

Pandemic Unemployment Assistance

Virtual Hearings Guide

The Department of Unemployment Assistance (DUA) offers virtual hearings for some Pandemic Unemployment Assistance (PUA) appeals. Virtual hearings enable claimants, attorneys/representatives, and witnesses to attend hearings online using their personal computer or smartphone. PUA claimants eligible for a virtual hearing will receive an official PUA Notice of Hearing - Virtual and Virtual Hearing Confirmation Email from the Department of Unemployment Assistance containing the details of their appeal along with instructions on how to join their virtual hearing. Additional instructions and information on virtual hearings can be found in this guide.

To participate in your virtual hearing as a claimant, you must:

1. Have received an official PUA Notice of Hearing – Virtual and Virtual Hearing Confirmation Email
2. Prepare and test your system at least 48 hours prior to your virtual hearing
3. Read the instructions contained here and in your PUA Notice of Hearing - Virtual

This guide contains the following sections:

| | |
|---|----|
| Virtual Hearing Notices | 2 |
| PUA Notice of Hearing - Virtual | 2 |
| Virtual Hearing Confirmation Email..... | 3 |
| Preparing and Testing Your System | 5 |
| System Requirements..... | 5 |
| Testing Your System | 5 |
| Attending Your Virtual Hearing – Claimants | 7 |
| Attending Your Virtual Hearing – Witnesses | 13 |
| Attending Your Virtual Hearing – Attorneys & Representatives | 20 |
| Help & Support | 27 |
| Downloading WebEx | 28 |
| Personal Computer | 28 |
| Smartphone | 32 |
| Configuring Audio and Video on WebEx | 34 |
| Audio | 34 |
| Video..... | 37 |
| Submitting and Sharing Documents | 39 |
| Submit Documents on Your PUA Account Before the Hearing | 39 |
| Joining by Smartphone | 40 |
| Other Suggestions for a Successful Virtual Hearing | 41 |


Virtual Hearing Notices

PUA Notice of Hearing - Virtual

The PUA Notice of Hearing - Virtual will be made available to you in your [PUA account](#) and sent either by U.S. mail or email depending on the communication preferences you have set up in your account.

The PUA Notice of Hearing - Virtual contains the following key information:

1. **Date and Time of your hearing** – be sure to join 5-10 minutes before the scheduled time.
2. **Issue type and Issue to be Heard** – The classification of the issue impacting your PUA claim.
3. **Citation of Law** – Text of the Massachusetts General Law(s) relevant to the issue to be heard.
4. **Claim ID Number** – Serial number identifying your PUA claim account.
5. **Issue ID Number** – Serial number identifying the specific issue on your account that the hearing will address.
6. **Letter ID Number** – Serial number identifying the PUA Notice of Hearing - Virtual Letter.
7. **Issue Date** – Date when the issue in your PUA claim was discovered.
8. **Determination Date** – Date when the Department of Unemployment Assistance made the decision on the issue to be heard.
9. **Virtual hearing instructions** – At the end of the PUA Notice of Hearing – Virtual, you will find an addendum of instructions on preparing for and joining your virtual hearing (similar to what you will find on this webpage).

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

Claimant Name
Claimant Address

8 Issue Date:
5 Letter ID:
4 Claim ID:

PUA NOTICE OF HEARING – VIRTUAL

2 [Issue Type]

4 CLAIM ID:
5 ISSUE ID:

Determination Date:
A virtual hearing is scheduled for the following date and time:

1 **Date:**
Time:

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 <http://dush hearings.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/int/2f69c1Webex-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.
 - a. If you have not received your hearing confirmation email, please try searching for messages from noreply@mass.gov and also check your email's junk or spam folder. If you still have not received the hearing confirmation email, please call [regional office] as soon as possible.
 - b. On whatever device you are joining with, make sure that you have downloaded the free Cisco WebEx application from <https://www.webex.com/downloads.html>.
- 2) Read through the DUA Virtual Hearings terms and conditions and click on "Accept" at the bottom to proceed.
- 3) You will then select your role for the hearing – as the claimant, please select "I'm a Claimant."
- 4) This will bring you to the virtual waiting room, where you will see a message that your hearing will start shortly. If you are logging on more than 15 minutes before your scheduled hearing time, you will not be able to enter the waiting room yet.

- 5) At the time of your hearing, the review examiner will initiate the hearing, and you will see a popup notification prompting you to join the hearing – click on the green "enter hearing" button to join the hearing.
- 6) This will launch a new window in WebEx, and you will be presented with options for connecting your audio and video. Please note that a video connection is required for virtual hearings, so make sure this is turned on. You will then click "Join" to enter the hearing.
- 7) Once you have joined the virtual hearing, you should be able to see and hear the review examiner, and they will be able to see and hear you. The review examiner will then start the virtual hearing.
- 8) When your hearing completes, please make sure to exit out of all WebEx and internet browser windows that you have used for the hearing.

More detailed instructions to join and participate in your virtual hearing can be found at <https://www.mass.gov/unemployment-virtual-hearings>.

Documents

DUA will provide the agency documents to all parties in an appeal packet before the hearing, either electronically or by U.S. mail based on the preferred method you selected to receive DUA correspondence.

If you have documents other than those included in the appeal packet that you want to have considered, you MUST provide copies before the hearing. To do this, you may upload the document copies to your online account at <https://ui-cares-act.mass.gov/PUA/> (preferred) or mail the copies to the Hearings Department at the address listed on the Notice of Virtual Hearing above. If you are mailing document copies, please send these as soon as possible to avoid any delays in DUA receiving the materials.

If you plan to use audio or video exhibits, please notify the Hearings Department at the telephone number listed on the Notice of Virtual Hearing above as soon as possible.

Quiet place for hearing

You must find a place to participate in the hearing that is private and free of distractions and noises. Although held virtually, the hearing remains an official legal proceeding and sensitive information will be discussed.

Witnesses

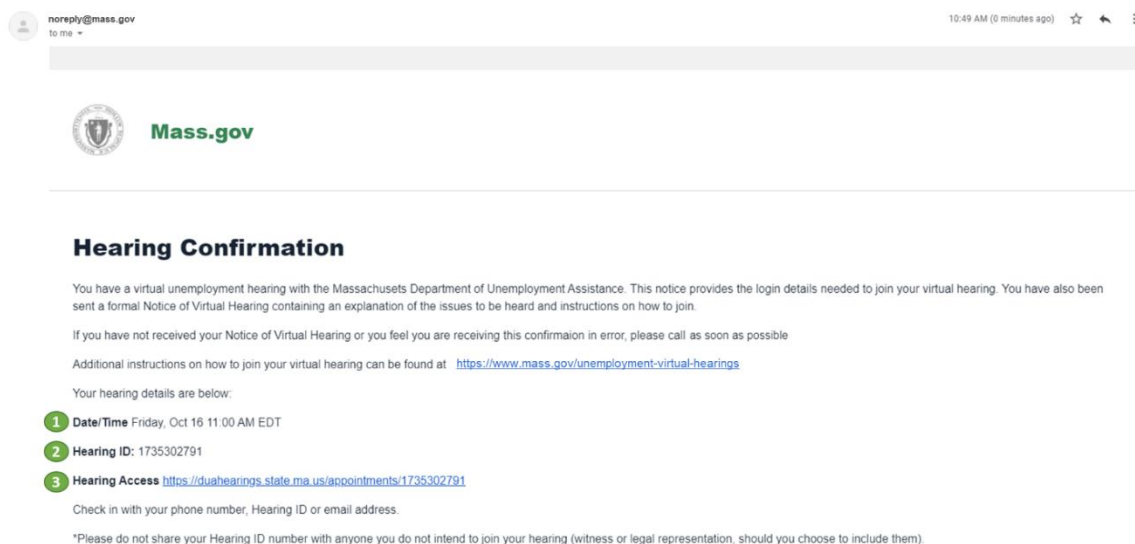
If you have a witness who has agreed to testify on your behalf, please share with them the Hearing ID number included in your hearing confirmation email. At the time of your hearing, they will enter the Hearing ID number at <https://duahearings.state.ma.us/>, accept the terms and

Virtual Hearing Confirmation Email

The Virtual Hearing confirmation email will be sent from noreply@mass.gov to the email address associated with your PUA account. It contains the following key information:

1. **Date and Time of your hearing** – be sure to join 5-10 minutes before the scheduled time.
2. **Hearing ID Number** – Serial number identifying your hearing (you can enter this at the [Virtual Hearing Center](#) to join your virtual hearing).
3. **Hearing Access link** – Direct link to join your virtual hearing (clicking this removes the need to enter your Hearing ID Number at the [Virtual Hearing Center](#)).

*Your Hearing ID Number and/or Hearing Access Link should only be shared with those you intend to join your hearing (e.g., witness(es) or legal representation, should you choose to include them).



If you have received a PUA Notice of Hearing - Virtual but not the Virtual Hearing Confirmation email, please complete the following steps:

1. Search your email inbox and trash folders for messages sent by noreply@mass.gov
2. Search your junk or spam folders for messages sent by noreply@mass.gov
3. If you are still not finding your confirmation email, please call the hearings department at the phone number listed on your PUA Notice of Hearing - Virtual

Preparing and Testing Your System

System Requirements

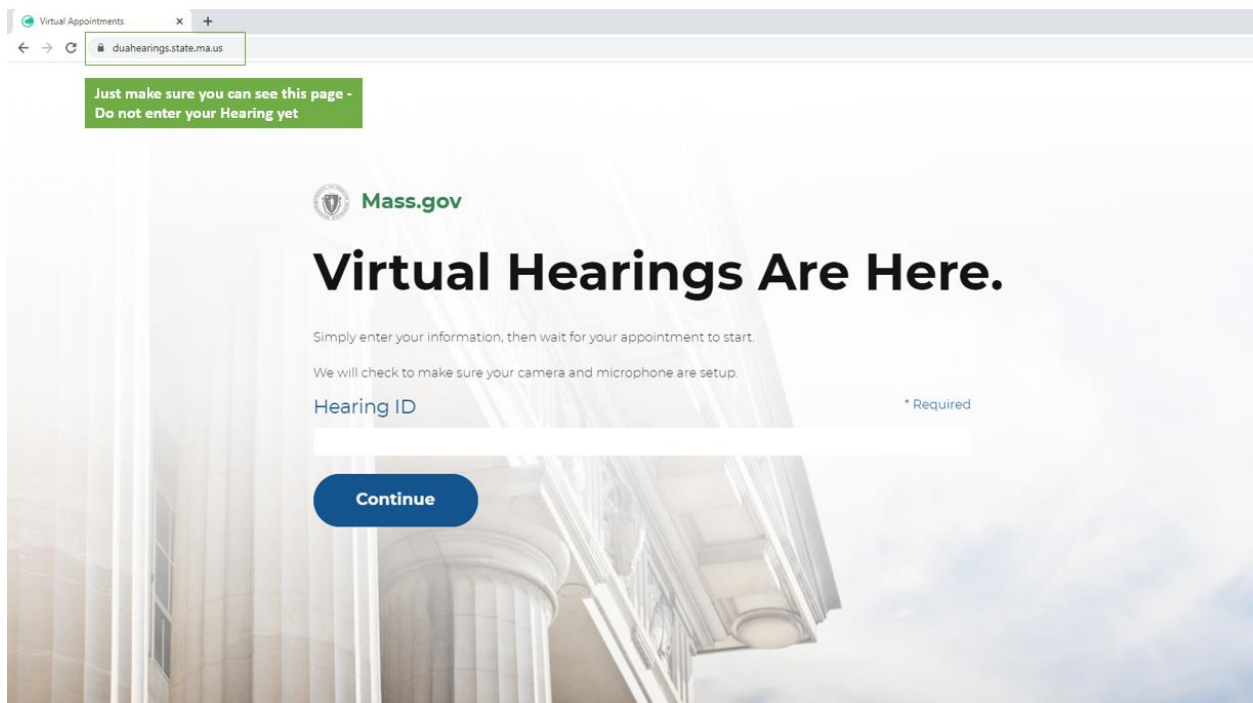
To attend your virtual hearing, you must:

- Have a personal computer or smartphone with a camera that supports video chatting
- Have a reliable, stable Internet connection (at least 1-1.5 megabits per second is recommended)
- Use a supported internet browser:
 - 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](#)
- Disable the sleep/standby mode on your computer or smartphone:
 - Sleep/standby mode can usually be found in the device settings
 - Do NOT set your phone to "Do not disturb" or use similar features in an internet browser

Testing Your System

Please complete the following three steps at least 48 hours before your scheduled hearing to prepare and test your system. If you encounter any issues, please call the hearings department at the phone number listed on your Virtual Hearing Notice.

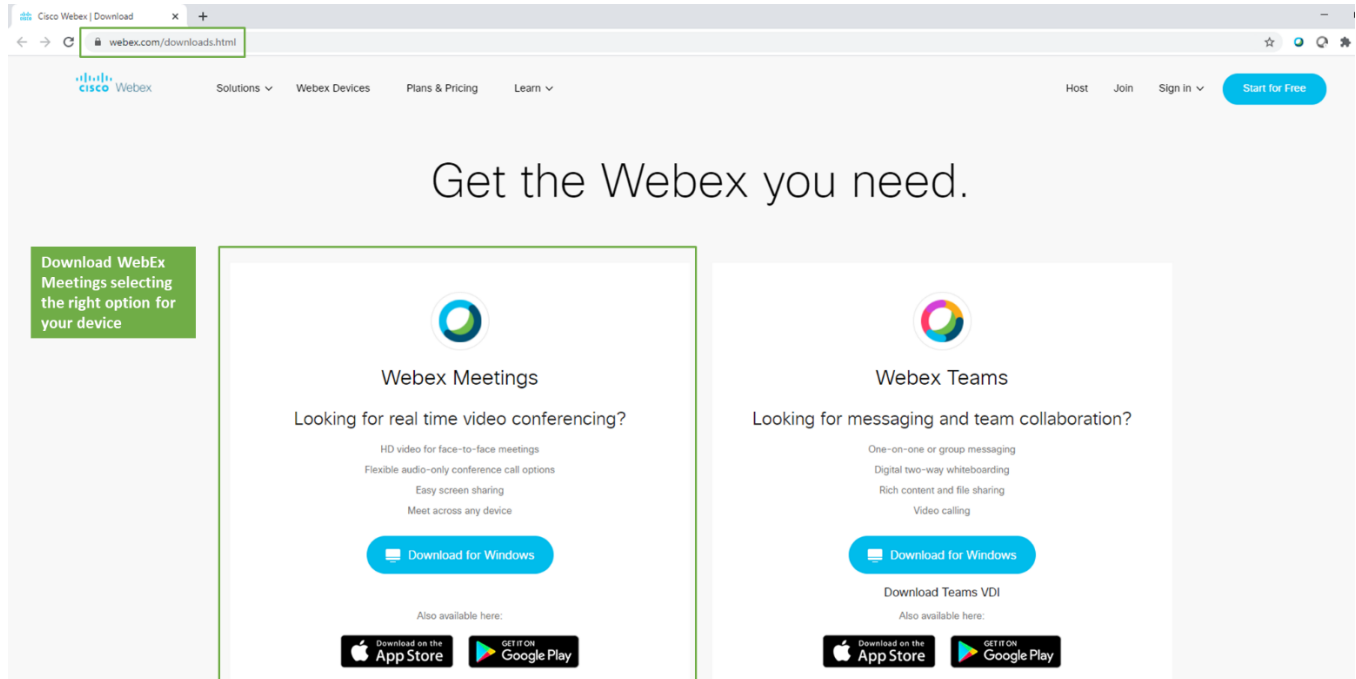
- 1) Confirm that you are able to navigate to and open the [Virtual Hearings Center](#) (you will not be able to check-in yet if doing this 48 hours before your hearing).
 - Make sure you are using the latest MS Edge, Chrome, Firefox, or Safari internet browser (Internet Explorer is not supported)
 - You can check-in for your hearing up to 15 minutes prior to the scheduled hearing time. If you try to join more than 15 minutes in advance, you will receive an error message saying: "You may only check in 15 minutes before the scheduled hearing time."



