



Navigating

LACourtConnect 2023

LACourtConnect (LACC) is the Superior Court of California, County of Los Angeles' remote appearance technology. LACC is part of the Court's Access LACourt | Your Way initiative and provides a convenient option for appearing in court without having to visit a court location.

This guide outlines the steps to using the new features and system enhancements as a remote participant.

Remote Participant





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Glossary

Broadcast

The Judicial Assistant or Organizer may start a broadcast to enable live courtroom sharing for participants in the Virtual Gallery.

Courtroom Monitoring

Participants in the Virtual Gallery can view live proceedings and monitor courtrooms when a broadcast is started.

Remote Participants

Remote participants specifically refers to attendees who are not part of the Court (e.g., Claimant, Defendant, Attorney, etc.)

Judicial Assistant (JA)

The Judicial Assistant otherwise referred to as JA in this document refers to the court staff member who manages all hearings within a courtroom.

LACourtConnect

The LACourtConnect application is the entire virtual hearing experience from the point of a remote participant logging in and joining the virtual hearing to the court staff members accessing and managing the hearing.



Unicorn Digital Courtroom (UDC App)

The UDC app is a custom application that allows courtrooms to function virtually. Among others, remote participants can login and attend virtual hearings and view live feeds of courtroom broadcasts.

Virtual Gallery

The virtual gallery refers to the web page where users wait for their hearing to initiate. Users can also monitor the courtroom while in the virtual gallery.

Virtual Well

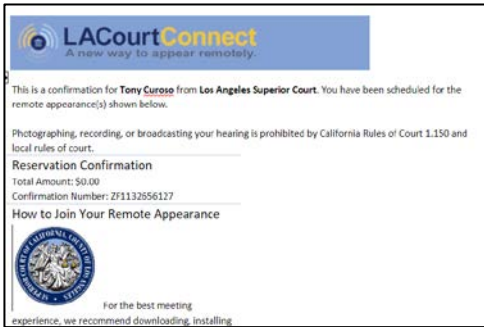
The virtual well refers to the actual court hearing.



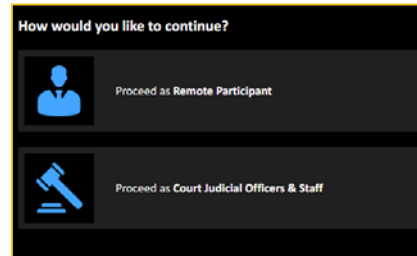
Remote Participant Journey

Captured below is a high-level summary of a remote participant's journey using LACourtConnect.

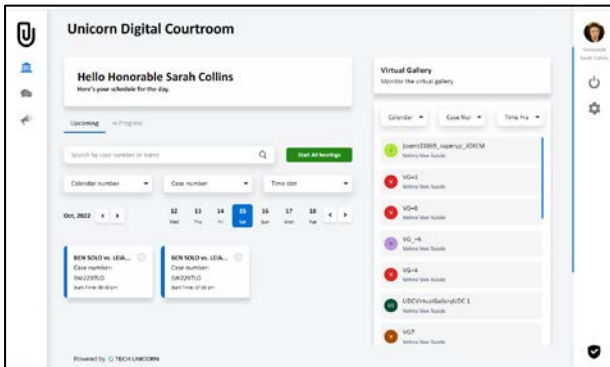
1 From your hearing confirmation email, click on the hearing link.



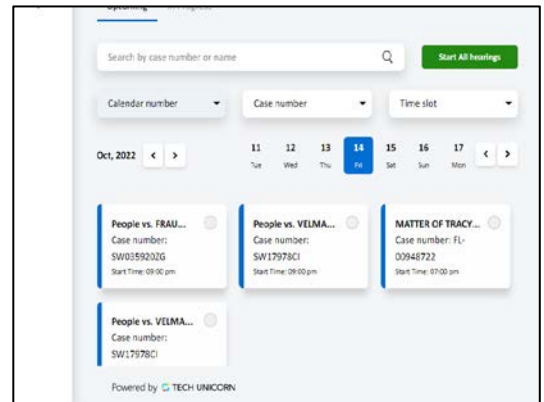
2 Click on Proceed as Remote Participant and log in with your registered email and password.



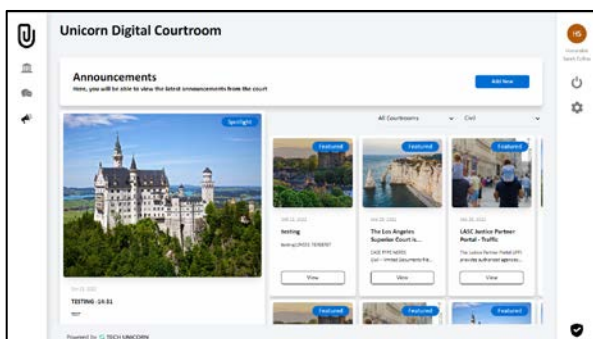
3 Log in will take the participant to the Virtual Gallery



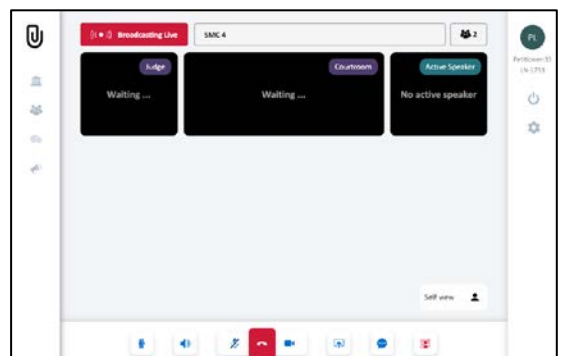
4 A calendar will show all upcoming hearings



5 Important announcements are also available to create/view



6 Once the court staff starts the hearing, all participants join the session





Connect to LACC

Computer Technical Specifications

For the best connection experience, it is recommended remote participants connect via a computer. Virtual Backgrounds/Blur is recommended only for mid to high end machines (satisfies below requirements).

Bandwidth:

1.2 Mbps for HD group video calling with resolution of HD 720 pixels at 30 FPS

Hardware Requirements:

- Supported processors (1080p background video)
- Intel Core i5-6000 or higher
- 4 cores or higher
- Excludes U series
- Intel Core i7, i9, Xeon
- 4th generation (4000) or higher

Intel Core CPU with HD 620 integrated graphics requires the following:

- Windows 10, 64-bit
- Driver version 26.20.xx.xx or higher
- i7 OR
- i5 2 cores with major version 26.20 or higher and minor version 7323 or higher

Other Intel Processors

- 6 cores or higher
- 4th generation (4000) or higher
- Excludes Atom and Y series

Non-Intel Processors

- 8 cores or higher with 2.0GHz or higher; OR
- 12 cores or higher
- AMD - Ryzen 5/7/9 or higher

Memory:

8 GB or above



Download the LACC Application for Windows PC

Click on the Windows logo to download the App.



or

[CLICK HERE](#)

Download the LACC Application for MAC OS

Click on the Apple logo to download the App.



or

[CLICK HERE](#)

You can also refer to your LACC confirmation email for links to download the application.

