

Guide to attending your virtual hearing



This guide helps you understand your rights and prepare for a Residential Tenancies Board (RTB) virtual hearing. It explains what to expect before, during and after the hearing. Follow these guidelines to ensure a smooth process and be well prepared for your hearing.

Before your hearing

- ▶ Treat the virtual hearing as you would an in-person hearing.
- ▶ Have all relevant case documents ready, either printed or open in separate browser tabs.
- ▶ Ensure your device is fully charged.
- ▶ Log in at least 10 minutes before the scheduled start time to address any technical issues.

Accessing the virtual hearing

- ▶ You will get a meeting link by email or post. Email is recommended for easier access.
- ▶ Click the link to join the hearing. You do not need to create an account.
- ▶ You can join through your web browser or by downloading the **Microsoft Teams** app. The app is recommended for a smoother experience. If using a web browser, use **Google Chrome** or **Microsoft Edge**.

Devices and technical support

- ▶ You do not need a specific type of phone or laptop.
- ▶ If you experience connection issues, contact the RTB for support – see troubleshooting and support below.
- ▶ If you cannot join online, a phone-in option is available.

During the hearing

- ▶ You will first enter a waiting room before being admitted by the Adjudicator or Tribunal Panel.
- ▶ The panel will confirm the identity of attendees. **Only confirmed attendees can join.**
- ▶ The hearing will be conducted much like an in-person hearing, with everyone given a chance to speak.





During the hearing

- ▶ Hearings are confidential. Attend from a quiet, private location.
- ▶ Keep your video on for the entire hearing.
- ▶ Hearings typically last 1 to 2 hours, depending on case complexity.
- ▶ You should avoid making other appointments on the same day.

Privacy and security measures

- ▶ Only your name will be visible. Other personal details will not be shared.
- ▶ Consider your background. Microsoft Teams offers a background blur option.
- ▶ If phoning in, you can turn off caller ID to hide your number.

- ▶ The meeting link is unique and only sent to confirmed attendees.
- ▶ **Virtual hearings cannot be recorded or streamed. Participants must confirm they will not record.**
- ▶ If recording is suspected, the hearing may be terminated.
- ▶ The RTB follows strict data protection policies. More information is available at www.rtb.ie/privacy-statement.

Troubleshooting and support

- ▶ If you have trouble joining the hearing, contact the RTB immediately. Phone: **0818 30 30 37** or **01 702 8100**.
- ▶ If the issue cannot be resolved, the hearing may be rescheduled.