2) The Department of Unemployment Virtual Hearing Center uses Cisco WebEx to hold virtual hearings. You will need to download the free Cisco WebEx Meetings application prior to your hearing date on the device you intend to use:

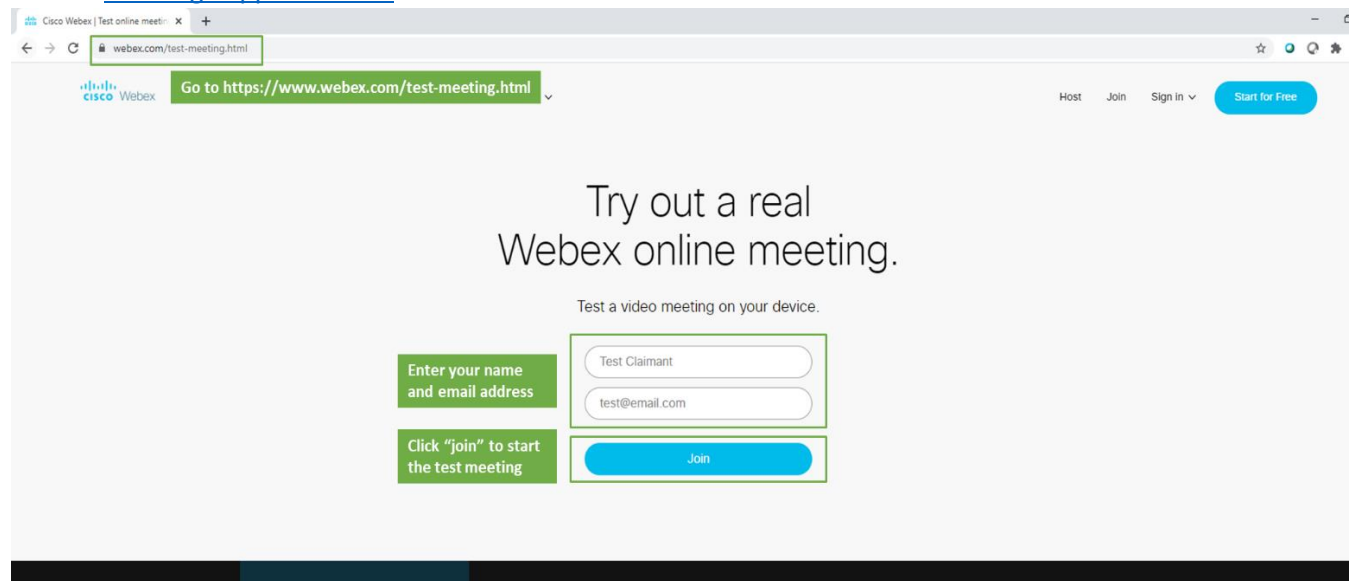
- WebEx Meetings application for [Windows computers & devices](#)
- WebEx Meetings application for [Apple computers & devices](#)
- WebEx Meetings application for [Google computers & devices](#)

Additional instructions are included in the section “Downloading WebEx” below [\[link to section\]](#).



3) Once you have the WebEx Meetings application downloaded, confirm that you are able to join a virtual meeting using the [WebEx Test Meeting](#).

- If you encounter issues during the test, you can find additional instructions and support at [WebEx's Test Meeting Support Center](#)




Attending Your Virtual Hearing – Claimants


To participate in your virtual hearing as a Claimant, please follow the steps below.

If you intended to bring a Witness [\[Link to section\]](#) or Representation [\[Link to section\]](#), please also read the instructions in these sections. You must notify the Department of Unemployment Assistance if you intend to bring Representation. To do this, call the Hearings Department at the phone number listed on your PUA Notice of Hearing – Virtual.

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 sent from noreply@mass.gov. You can also go to the [Virtual Hearing Center](#) and enter your Hearing ID number.
 - On whatever device you are joining with, make sure that you have downloaded the free [Cisco WebEx application](#).
 - Ensure you are in a quiet place that will be free from distractions during your hearing – although virtual, the hearing is still a formal legal procedure.

 **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

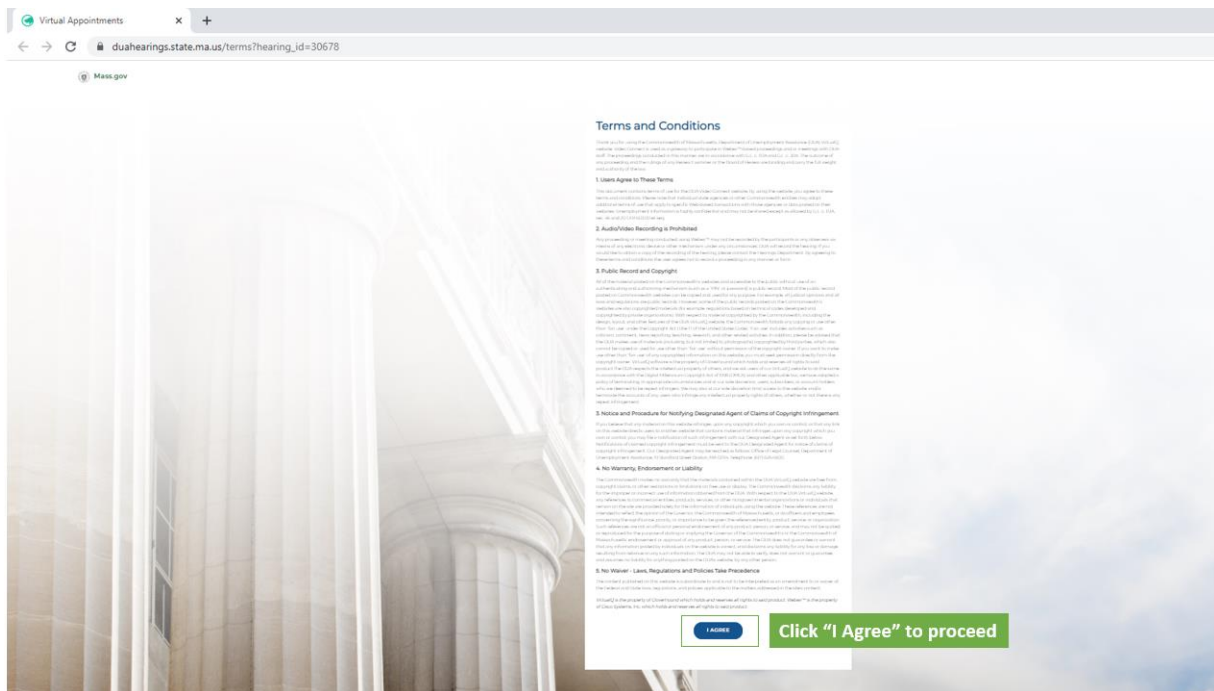
Hearing ID: 1735302791

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

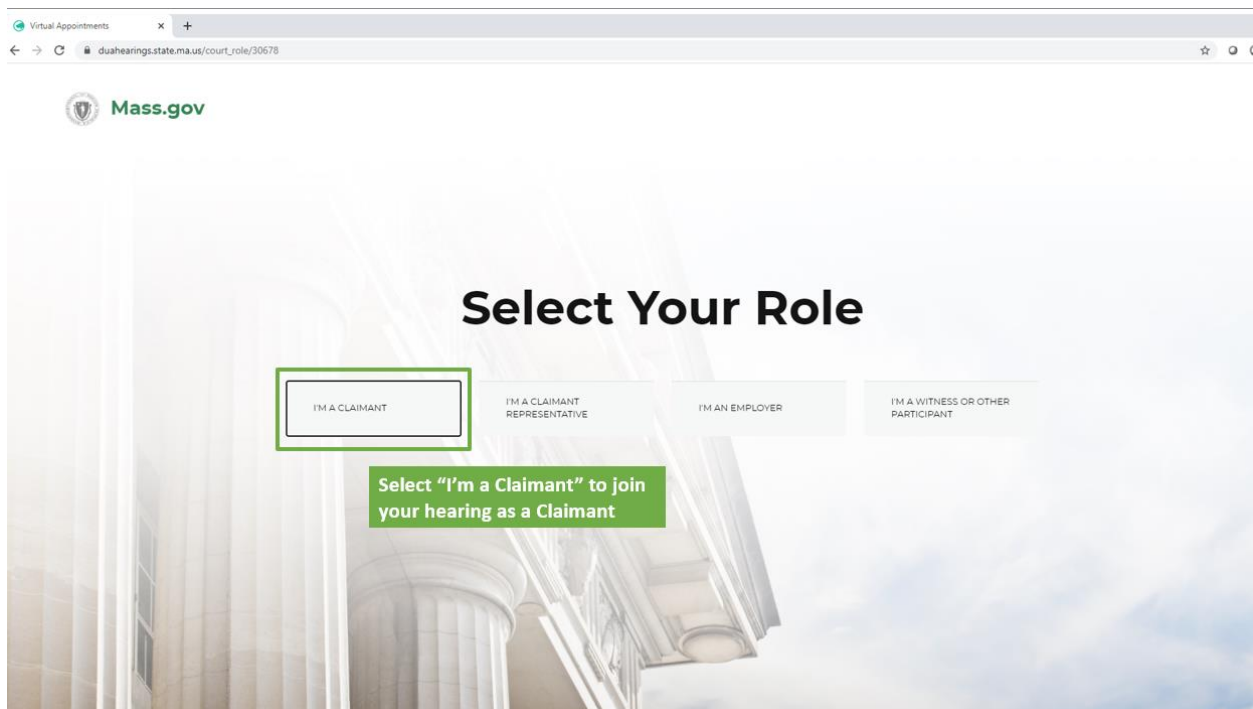
Check in with your phone number, Hearing ID or email address.

*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).

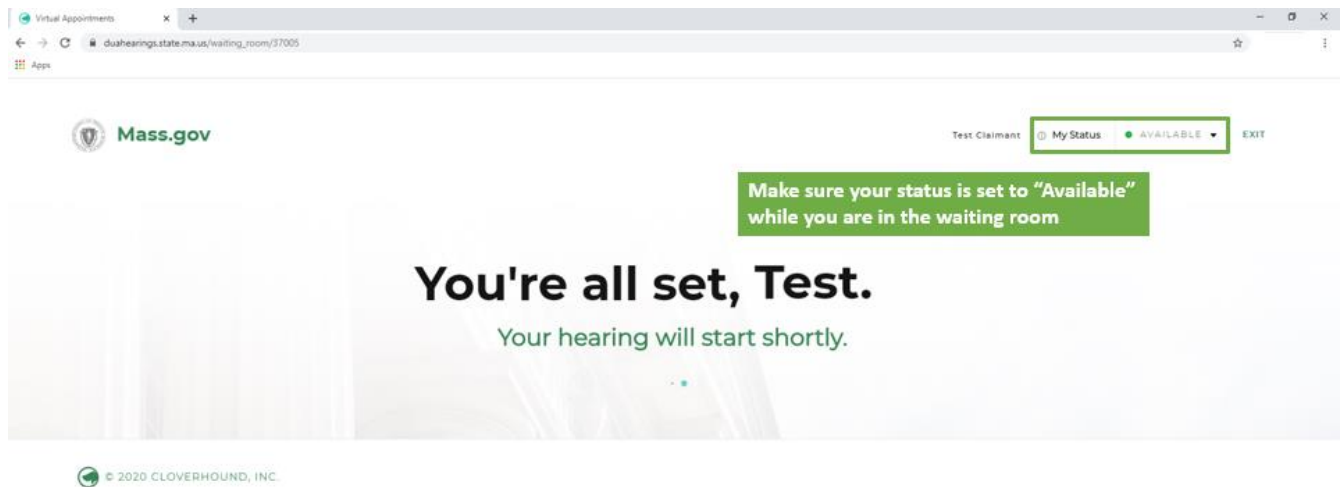
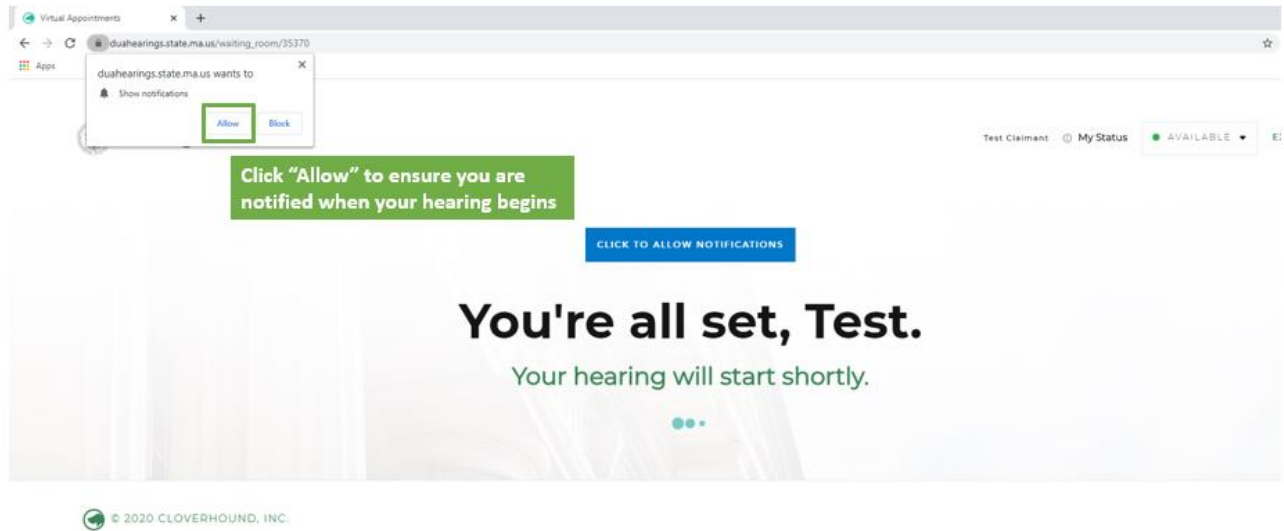
2. Read through the DUA Virtual Hearings terms and conditions and click on “Accept” at the bottom to proceed.



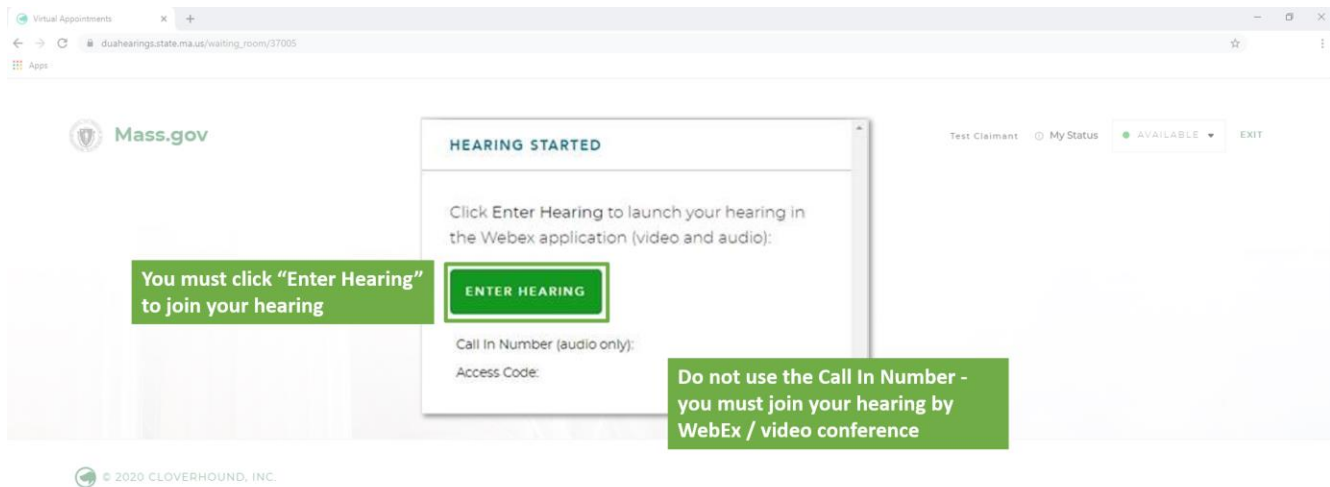
3. You will then select your role for the hearing – as the claimant, please select “I’m a Claimant”.



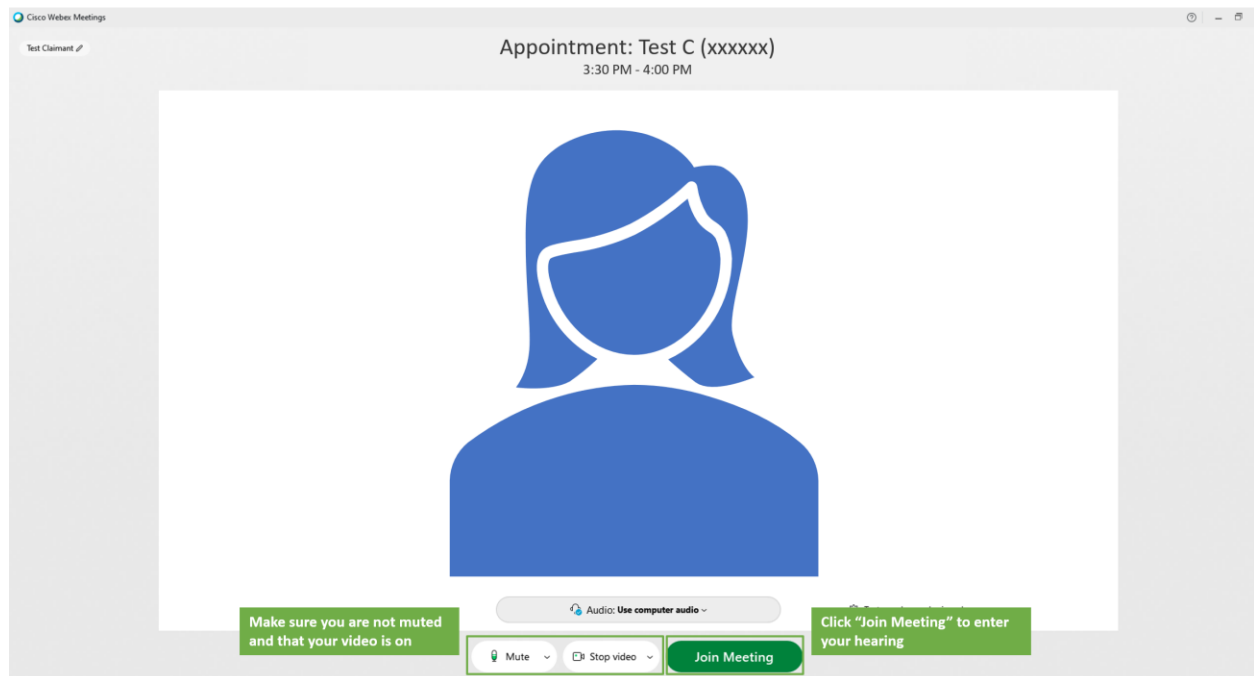
4. This will bring you to the virtual waiting room, where you will see a message that your hearing will start shortly.
- Click to allow notifications – this will make sure you are notified when your hearing begins
 - Make sure your status is set to “Available” so that you can be called into the hearing