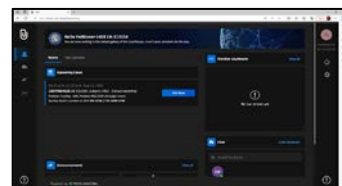
LACC Browser Application

If you are unable to install the LACourtConnect App, you can join by launching the [LACourtConnect Web App](#) as a backup alternative.

Open your preferred browser and go to <https://lacc2.lacourt.org/>

When the browser application opens, sign into LACourtConnect using the same email address and password that was used when registering for a remote appearance.

1. Select **Proceed Remote Participant**
2. Enter your email and password and **click Sign In**
3. Once logged, the **Virtual Gallery** will appear





Connect to LACC

Apple Mobile Application



To join your hearing via your mobile device, it is required you installing the LACC application on your device.

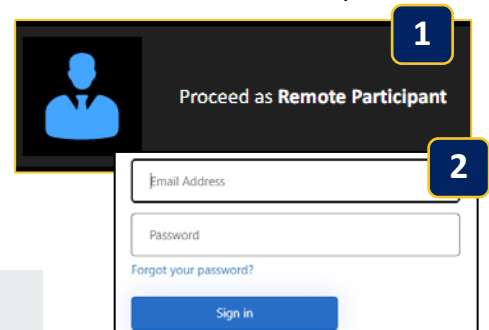
1. From a Home screen, tap. App Store.
2. Browse the App Store, tap. Apps. (at the bottom).
3. Click [HERE](#) or search for apps by name: LACourtConnect.
4. Tap the app.
5. Tap GET (If prompted, sign into the App Store to complete the install). Once installed, open the app.
6. Click “Proceed as Remote Participant” and follow the prompts.



Log in to the Unicorn Digital Courtroom Application

When the application opens, sign into LACourtConnect using the same email address and password that was used when registering for a remote appearance.

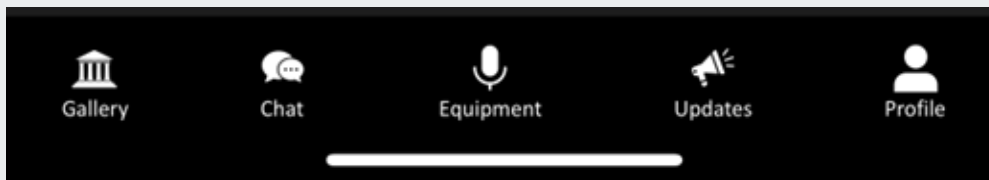
1. Open the app and select **Proceed Remote Participant**
2. Enter your email and password and **click Sign In**
3. Once logged, the **Virtual Gallery** will appear



Apple Mobile App Controls

Once logged in, the mobile app control should appear at the bottom of the screen.

For Apple devices, the controls will be located at the bottom of the screen.



Gallery – Displays your scheduled hearings

Chat – Communicate with those in the hearing

Equipment – Test your audio/video before joining your hearing

Updates – View Court news and updates

Profile – Review and edit your profile information

If you are unable to install the LACourtConnect app, you can join using the web app. Please refer to your confirmation email.



Connect to LACC

Android Mobile Application

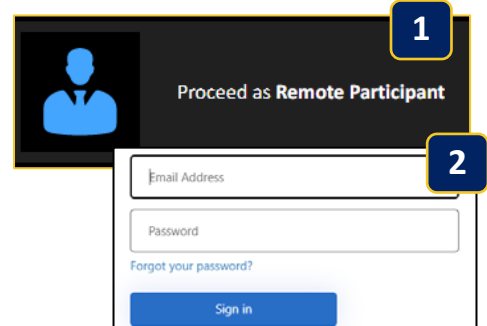


To join your hearing via your mobile device, it is required you installing the LACC application on your device.

1. Open Google Play store.
2. Click [HERE](#) or search for “LACourtConnect” in the search bar and click on the app.
3. Click on Install.
4. Click Open.
5. Click “Proceed as Remote Participant” and follow the prompts.

Log in to the Unicorn Digital Courtroom Application

1. Open the app and select **Proceed Remote Participant**
2. Enter your email and password and **click Sign In**
3. Once logged, the **Virtual Gallery** will appear



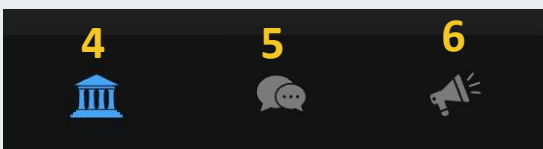
Android Mobile App Controls

Once logged in, some of the mobile app control are accessible at the bottom of the screen while others on the top.

To access your Profile, Logout, and Settings, click on the three bars on the top right corner.

1. **Click** your initials to open your Profile to edit or review
2. **Click** Logout to log out of the account
3. **Click** Settings to change display theme, test equipment, or change language or font size.

1
2
3



4. **Gallery** – Displays your scheduled hearings
5. **Chat** – Communicate with those in the hearing
6. **Updates** – View Court news and updates

If you are unable to install the LACourtConnect app, you can join using the browser web app on your computer. Please refer to your confirmation email.



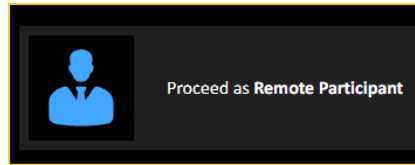
Log In

All court hearings can be accessed and managed via the Unicorn Digital Courtroom (UDC) application.

1. Click on the UDC application on your device or web browser
2. Click on **Proceed as Remote Participant**
3. Sign in with your court email and password
4. Once logged in, the Virtual Gallery dashboard will display



1



2

Sign in with your email address

[Forgot your password?](#)

3

Best Practice: Use computer audio when connecting. Do not use both video and dial-in simultaneously.

4

Powered by TECH UNICORN

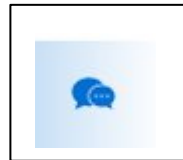


Side Panels Settings



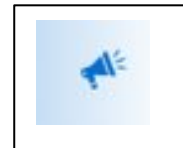
Home

The home button will redirect you to the main dashboard.



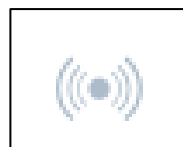
Chat

Chat with other participants from the same court room.



