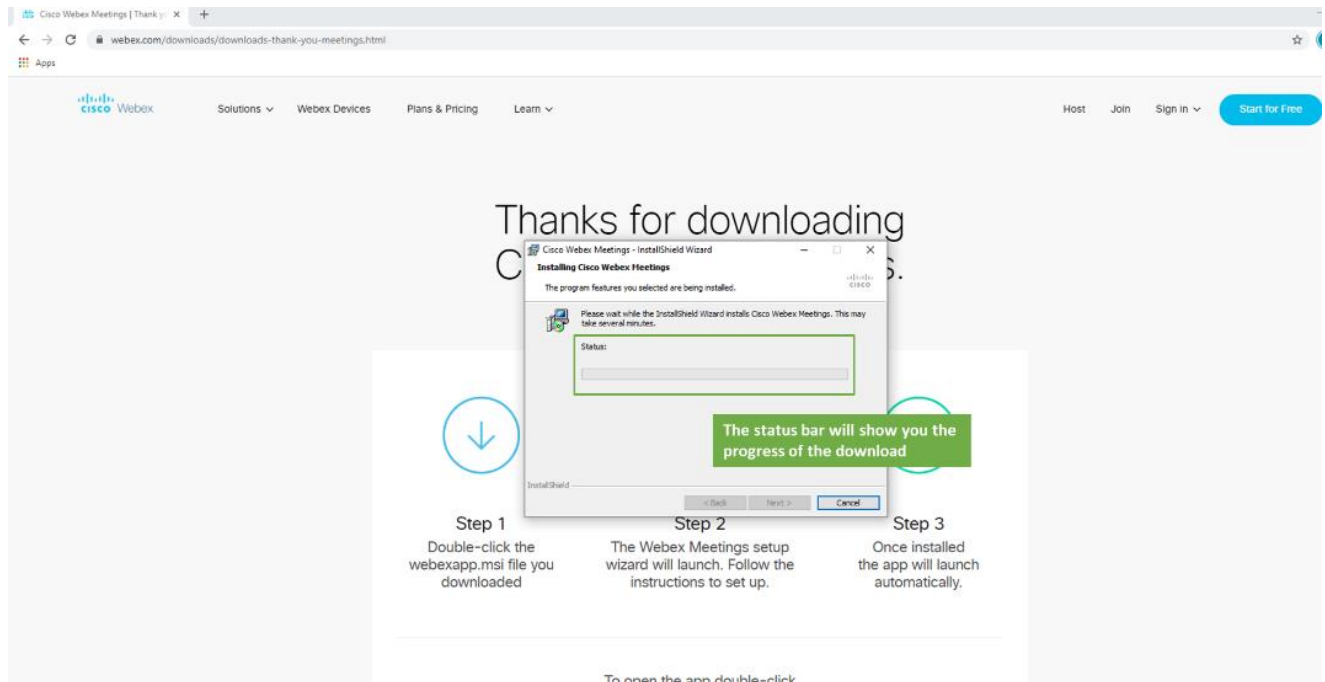
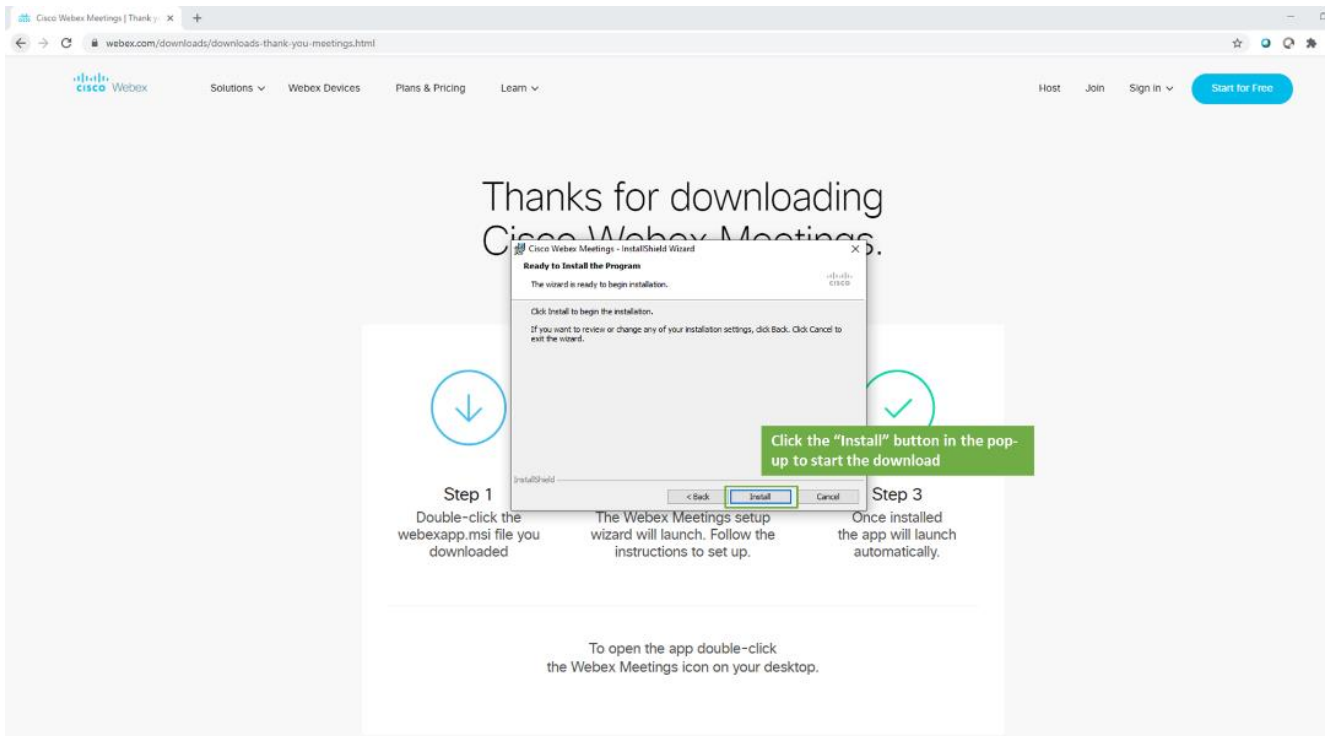
Thanks for downloading Cisco Webex Meetings.

Step 1
Double-click the webexapp.msi file you downloaded

The Webex Meetings setup wizard will launch. Follow the instructions to set up.

