

## Webex Instructions for Child Custody Recommending Counseling Appointment

You should have received notices titled “**Notice of Hearing Via Remote Appearance**” and “**Order to Attend Child Custody Recommending Counseling Appointment (Videoconference)**” from the Court, which informs you of the requirements that must be completed prior to the Webex Conference. Once you have met those requirements you are ready to proceed with your appointment.

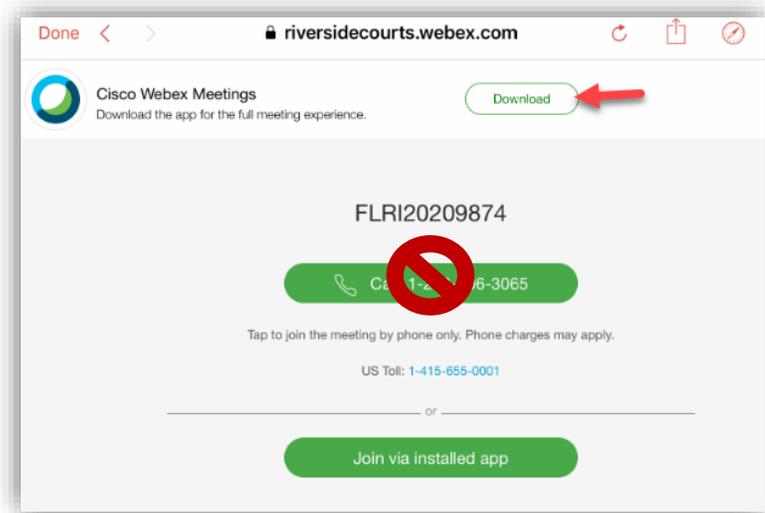
To appear via Webex (video conference or telephonically) for your child custody recommending counseling appointment follow the steps below:

### Webex Video Conferencing - Instructions

- 1) On the date and time of your scheduled appointment (refer to the “Order to Attend Child Custody Recommending Counseling Appointment”) you must call (951) 777-3147 fifteen (15) minutes prior to your scheduled appointment to check in. You must provide your telephone number and your email address.
- 2) Once all parties have completed the check-in process, you will receive an email titled “Webex Meeting Invitation”.  
Open the email.
- 3) The email will display the invitation to join the meeting. Webex may require you to enter the “meeting number” (access code) and/or password. Write them down. Click on “Join meeting”.



- 4) If Webex requires you to enter the meeting number (access code) and/or password enter it as prompted. (see step #3- highlighted).
- 5) Webex will display the options for the meeting/conference. Select “Download””.  
**Do not** select “Call”.

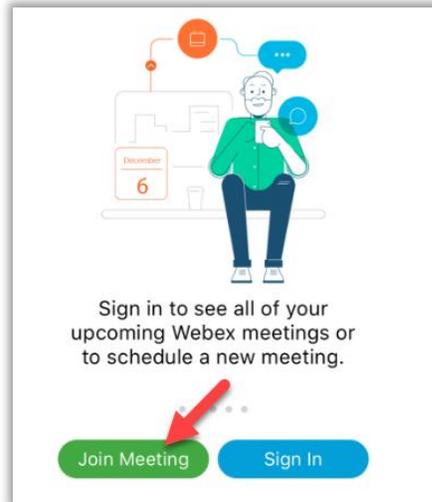


- 6) Once “Download” is selected Webex will require you to download the application. Webex will automatically take you to the Webex app in the “App” store. If you are appearing from your cell phone or tablet, the “App” will be displayed, click on “Open”.

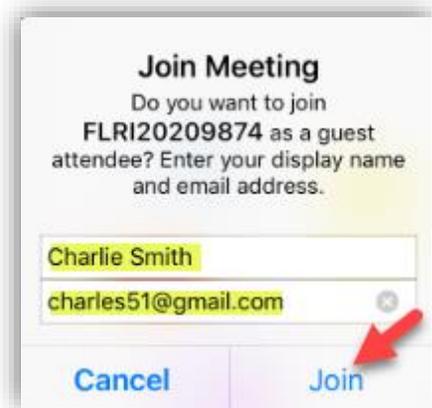


If you are appearing from your home computer, install or download the application by your home computer and “Join Meeting”.

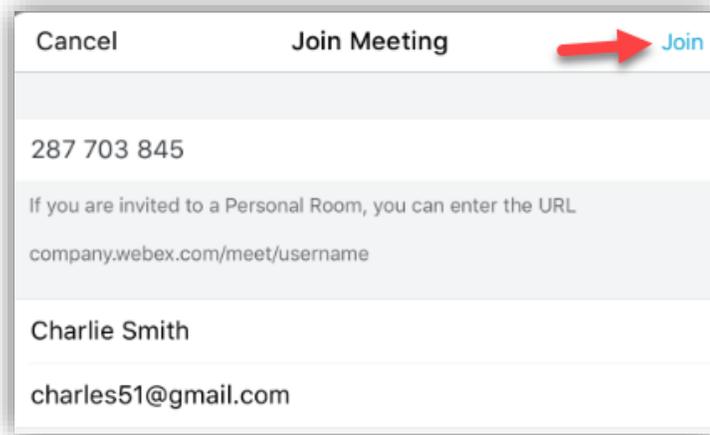
7) Once the app is downloaded and opened, select “Join Meeting”.