Announcement

You can view announcements from this tab.



Courtroom Monitoring

Watch live video from the court to monitor your courtroom.



Edit Profile

Click on the profile icon to edit your profile and update information such as your display name.



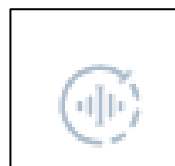
Log Out

Users can log out using this button.



Settings

Click the settings icon to access other settings such as themes and testing equipment.



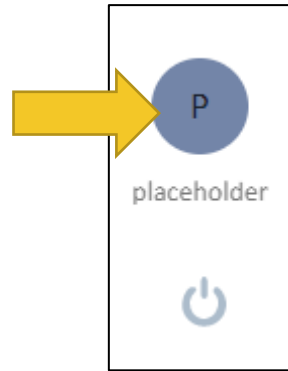
uNoise

Adjust threshold for environmental noise




Edit Profile

Click the profile icon to access located on the top right.








Click the Edit button.

Profile




lasc.tqm+attys122stpb00415@gmail.com

Display Name	Mobile Number
	 ()-
First Name	Last Name
	







Edit your **Display Name**, **Mobile Number**, **First Name**, and/or **Last Name**, then click **Save**.

Profile



lasc.tqm+attys122stpb00415@gmail.com


Display Name	Mobile Number
	Search <input type="text"/> Phone
	Country <input type="text"/>
First Name	Last Name
	

 Display name should not exceed 25 characters

NOTE: Display name should not exceed 25 characters.

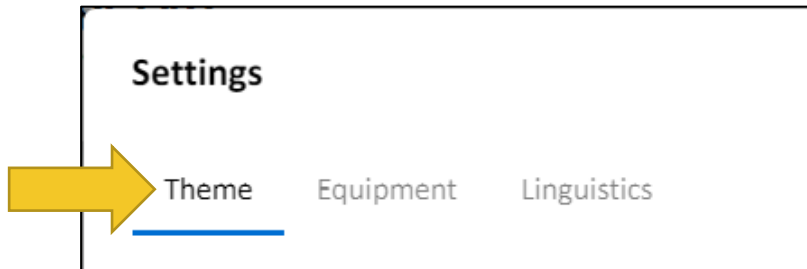


Settings

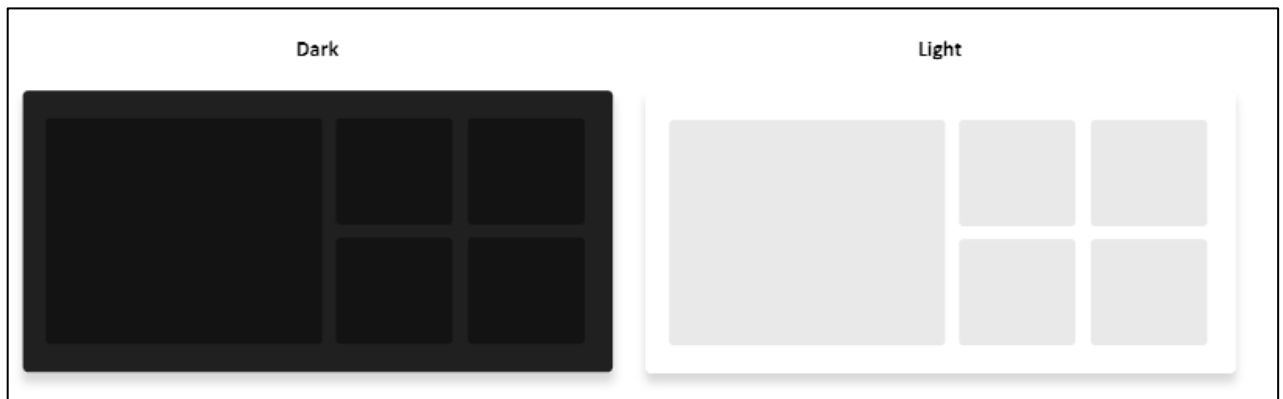
Click the settings icon to access other settings such as themes and testing equipment. 

Theme

You can change your theme view on the **Theme** tab

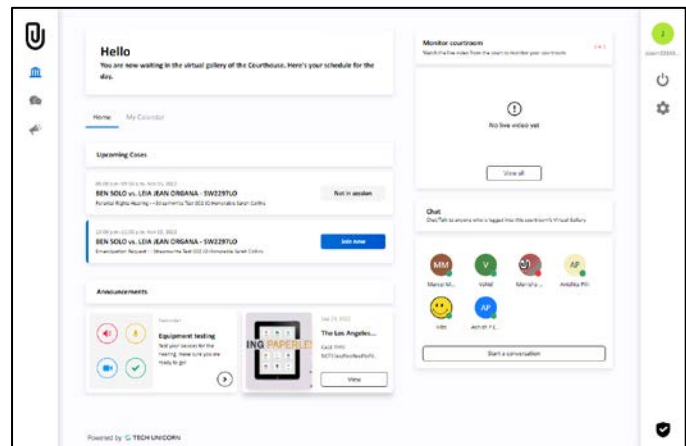
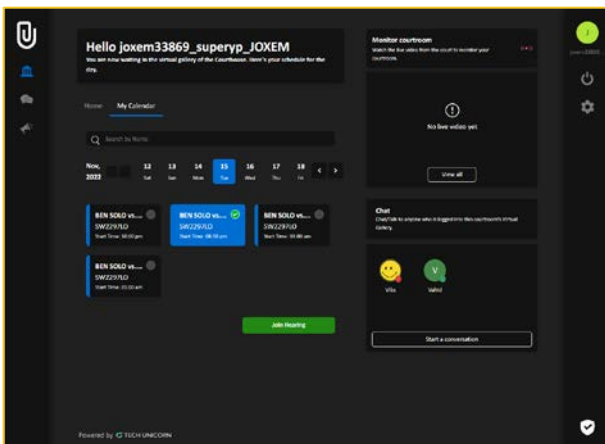


Select your preferred theme.



Click the dark theme for a dark background

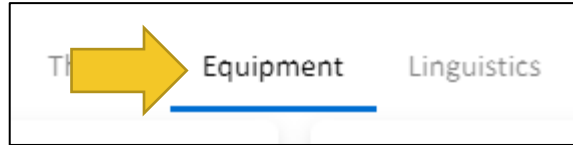
Click the light theme for a light background






Equipment Test

You can test your audio/video equipment and network from **Equipment** tab.