Step 3
Once installed the app will launch automatically.

To open the app double-click the Webex Meetings icon on your desktop.




Cisco Webex Meetings | Thank you

webex.com/downloads/downloads-thank-you-meetings.html

Solutions Webex Devices Plans & Pricing Learn Host Join Sign in Start for Free

Thanks for downloading



Click "Finish" to complete the installation of WebEx Meetings

Step 1

Double-click the webexapp.msi file you downloaded

Step 2

The Webex Meetings setup wizard will launch. Follow the instructions to set up.

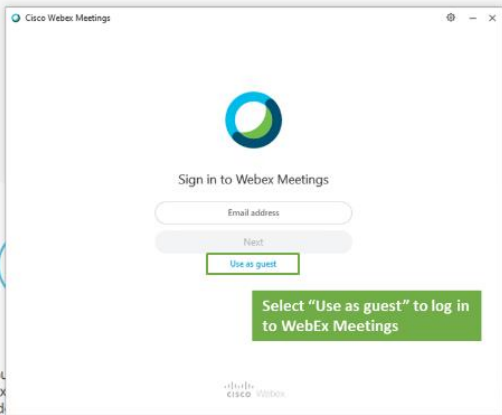
Step 3

Once installed the app will launch automatically.

Cisco Webex Meetings | Thank you

webex.com/downloads/downloads-thank-you-meetings.html

Solutions Webex Devices Plans & Pricing Learn Host Join Sign in Start for Free



Sign in to Webex Meetings

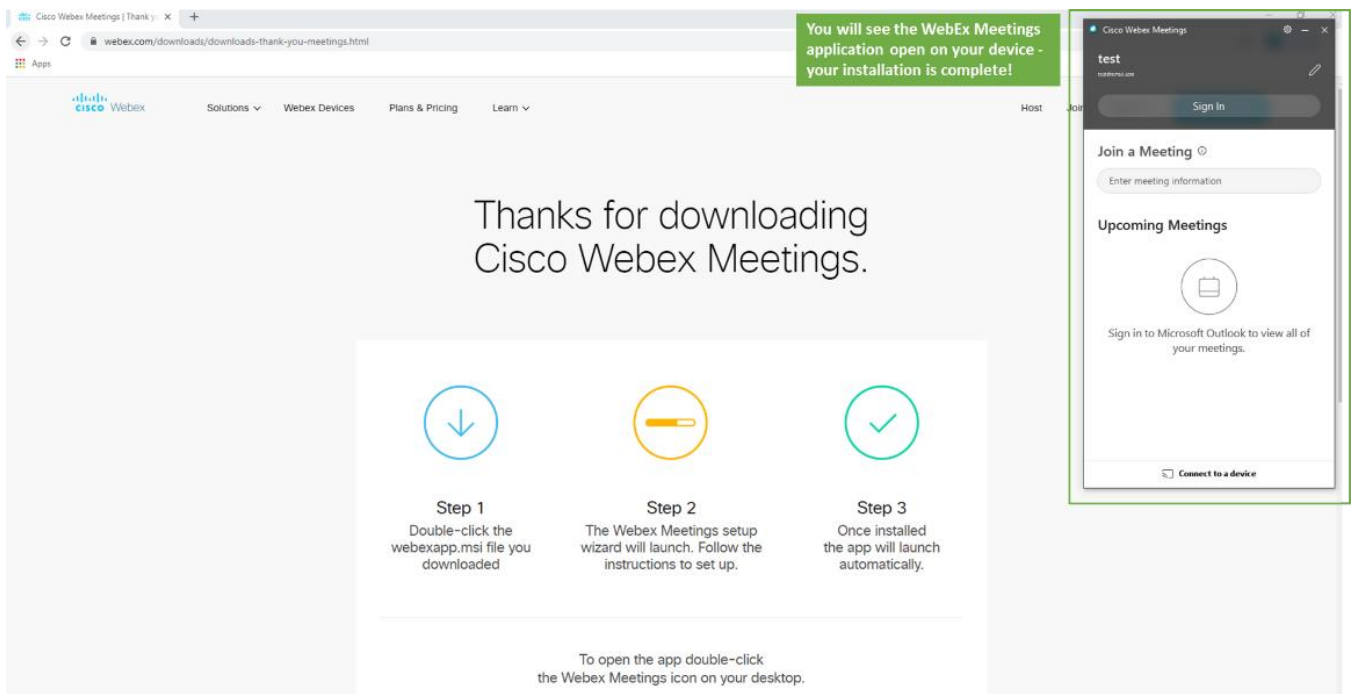
Email address

Next

Use as guest

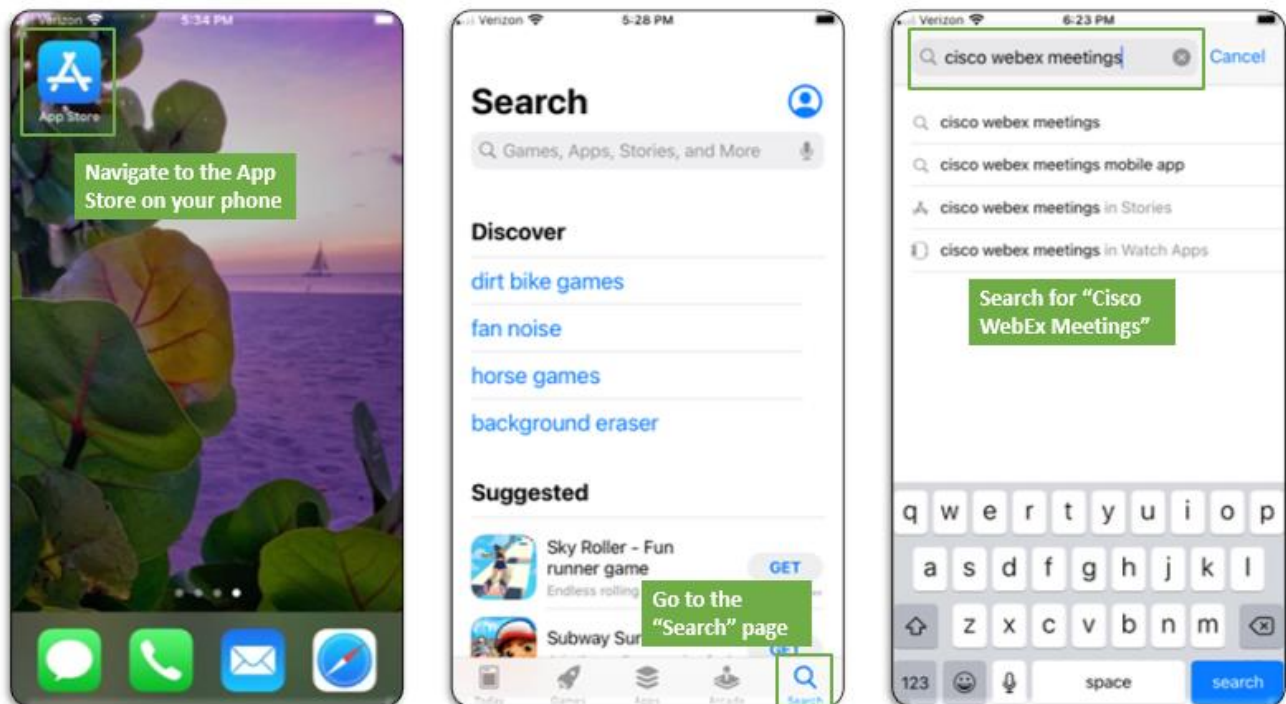
Select "Use as guest" to log in to WebEx Meetings

