

What is VIRTUALQ Meeting System?

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 Meeting System works?

*The VIRTUALQ Meeting System 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.*

Where is the link located in the Case Management System application calendar?

*The link shares the same page as the attorney calendar. It 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.*

What will I need to participate in the virtual meeting?

You will need to have active an account with the DIA. Make sure you know your account username and password.

What do I do if I do not have a login?

*If you do **not** have login credentials/privileges, you can have an account created. To have an account created please complete and submit the attached form <http://www.mass.gov/lwd/workers-compensation/online-services/apply-for-a-dia-online-account.html>. Please note that it will take forty-eight (48) hours for the creation of an account. Please plan accordingly.*

IT HELP DESK ASSISTANCE

Please contact the IT help desk at DIAITSupport@mass.gov (preferable) or at (857-321-7302)

- If you have any difficulty creating an account*
- For any technical issues*
- For login problems or if you are locked out of your account.*

How do I get the CISCO WEBEX APPLICATION?

To get the Cisco Webex Application download the Webex Meeting Application. Please visit your app store or <https://www.webex.com/downloads.html>. Please make sure to have the Webex application in place prior to joining a virtual meeting.

What is the meeting identification (ID)?

The MEETING ID is a unique identifier created and assigned to each meeting on the virtual dashboard. The meeting ID can universally be used within the parameters of the virtualQ system to access the Webex meeting. The meeting ID is **not** the DIA board number. The Meeting ID is also included in the meeting link and as a separate column on the attorney calendar in the new link display area.

Where can I find the link to the virtual Conciliation, Status Meeting or Conference?

The link to the virtual Conciliation, Status or Conference Meeting is displayed in the Attorney Calendar application in the Case Management System (CMS). The link is displayed under the heading Today's Web Meetings.

Who will get the link?

The link to the virtual meeting will be displayed on the attorney calendar page of the attorney[s] of record. The attorney[s] of record are parties with a current Appearance of Counsel Form 114 on file with the Department of Industrial Accidents. The link to the virtual web meeting will **only** be available to the counsel of record.

How will the link be made available to the employee?

Employee counsel will have to share the link with the employee.

What if I am not represented by counsel?

If you are not represented by counsel at the time of:

*Conciliation please contact the Conciliator directly.
Conference and Status Meeting please contact the presiding Administrative Judge's office.*

When will the link be available to the parties?

The link will be available to all parties at approximately 2:00 P.M. the day before the scheduled meeting.

What do I do if there is no audio on my devices?

If after launching the Webex application, there is no audio capability on your device. Go back to ENTER MEETING option to locate the Dial-in option information. To listen and participate in the scheduled meeting.

Why is the link not displayed for my case?

The link is not displayed for your case because there is no record of your appearance Form 114 with the Department of Industrial Accidents.

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