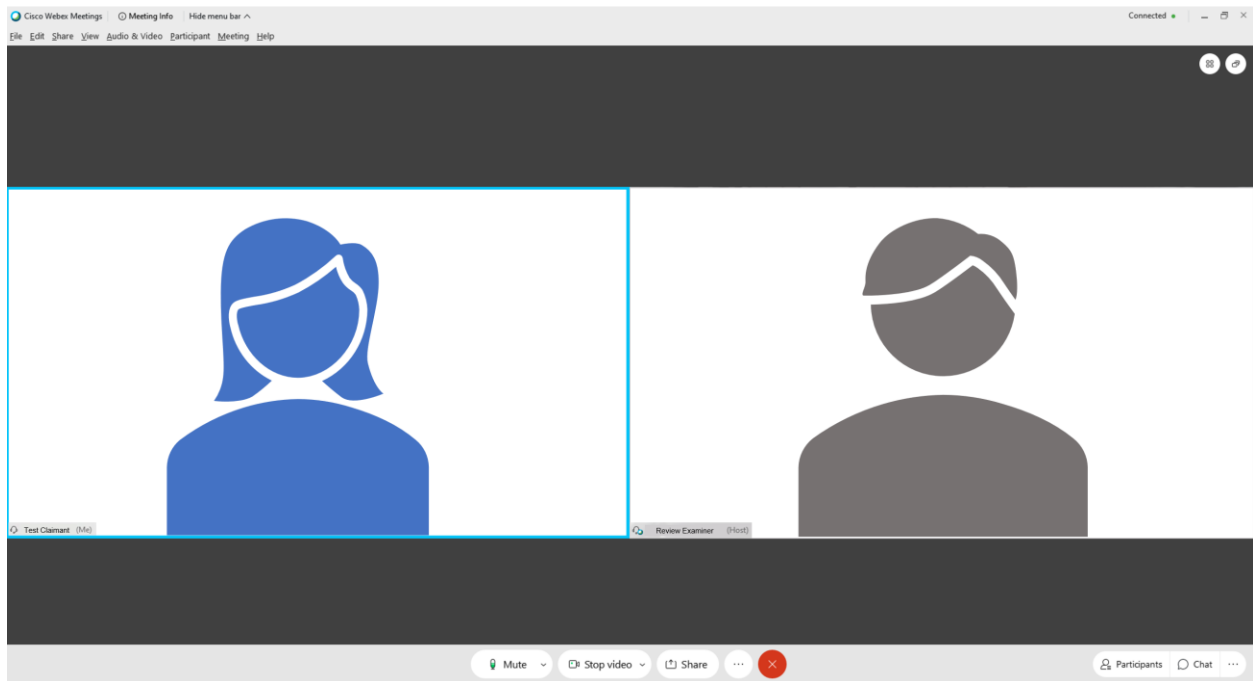
5. At the time of your hearing, the review examiner will initiate the hearing, and you will see a popup notification prompting you to join the hearing – click on the green “Enter Hearing” button to join the hearing.



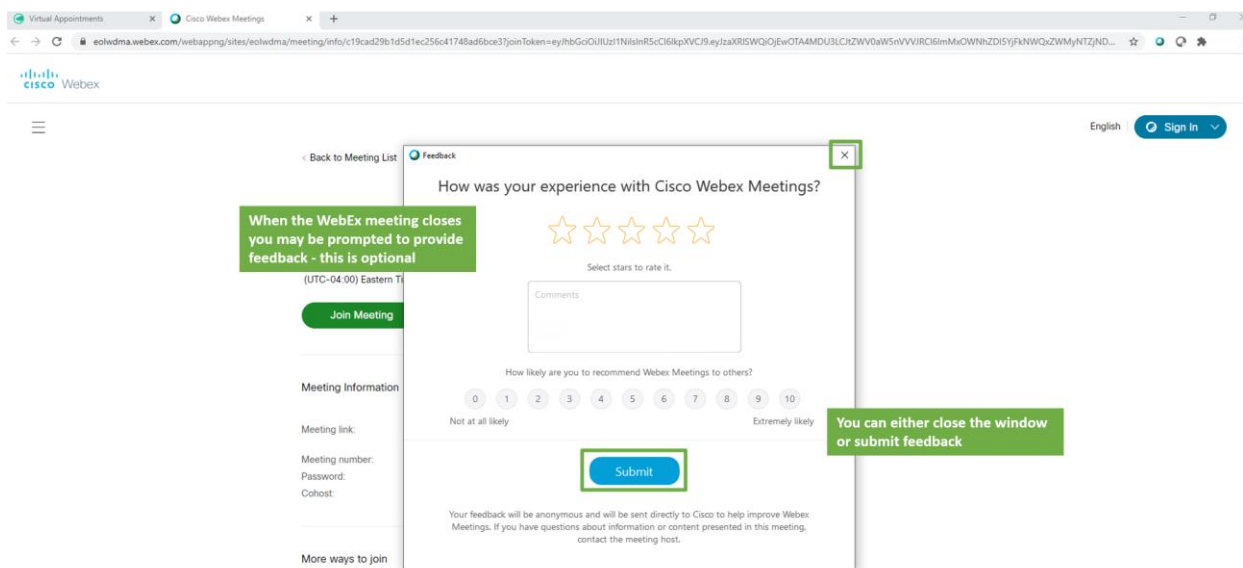
6. This will launch a new window in WebEx, and you will be presented with options for connecting your audio and video. You will then click “Join” to enter the hearing. Please note that both an audio and video connection are required for virtual hearing, so make sure these are turned on.



7. Once you have joined the virtual hearing, you should be able to see and hear the review examiner, and they will be able to see and hear you. The review examiner will then start the proceedings.



8. When your hearing completes, please make sure to exit out of all WebEx and internet browser windows that you have used for the hearing.



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.

© 2020 CLOVERHOUND, INC.

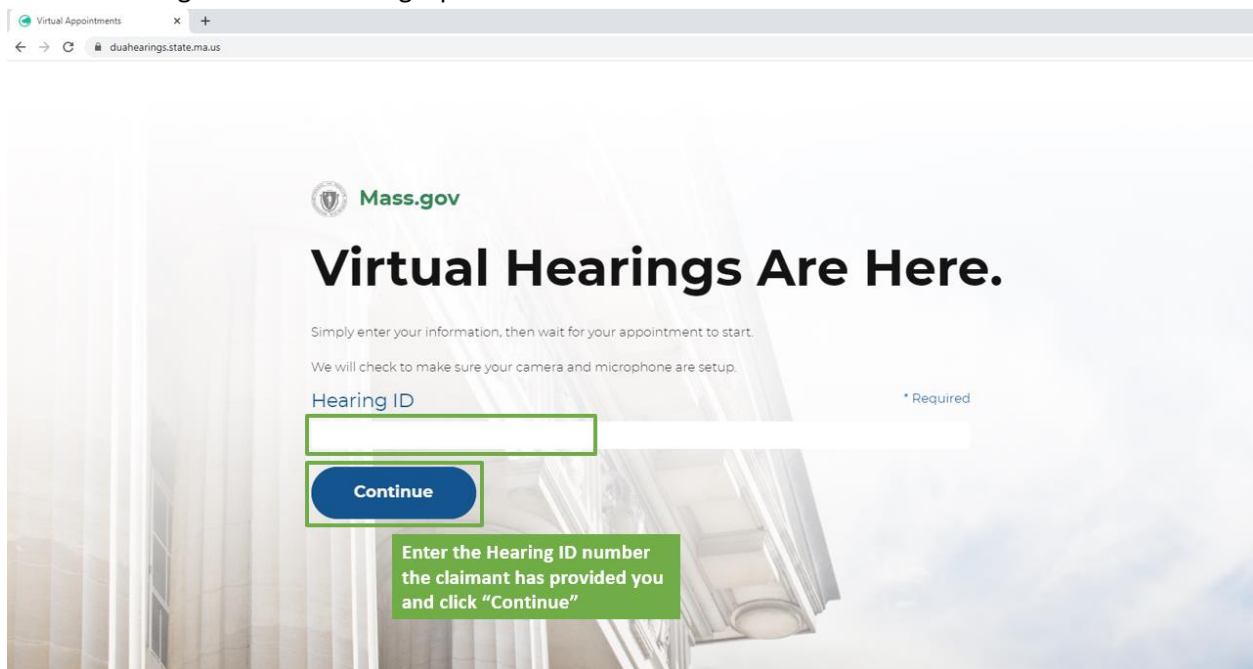
Attending Your Virtual Hearing – Witnesses

If you are a witness who has agreed to testify on a claimant's behalf, please make sure the claimant has shared with you their Hearing ID number included in their Virtual Hearing Confirmation email.

At least 48 hours before the hearing, complete the "Preparing and testing your system" steps listed above on this webpage.

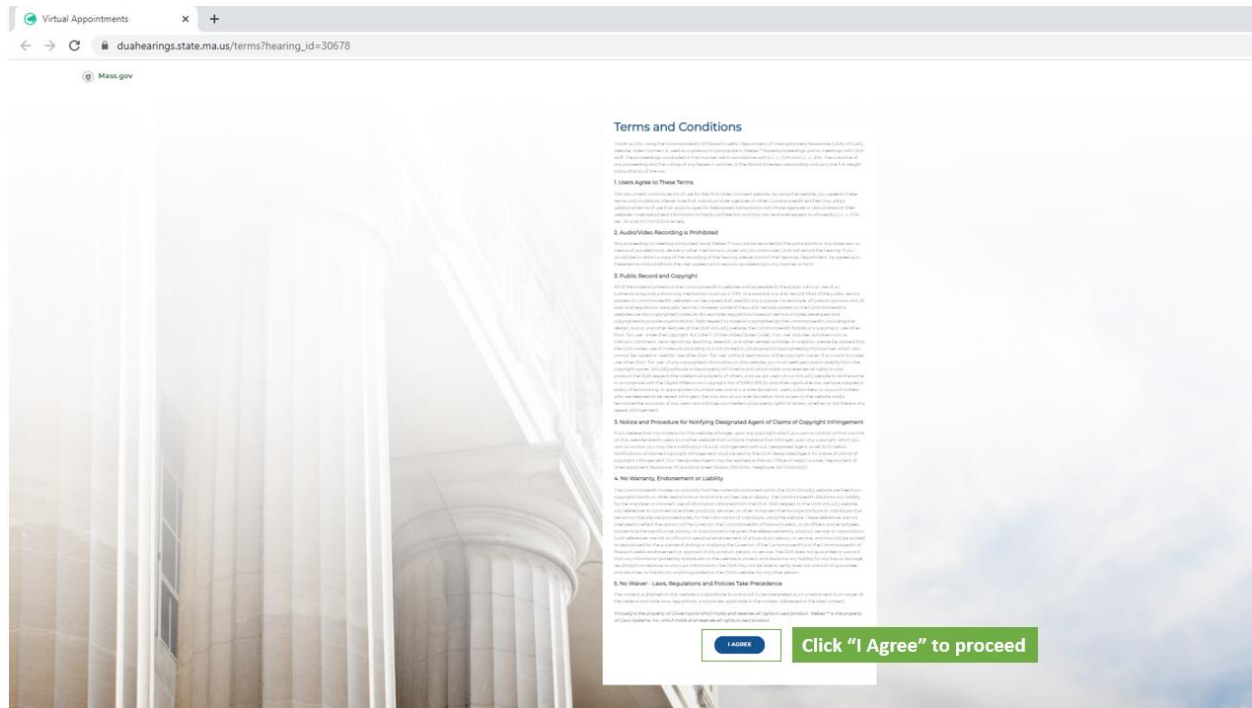
To participate in the virtual hearing as a Witness, please follow these steps:

1. Please log in 5-10 minutes before the scheduled hearing time. To do so, go to the [Virtual Hearing Center](#) and enter the Hearing ID number that the Claimant has provided you with.
 - On whatever device you are joining with, make sure that you have downloaded the free [Cisco WebEx application](#).
 - Ensure you are in a quiet place that will be free from distractions during your hearing – although virtual, the hearing is still a formal legal procedure.



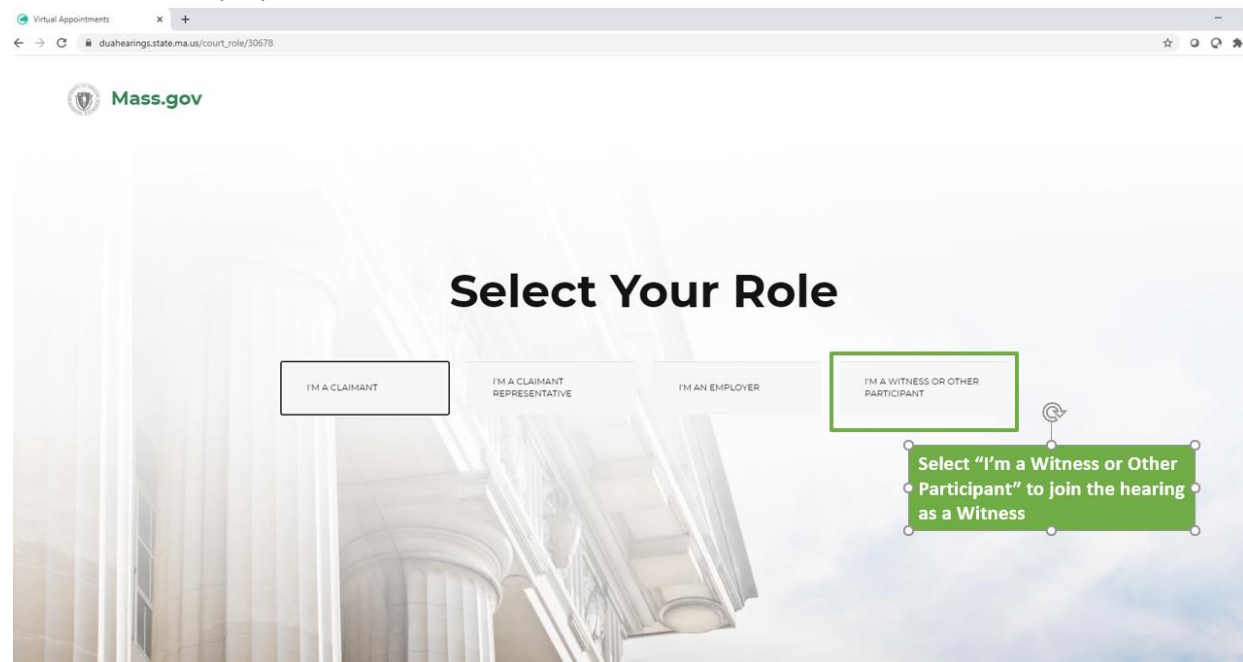
The screenshot shows a web browser window with the address bar displaying "dualhearings.state.ma.us". The page features the Mass.gov logo at the top left. The main heading is "Virtual Hearings Are Here." in a large, bold, black font. Below this, there is a subheading "Simply enter your information, then wait for your appointment to start." and a note "We will check to make sure your camera and microphone are setup." The form includes a label "Hearing ID" followed by a text input field. To the right of the input field is a small asterisk and the word "Required". Below the input field is a blue button with the text "Continue". A green callout box with white text is positioned over the bottom right of the form, stating: "Enter the Hearing ID number the claimant has provided you and click 'Continue'".

2. Read through the DUA Virtual Hearings terms and conditions and click on “Accept” at the bottom to proceed.



3. You will then select your role for the hearing – as a Witness, please select “I’m a Witness or other participant”.

 - You will be prompted to enter your first name, last name, and email to join the hearing (for identification purposes).



WITNESS OR OTHER PARTICIPANT 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. This will bring you to the virtual waiting room, where you will see a message that the hearing will start shortly.