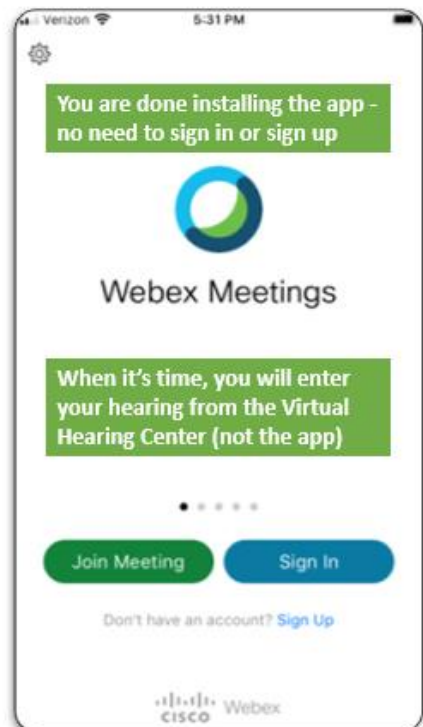
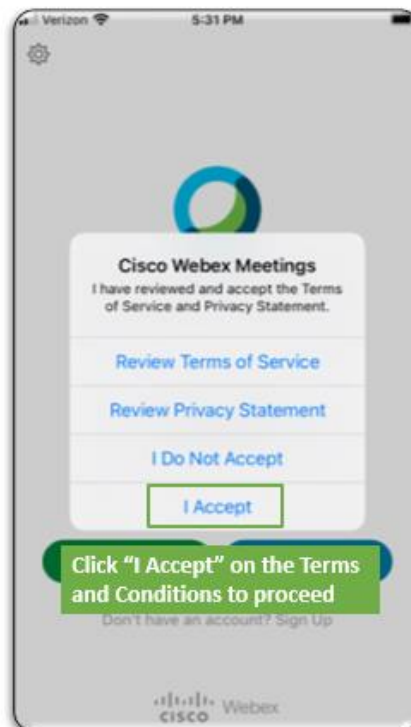
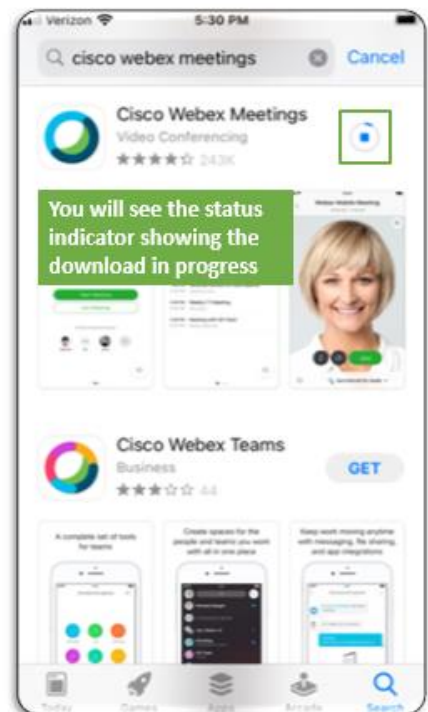
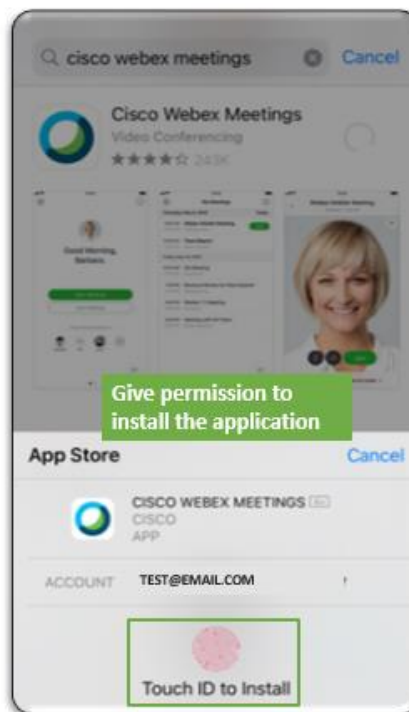
To open the app double-click



智能手机

下面的屏幕截图引导您完成下载 WebEx Meetings application 给你的苹果 iphone。 该步骤类似于使用其他类型的智能手机 - 只要确保您使用的是正确的装置。





在 WebEx 上配置音频和视频

所有参加间接电脑上上诉者都需要使用音频和视频在上诉期间。以下说明提供了有关设置音频和视频连接的更多详细信息(包括智能手机说明)可在 WebEx 帮助中心找到 [WebEx Help Center](#)。

