CONNECTING TO A PRISON / YOI
VIA THE CLOUD VIDEO PLATFORM

RECOMMENDED SYSTEM REQUIREMENTS:

You should access the conference using **a laptop or desktop** machine rather than a smartphone. You will need to ensure that your camera and microphone are working.

You will need a **good internet connection** – I recommend Wi-Fi or a plugged-in internet connection (rather than a 4G data connection).

I recommend using **Google Chrome**.

You will need to install this in advance of your conference - https://www.google.com/chrome/

If Google Chrome is not your default browser then you will need to cut and paste the hyperlink into the Google Chrome address bar at the top of the screen.

Helpful tip: You may, in addition, find it useful to have a second monitor attached to your device so that you can have case papers / note taking software on one screen and the CVP screen open on another.

CONNECTING TO THE CONFERENCE

(1)	You should receive an email from the prison / booking service containing **clickable hyperlink** (i.e. a web address).

Part of the email should contain look something like this:
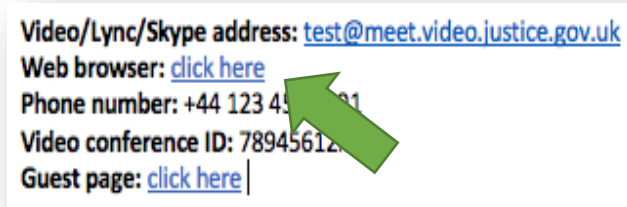
(2)	If Google Chrome is your default browser simply click on the hyperlink highlighted above by the **green** arrow.

(3)	You will be taken to a screen which will look a little like this:
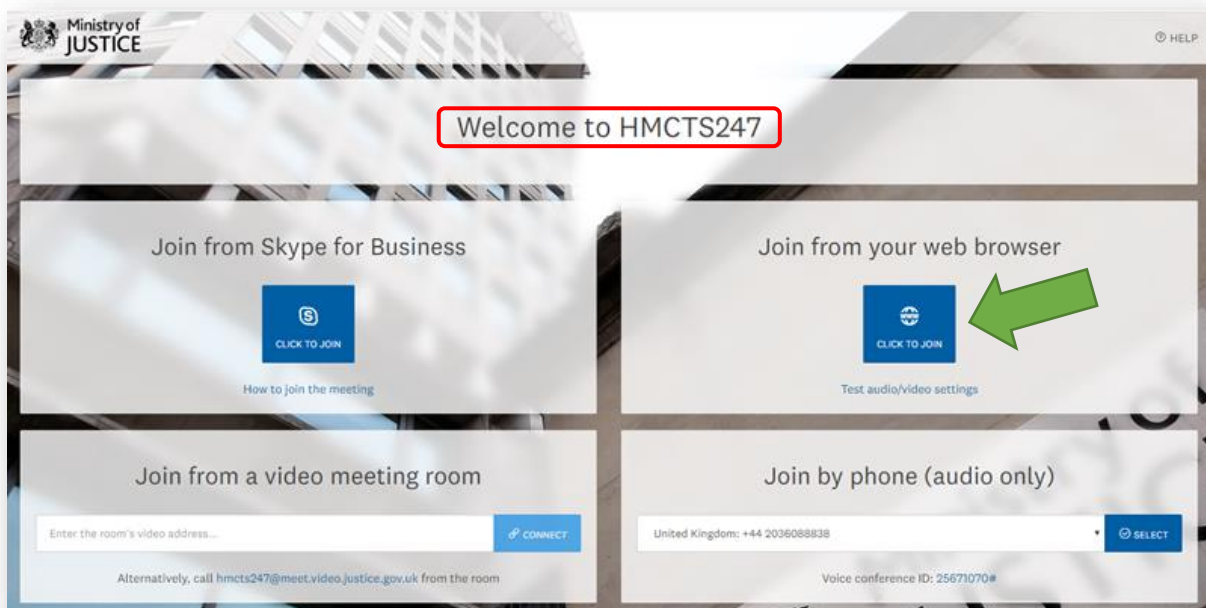
The part I have highlighted in **red** above will say something different on your screen – don't worry that's the virtual room you will be joining and you will have been taken to the right room by the hyperlink.

Click on the '**Join from your web browser**' button as highlighted by the **green** arrow.

(4)   You will then be presented with a small window which looks something like this:

Again, the part I have highlighted in **red** above will say something different on your screen – your screen will show the details of the virtual room you will be joining at the prison you are 'visiting'. Put your name and role in the box I've highlighted in **green**.

(5)   Now check that you will be connecting using both audio **and** video. To do this click on the down arrow highlighted by my **green** arrow.

(6)   Select both the camera and microphone option at the top of the drop-down box – highlighted by me in **green** below. This will enable you to choose the microphone and camera to use for your connection. You should only have to do this once.

