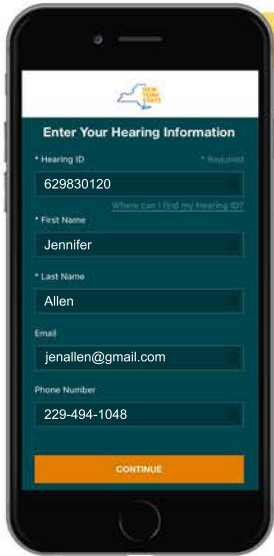


Virtual Hearings App (WCB VH) for iOS

Claimant Instructions



1

Sign In

Sign in with your Hearing ID, first name, last name, email address and phone number.



2

Choose Role

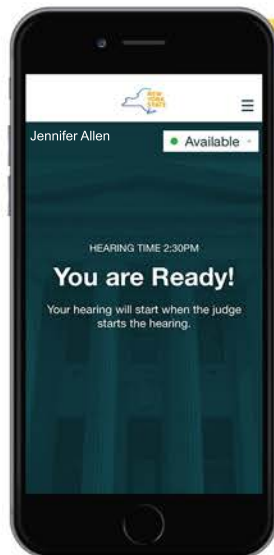
Select your role as Claimant.



3

Answer Question

Select if you have an attorney or legal representative.



4

Enter Waiting Room

Control your availability and wait for hearing to be called.

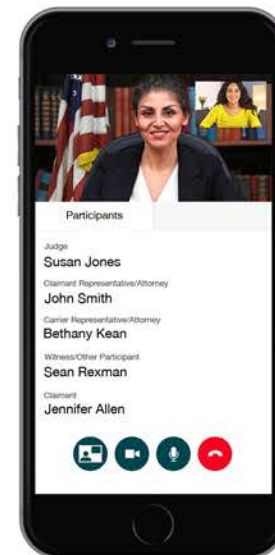
A short delay of up to one minute is normal.



5

Answer Hearing

You will automatically join the hearing after you accept the call. If you miss or decline the call, select the "enter hearing" button shown in your waiting room.



6

Hearing Conducted


You will now see the other participants. The buttons at the bottom will allow you to turn off the option to see yourself, turn off your camera, mute yourself or leave the hearing.

Virtual Hearings App (WCB VH) for iOS

Claimant Instructions



Helpful Tips

- You may use other apps or features of your phone while waiting for a hearing to be called. **Activate push notifications** to receive a notification when it's time to join your hearing, and keep your virtual hearings app open in the background. If you close the app, you will not receive a notification.
- If you select your home button by mistake during a hearing, you will not be disconnected from the hearing. Select the green bar at the top of your iOS screen to display the hearing application again. 
- While in a hearing, rotating your mobile device to landscape mode will enlarge the videos of the other participants in your hearing.
- Ensure you are running the latest version. Enable automatic updates on your device in **Settings > iTunes and App Store > find Updates** under **Automatic Downloads** and tap in the white oval to turn on this feature.



If you need assistance, call the Customer Service Center at (844) 337-6301.
wcb.ny.gov/virtual-hearings/app