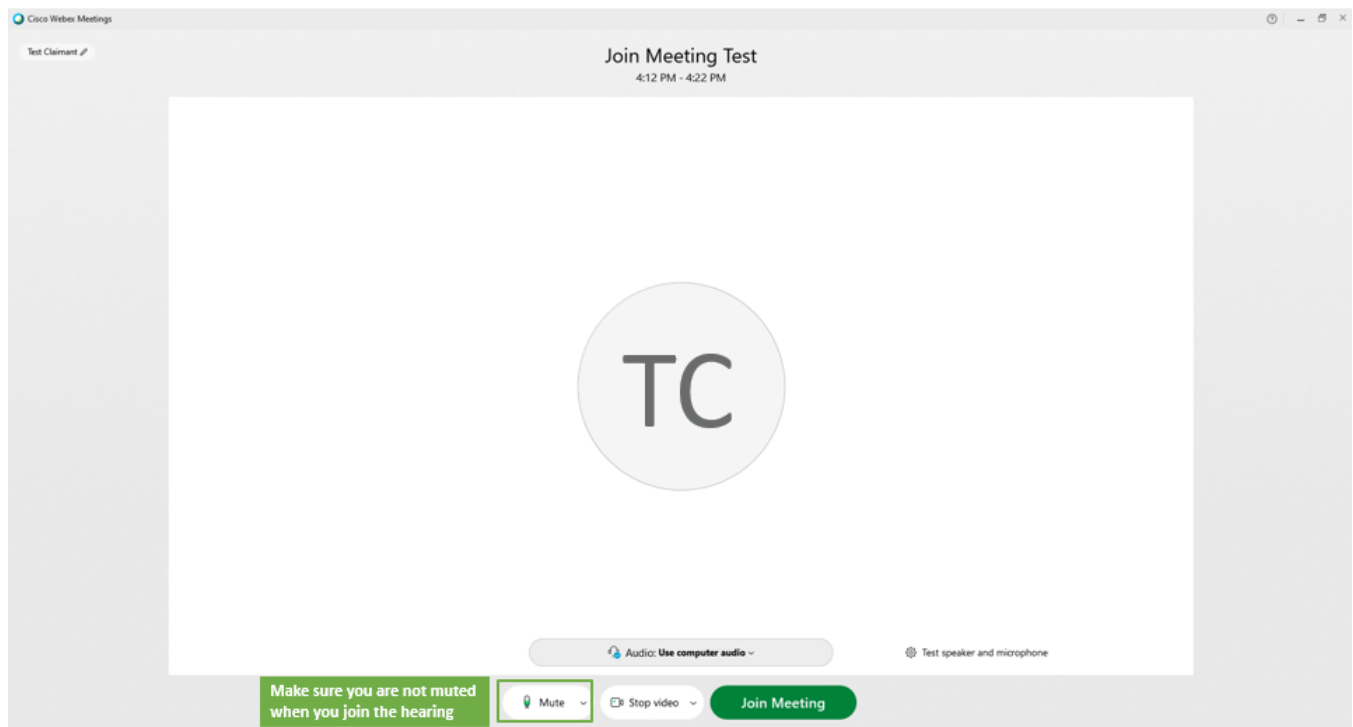
通常,使用个人电脑或智能手机的默认视频,音频和麦克风设置参加 WebEx 视频会议是一个最简单的方法。试图连接外部设备如耳机可能会造成混乱。

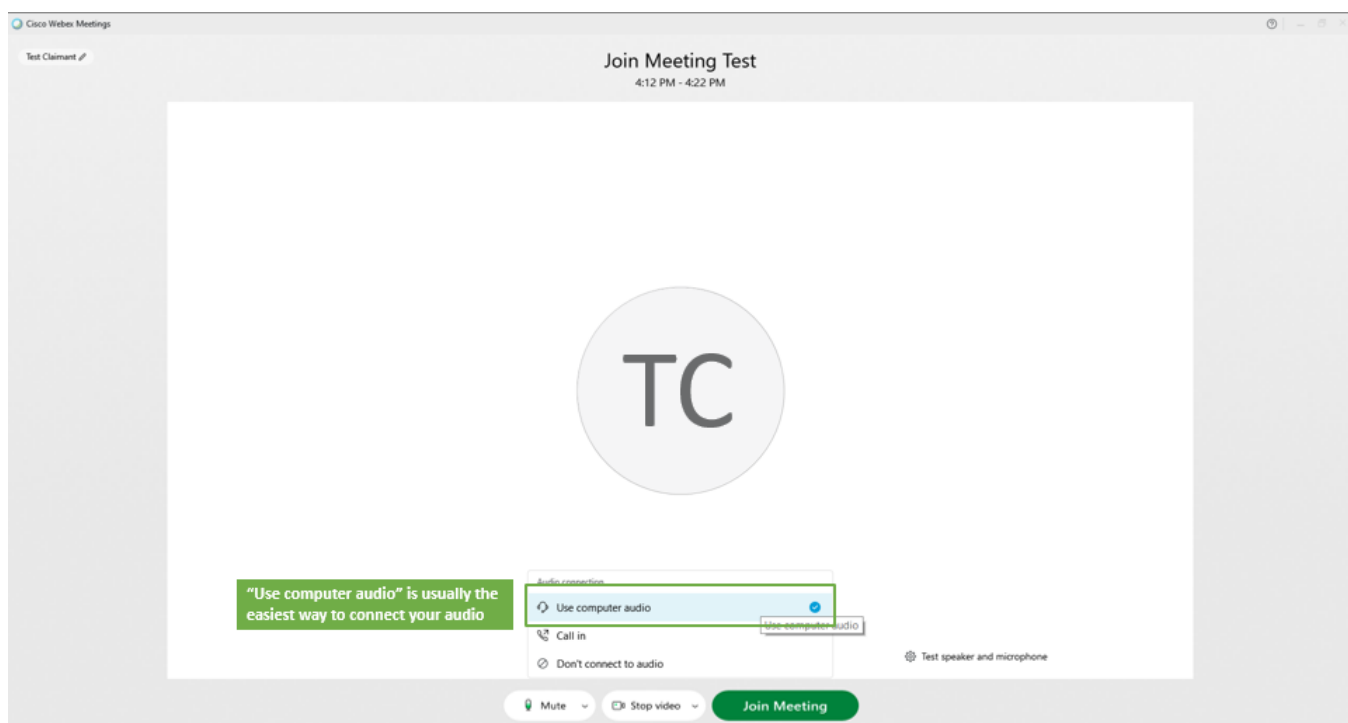
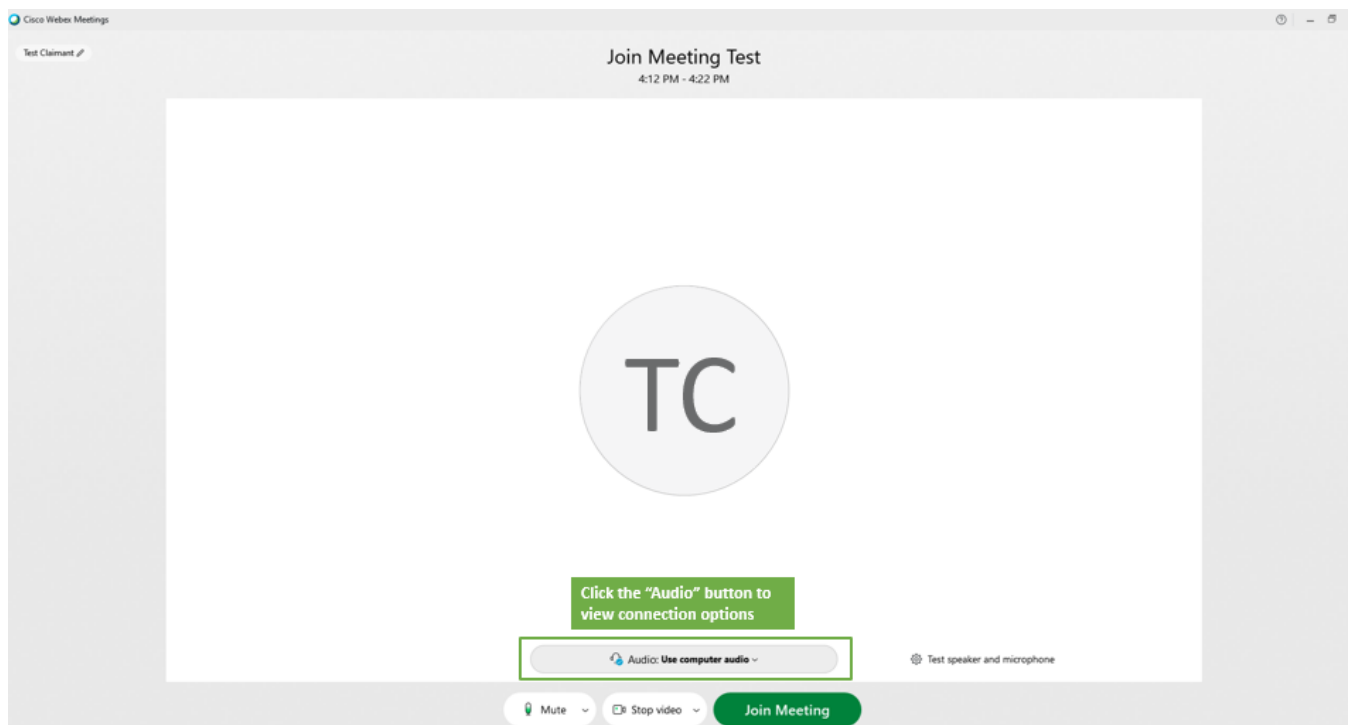
请确保在上诉之前充分的测试音频和视频(建议 48 小时)以确保使用 [WebEx Test](#) 测试一切正常。

