



## Frequently Asked Questions

### California Division of Workers' Compensation

2025

Days before your hearing, test your configuration [here](#) from the device you will use on the day of your hearing.

#### **What is CourtCall?**

CourtCall provides a remote appearance solution to the Division of Workers' Compensation to allow participants to appear remotely for select Workers' Compensation Hearings before Workers' Compensation Judges. The CourtCall solution will be implemented on March 3<sup>rd</sup>, 2025.

#### **Is there a fee associated with CourtCall?**

No, there is no fee for members of the public to appear via CourtCall in the California Division of Workers' Compensation.

#### **What types of hearings are available via CourtCall?**

CourtCall is available for Status Conferences, Mandatory Settlement Conferences, Priority Conferences, Ratings Mandatory Settlement Conferences and Lien Conferences. Individual Judges may approve CourtCall for Trials, Lien Trials and Expedited Hearings.

#### **How do I join a virtual hearing via CourtCall?**

Each individual Judge has their own virtual hearing room. Participants join links are available on the [here](#), *Notice of Hearing* and documents.

#### **Do I need to download an application or special software to access CourtCall?**

CourtCall is a browser-based solution, which requires no special software or application download. Selecting the [proper join link](#) from the DWC website or the *Notice of Hearing* will open the CourtCall platform in your default browser.

### **Can I access CourtCall from a smartphone or tablet?**

Yes, while it is **strongly recommended** that participants use a computer to connect to meetings, the CourtCall platform is fully accessible from mobile devices (smartphone/tablet). It is important to note that if you connect from a mobile device you should ensure that you do not have battery/power saving mode or sleep mode activated. Also, ensure that the CourtCall meeting remains in focus on your device. Navigating away from your browser while in the virtual waiting room may cause disconnections.

### **How does the CourtCall platform integrate into the Division of Workers' Compensation procedure?**

CourtCall's platform extracts calendar information from the publicly available calendars and populates these dockets into the individual hearing rooms for each Judge. Participants are able to select their matters from the available list and check-in on their matter(s).

### **What equipment is needed to access the CourtCall platform?**

Participants need access to a computer, smartphone or tablet with internet access. Any device should contain a readily accessible camera, microphone and speaker. It is recommended that users access CourtCall via computer, but any device will suffice. For a list of networking requirements please click [here](#). Participants should run a system test wellbefore your first hearing point using [this link](#) from the device you will be using.

### **What functionality is included in the CourtCall platform?**

The CourtCall platform contains a robust suite of features allowing for a remote appearance experience as productive as an in-person hearing. CourtCall's platform includes chat functionality, private subconference rooms and powerful document sharing tools. The file sharing tools allow for simple file sharing as well as a collaboration module that allows participants to annotate, edit, fill out documents from within the platform itself. Collaborated documents can be exported and saved in their annotated format.

### **Can participants appear in more than one Courtroom at a time?**

While discouraged, for further instructions on appearing simultaneously in multiple Courtrooms at a time, please reference this "how-to" guide.

**Can I appear by phone only instead of video?**

Each District Office will implement its own rules regarding audio versus video participation. The CourtCall platform is accessible by phone, if a participant is unable to attend via video. The spreadsheet on the DWC site as well as the notice of hearing will contain a telephone number and access code for participants to join by phone, if desired. Audio-only participants are unable to access many of the features present in the web application nor are they able to assign themselves to specific cases.

**How do I obtain more information?**

You can email CourtCall at [DWCSupport@courtcall.com](mailto:DWCSupport@courtcall.com) for more information or to ask any questions.

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