- Click to allow notifications – this will make sure you are notified when your hearing begins
- Make sure your status is set to “Available” so that you can be called into the hearing

duahearings.state.ma.us wants to show notifications

Click "Allow" to ensure you are notified when your hearing begins

Witness or Other Participant Test Witness My Status AVAILABLE EXIT

CLICK TO ALLOW NOTIFICATIONS

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 | 1732219641 | | Test Examiner | NOT CALLED | Witness or Other Participant | View |

CHANGE ROLE ADD ATTENDEE

Mass.gov

Witness or Other Participant Test Witness 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

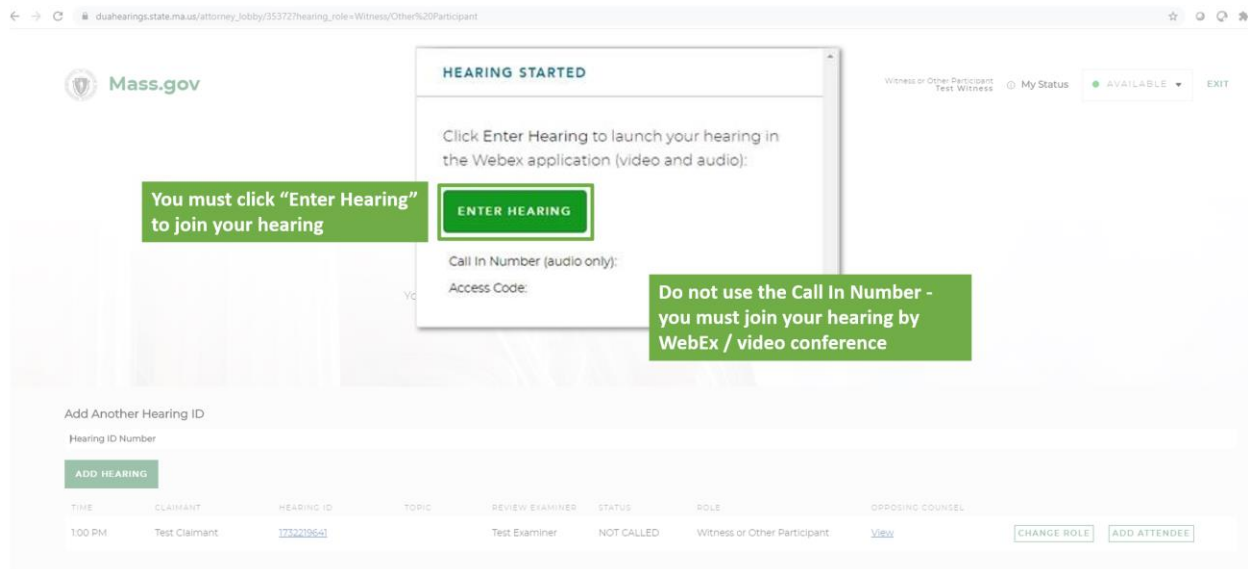
Hearing ID Number

ADD HEARING

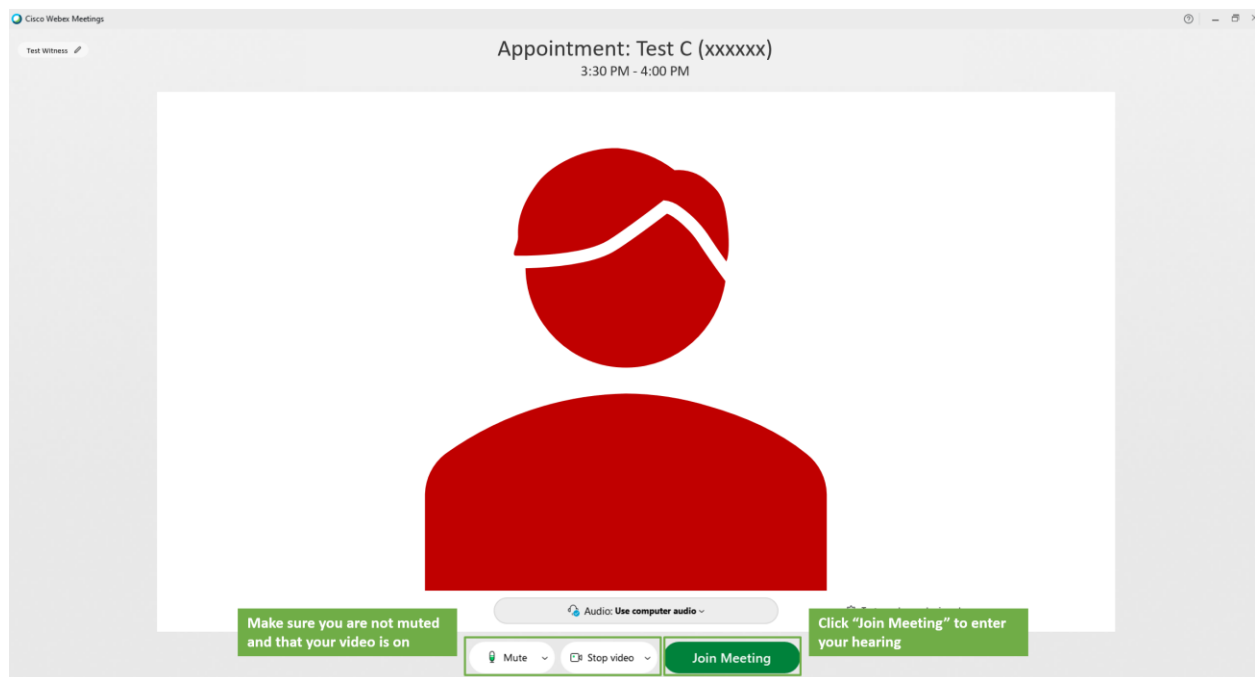
| TIME | CLAIMANT | HEARING ID | TOPIC | REVIEW EXAMINER | STATUS | ROLE | OPPOSING COUNSEL |
|---------|---------------|----------------------------|-------|-----------------|------------|------------------------------|----------------------|
| 1:00 PM | Test Claimant | 1732219641 | | Test Examiner | NOT CALLED | Witness or Other Participant | View |

CHANGE ROLE ADD ATTENDEE

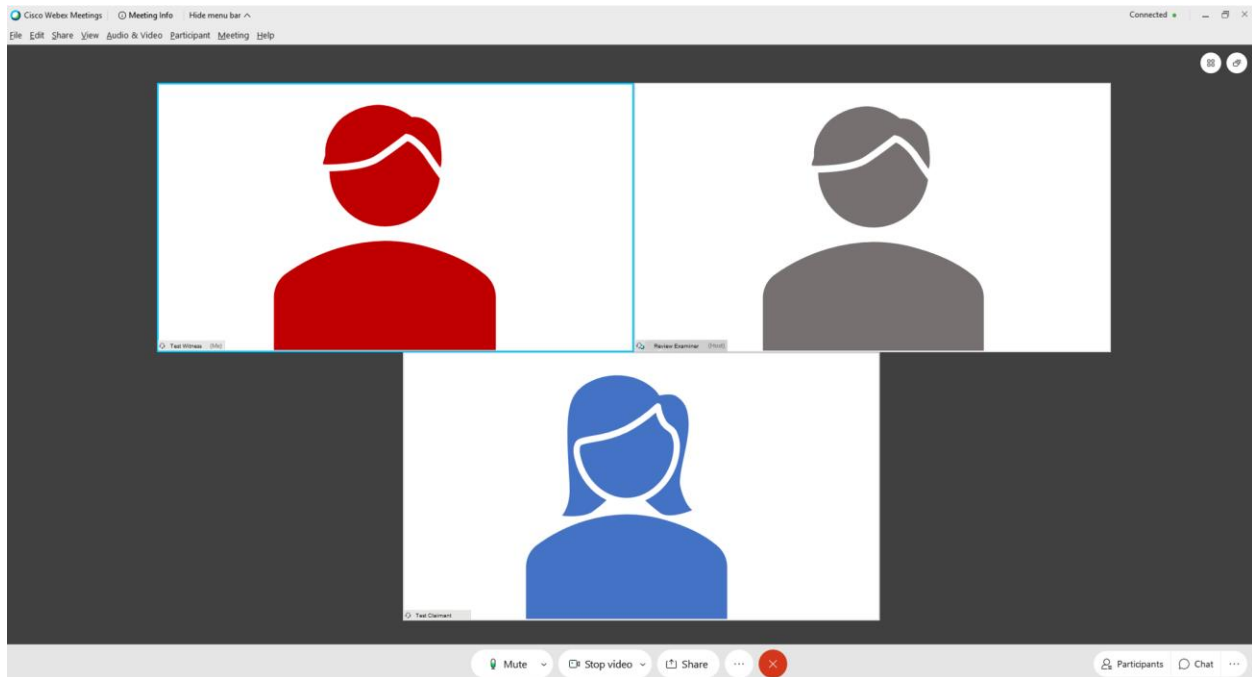
5. At the time of the hearing, the review examiner will initiate the hearing, and you will see a popup notification prompting you to join the hearing – click on the green “Enter Hearing” button to join the hearing.



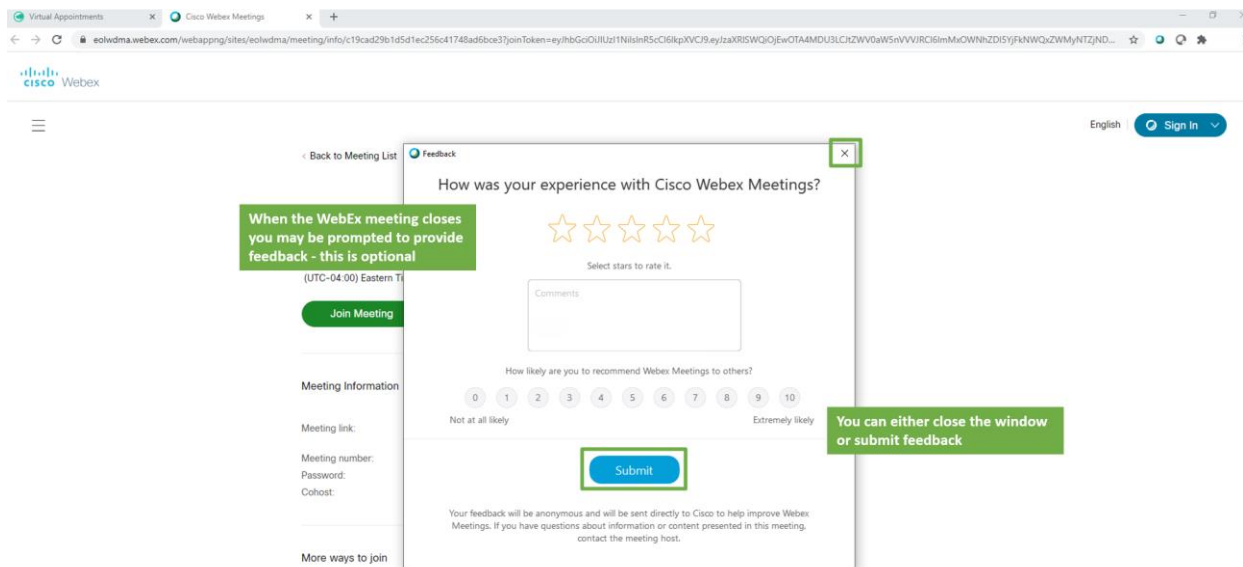
6. This will launch a new window in WebEx, and you will be presented with options for connecting your audio and video. Please note that both an audio and video connection are required for virtual hearings, so make sure these are turned on. You will then click “Join” to enter the hearing.



7. Once you have joined the virtual hearing, you should be able to see and hear the review examiner and claimant, and they will be able to see and hear you. The review examiner will then start the proceedings.
- If Witness sequestration is required, you will be placed either in a breakout room or the waiting room until the review examiner is ready for you to provide your testimony.



8. When the hearing completes, please make sure to exit out of all WebEx and internet browser windows that you have used for the hearing.



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:
Co-host:

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 +

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.

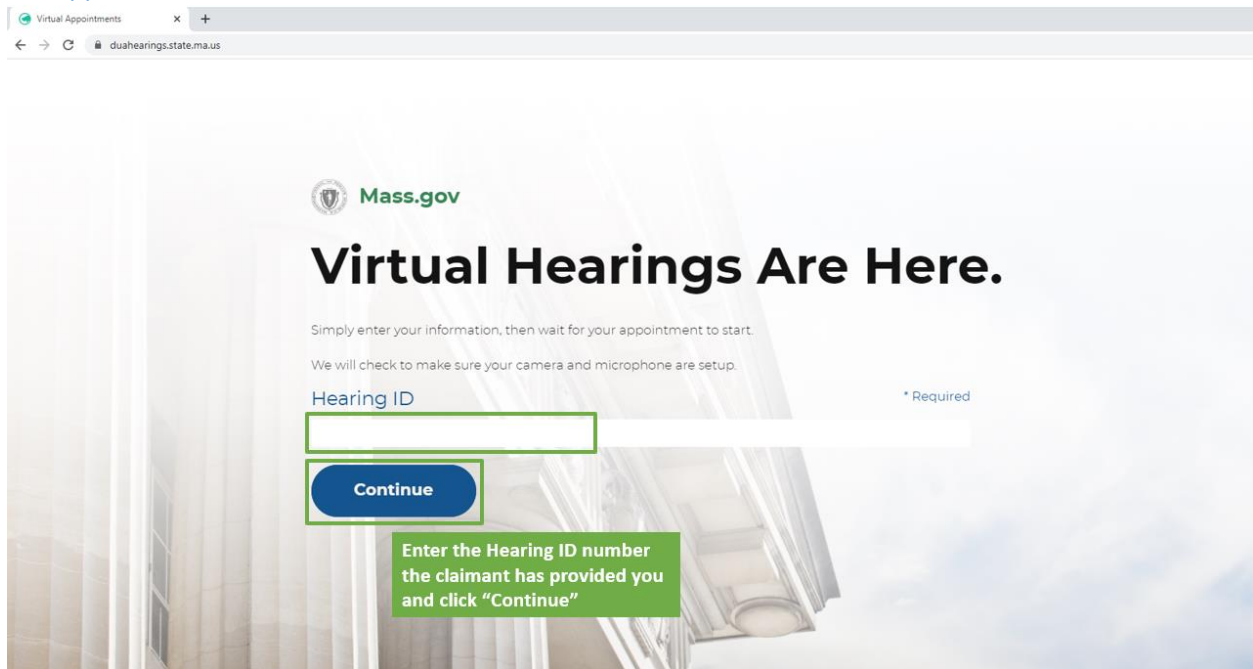
Attending Your Virtual Hearing – Attorneys & Representatives

If you have an attorney or a representative who will be participating in the virtual hearing on your behalf, please call the Hearings Department at the number listed on your PUA Notice of Hearing - Virtual as soon as possible to get them registered.

At least 48 hours before the hearing, complete the “Preparing and testing your system” steps listed above on this webpage.

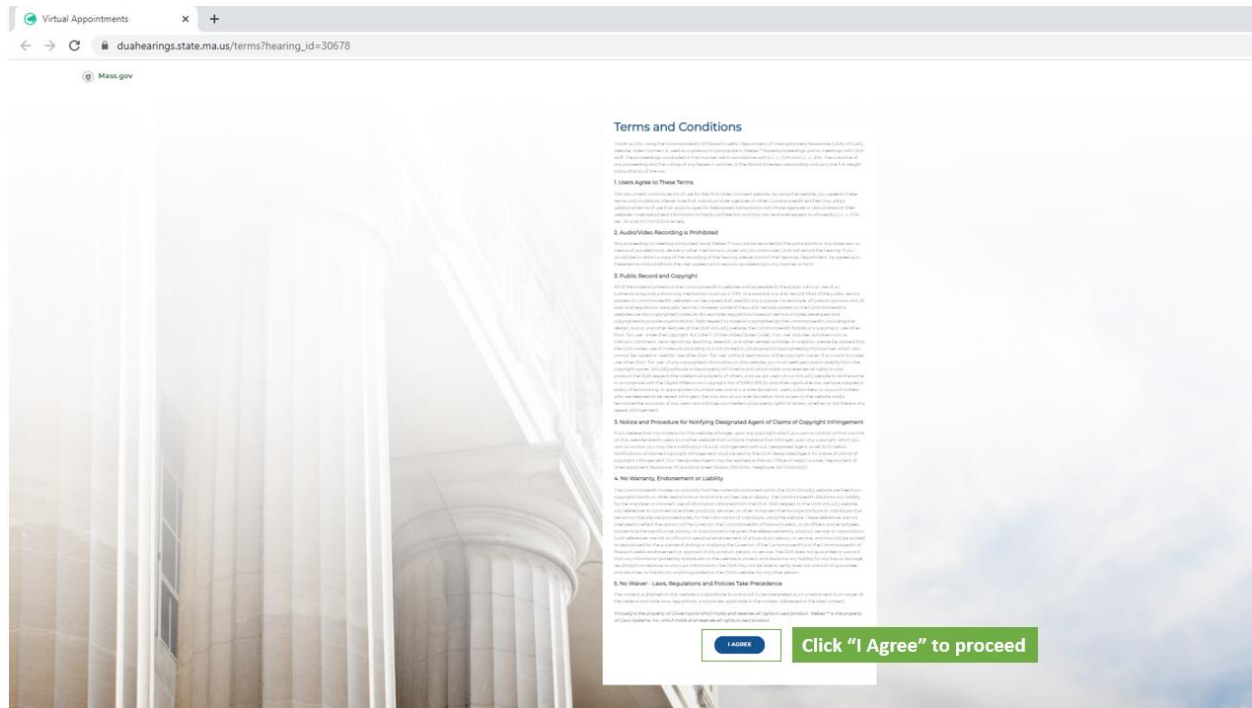
To participate in the virtual hearing as an Attorney or Representative, please follow these steps:

1. Please log in 5-10 minutes before the scheduled hearing time. To do so, go to the [Virtual Hearing Center](#) and enter the Hearing ID number that the Claimant has provided you with.
 - On whatever device you are joining with, make sure that you have downloaded the free [Cisco WebEx application](#).