8) Once “Join Meeting” is selected Webex will ask you to enter your name in “Display Name” (in the 1<sup>st</sup> field) and your email address (in the 2<sup>nd</sup> field). The email address will not be displayed to the other party. Click on “Join”.



- 9) Once you enter your name, email address and click “Join” another “Join Meeting” box will appear, click on “Join”.



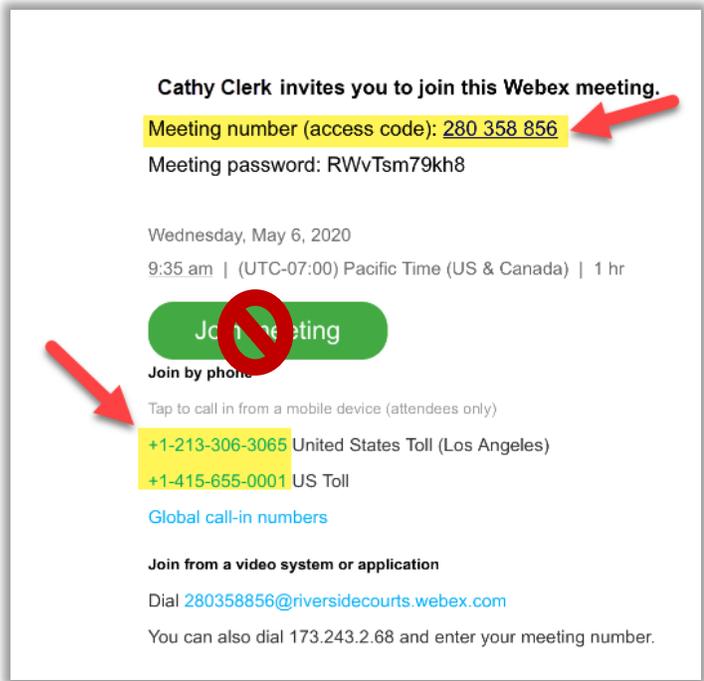
- 10) You are now in the Child Custody Recommending Counseling Appointment video conference. The Child Custody Recommending Counselor will confirm attendance of the parties and commence the meeting.

## Webex Telephonic Conferencing Instructions

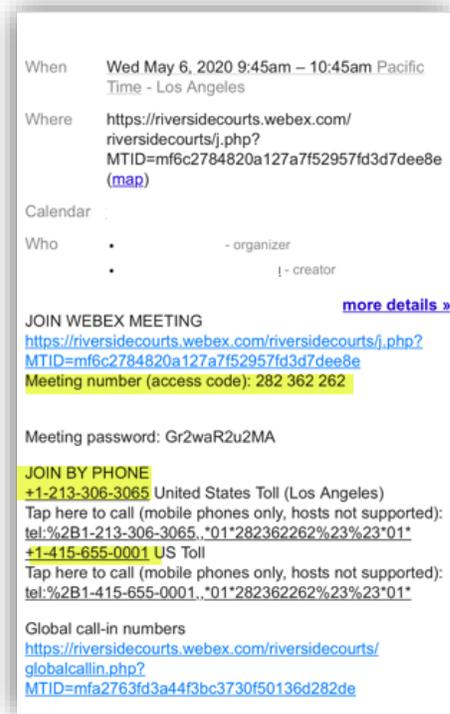
### **MUST RECEIVE PRIOR APPROVAL BEFORE APPEARING TELEPHONICALLY.**

- 1) On the date and time of your scheduled appointment (refer to the “Order to Attend Child Custody Recommending Counseling Appointment”) you must call (951) 777-3147 fifteen (15) minutes prior to your scheduled appointment to check in. You must provide your telephone number and your email address
- 2) Once all parties have completed the check-in process, you will receive an email titled “Webex Meeting Invitation”. Open the email.

The email also includes “Join Meeting”. If appearing telephonically **DO NOT** click on “Join Meeting”. The email displays the “Meeting Number (access code)” and the “Phone Number” you must call. Prior to calling in write down the meeting number (access code), as you will need it to be admitted to your appointment.



- 3) Immediately upon receiving the Webex Meeting Invitation you may also receive a “Notification Email” of the appointment. This email contains the same information as the Meeting Invitation.



- 4) When calling the phone number provided on the Webex Meeting Invitation or Notification Email, a recording will ask you to enter the Meeting Number or Access Code. Enter the number. The recording will ask to enter the "Attendee Number", since you do not have an attendee number you will enter "#".

You are now in the meeting and the Child Custody Recommending Counselor will confirm the attendance of the parties and commence the appointment.