

ZOOM INSTRUCTIONS (updated 7/30/25)

Ashland County Court of Common Pleas, Juvenile and Probate Divisions

STEP 1: Make sure you have the Meeting ID and Password for the hearing. If you are represented by counsel, the Court may notify your attorney, and you must obtain the information from your attorney. If you are a witness, the attorney or party who asked you to testify will provide the information to you.

STEP 2: Make sure you have the right equipment - you need access to the internet through a strong internet signal, AND a smart phone, tablet or computer with camera and speakers.

STEP 3: Download the ZOOM desktop client from <https://zoom.us/download> if you are using a computer, or download the ZOOM Cloud Meeting app from the Google Play Store or App Store for your device. These are free. You can create a free ZOOM Account once you download the client or app.

STEP 4: Join the Meeting: Please use your actual name to join! Instructions can be found at <https://support.zoom.us>, if you are having trouble.

STEP 5: USING ZOOM:

- a. The Court is using the "waiting room" feature of Zoom. This means that all participants who sign-on are "held" in a virtual waiting room until the Court lets them into the video conference. When you join, you may receive a message that you are waiting for the Court to admit you. Please be patient. If you have waited more than 10 minutes past the start time for the hearing, you can call the Court at 419-282-4205 to find out the status of the hearing. It usually means that the hearing prior to yours is still in progress.
- b. Please dress appropriately for the hearing and make sure you are located in an area with minimal background noise and interruptions.
- c. Unless your child(ren) are required to participate in the hearing by the Court, please make arrangements for the care of your children so that they do not see or hear the hearing.
- d. **Exhibits:** The Court uses Citrix Sharefile for exhibits in video conference hearings. Separate instructions for using Sharefile and the Court's requirements for exhibits is available on the Court's webpage at acjuvenileprobate.org. **DO NOT EMAIL EXHIBITS TO THE COURT.** That was a past practice which has been discontinued. You are expected to use the "show desktop" function of Zoom to display an exhibit to all participants during a hearing. Please make sure you are familiar with and practice that process before the hearing. If you anticipate using a non-document exhibit, please contact the Court for guidance on that before the hearing.