Microphone

Hold to record - Headset Microphone (Realtek(R) Audio)




1

Device

Communications - He ▾

Sound

Click to listen - Headphone (Realtek(R) Audio)




2

Device

Communications - He ▾

Camera

Your device is ready - HP TrueVision HD Camera (0408:5365)




3

Device

HP TrueVision HD Car ▾

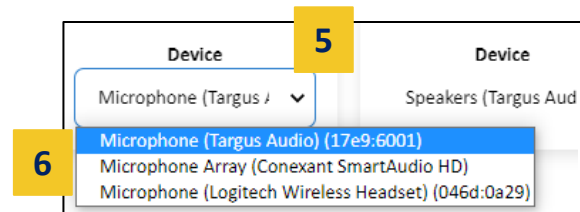
Network

Your network is good.

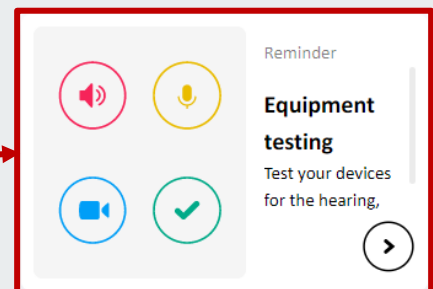
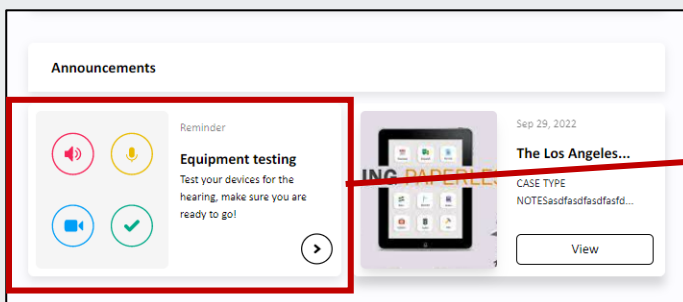


4

1. Test your **Microphone** by clicking the record icon and record an audio while keeping the record icon pressed
2. Click the **Sound** wave to listen to the recording you made in the previous step
3. Check that you see your video
4. Test your network quality
5. You can change your device by clicking the dropdown icon to see the list of available devices
6. Select the device you wish to use



You can also access the equipment test section on the home page of the Virtual Gallery.

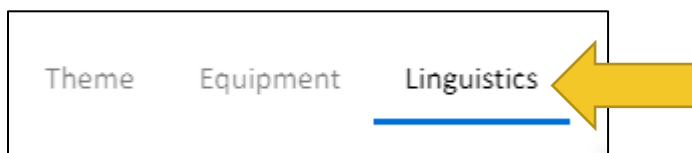




Settings

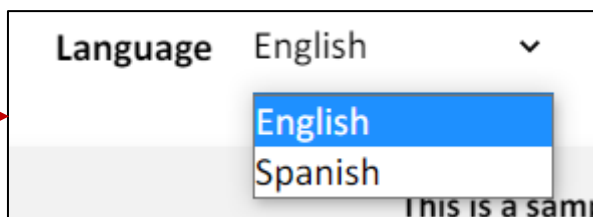
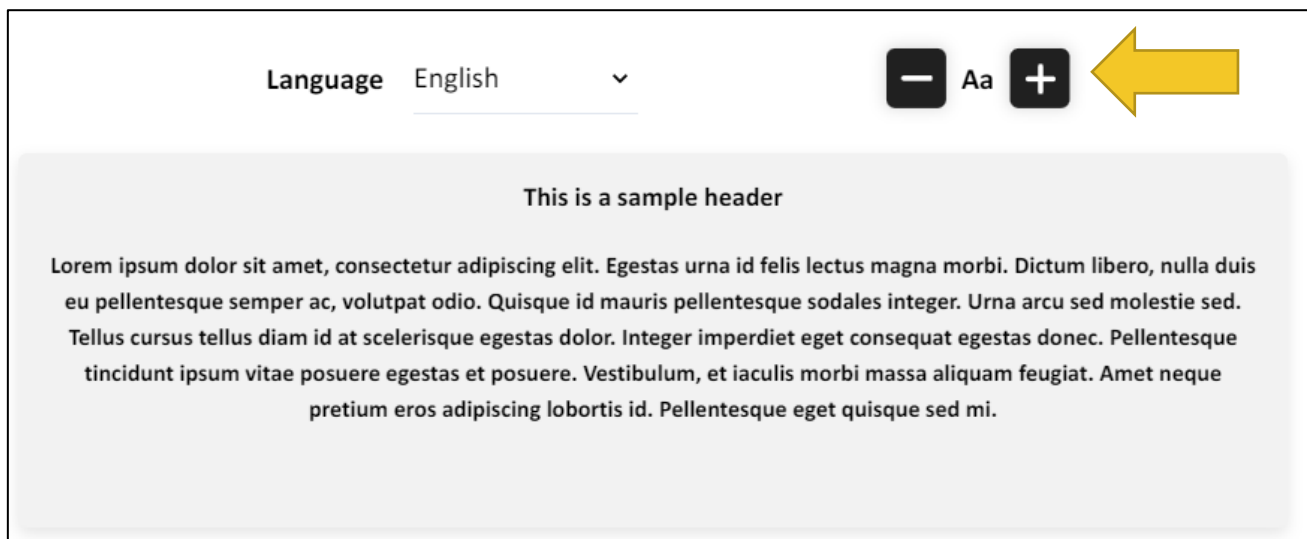
Linguistics

You can change your font and language settings from the **Linguistics** tab.