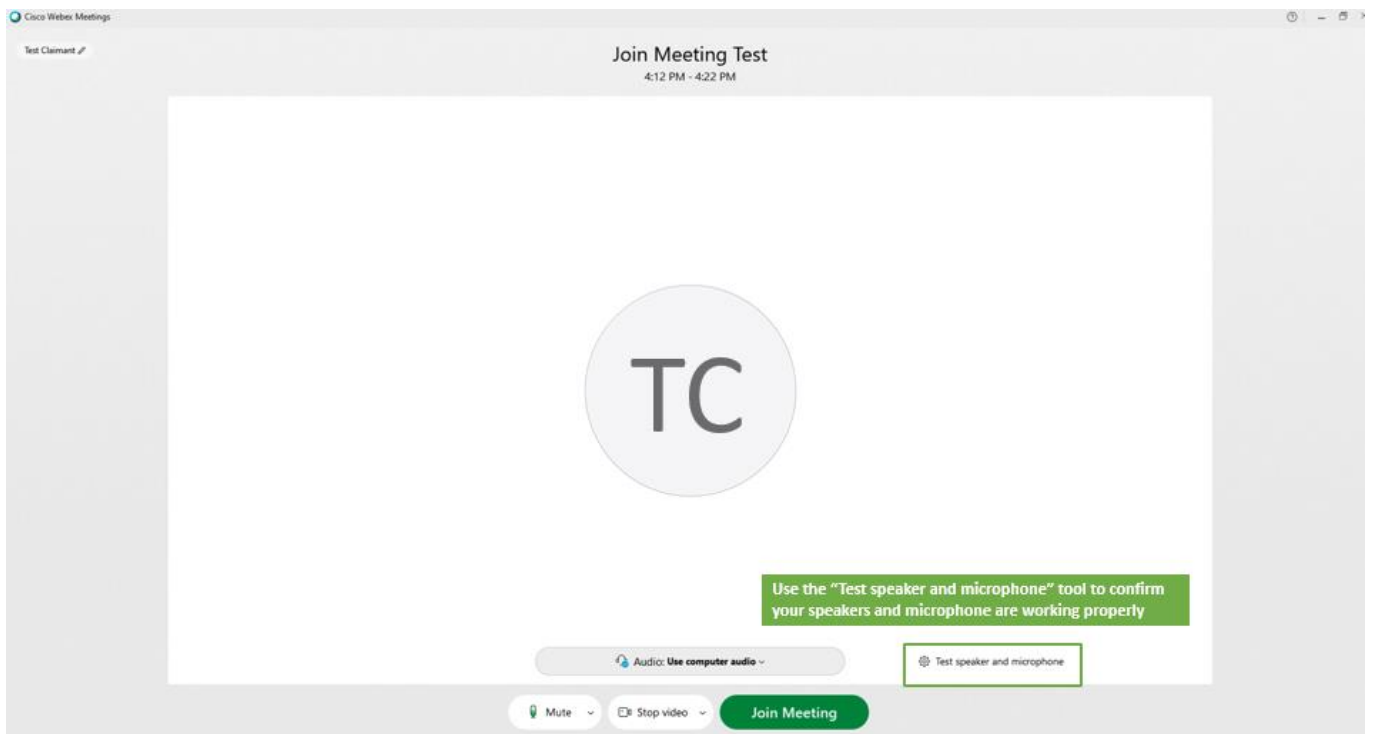
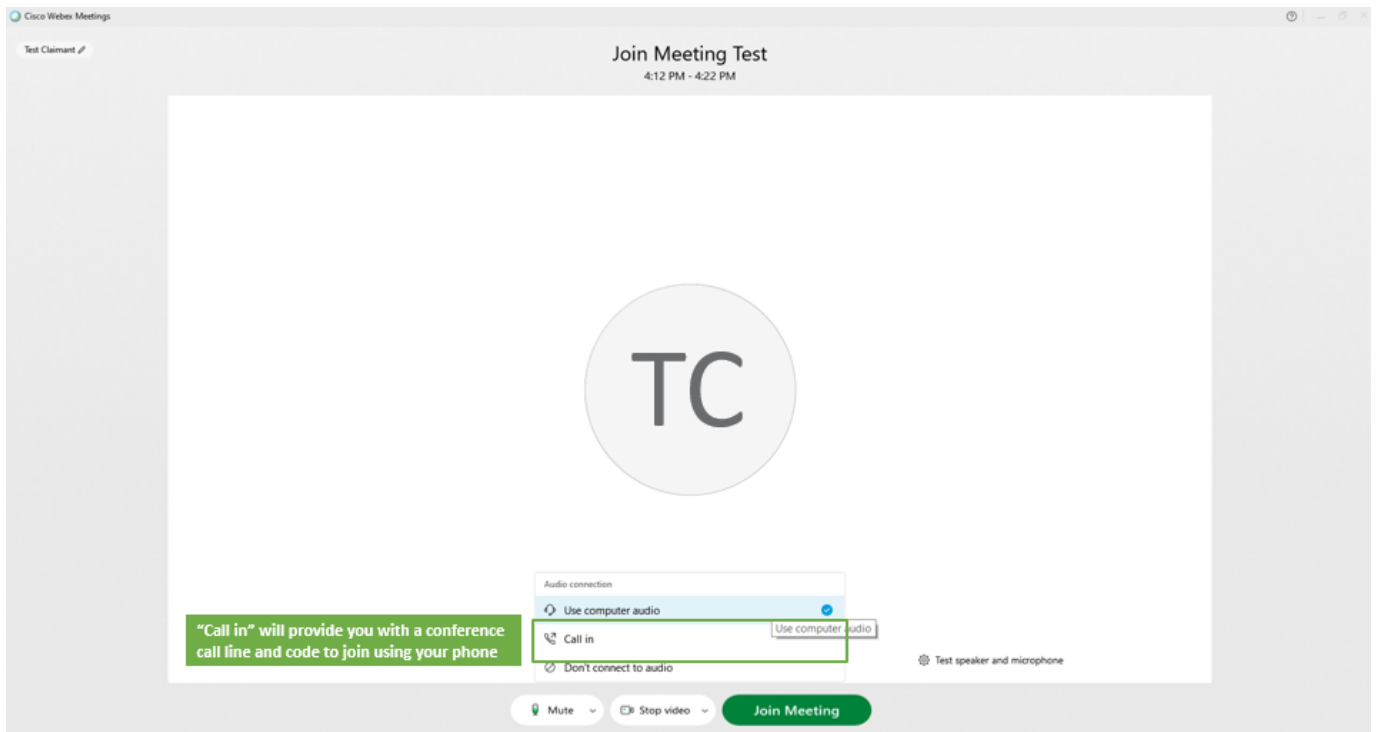
音频