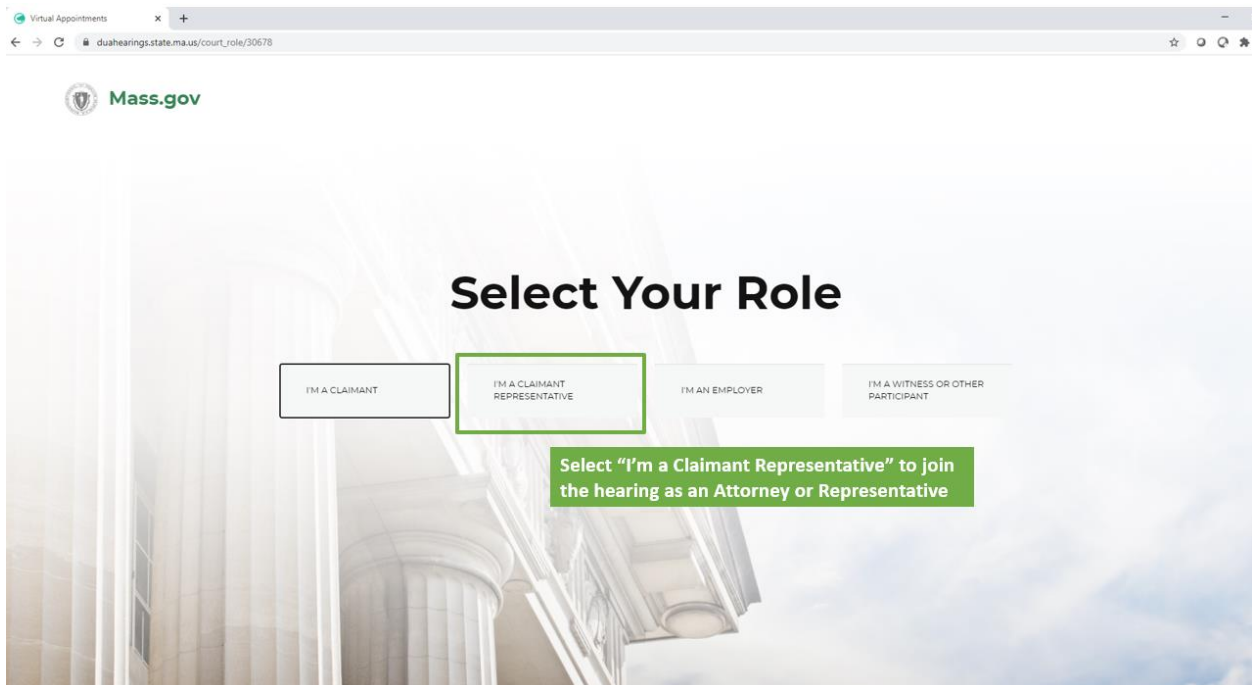
The screenshot shows a web browser window with the address bar displaying 'Virtual Appointments' and 'duahearings.state.ma.us'. The main content area features the Mass.gov logo and the heading 'Virtual Hearings Are Here.' Below this, instructions state: 'Simply enter your information, then wait for your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

2. Read through the DUA Virtual Hearings terms and conditions and click on “Accept” at the bottom to proceed.



3. You will then select your role for the hearing – as an Attorney or Representative, please select “I’m an Attorney/Representative”.

 - You will be prompted to enter your first name, last name, and email to join the hearing (for identification purposes).



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. This will bring you to the virtual waiting room, where you will see a message that the hearing will start shortly.
- Click to allow notifications – this will make sure you are notified when your hearing begins
 - Make sure your status is set to “Available” so that you can be called into the hearing

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

CLAIMANT REPRESENTATIVE
Test Representative

My Status AVAILABLE EXIT

CLICK TO ALLOW NOTIFICATIONS

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 |

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

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.

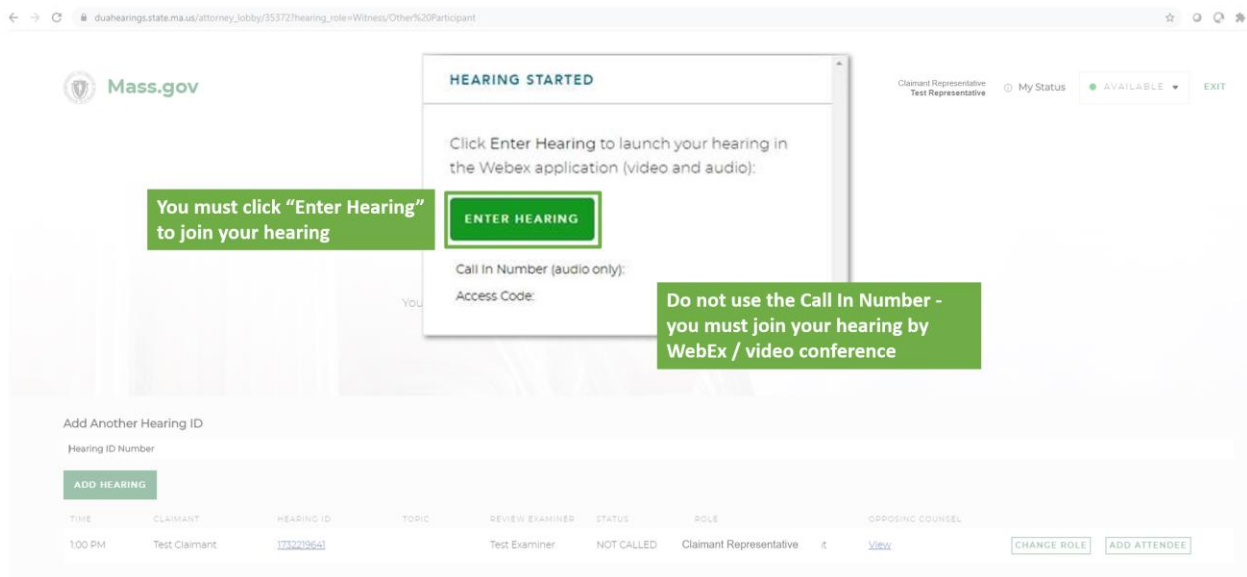
Add Another Hearing ID

Hearing ID Number

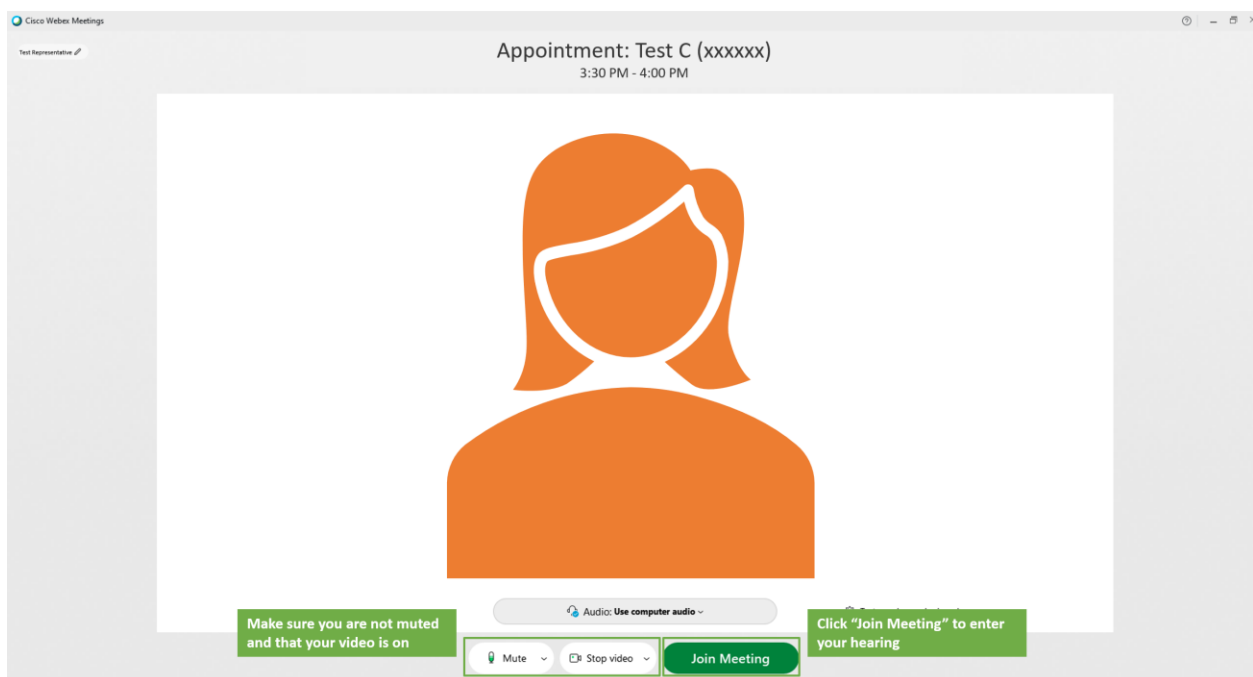
ADD HEARING

| 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 |

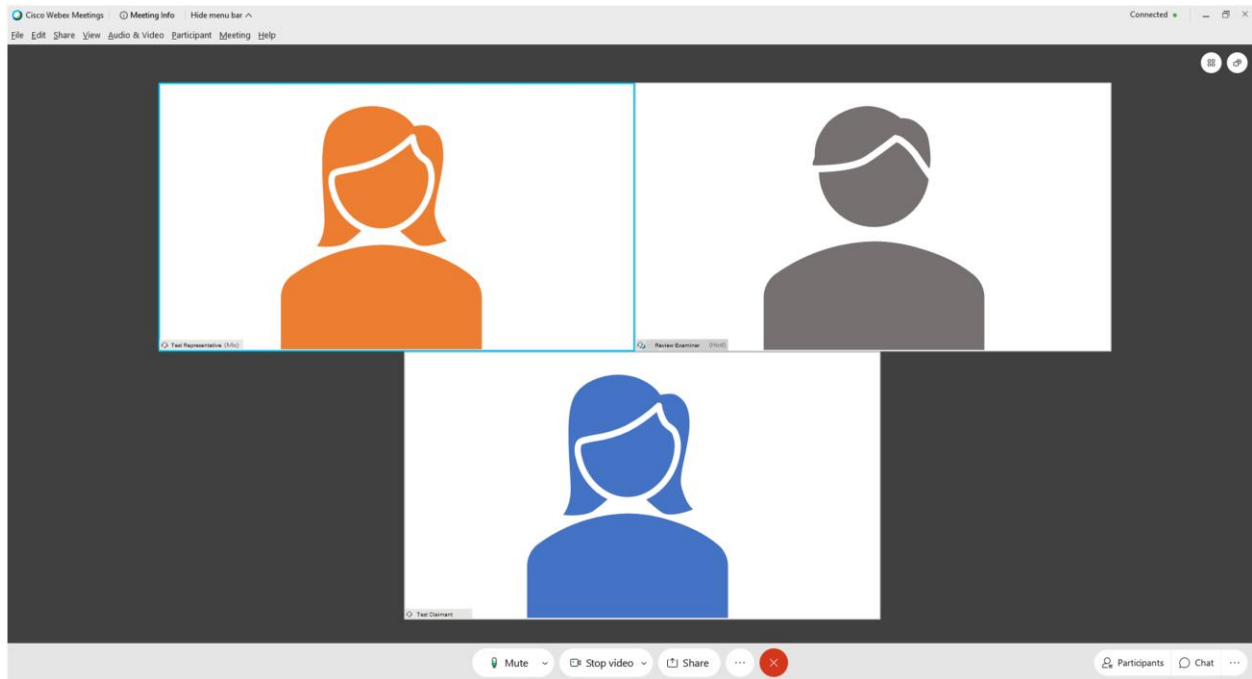
5. At the time of the hearing, the review examiner will initiate the hearing, and you will see a popup notification prompting you to join the hearing – click on the green “Enter Hearing” button to join the hearing.



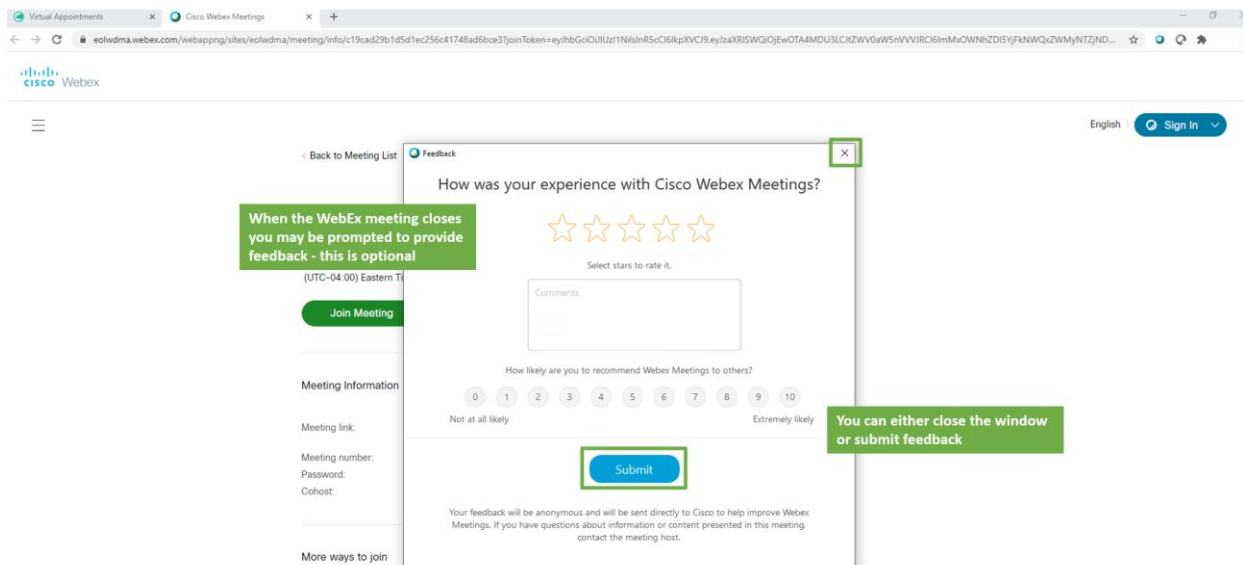
6. This will launch a new window in WebEx, and you will be presented with options for connecting your audio and video. Please note that both an audio and video connection are required for virtual hearings, so make sure these are turned on. You will then click “Join Meeting” to enter the hearing.



7. Once you have joined the virtual hearing, you should be able to see and hear the review examiner and claimant, and they will be able to see and hear you. The review examiner will then start the proceedings.



8. When the hearing completes, please make sure to exit out of all WebEx and internet browser windows that you have used for the hearing.



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 +

duahearings.state.ma.us/waiting_room/37172

Mass.gov

Claimant Representative
 Test Representative 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.

Help & Support

The [Cisco WebEx Help Center](#) has how-to articles and videos available to support your use of WebEx Meetings. There is also a selection of common help topics included further down on this webpage.

If you are experiencing issues when preparing for or while trying to join your virtual hearing that impact your ability to join your hearing, please use the contact information listed on your PUA Notice of Hearing - Virtual to contact the Department of Unemployment Hearings Department for support as soon as possible.

Downloading WebEx

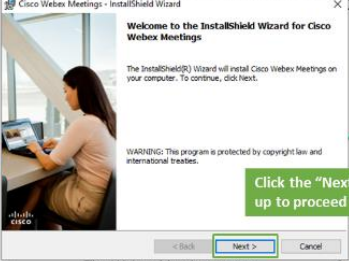
Personal Computer

The screenshots below walk you through the steps to download the WebEx Meetings application for a personal computer with a Windows operating system. The steps are similar for other types of operating systems – just make sure you have selected the correct one for your device.

The screenshot shows the Cisco Webex Downloads page. The URL bar indicates the page is webex.com/downloads.html. The page features a navigation bar with links for Solutions, Webex Devices, Plans & Pricing, and Learn. A prominent heading reads "Get the Webex you need." Below this, there are two main sections: "Webex Meetings" and "Webex Teams". The "Webex Meetings" section is highlighted with a green border and includes a green callout box that says "Download WebEx Meetings by selecting the right option for your device". It lists features like HD video for face-to-face meetings, flexible audio-only conference call options, easy screen sharing, and the ability to meet across any device. A blue button labeled "Download for Windows" is present, along with links to download on the App Store and Google Play. The "Webex Teams" section lists features like one-on-one or group messaging, digital two-way whiteboarding, rich content and file sharing, and video calling, with a similar "Download for Windows" button and mobile app links.

The second screenshot shows the "Thank you for downloading Cisco Webex Meetings" page. The URL bar indicates the page is webex.com/downloads/downloads-thank-you-meetings.html. The page features a heading "Thanks for downloading Cisco Webex Meetings." and three numbered steps for installation: 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), and Step 3 (Once installed the app will launch automatically). A green callout box at the bottom left says "Click the downloaded file to continue the download process". At the bottom, it instructs to "To open the app double-click the Webex Meetings icon on your desktop." A small file icon for "webexapp.msi" is shown in the bottom left corner.

Thanks for downloading Cisco Webex Meetings.



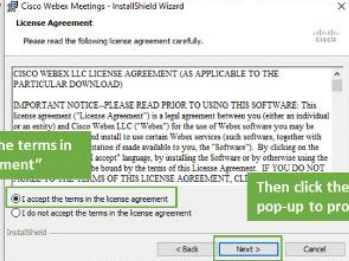
Step 1
Double-click the webexapp.msi file you downloaded

Step 2
The Webex Meetings setup wizard will launch. Follow the instructions to set up.

Step 3
Once installed the app will launch automatically.

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

Thanks for downloading Cisco Webex Meetings.

