

Remote Attendance at a Children’s Hearing – Vscene

This guidance note is provided to assist you when SCRA has arranged a Children’s Hearing within a Virtual Hearing Room.

The application in use for Virtual Hearings is called Vscene.

You can download Vscene from the Google Play Store and the App Store or connect to the Virtual Hearing through a browser.

Vscene looks like Figure 1 in the App Store and Figure 2 is for Google Play.

Please do not create an account on the Vscene website as this is not required.

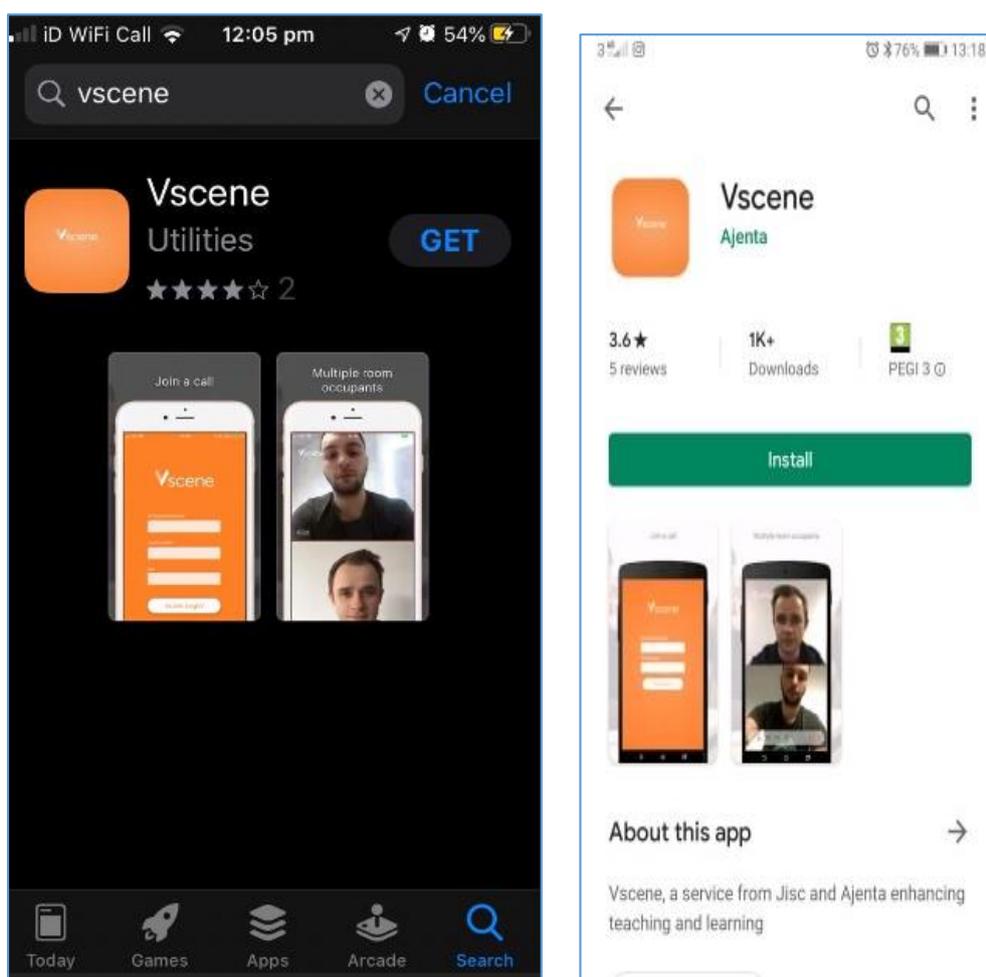


Figure 1: Vscene App Store and Google Play Store

It is recommended that Vscene is used with a broadband or Wi-Fi connection, as opposed to using mobile roaming data. This is to improve the quality of the call experience.

A minimum of 2 Mbps is recommended by Vscene and you can check your broadband speed here <https://www.broadbandspeedchecker.co.uk/>

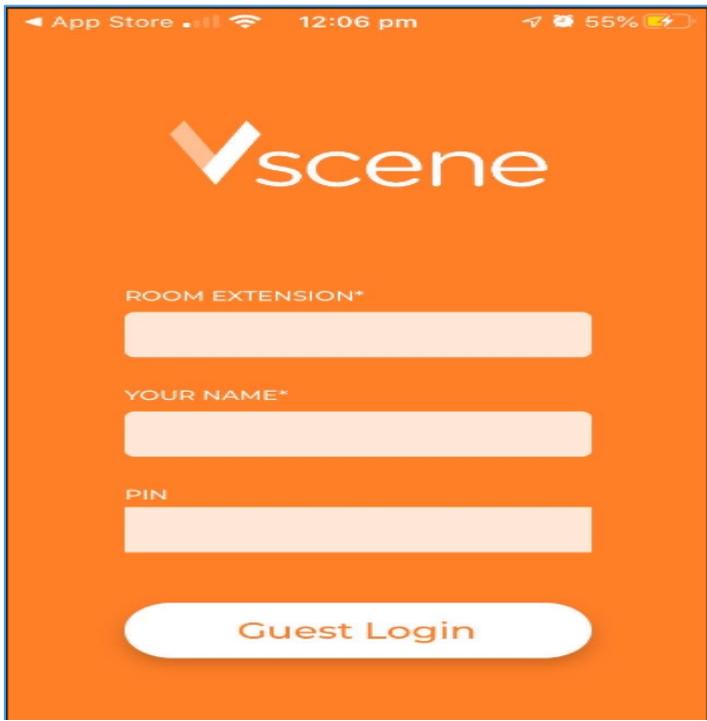


Figure 2: Vscene Login Screen

Once you have downloaded the Vscene App the main login screen will be displayed as within Figure 2.

When you are scheduled to attend a Virtual Hearing Room, SCRA will send you an email with the details of how to join through the Vscene App or browser link.

In the Vscene App you complete all fields with the information provided by SCRA in the email and click **“Guest Login”**.

During login you should allow access to your camera and microphone. This can be switched off later if appropriate.

Within the Vscene App it will automatically detect who is speaking and switch the camera to that person.

If you attempt to enter a room and are unsuccessful please check that the right numbers have been input before contacting the Vscene Support Desk:

tel:+44 (0) 3300 200 404
email: support@vscene.net
<https://vscene.net/support/>

Support is available Monday to Friday between 8 am and 6 pm.