Select a language

Adjust the font size

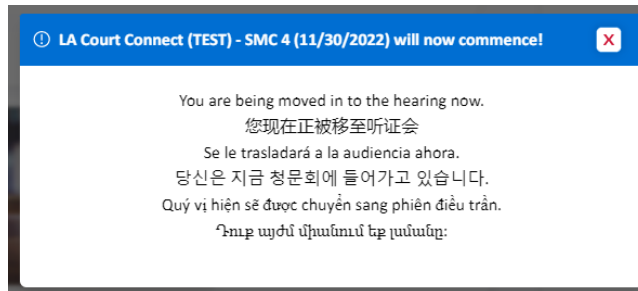




Navigating the Virtual Gallery

Joining Your Hearing

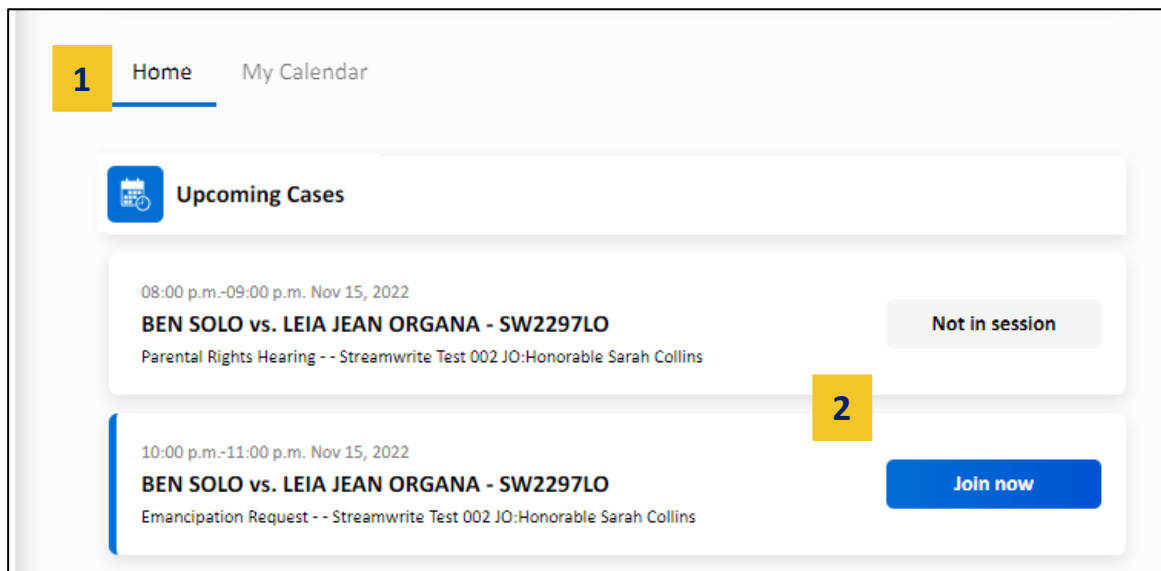
When your hearing starts, you will automatically be admitted. You will see a notification stating you are being moved to the hearing.



Manually Joining Your Hearing

While you are automatically admitted to your hearing when it starts, there may be instances when you have to join manually. To join a hearing already in progress, please proceed to the Calendar section of the Virtual Gallery.

1. The **Home** tab shows all your upcoming hearings for the day.
2. Locate the hearing you need to join and click on the blue **Join Now** button.





Manually Joining Your Hearing

You can also join a hearing on the My Calendar tab. The My Calendar tab shows all scheduled hearings for the selected date.

1. Select the hearing you wish to join
2. Click on the **green Join Hearing** button that appears.

Home My Calendar

Search by Name

Nov, 2022

< >

25 Fri 26 Sat 27 Sun **28 Mon** 29 Tue 30 Wed 01 Thu

Start Time: 01:20 pm

22STPB02212

PM1118054722,... **3**

Start Time: 01:20 pm

22STPB02212

PM11180547...

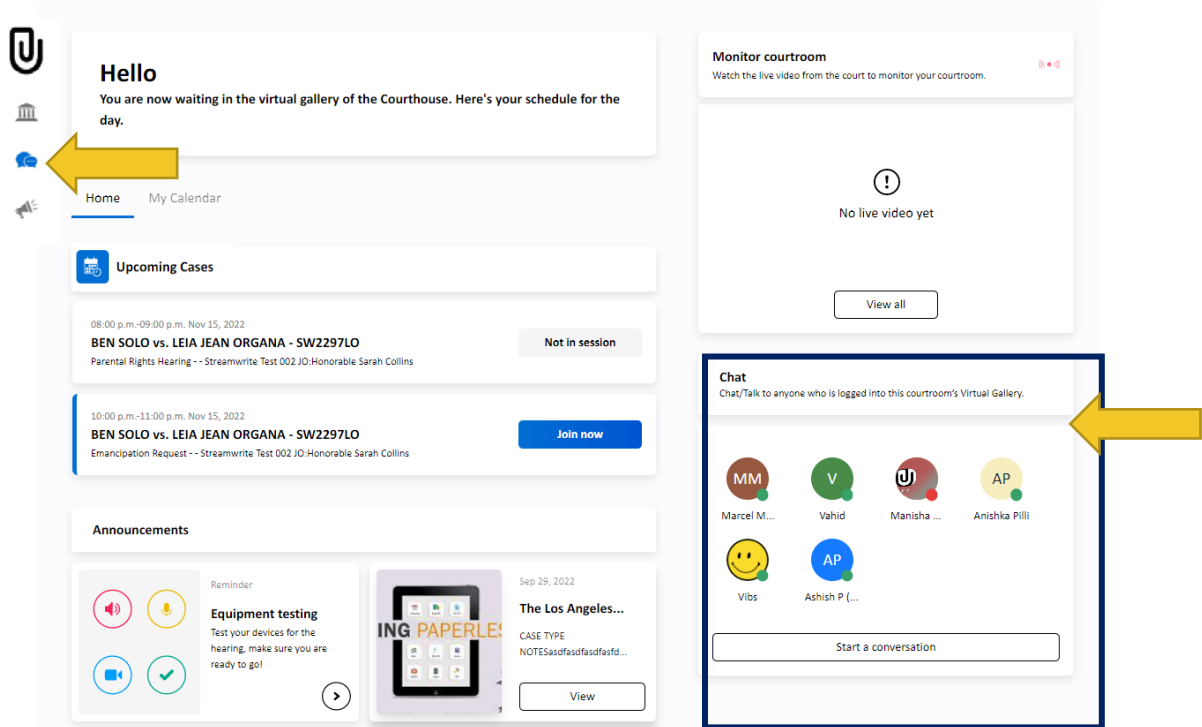
4

Join Hearing



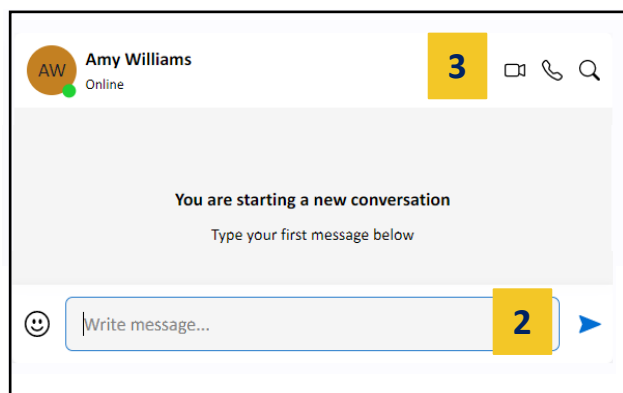
Chat

Remote participants in the Virtual Gallery can communicate with each other through chat, audio calls, and video calls. You can initiate communication by clicking on the chat icon on the left side panel or **Start Conversation** in the Chat section in the main page of the Virtual Gallery.



Start a Conversation

1. Click on **Start a Conversation** or the participant.
2. Write a message in the text box and click the send icon ➤.
3. To start an audio call, click on the phone icon 📞. To make a video call, click on the camera icon 📷.




