

# Video Conference Hearings

## Hearing Panel Office Guide

*This guide is provided to assist you in participating in a video conference hearing before a Panel of the Board of the Alberta Gaming, Liquor and Cannabis Commission (AGLC) using the Microsoft Teams platform.*

### Hearing Access Details

The video conference details are included in your calendar invitation. About one week before the hearing, you will receive an email from the HPO with the information again. If you have any trouble accessing the hearing or are missing the link, please contact the HPO at [hearings@aglc.ca](mailto:hearings@aglc.ca) or (780) 447-8605.

If you are joining the hearing from a mobile device, it is recommended that you download the Microsoft Teams application and join the hearing using the Microsoft Teams app. You can find a link for the app in the Microsoft Teams meeting information at the bottom of the invitation email.

The hearing will be locked when you join the session. You will be in the virtual lobby until the Panel is ready for you. Once the Panel is ready, you will be admitted by the Moderator. Take this time in the lobby to adjust your camera, microphone and audio settings (as shown in the Microsoft Teams Meetings overview below).

### Moderator

The session will be moderated by the Hearing Panel Office (HPO) Assistant. As the Moderator, the HPO Assistant will manage the recording of the hearing and facilitate the entry and exit of hearing participants. The HPO Assistant will be available by phone (780) 447-8605 or email ([hearings@aglc.ca](mailto:hearings@aglc.ca)) before and during the hearing for technical support.

### Session Recorded

The hearing will be recorded to capture the evidence and arguments for use in decision-writing.

#### Microsoft Teams meeting

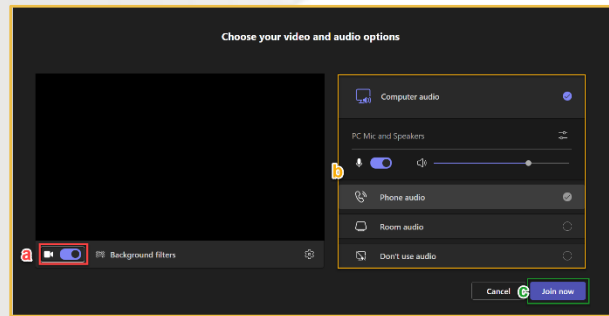
Join on your computer or mobile app  
[Click here to join the meeting](#)

Meeting ID: 238 806 947 305  
Passcode: sMFnex

[Download Teams](#) | [Join on the web](#)

## Microsoft Teams Overview

When you first click the link to join the hearing, you will be given the option to adjust your camera or background filters (see a in the diagram on the right) and audio settings (see b). You will need to use a camera that is connected to the device you are joining the meeting on. Make sure that your face is visible on screen and that your voice is clear on your microphone. When you are ready to enter the lobby, **click Join now** (see c).



You will then wait in the lobby until you are admitted to the hearing by the Moderator.

**You can control your hearing experience through the menu at the top of the hearing screen.**



a) **Click People** to view a list of participants.

b) Chat will be disabled.

c) **Click Reactions** to raise your hand during the hearing (see Questions & Comments below).

d) Rooms are controlled by the Moderator.

e) **Click More** to find options to change the hearing appearance on your screen or remove your background filter if you are having connectivity issues.

f) **Click on the Camera or Mic buttons**, if needed, to turn them off during the hearing. Please mute your microphone when you are not speaking to reduce background noise during the hearing. If you are having connectivity issues, turn off your camera.

g) **Click Share** if you are required to Share content during the hearing.

h) **Click Leave** when you are ready to leave the hearing.



The meeting participants will appear in the screen below and the current speaker will be highlighted.

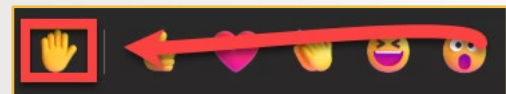
## Questions & Comments

The Presiding Member will outline the flow of the hearing and will address you when it is your turn to speak. If you have a question or comment outside of when you are presenting your case or responding to questions, you may physically raise your hand or use the raise hand feature.

Click **Reactions**  > **Raise hand**  to put your hand down.

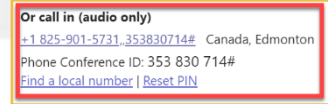
When it is your turn, the Presiding Member will call on you.

Return to **Reactions**  > **Lower hand**  to put your hand down.



## Connectivity Issues

- If you are experiencing connectivity issues or the video conference is lagging, try turning off your camera by clicking the Camera icon in the menu at the top of the screen.
- If you are experiencing persistent audio issues or feedback, try calling into the session. Call in numbers are included in the calendar invitation or the HPO Assistant can call you into the hearing.
- If you lose your connection to the hearing and are not able to reconnect, someone from the HPO will phone you to assist.



## General Suggestions

- **Be Prepared** – Make sure you have all the documents you need prior to the start of the hearing and make sure your device is charged or plugged in.
- **Be Early** – Please ensure that you connect 10 minutes in advance of the start time to ensure the application is working and you are ready for the Panel. You are expected to be on time. Please contact the HPO via email ([hearings@aglc.ca](mailto:hearings@aglc.ca)) or telephone at (780) 447-8605 if you are facing any problems.
- **Speak Clearly** – Make sure you are facing your microphone and please mute your microphone when you are not speaking.
- **Privacy and Background Noise** – Ensure you are in a quiet, private area to respect the privacy of all hearing participants and to reduce the potential for background noise.