



User Guide

Accessing New York Virtual Court Appearance Platform (NY-VCAP) as a Guest Participant

Appearance Confirmation

The court will send you a confirmation by email from 'nyvcap@nycourts.gov' once the appearance has been scheduled. If you are using a shared email address at your firm, your firm must forward you the confirmation email.

- Appearance Details
- Join by Phone Information
- Additional Information
 - Supported Browsers
 - 'How to Guide' to allow Microphone and Camera access to NY-VCAP
- Court Address
- Support Information

Click to join **Virtual Appearance** button will take you to the NY-VCAP Hallway, where a Court Staff member will admit you to your appearance.

Joining by phone is also an option, but not the preferred method.

**NY-VCAP** | NEW YORK VIRTUAL COURT
APPEARANCE PLATFORM

**Virtual Court Appearance Confirmation for
Honorable Judge Sarah Williams, Court of Claims - Albany District**

This message is about your upcoming court appearance for Claim #235749/67994. Below you will find important information about how to attend the appearance, what courtroom guidelines to follow, and where to get help if you need it.

Virtual Court Appearance Information

Claim #	235749/67994
Case Title	John Doe
Judge	Hon. Sarah Williams
Appearance Type	Conference
Date	11/21/2024
Time	09:00 AM EST
Status	Scheduled

Click to Join Virtual Appearance

Join by Phone

Toll-Free Dial-in Number: +1 (917) 781-4431
Access Code: 78627755

Additional Information

Supported Browsers:

 Microsoft Edge  Google Chrome  Safari

Need help granting Microphone and Camera access?
[Visit Here](#)

Court Address

125 Jordan Road, Troy NY 12180

Technical Support
If you need technical assistance for this appearance,
contact us at
1-877-742-2135 | support@courtroom.tech

Court Support
Contact the court directly at
(518) 432-3411

NY-VCAP Hallway

The screenshot displays the NY-VCAP Hallway interface for user John Smith. The top navigation bar includes links for Hallway, Chat, Notices, and Interpretation, along with a user profile icon and name. The main header area features a greeting and the platform's name, NY-VCAP | NEW YORK VIRTUAL COURT APPEARANCE PLATFORM.

The interface is divided into several sections:

- Today's Appearances:** A section with a toggle for "All Appearances" and a message: "You are viewing today's scheduled appearances. Click on 'All Appearances' to view other scheduled appearances." Below this is a "Select Court" dropdown menu set to "All", and filters for Case #, Appearance Type, and Time. A search bar is also present.
- Scheduled:** A list of upcoming appearances. The first entry shows Case #: 05272025, Title: May V June, Judge: NY dev staff, Appearance Type: Pre-Trial Conference, and Start Time: 10:00 AM, with a "View More" link.
- Completed:** A list of past appearances. The first entry shows Case #: 05272025, Title: May V June, Judge: NY Test 1, Appearance Type: Compliance..., and Start Time: 09:30 AM, with a "View More" link.
- Monitor courtroom:** A section with a "View all" link and a message: "No live stream yet".
- Readiness Check:** A section with a "Ready" status and icons for Camera, Mic, Speaker, and Network. Below this is a "Camera" section with a "Select preferred device" dropdown menu set to "FaceTime HD Camera (Built-in)".
- Notices:** A section with a "View all" link and a notice titled "How to Grant Microphone and Cam..." dated Apr 29, 2025.
- Chat:** A section with a "View all" link and a search bar labeled "Search by name".

The footer includes contact information for the Support Desk, a phone number (+1 (877) 742-2135), a "Support Form" link, and an email address (support@courtroom.tech). It also mentions "Powered by TECH UNICORN".

You are now in the NY-VCAP hallway!

Technical Support:

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

- +1 (877) 742-2135
- 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

If you need technical assistance for this appearance,
contact us at

+1 (877) 742-2135 | support@courtroom.tech

Court Support

Contact the court directly at

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