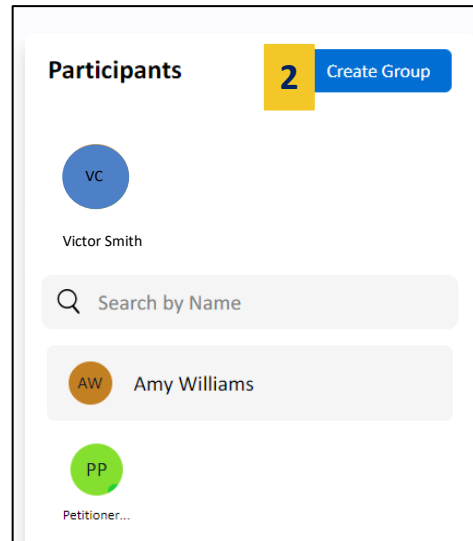
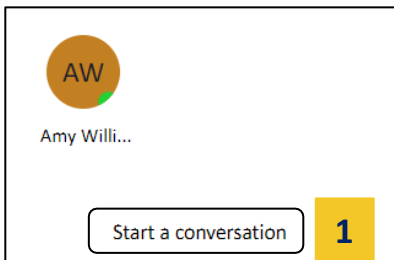
A notification will display on the chat icon when you have a message.



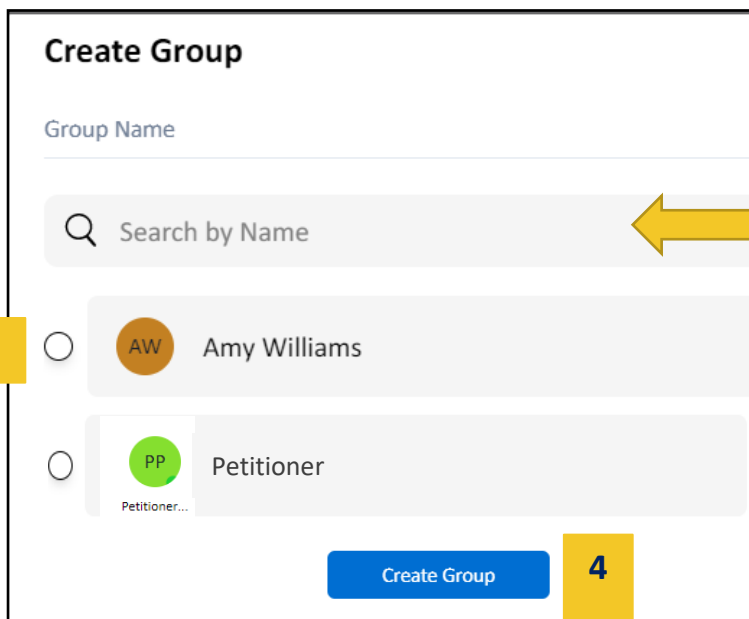
Chat

Group Chat

1. Click on **Start a Conversation** or the participant or the chat icon on the left side panel  .
2. Click on **Create Group**
3. Select the participants to add to the group chat
4. Click **Create Group**




NOTE: Chat in the Gallery is separate from Chat within a hearing.



Search for a member in the Virtual Gallery or for all members that belong to a particular court case



Announcements

You can view announcements by clicking the  icon on the left quick access panel.

Unicorn Digital Courtroom

The screenshot shows a grid of announcements. A red box highlights the top navigation area, including a dropdown menu for 'All Courtrooms' and 'Civil'. Another red box highlights a 'View' button on an announcement card. A third red box highlights a 'Filter' dropdown menu. A fourth red box highlights a 'View' button at the bottom of the page.

Filter

- All Courtrooms
- All Courtrooms
- Spring Street 15 SMC 002D
- Chatsworth F43 SMC 085

Announcements:

- Spotlight:** Los Angeles Superior Court has transitioned from requiring certifications in red or purple ink to black ink only. (Jan 1, 1)
- Featured:** The Los Angeles Superior Court is... (Jan 1, 1)
- Featured:** LASC Justice Partner Portal - Traffic (Jan 1, 1)
- Featured:** Am I Required to Appear in Court for ... (Jan 1, 1)
- Featured:** PRESIDING JUDGE ERIC C. TAYLOR... (Jan 1, 1)
- Featured:** If We Reach an Agreement, What Ar... (Jan 1, 1)
- Featured:** Can I Participate in ODR Without an... (Jan 1, 1)

View

You can use the filter to view announcements from all courtrooms or selected courtrooms and litigations

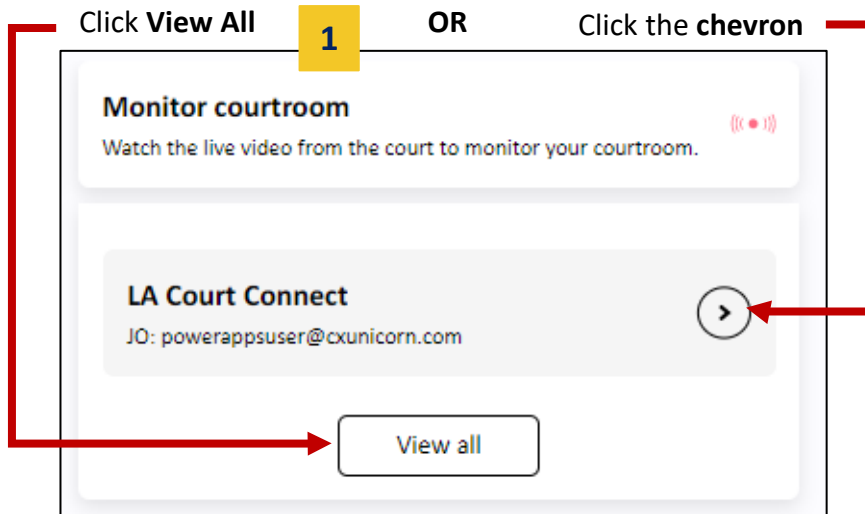
To open an announcement, click on the **View** button on the announcement.



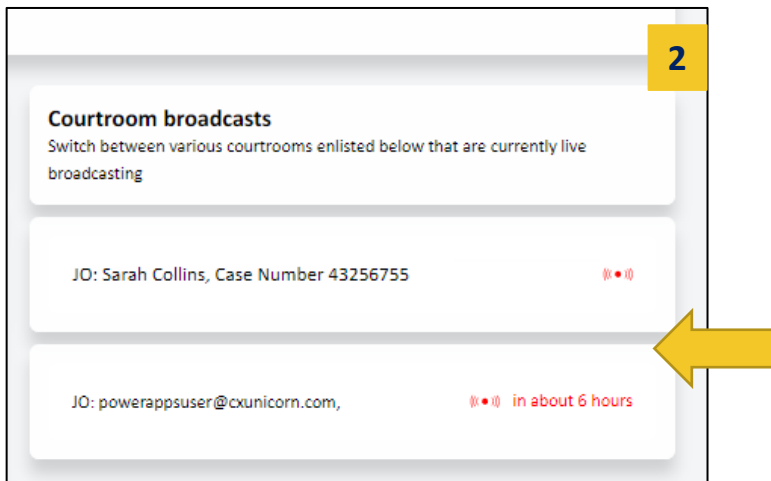
Courtroom Monitoring

You can view live broadcasts of hearings in session while you wait in the Virtual Gallery.