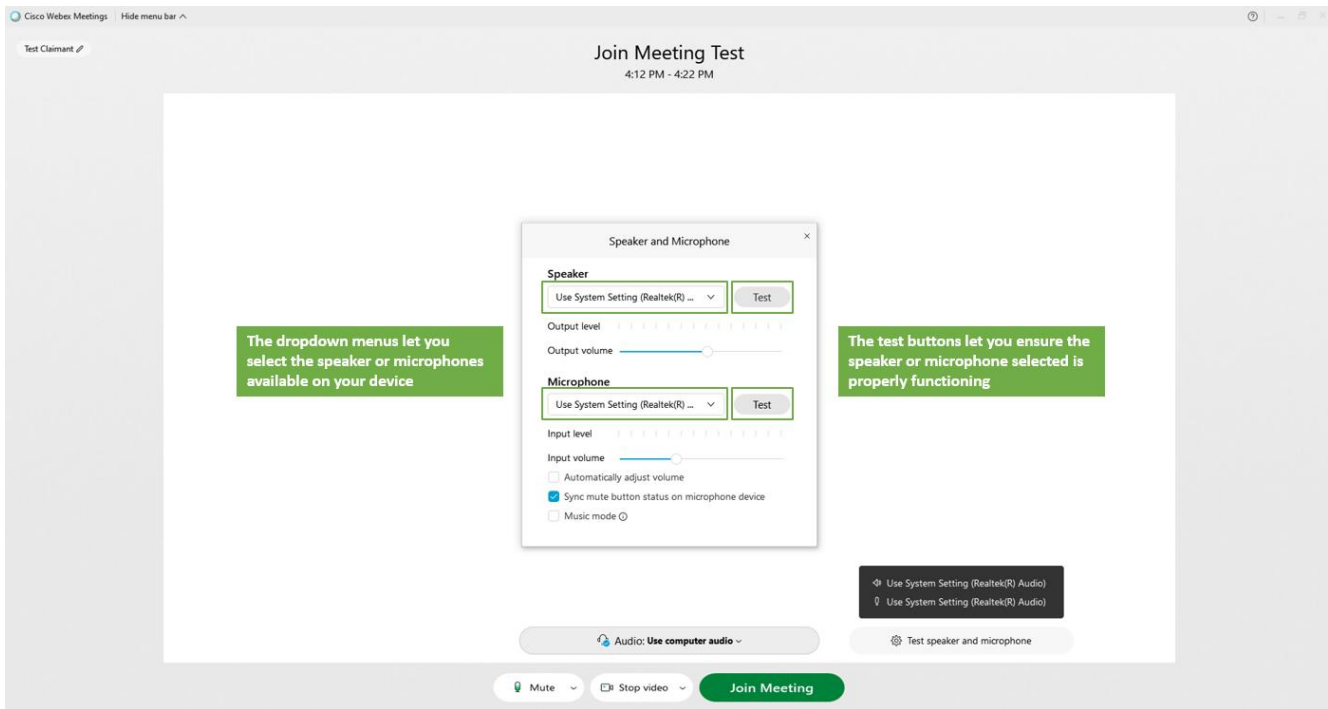
所有间接电脑上上诉者都需要使用音频和视频。下面的屏幕截图显示常用步骤配置和测试音频(扬声器和麦克风)当加入 WebEx 会议。

