



How to join a CVP (Cloud Video Platform) Hearing Public Guidance

Step 1

Invitation – CVP Joining Notice



Read the notice carefully and tell the court if you need any special arrangements.

Step 2

Check your internet browser works



CVP works with Google Chrome, Microsoft Edge, Apple Safari, Firefox & Opera.



CVP **does not work** with **Microsoft Internet Explorer**

Step 3

Before the hearing, make a test call.

Copy/paste or Type this address in the browser address bar and press enter:



Make a test call:

https://join.meet.video.justice.gov.uk/HMCTS/#/?conference=test_call

Step 4

How to join the hearing.

Look at your invitation and copy and paste, or type the address provided into your internet browser address bar and press **enter**.



You may have an invitation with a link that you can click e.g. 'Web browser: [click here](#)'

Enter your **name** and **role** in the box when prompted.

Conference alias or URL
hmcts##@meet.video.justice.gov.uk

Your name
Enter your name

Step 5

Connecting to the hearing.

Click **SETTINGS**

- Select default camera and microphone and audio output (speakers).
- Click '**Play Test Sound**'. You should see yourself, the blue microphone indicator move when you speak and hear the test sound.

Tick '**View full motion presentation by default**'.

Click '**OK**'. Then click:



You **will join the hearing** or be **held in a virtual waiting room** until the host is ready to admit you.

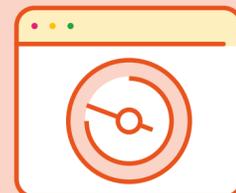
***PIN**: You may need to enter a PIN (see your Joining Notice). If you join too early or the court is not ready on time, you may receive the message 'Invalid PIN'. Try to connect closer to the time.



Connection or Quality Problems? Check your Internet connection

Using the device and connection you will use during the hearing, search online for '**internet speed test**' and choose one that tests download and upload speeds.

The key result you need is your **Upload Speed**. Use this to compare with the CVP settings in the table below:



| Upload Speed | CVP Bandwidth Setting |
|-------------------------------|--------------------------------------|
| 4 Mbps or Higher | ✓ Maximum |
| 3 to 4 Mbps | ✓ High |
| 2 – 3 Mbps | ⓘ Medium |
| 0.6 – 2 Mbps | ⓘ Low |
| Less than 0.6 Mbps (500 Kbps) | ⚠ Call Helpdesk 0330 808 9405 |

When you re-join the hearing, click **SETTINGS** and change the bandwidth to match the upload speed.

If you need technical support, call our **helpdesk** on **0330 808 9405** Monday to Friday 9am – 5pm. On Saturdays and bank holidays please contact the court.