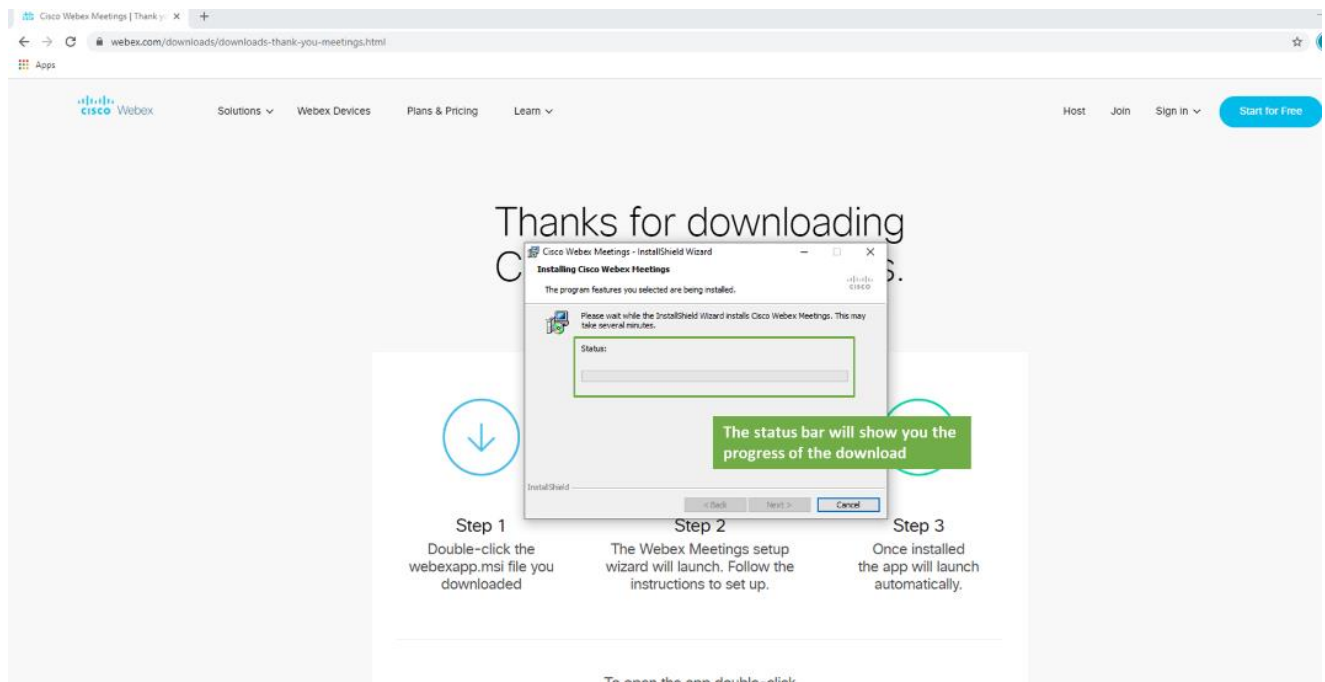
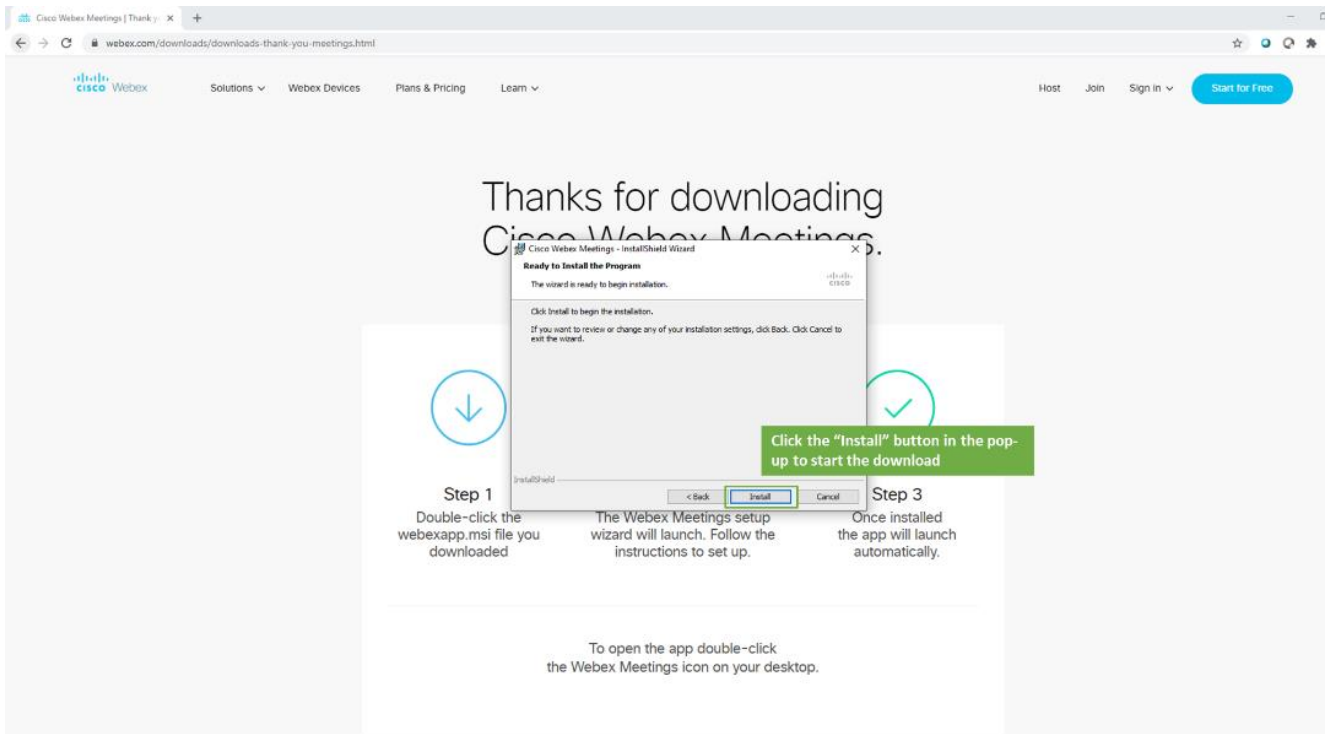


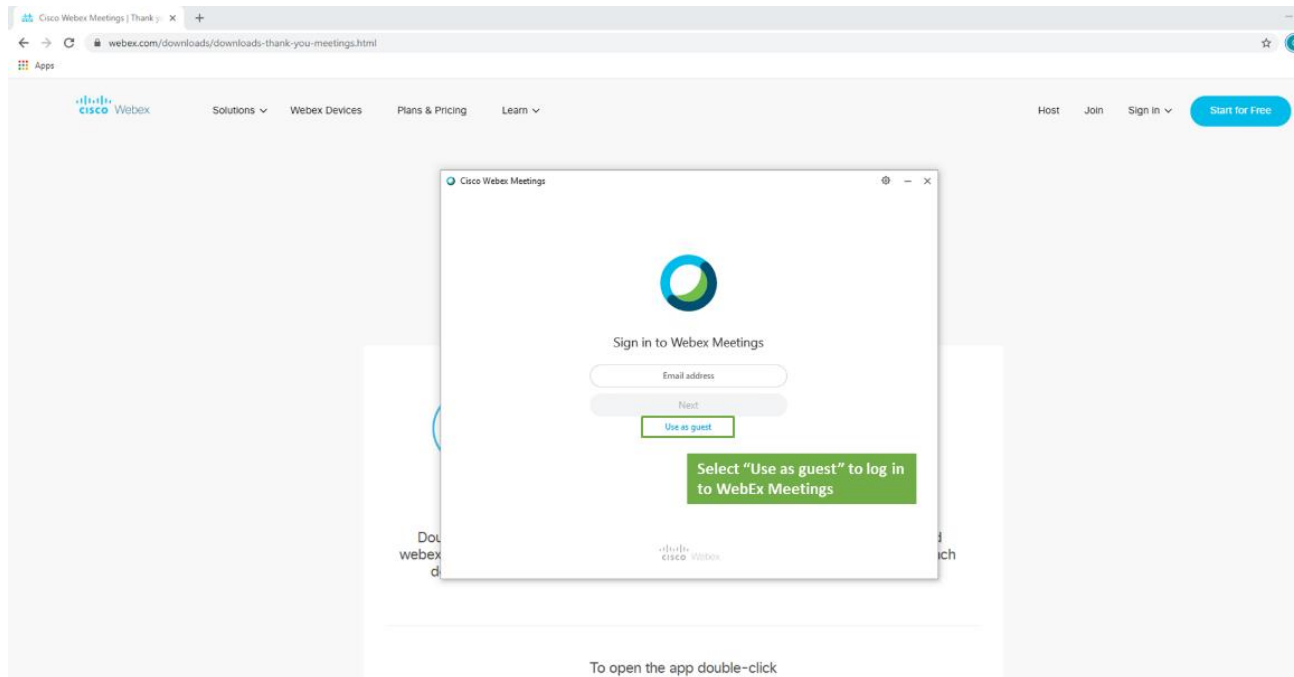
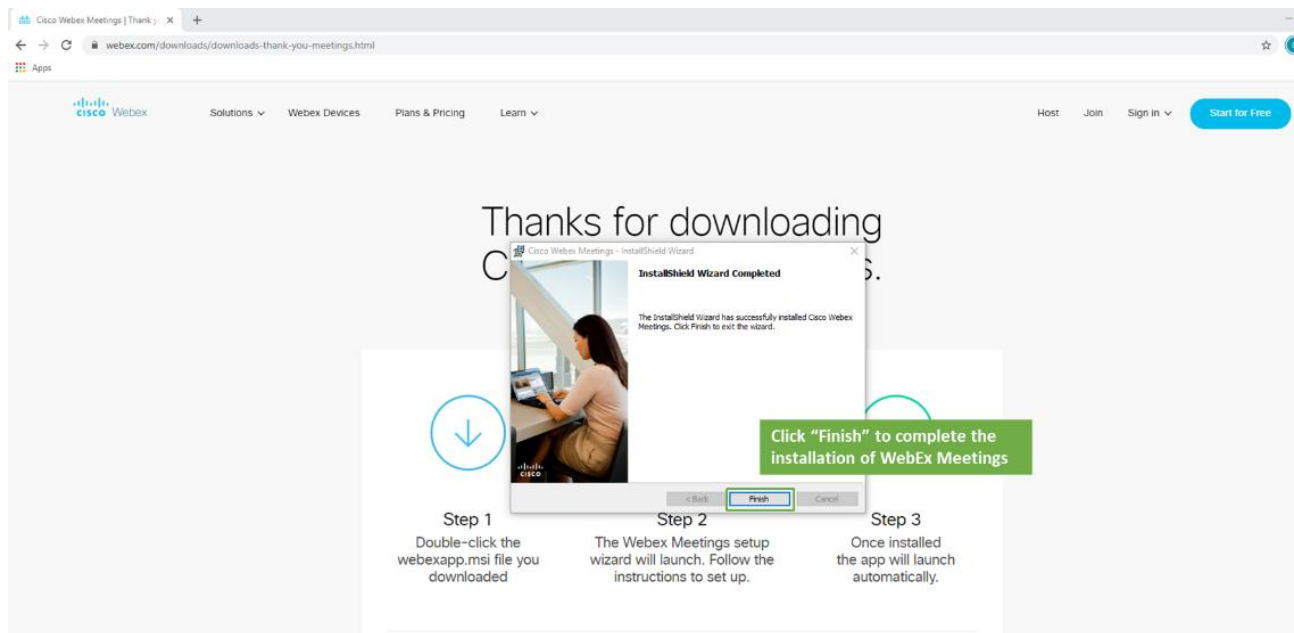
Step 1
Double-click the webexapp.msi file you downloaded

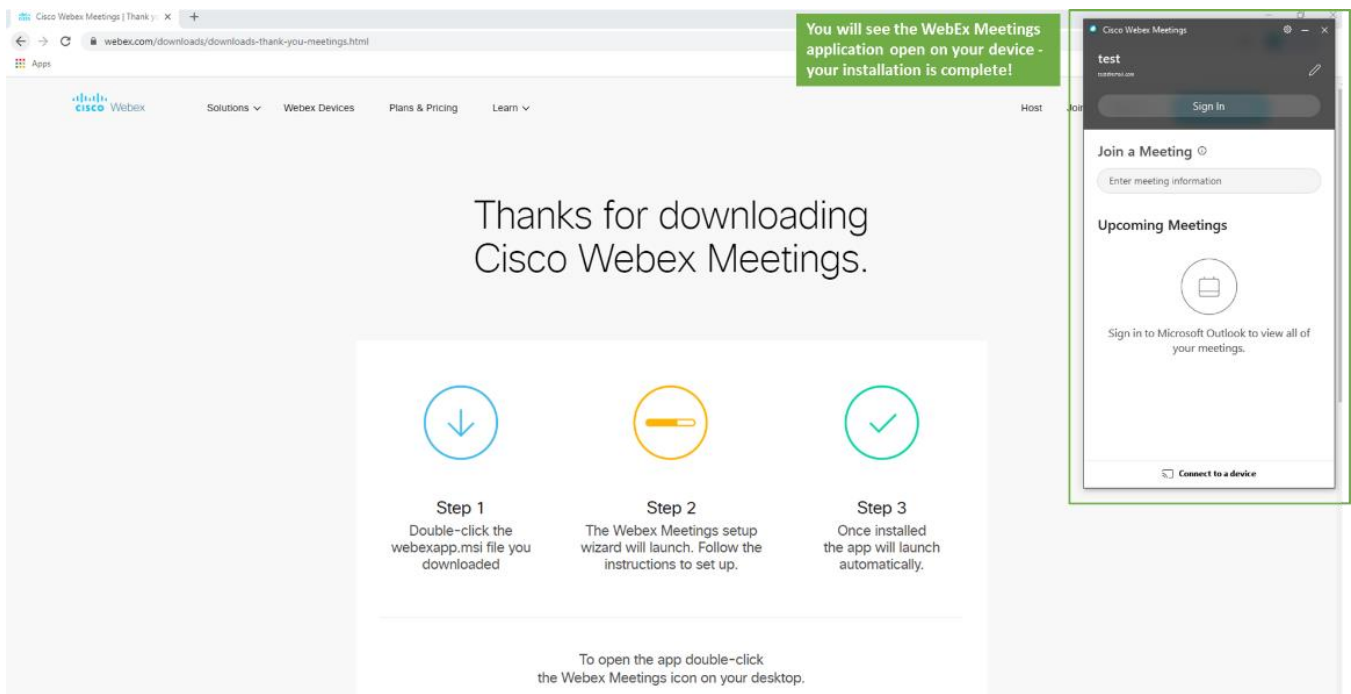
Step 2
The Webex Meetings setup wizard will launch. Follow the instructions to set up.

Step 3
Once installed the app will launch automatically.