进一步的支持(包括智能手机说明)可以从 [WebEx Help Center](#) 找出。





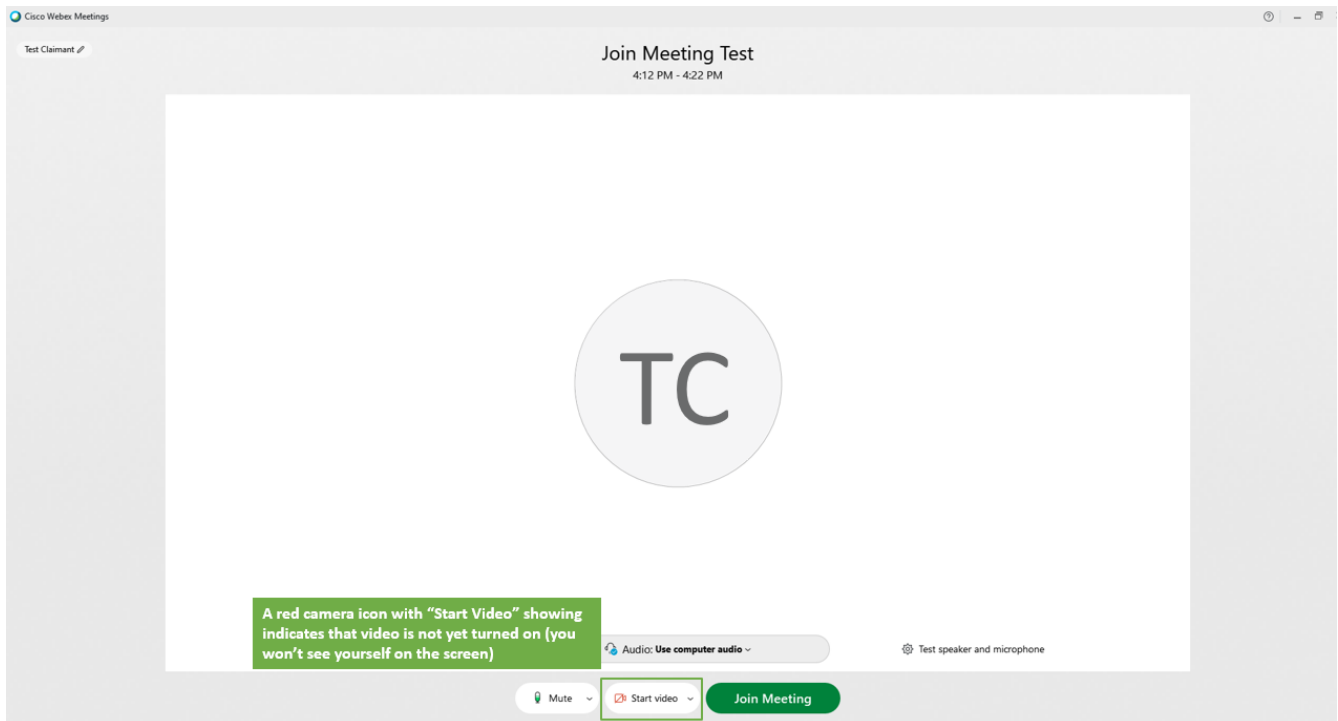


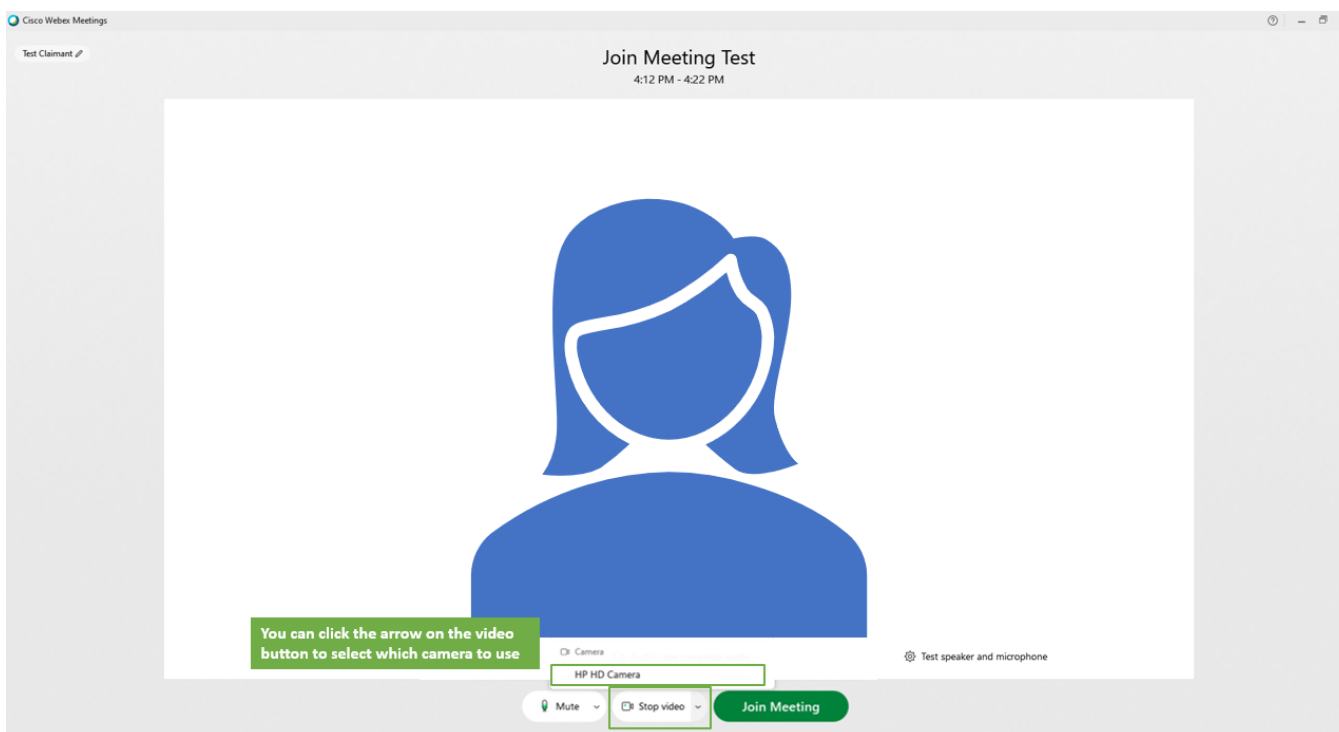
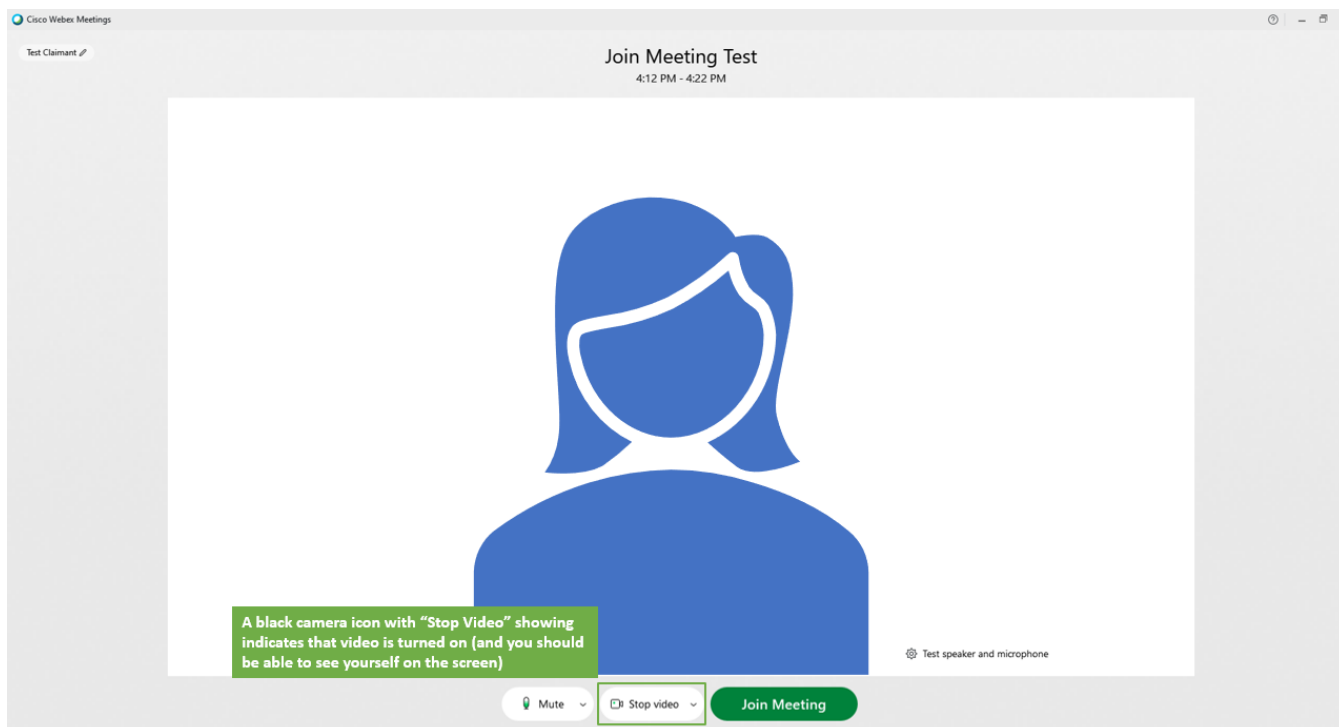


