

Instructions for IV-D Court July 2020

How to appear on your case during the COVID-19 Pandemic:

- Most appearances for Department 2 Child Support Court for the time being will be telephonic, and customers will not be allowed to appear in person unless you are appearing for a trial.
- Any customers who are appearing for **trial** must appear **in court in person** (wearing masks and remaining socially distant from each other).
- Any customers appearing for **non-trial proceedings** (such as Notice of Motions, Seek Work review dates, etc.) must continue to **appear telephonically** through the AT&T Conference-Call system (see below).

Dial In Instructions

On the day/time of your hearing, you will need to have a working telephone with good reception and be available from 8:50 a. m. until your hearing is completed. To appear telephonically, this is what you must do:

- 1) At 8:50 a. m., you must dial the toll-free number 1-866-434-5269.
 - 2) When prompted, enter this code (8970912) followed by the pound key (#).
 - 3) Once the call is connected, place your telephone on “mute,” eliminate all background noise, listen carefully to the court proceedings, and wait for your case to be called.
 - 4) When your case is called, take your telephone off of “mute,” and announce your appearances (for example, This is YOUR NAME.)
 - 5) Speak clearly and slowly.
 - 6) It is important that you not talk over the commissioner or other parties. It is helpful to allow a brief pause after another person stops talking before saying what you need to say.
- **Some of the court calendars are very long, so plan to be on the telephone until noon. If you are using a cell phone, be sure it is fully charged and/or that you have the ability to maintain its charge during the court proceedings.**

Submitting Paperwork to the Commissioner and the Department

If you have paperwork that you want the Commissioner to consider, it must be submitted to the Court via the Court’s drop box and served upon all parties (including Tehama DCSS) prior to the day of court by noon (Wednesday by noon).

- Do you have a prepaid telephone or any other reason that this process will not work for you? If so, we can arrange for you to use a telephone in our office for the court hearing. However, we need to know in advance so that arrangements can be made.

If you have questions or experience technical difficulties, please call your case manager at 530-528-4558.