

# VIRTUAL MUNICIPAL COURT HEARINGS

## FREQUENTLY ASKED QUESTIONS

### *Why Webex?*

On April 17, 2020 the Missouri Supreme Court issued an Order to the Courts of Missouri regarding the continued mandate to cease all in-person hearings due to the ongoing COVID-19 pandemic. Within that order, the use of video conferencing was encouraged to ensure the continued access for the public to the judicial system. Until such time as we are able to resume hearings at this location we have chosen to proceed in an electronic format as approved by the Missouri Supreme Court. Webex has been vetted by the State for use in judicial proceedings, and is the required platform for all virtual hearings.

### *How Are Notifications of Hearings Sent?*

Individuals without legal representation (an attorney) are being mailed notices with information on the exact date, time, meeting ID, and password required to login to their specific hearing.

In addition, if your ticket was issued after January 1, 2020 you may visit [www.courts.mo.gov/casenet](http://www.courts.mo.gov/casenet) to review your case status and sign up for electronic notifications. You may also contact the court office if you have any questions regarding your court date.

If you do not obtain a notice in the mail prior to your scheduled court date, we ask that you contact the court for assistance. If you need to update your address with the Court, please complete the online form located at [www.webstergroves.org/court](http://www.webstergroves.org/court).

If you have legal representation (an attorney) please contact your attorney prior to your hearing date as your case status may change with little notice and/or you may not be needed at the hearing. Your attorney will advise you accordingly.

## WEBSTER GROVES MUNICIPAL COURT

#4 E Lockwood Ave

Webster Groves, MO 63119

[court@webstergroves.org](mailto:court@webstergroves.org)

Phone: 314-963-5416

Fax : 314-963-1514

### OFFICE HOURS

Monday – Friday

8 AM – 4 PM

*The Court office closes one hour earlier on virtual court nights, and the last business day of the month.*



## How to Join the Webex Meeting?

Webex is a free service which you may access via smartphone or computer by going to <https://mocourts.webex.com>.

Joining a call is simple but there are a few important steps and items we want you to know.

- ✓ **Smart phone users may need to download the app to view the court proceedings.**
  - While the app may be needed to view the meeting on your smartphone, a Webex account is not needed in order to join the meeting.
- ✓ **You will need the Meeting ID from your notice to join.**
  - We will also post the meeting notice on our website at [www.webstergroves.org/virtualcourt](http://www.webstergroves.org/virtualcourt).
- ✓ **You need to sign in with your name as it appears on your ticket.**
  - Attorneys may sign in using their own name, but we ask that you include your client's name after yours. Example: John Doe - Jane Smith
- ✓ **When you join, you will be in a "Waiting Room" prior to the hearing.**
  - Please be patient. You may not see or hear court proceedings until you have been checked in. Wait times can vary based on the number of people that have signed in before you.
- ✓ **We will be using Breakout Rooms.**
  - This will allow us to transfer you to the appropriate individuals during or after your hearing. **If you are transferred to a breakout room, please click "join now" when prompted** and be patient as the person hosting that room will be with you as soon as he/she is done assisting others. If you are needing to meet with the Prosecutor, you need to advise the Judge when called upon. You will then be moved to the appropriate breakout room.
- ✓ **Other options to join.**
  - If you do not have a smart phone or computer, you can join the court proceeding by phone. Simply dial 408-418-9388 or 844-487-0491 and enter the access code / meeting ID when prompted.

Finally, this IS an actual court hearing. We ask that you be courteous to all those attending and avoid having background noise or interruptions during the call.

## Tips for a Successful Webex Hearing

1. Test your audio and video connection and setup prior to joining.
2. Dress appropriately.
3. Be mindful of what is behind you.
4. Participants should speak one at a time and pause prior to speaking in case there is any audio/video lag.
5. Participants should mute themselves when not speaking in order to avoid any potential background noise.

## *Still Not Sure How to Use Webex?*

Check out their website, [www.webex.com](http://www.webex.com), for additional information and tutorials.

## *What if I don't have a smartphone or computer ?*

While we do encourage all individuals to find access to either a smartphone or computer to gain access to their hearings, we know it may not always be possible. Individuals can join a Webex meeting from a telephone by following the instructions above under How to Join a Webex Meeting.

Currently under the no in-person mandate we are unable to give a specific date in which we would be able to meet at this facility.

As noted previously, this IS an actual court proceeding. You must contact the court office prior to your hearing if you are unable to attend so that we may check to see if you are eligible for a continuance. If your case has previously been continued, you may be required to appear in Court to speak to the Judge. Failing to appear will result in additional action being taken on your case.

## *Paperwork*

Some cases require paperwork to be submitted to the Court for final disposition. Defendants can come to the court office to sign or submit paperwork during normal business hours.

## *Payments*

Payments for most tickets are accepted online, in person during office hours, by mail, or by using the after-hour night drop located at the Webster Groves City Hall. Make checks, cashier's checks, and money orders payable to Webster Groves Municipal Court.

## *Court Office Hours*

Court office hours are Monday – Friday from 8 a.m. to 4 p.m. The office will close at 2:30 p.m. on days when court is held so that all office personnel can assist with court proceedings, and will close one hour early on the last business day of the month.

## *Thank You*

This process is new to us, and we thank you for your time and patience as we work through all of the recent changes to judicial proceedings.

*Please check back often as information is constantly being updated and new items are being posted.*