



VIRTUAL HEARING QUICK REFERENCE GUIDE

This guide provides instructions for participants of virtual hearings hosted by the Financial and Consumer Affairs Authority (the “FCAA”).

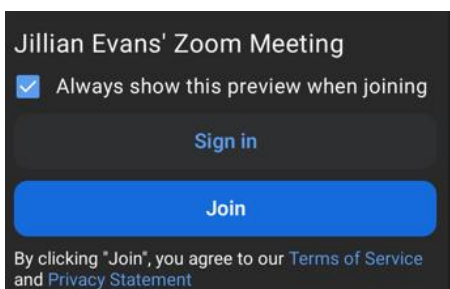
If a hearing or other appearance is to be held virtually before the Hearing Panel (the “Panel”), the **Zoom Meetings** (“Zoom”) application will be used as the video conference platform, unless the Panel directs otherwise.

Zoom allows participants to join a video conference from a desktop, laptop, tablet, or smartphone (“device”). Parties, representatives, and witnesses are expected to attend using a device that allows for a video and audio connection. Other attendees (e.g., media) may attend by telephone. The meeting ID, passcode, web address link, and phone number (where applicable), will be provided by the Registrar in an e-mail invitation.

To attend by video, you must have the Zoom application installed on your device. Click on the Zoom link provided in the e-mail invitation to launch Zoom. If you are using a non-mobile device and are a first-time user of Zoom, a window should open and start downloading the Zoom application. If you are using a mobile device and are a first-time user of Zoom, you must download the app from the App Store or Google Play Store. Follow the instructions provided.

Sign-In Process

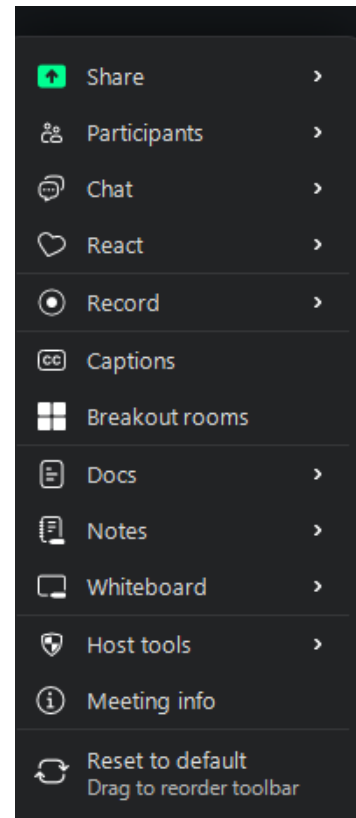
- Once the Zoom application is installed, click on the Zoom link provided in the e-mail invitation.
- You must enter a display name. This is how your name will be displayed to everyone in the video conference. Once you have entered your display name, click “Ok”.
- Click the “Join” button. It looks like this:



- When you join the video conference, you will first be placed in the waiting room. You will then be let into the virtual hearing from there.
- Once you are in the virtual hearing, click anywhere on the screen and hover over the bottom of the window. You will see buttons that look like this:



- **Audio:** Turns your microphone on/off. Red is off.
- **Video:** Turns your camera on/off. Red is off.
- **End:** Click here to leave the video conference.
- Under “More”, you will see these options:



- **Share:** Parties and/or representatives will use this feature to show documents they wish to discuss and enter into evidence during the virtual hearing.
- **Participants:** Shows the list of participants.
- **Chat:** This feature will not be enabled in most cases.



- If you have joined the virtual hearing early, or the hearing is delayed, a message will appear indicating that the video conference has not started. Wait a few moments and try logging in again.

Breaks

- Should the Panel need to take a break, the video conference will stay on. You are responsible for turning off your own microphone and camera. **Do not disconnect from the video conference, unless the Panel directs otherwise.** If you do not turn off your microphone and camera, other participants will be able to see and hear you.

Technology Tips

- Download and test the application prior to the hearing. You may contact the Registrar, at least 14 days before the virtual hearing is scheduled to begin, to schedule a test of the system. The test run should occur at least one week before the virtual hearing.
- For increased audio quality and to avoid echo, use a headset or headphones with a built-in microphone. Set up your audio correctly in the application. If you have volume turned up and audio coming through the speakers of your device, it may echo. If other participants are complaining of an echo and you cannot hear any echo, it is likely that you are the cause.
- For increased video quality, locate yourself in a quiet, distraction free area with good lighting. Use an appropriate camera angle and background (e.g., plain wall). Ensure you are clearly and fully in your camera's frame. When speaking, look directly at the camera, not at the screen.
- If on a mobile device, plan to be stationary.
- Ensure devices are fully charged before the virtual hearing and have a charger nearby.

Technical Issues

- The Panel is not able to provide technical support. Parties and/or representatives are responsible for assisting parties and witnesses on technical matters. You may contact the Registrar if you need further assistance.

- If you experience technical issues during a virtual hearing, please advise the Panel that you are experiencing issues. If you are not able to communicate with the Panel directly, contact the Registrar immediately.
- If you accidentally log out of the video conference, or otherwise lose your connection, you should quickly attempt to rejoin the video conference. If you are not able to rejoin the video conference, contact the Registrar.
- If at any time—due to delay, distortion, or disconnection—you miss something that was said during the virtual hearing, please advise the Panel immediately so that the statement can be repeated. Likewise, please be patient and prepared to repeat your own statements if asked.
- If the Zoom application is not working, the Registrar will contact the parties to try and make alternative arrangements or communicate any directives from the Panel.

Other Important Information

- Do not share the hearing invite, link, or password with anyone. It is intended for you only.
- Do not record the virtual hearing or any portion of it without prior express permission from the Panel. See Part 17 of **Policy 12-602 – Proceedings Before Hearing Panels Under The Securities Act, 1988** for information on how to request permission to make a visual or audio recording.
- Do not broadcast or live stream the virtual hearing or any portion of it.
- Registrar's contact information:
 - e-mail: registrarfcaa@gov.sk.ca
 - phone: **(306) 787-2957**