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

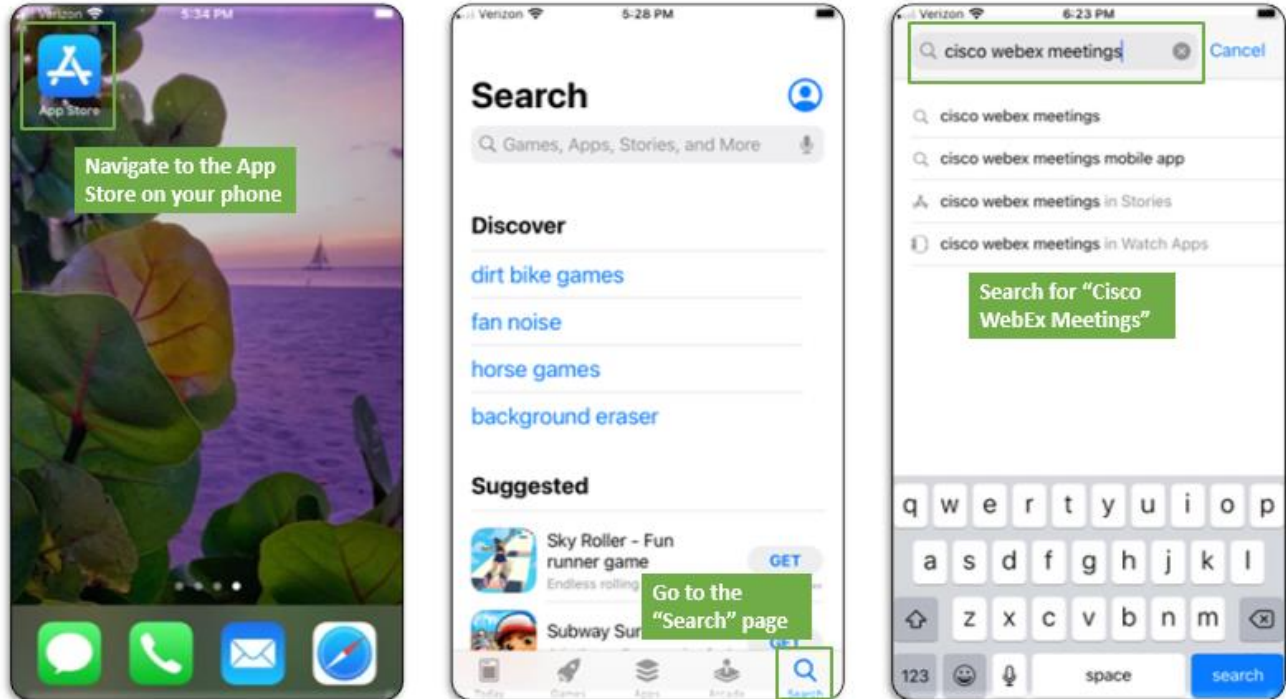


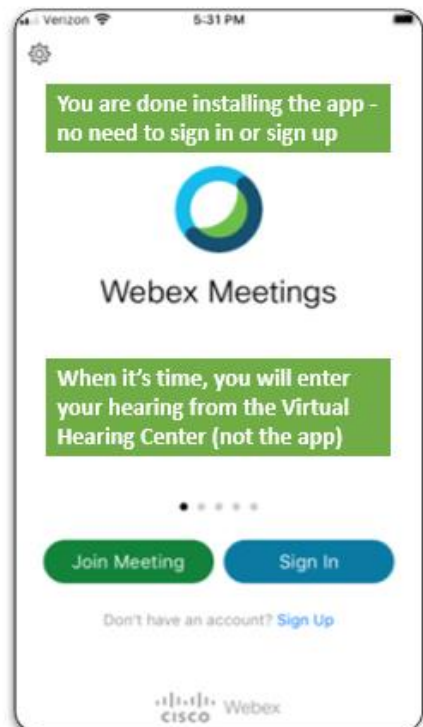
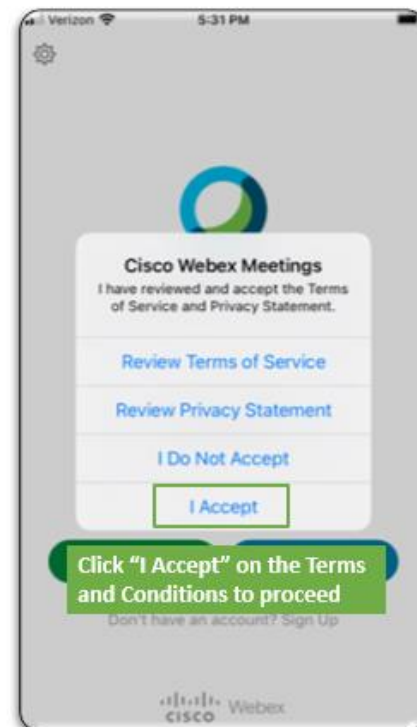
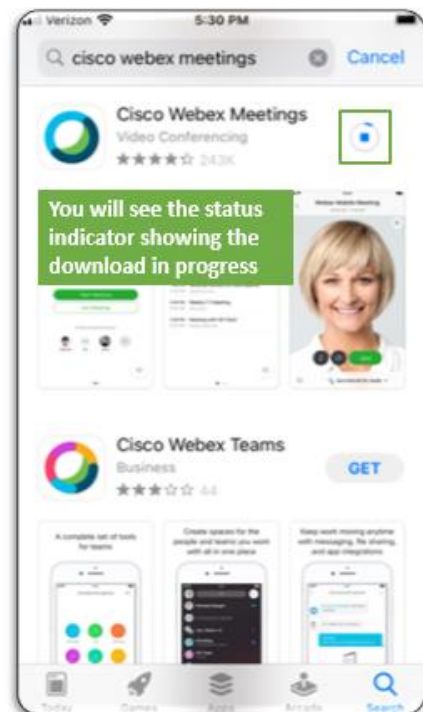
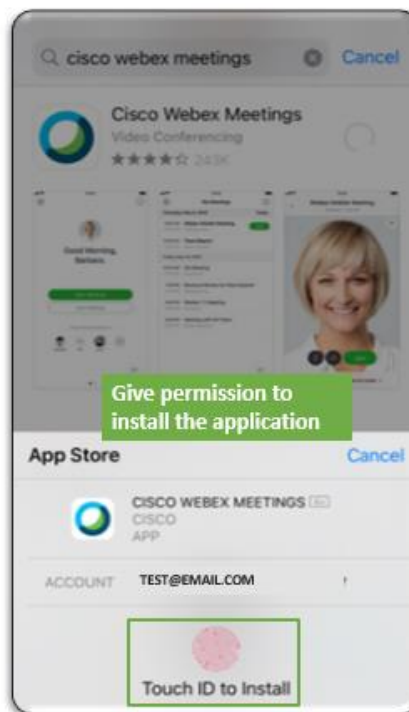




Smartphone

The screenshots below walk you through the steps to download the WebEx Meetings application for an Apple iPhone. The steps are similar for other types of smartphone – just make sure you are using the correct app store for your device.





Configuring Audio and Video on WebEx

All virtual hearing participants are required to use both audio and video during the virtual hearing. The instructions below provide additional detail on setting up audio and video connects and further support (including smartphone instructions) can be found on the [WebEx Help Center](#).

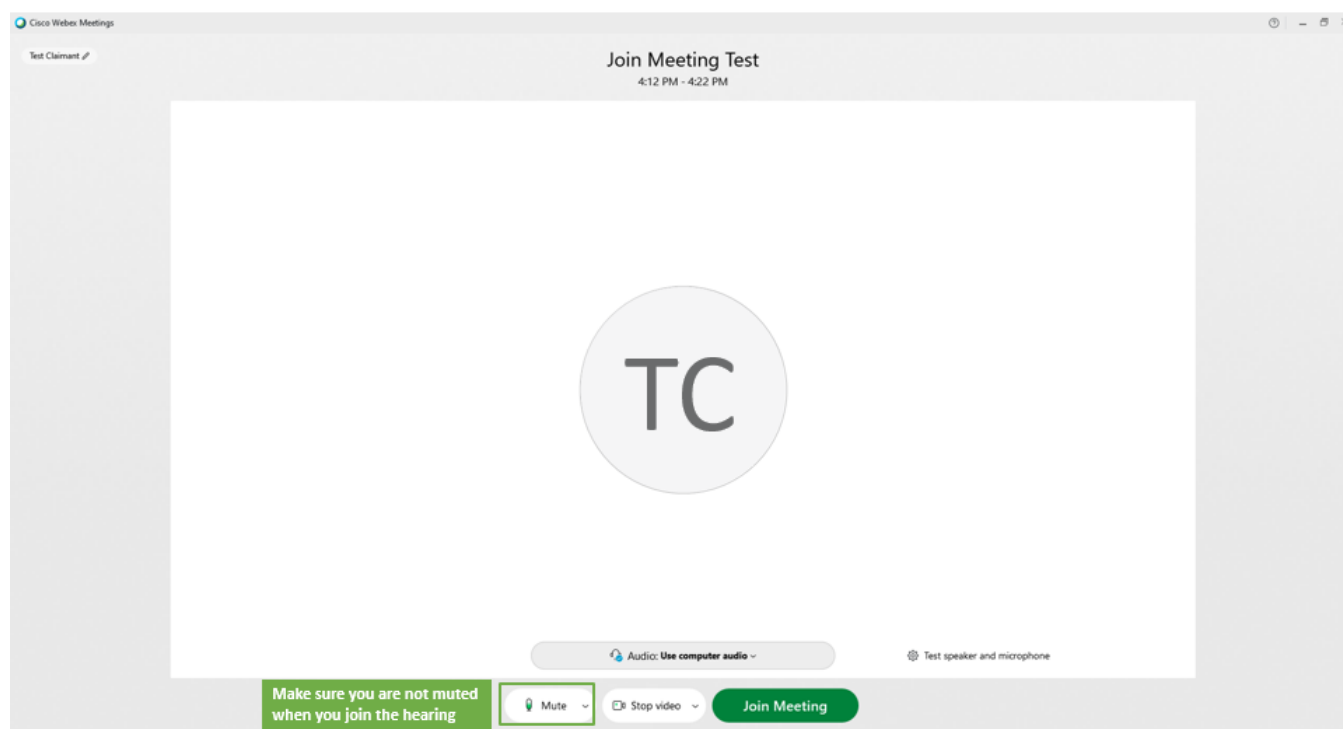
Using your personal computer or smartphone's default video, audio, and microphone settings is usually the easiest way to join a WebEx video conference. Attempting to connect external devices like headphones may cause disruptions.

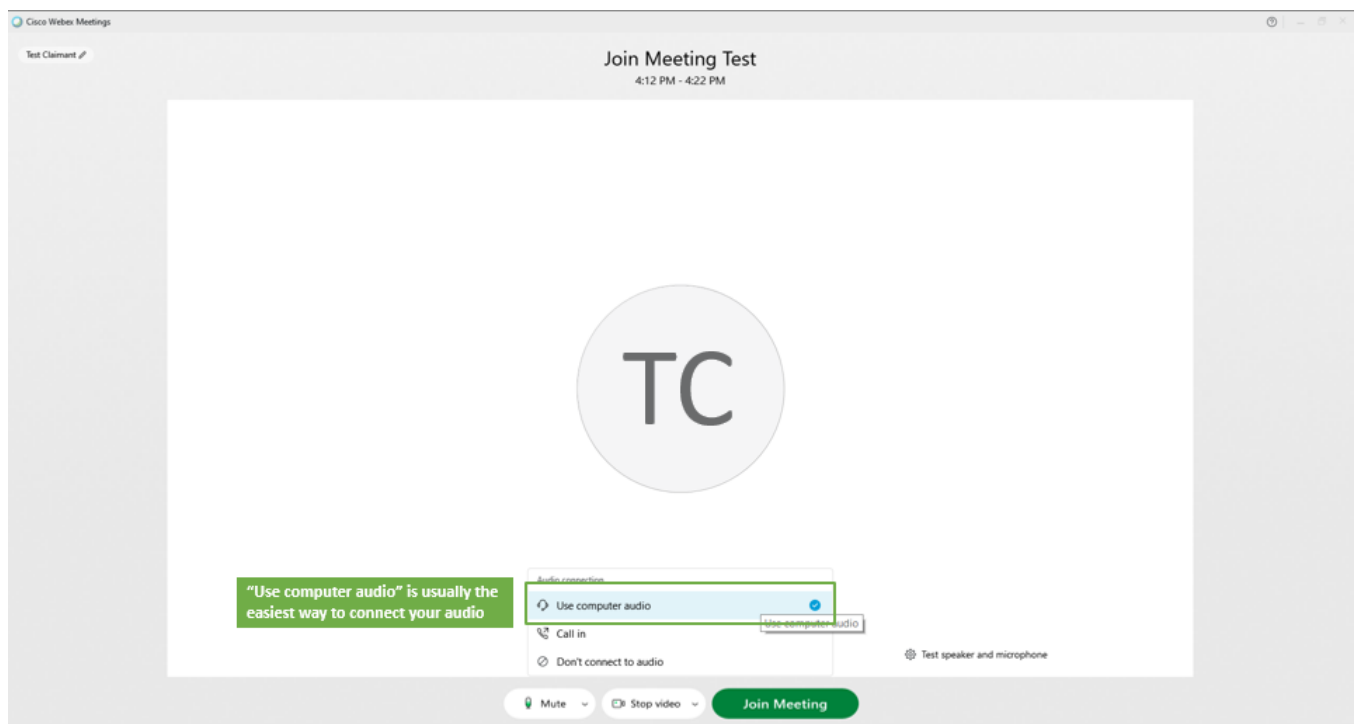
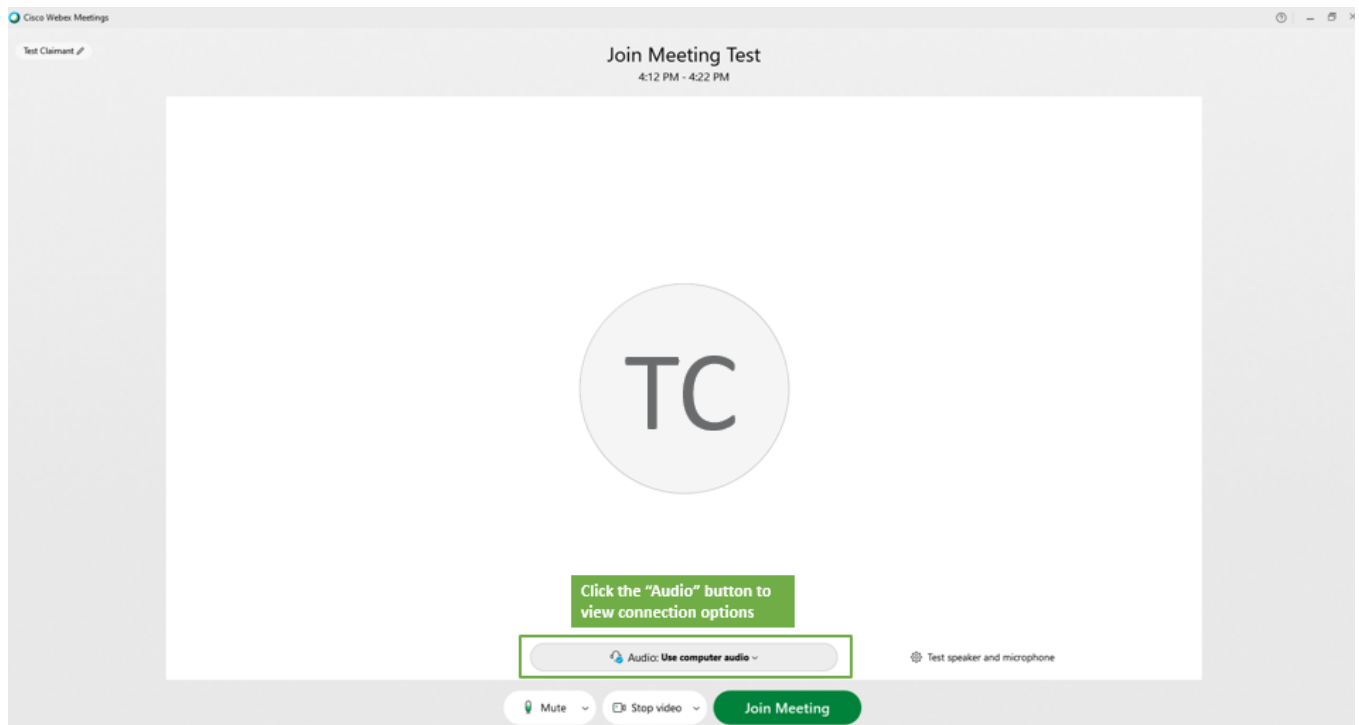
Please be sure to test your audio and video well in advance of your hearing (48 hours is recommended) to ensure everything is working by using the [WebEx Test](#).

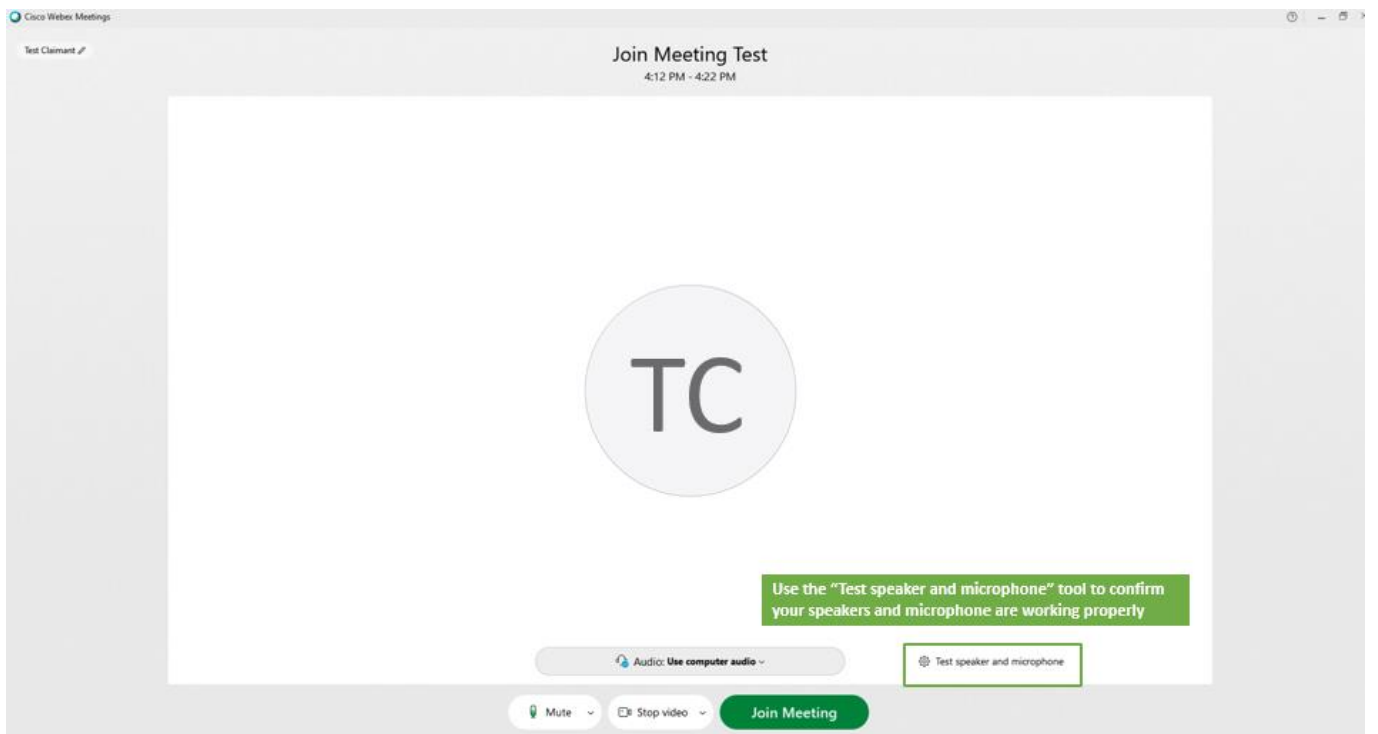
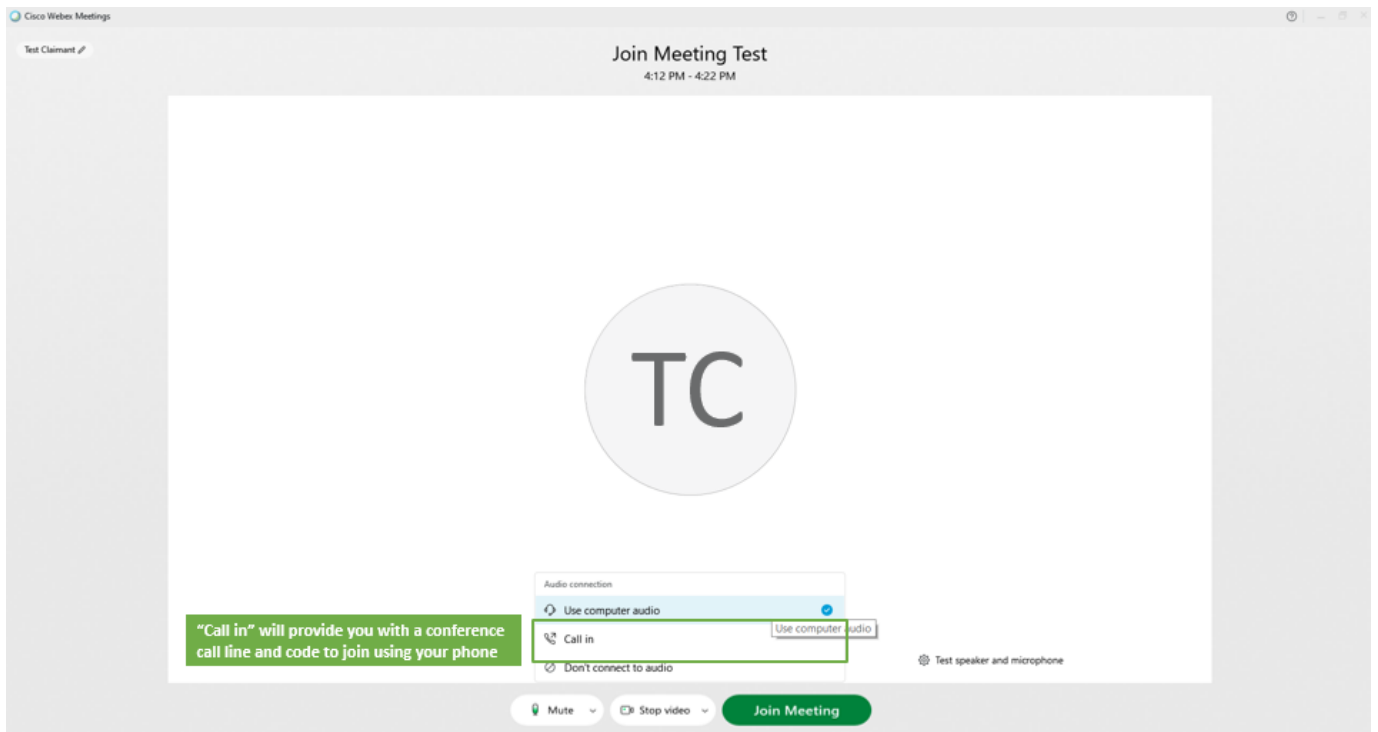
Audio