视频

所有间接电脑上上诉者都需要使用音频和视频。下面的屏幕截图显示常用步骤配置和测试视频（扬声器和麦克风）当加入 WebEx 会议。

进一步的支持（包括智能手机说明）可以从 [WebEx Help Center](#) 找出。





提交和共享文件

上诉之前提交文件在您的 PUA 帐户

失业局在上诉之前将提供相关文件给各方, 根据您选择接收 DUA 信件的首选方法以电子或邮件方式. 如果您还有其他文件您想要考虑在上诉提交的, 您必须在上诉之前提供副本. 最快的方法是将它们上传到您的 PUA Online 帐户:

- 1) 进入 <https://ui-cares-act.mass.gov/PUA/> 并登录到您的帐户
- 2) 按 ‘More tab’, 然后按 ‘the Upload Additional Documents for Hearing hyperlink’ .
- 3) 请按照提供的说明上载文件. 完成后, 请确保按提交 ” Submit” 按钮.

如果您无法在线上提交文件, 您必须寄出到地区听上诉办公室地址, 此地址列在您的 PUA 上提通知 .

如果您打算使用音频或视频显示文件, 请尽快通知上诉办公室, 此地址列在您的 PUA 上提通知 .

通过智能手机加入

- 您将会需要在智能手机上下载并安装 WebEx Meetings 应用程序, 然后才能进行上诉 [free download from Cisco WebEx](#).
- 您仍然将会加入您的上诉 通过按邮件中的链接或进入间接电脑上上诉中心并输入您的上诉 ID 号 [Virtual Hearing Center](#).
- 您需要给权限 WebEx 应用程序进入您的手机的摄像头和麦克风参加.
- 您将会的智能手机旋转到横向模式会放大您的上诉视频.
- 您将会只能提交文件通过举到相机上, 从手机的相机胶卷中选择照片, 或使用 'Cloud storage application' 例如 Dropbox 或 Google Drive.
- 有关使用 WebEx 智能手机应用程序的其他说明, 请参见 [Cisco WebEx's Help Center](#).

其他建议成功进行上诉

您的上诉 ID 号码与您的要求 id, 问题 id, 信函 id 是不相似和只能在间接电脑上上诉通知电邮中找到.

- 如果您尚未收到上诉电邮通知, 请尝试在电邮的收件箱, 垃圾箱以及垃圾邮件或垃圾邮件文件夹中搜索来自 noreply@mass.gov 的邮件. 如果您仍未收到上诉确认电邮, 请尽快通过您的 PUA 上诉办公室, 电话号码列在 PUA 通知电邮. 请不要与任何人分享您的上诉 ID 号码, 您只分享 ID 给您的律师或见证人
- 虽然强烈反对您在等待上诉期间使用其他应用或手机上的功能或浏览器, 其他标签. 当然, 您可以使用只要您不要完全地关闭应用程序
 - 当您需要参加上诉时, 会有一条通知 (叮 ding 声) 提醒您. 确保调高音量并打开/激活通知以接收此通知.
 - 如果您在上诉期间不小心离开了应用程序或窗口, 您将不会断开连接, 您只需要返回等候室屏幕.
- 如果您的上诉需要由复审审查员召回 (重新启动), 他们会通知您, 并且待召回 “to be recalled” 消息将显示在等候室中, 您将在哪里等待再次召回.