The '***default***' settings are likely to be the ones you'll need to ensure are selected. Your camera should be playing back to you in the inset screen, the thin blue bar underneath Microphone should be reacting to you speaking. Click '**Start** when you are happy that your equipment is working.
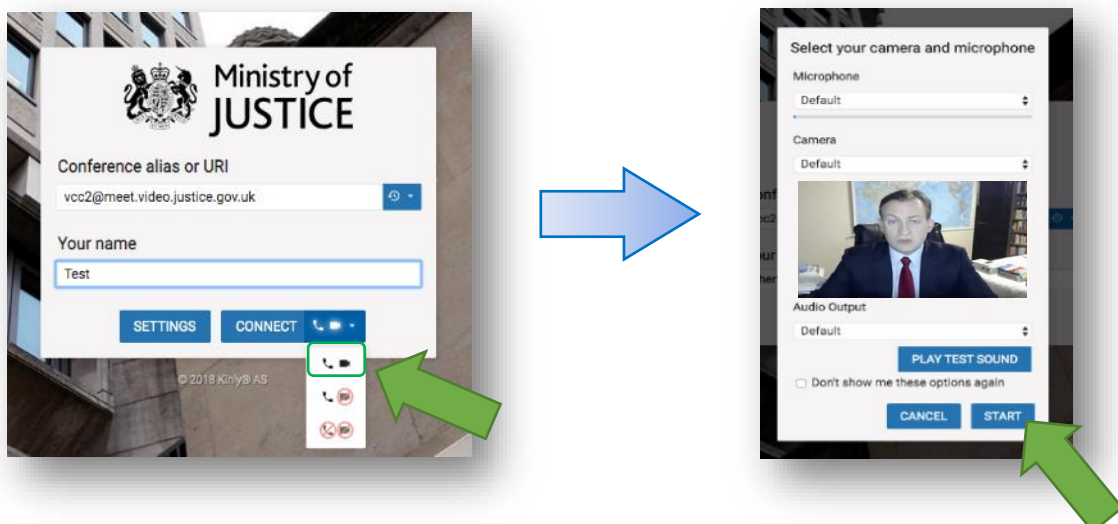
(7)   At the next screen select the role '**Guest'** and again click '**Connect**'.

(8)   You should now be connected to the prison.

Once you have connected to the prison, a member of the prison staff will ask you to **confirm your identification**. You'll need the usual sort of photo ID. If you have an interpreter / intermediary attending, you will need to introduce them once they connect and they will also need to have identification to show to the camera for checking.

(9)   Once everyone has arrived in the meeting the room will be 'locked' so that additional people cannot join.

A padlock symbol should appear on the right-hand side of the screen to indicate that the room is locked. Highlighted below with the yellow arrow.
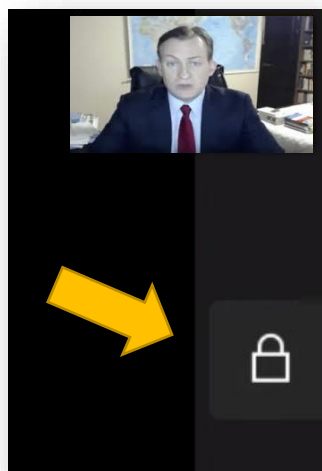
(10)   Your client will then be brought into the remote conference booth and your conference can be held in the usual way.

(11) During a CVP connection you have a range of controls available to you at the bottom of the screen. If you have used other video connection platforms such as Skype-for-Business or Zoom, then some of these will be familiar to you.
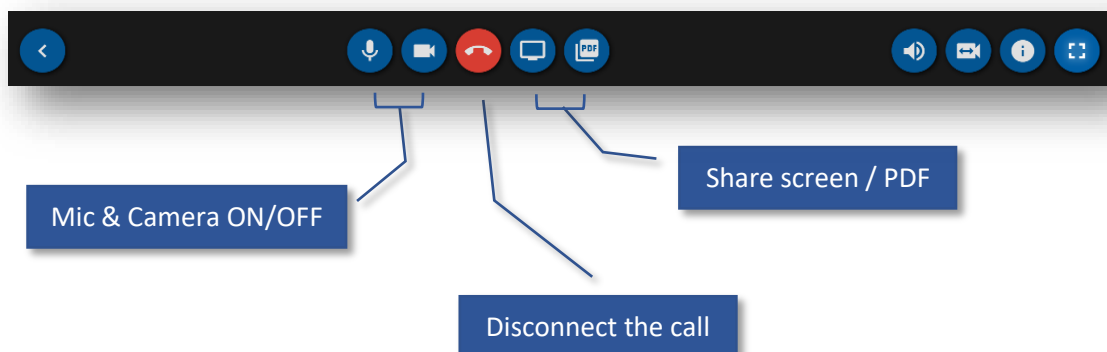
(12) The Cloud Video Platform allows you to share documents and your screen with your client during your conference.

The '**share PDF**' feature allows you to drag-and-drop a PDF for sharing.

The '**share screen**' button offers up the option to share all or part of your desktop with other people in the meeting.

The tests run in respect of these features have yielded impressive results. This is, of course, a facility that we have not previously had in remote conferences with clients in custody. However, the platform is still a little glitchy and so usage may be best kept to a minimum at this early stage.

Sharing video or audio tracks (e.g. '999' calls) by this means does not yet work satisfactorily.

Remember to take care when sharing your screen, e.g. comments on the DCS may not be appropriate to share, other private information such as WhatsApp conversations may be accidentally revealed.

(13) At the end of your consultation your client merely needs to indicate to staff that the conference has concluded and they will be taken from the room. Simply disconnect the call by clicking on the red telephone button.

(14) Finally, please feel free to feedback to me about the experience or indeed these instructions and, most importantly - good luck!

23rd April 2020   **Chris Smith**

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