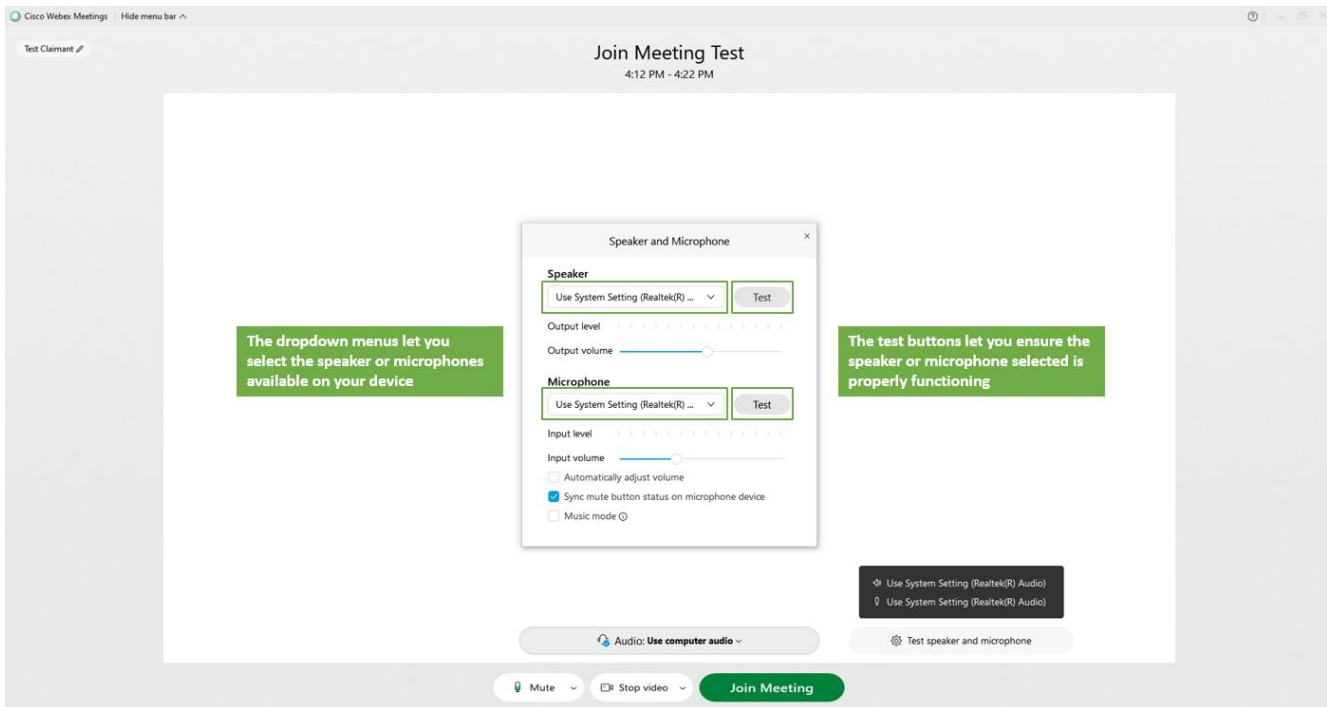
All virtual hearings require connecting audio. The screenshots below show common steps for configuring and testing audio (speakers and microphone) when joining a WebEx meeting.

Further support (including smartphone instructions) can be found on the [WebEx Help Center](#).





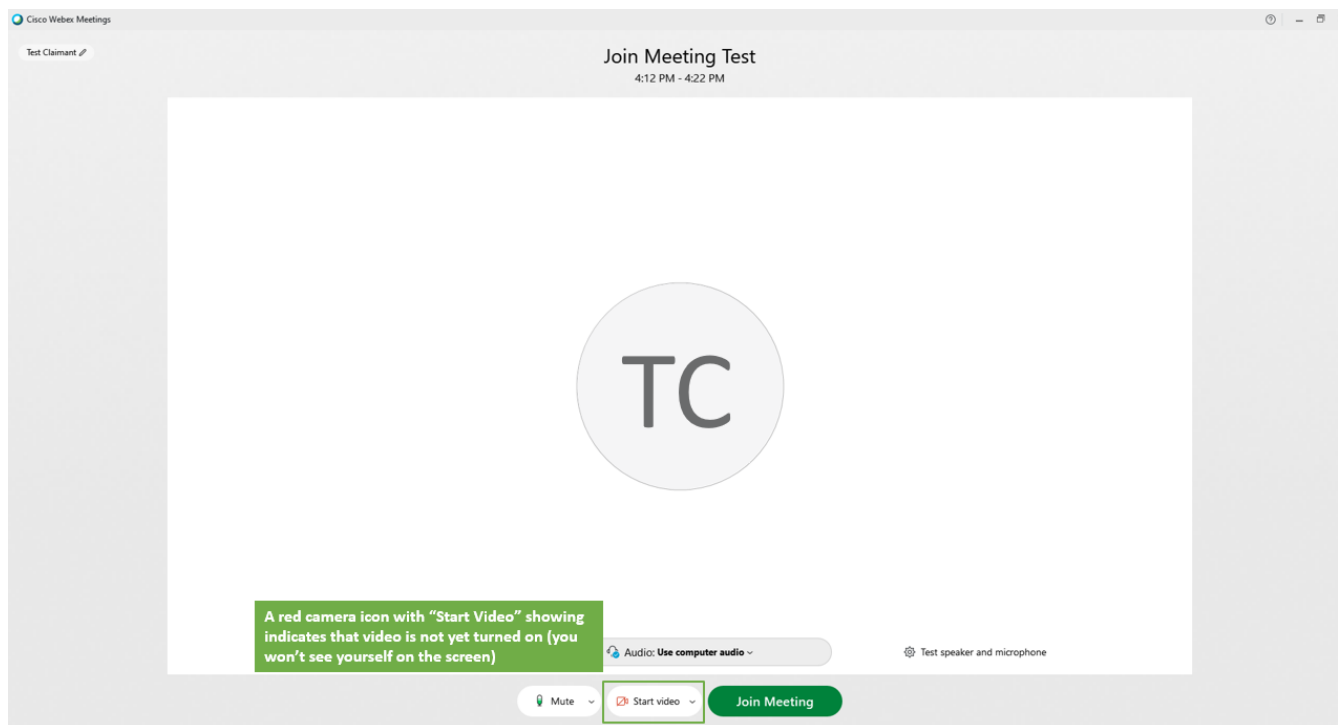


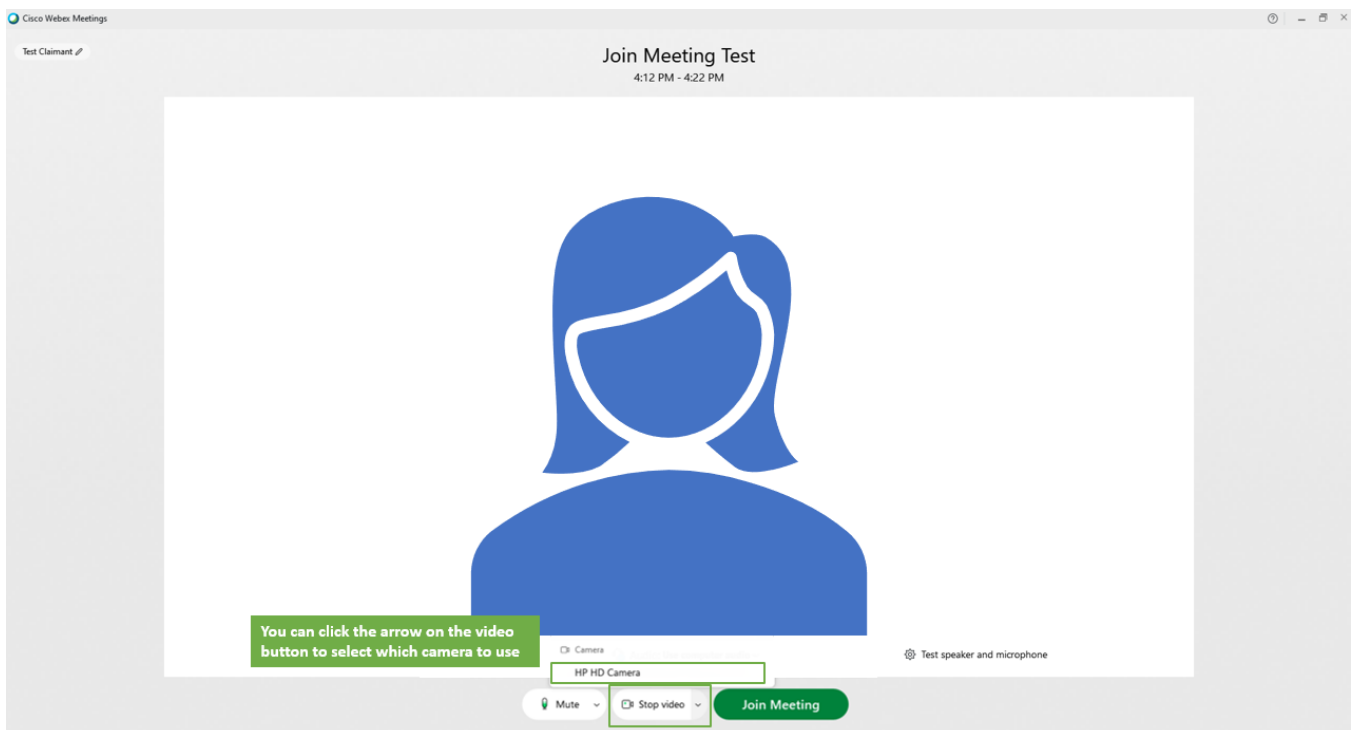
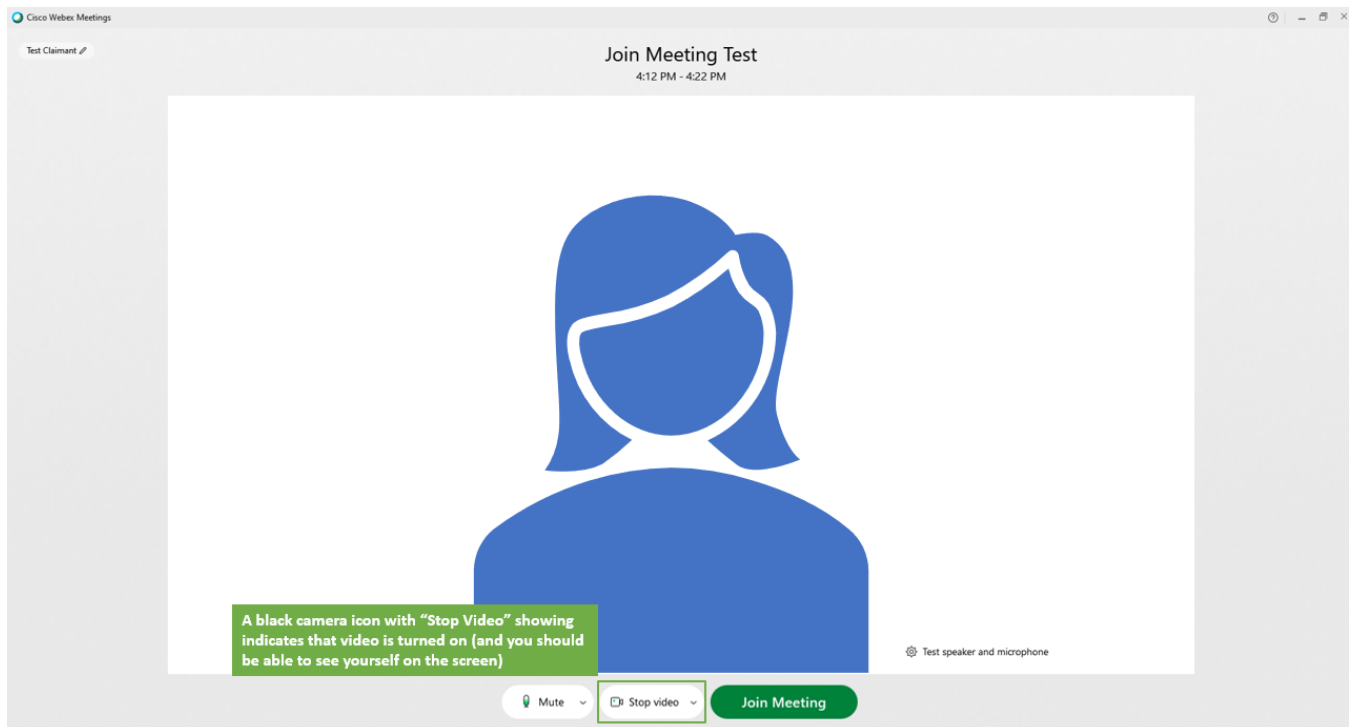


Video

All virtual hearings require connecting by video. The screenshots below show common steps for configuring and testing video when joining a WebEx meeting.

Further support (including smartphone instructions) can be found on the [WebEx Help Center](#).





Submitting and Sharing Documents

Submit Documents on Your PUA Account Before the Hearing

The Department of Unemployment Assistance will provide the agency documents to all parties in an appeal packet before the hearing, either electronically or by U.S. mail based on the preferred method you selected to receive DUA correspondence.

If you have documents other than those included in the appeal packet that you want to have considered, you **MUST** provide copies before the hearing. The quickest way to do this is to upload them to your online PUA account:

- 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 by mail to the Regional Hearing Office address listed on your PUA Notice of Hearing – Virtual. If you are mailing document copies, please send these as soon as possible to avoid any delays in the Department of Unemployment Assistance receiving the materials.

If you plan to use audio or video exhibits, please notify the Hearings Department at the telephone number listed on the PUA Notice of Hearing - Virtual as soon as possible.

Joining by Smartphone

- You will need to download and install the WebEx Meetings application on your smartphone before your hearing. It is available for [free download from Cisco WebEx](#).
- You will still join your hearing by clicking on the link in the email or going to the [Virtual Hearing Center](#) and entering your hearing ID number.
- You will need to give permission for the WebEx application to access your phone's camera and microphone to join a hearing.
- Rotating your smartphone to landscape mode will enlarge the videos of the other participants in your hearing.
- You will only be able to present documents by holding them up to your camera, selecting a photo from your phone's camera roll, or using a cloud storage application like Dropbox or Google Drive.
- Additional instructions for using the WebEx smartphone application can be found at [Cisco WebEx's Help Center](#).

Other Suggestions for a Successful Virtual Hearing

- Your Hearing ID number is not the same as your claimant number, issue number, or letter number and can only be found in the Virtual Hearing Confirmation email.
 - If you have not received your hearing confirmation email, please try searching for messages from noreply@mass.gov in your email's inbox, trash, and junk or spam folder. If you still have not received the hearing confirmation email, please call the hearing department at the number listed on your PUA Notice of Hearing - Virtual as soon as possible.
 - Please do not share your Hearing ID number with anyone other than a witness or attorney should you plan to bring one.
- Although it is strongly discouraged, you may use other apps or features on your phone or other tabs of your browser while waiting for a hearing to be called as long as you do not close the application completely.
 - A notification (ding sound) will alert you when it is time to join your hearing. Make sure the volume is turned up and notifications are turned on/activated to receive this notification.
 - If you accidentally navigate away from the app or window during a hearing, you will not be disconnected from the hearing. You just need to return to the waiting room screen.
- If your hearing needs to be recalled (re-started) by the review examiner, they will notify you, and the message "to be recalled" will be displayed in the waiting room where you will wait for the hearing to be called again.