

Virtual Hearings – A Partial Checklist

1.	If the relevant institution does not provide technical support, engage a provider to be sure that a knowledgeable person is on hand and neither counsel or the tribunal are distracted by the need to deal with technical issues and glitches.	
2.	Use waiting room and spotlight features.	
3.	Stay muted except when talking.	
4.	Even if you are muted, avoid confidential discussions during plenary sessions.	
5.	Have non-essential persons (e.g. second chair lawyers, legal assistants, technical assistants) turn off cameras.	
6.	Speak directly into the camera.	
7.	Make sure that your internet connection is strong.	
8.	Invest in a webcam - cost about \$100 US.	
9.	Invest in a large screen – cost for 60 CM (24 inch) about \$150 US.	
10.	Consider using a headset.	
11.	Adjust the camera and ensure you have an appropriate/professional background with limited distractions.	
12.	Close unnecessary programs on your computer and turn off message notifications.	
13.	Disconnect from any VPN or remote desktop (e.g. Citrix).	
14.	Use a laptop or desktop, not a mobile-phone or Ipad.	
15.	Use the most recent version of the relevant platform, e.g. Teams or Zoom.	
16.	Use passwords.	
17.	Ensure you have set the volume an audible level and take care to avoid outside distractions.	
18.	Put proper lighting in front of you. Do not sit front of a window or other source of bright light.	
19.	Practice using the “share screen” function.	
20.	Have files and materials accessible before the session begins. Files should be organized and accessible so that you are not rummaging through papers during the hearing.	
21.	Discuss expectations regarding business or casual dress, breaks and schedule.	
22.	With few exceptions, documents should be provided to the arbitrator and counterparty in advance.	
23.	Discuss whether the hearing will be recorded and if so under what conditions.	
24.	Have a backup plan.	