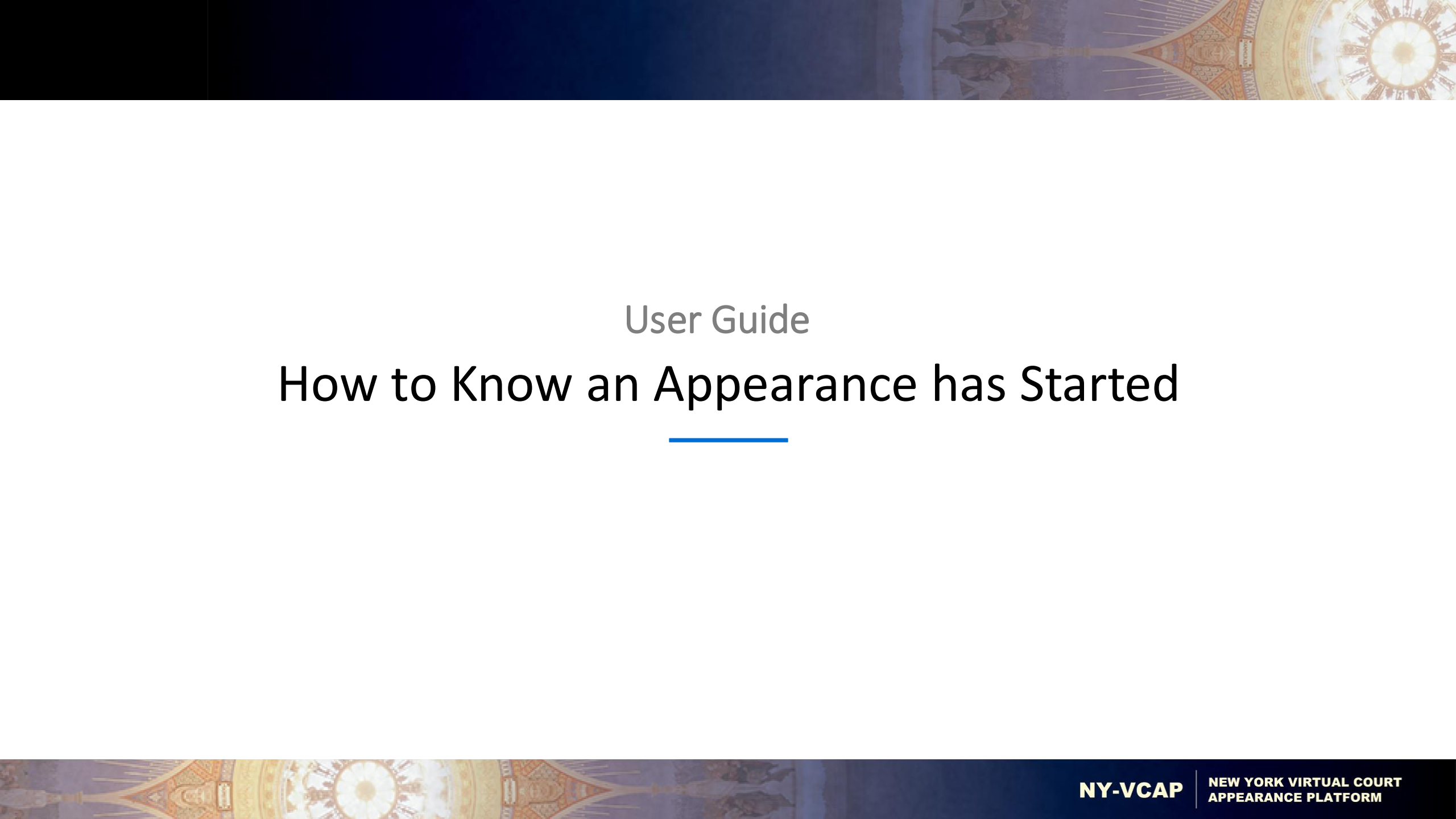




## User Guide

# How to Know an Appearance has Started

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# NY-VCAP Hallway – Appearance has Started

1 You should see all appearances your email address is associated with in the NY-VCAP Hallway.

Appearance(s) will display by status:

- In Progress: Appearance has started
- Scheduled: Appearance has not yet started
- Completed: Appearance has ended

2 Once an appearance starts, an alert will display at the top of the Hallway. Court Staff must admit you to the courtroom.

3 Once admitted, you will get a notification that you are being moved into the appearance.

The screenshot displays the NY-VCAP Hallway interface. At the top, a pink alert banner states: "Your Appearance(s) has started! Please wait until you are admitted into the Courtroom." Below this, the "Today's Appearances" section shows a list of appearances. One appearance is highlighted with a blue bar: "Index #: 04042025, Title: Luke v Test, Appearance Type: Compliance..., Start Time: 04:00 PM, Court: Nassau County Supreme Court, View More". To the right, the "Monitor courtroom" section shows a "No live stream yet" message. Below this, the "Readiness Check" section shows a "Ready" status for Camera, Mic, Speaker, and Network. The "Camera" section shows a live video feed of a man in a suit. The "Notices" section shows a video of a courtroom. The "Chat" section shows a list of users: Luke LaReau (Online) and Avery (Online). A blue alert banner at the bottom states: "NY VCAP Dev Staff starting now. You are being moved in to the appearance now."

## Technical Support:

If you need technical assistance for your appearance, contact us at:

- +1 (877) 742-2135
- [support@courtroom.tech](mailto:support@courtroom.tech)

This information can be found in the bottom of your appearance confirmation email.

## Court Support:

If you have questions related to your court appearance, contact the court directly from the phone number in the bottom of your appearance confirmation email.

### Technical Support

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### Court Support

Contact the court directly at

**[See calendar appointment for court specific number](#)**