

HOW TO SPEAK TO A TRAFFIC CLERK

IN ROOM 100



HOW TO ACCESS THE VIRTUAL PUBLIC COUNTER

Download the free Zoom application to a Device (e.g. smartphone, PC, tablet) that has audio and video capabilities from their website at <https://zoom.us/download> or from your device's app store.

Chromebooks do not fully support all Zoom features. Please join the meeting using another device, if possible.

Please note: Zoom tutorials can be found on YouTube and at <https://support.zoom.us>.

When creating your Zoom account, you must use your first and last name so the court can identify you. If you have an existing Zoom account with another name, you must rename your account in order to participate.

CHANGING YOUR PROFILE NAME IN ZOOM:

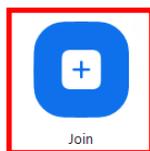
COMPUTER: Sign in to your Zoom account, Click Profile. Choose Edit to the right of the photo field. Enter your first and last name. Select Save Changes.

SMARTPHONE/TABLET: Open your Zoom app. Click Settings on the bottom right corner of your screen. Tap on your email address on the top of your screen. Select Display Name. Enter your first and last name. Tap OK.

HOW TO JOIN THE VIRTUAL PUBLIC COUNTER

Open the Zoom application on your device and select **JOIN** a Meeting on a PC/laptop or **JOIN** on a smartphone.

Join a Meeting



At the prompt, enter the following Meeting ID.

Meeting ID: 160 5330 6751

You will be placed in the waiting room, pictured to the right, until a Traffic clerk is available to assist you.

Welcome to the Sacramento Superior Court's Traffic



Virtual Public Counter's Personal Meeting Room

You have entered Room 100's waiting room. You will be admitted into the meeting to speak with a Clerk when space becomes available. Please be patient as there may be others ahead of you.

TECHNICAL ISSUES:

If you experience issues accessing the Zoom link, email the applicable address below for assistance.

Arraignments: TrafficVideoArrestment@saccourt.ca.gov

Trials: TrafficVideoTrial@saccourt.ca.gov

Motions: TrafficVideoMotion@saccourt.ca.gov

Post Sentencing: TrafficVideoPostSentencing@saccourt.ca.gov

Parking Appeals: TrafficVideoPostStorage@saccourt.ca.gov

Vehicle Post Storage: TrafficVideoPostStorage@saccourt.ca.gov

VIDEO APPEARANCE ETIQUETTE

While speaking with Traffic Staff, Please be still as movement may cause Zoom connection and sound issues. To avoid a delay, make sure to connect to audio and video in Zoom immediately when you hear the clerk.

HOW TO CONNECT AUDIO AND VIDEO

AUDIO: To connect to audio, click the Join Audio or Unmute icon on the bottom of your screen. If the Join Audio icon is selected on a smartphone, choose the Call over Internet option to connect.



When muted there will be a visible slash through the icon.

VIDEO: To connect your video, click the Start Video icon on the bottom of your screen.



When stopped there will be a visible slash through the icon.

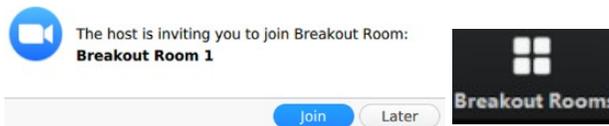
Please note: If you do not see the control options on the bottom of your screen, click/tap anywhere on your screen to display the available controls.

HOW TO JOIN AND LEAVE A BREAKOUT ROOM

Join: The Clerk will assign you to a breakout room. When prompted, click the blue Join button. If you don't see a Join button:

On a computer, click the breakout room icon.

On a smartphone, tap on your screen to see the menu options and then click the breakout room icon.



Leave: To leave the breakout room, click Leave and select Leave Meeting to leave the meeting entirely. If you select leave breakout room, you'll be returned to the main meeting.