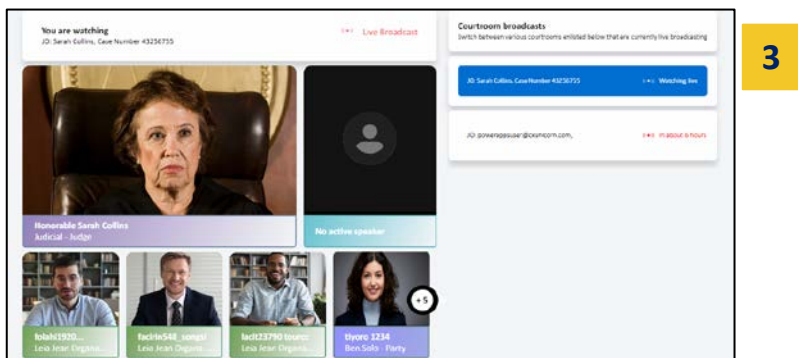
1. Clicking the chevron > to the right of the broadcast or click **View** all in the broadcast section.



2. You can choose the broadcast to view from the broadcast selection window. Click on the broadcast you wish to view.



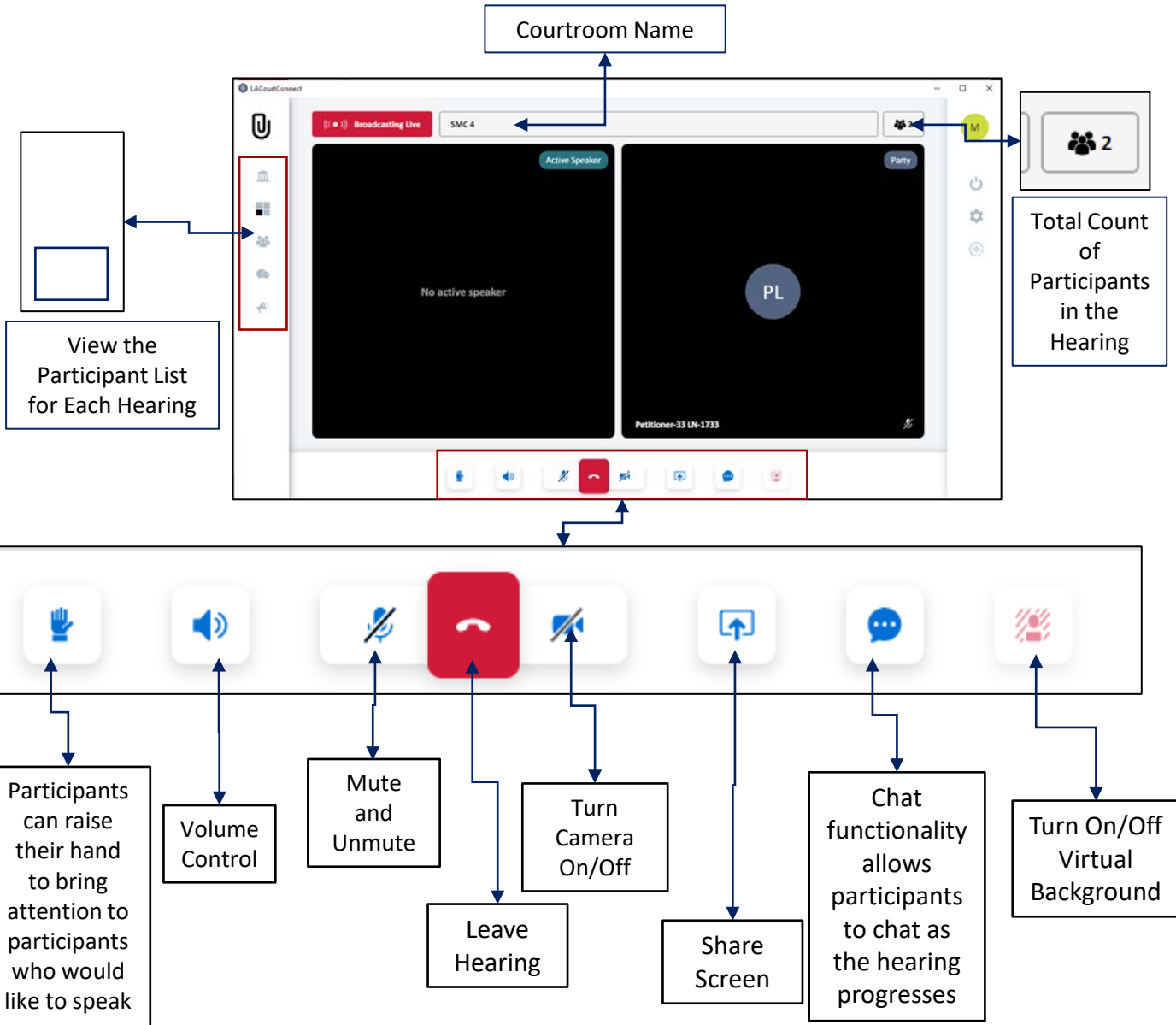
3. The selected broadcast will display.





Virtual Hearing Controls

If you have logged in to the Virtual Gallery, you are automatically pulled into a call when a roll call is in session.

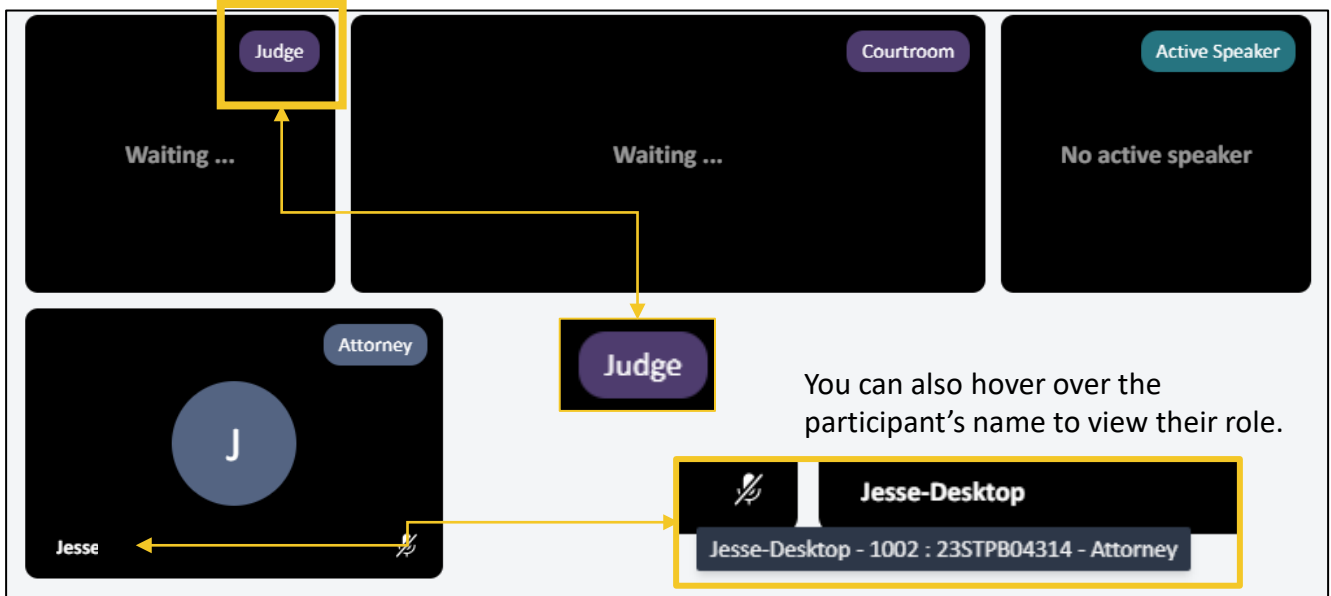


NOTE: Virtual Backgrounds are not available for mobile devices



Labels

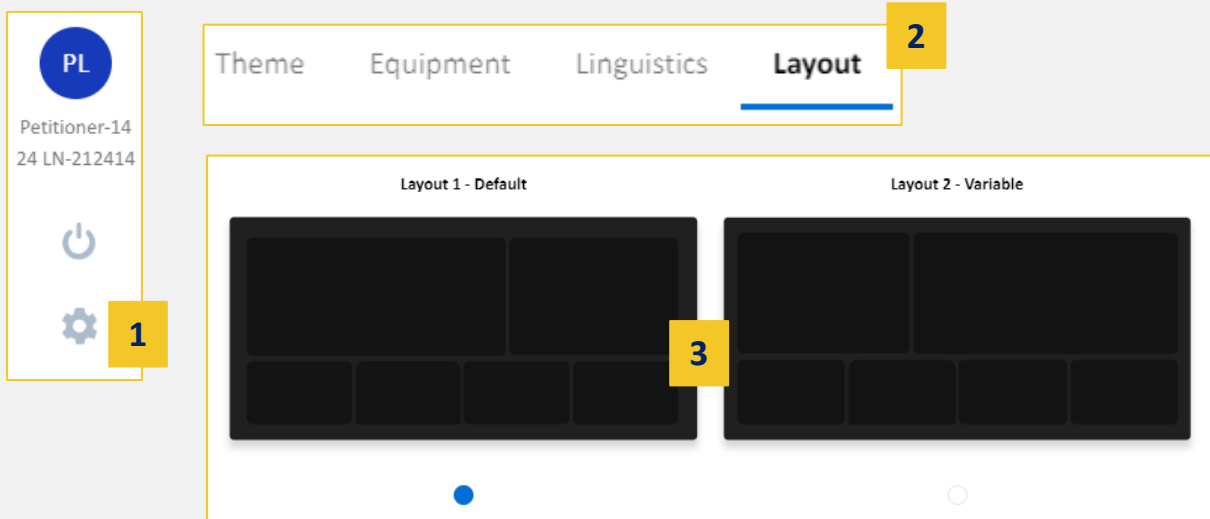
Participants in the hearing will be identified with their role/name on the upper right corner of their tile.



Layout

In the hearing, you have the option to change the layout of the participant tiles.

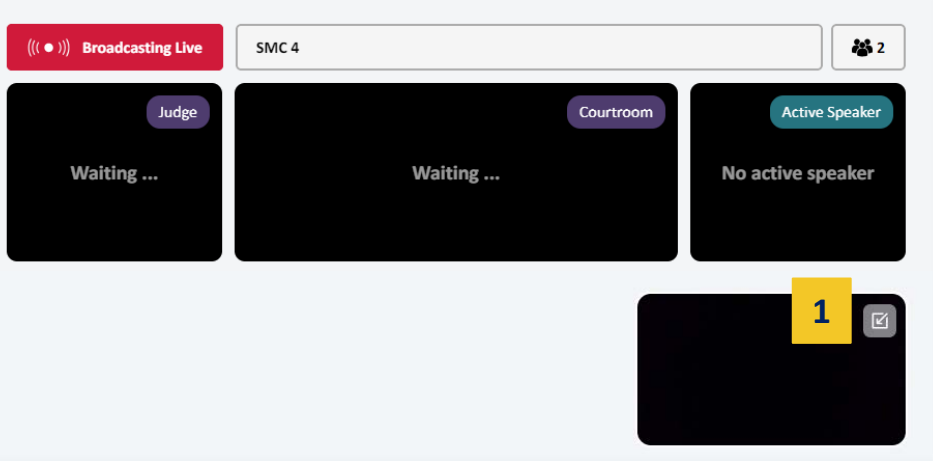
1. On the right panel, click on the Setting icon.
2. Click on Layout
3. Select the preferred Layout



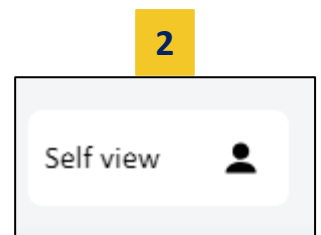


Minimize Self View

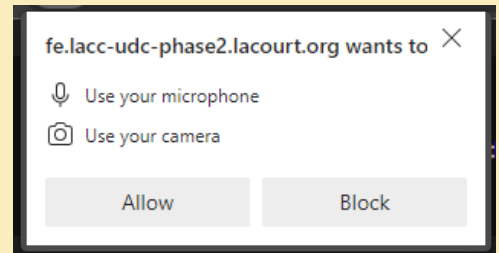
You have the option to minimize self view by clicking on the arrow in the right-hand corner of their self view.



1. Click on the preview window
2. The window will minimize. Click again to expand.



When you enter the hearing, you may be prompted to grant access to your device's mic and camera. Click **Allow**.



Minimize the Courtroom

While a hearing is in session, you can minimize the courtroom tab by selecting any icon on the left panel.

