How to Attend an eSuite Deposition

For witnesses, counsel, and anyone else invited: how to join, what the buttons do, and what to do if something goes wrong.

You have been invited to a deposition, hearing, or arbitration held in eSuite. There is nothing to install and no account to create. You need the email invitation, a computer or tablet with a camera, and about two minutes.

Everything you need is below. If you only read one part, read **Before You Join**.

Before You Join

- **Join from a computer if you can.** A laptop or desktop is easier than a phone, and you will be on camera for the record.
- **Use Chrome, Edge, or Safari**, kept reasonably up to date. Nothing to download.
- **Wear headphones or earbuds.** This single step prevents almost every echo problem.
- **Sit somewhere quiet, with light in front of you**rather than behind you.
- **Plug in, and close other video apps.** Zoom or Teams running in the background can hold onto your camera.
- **Open the link a few minutes early.** If anything needs fixing, you want to find out before you are on the record.

1. Open the Link and Confirm It Is You

Click the link in your invitation. You will see **Attendee Verification**.

- You will see the people invited to this room. Start typing your name to narrow the list, then click yourself. Email addresses are partly hidden, which is normal: enough shows to recognise your own.
- Click **Send Code**. If the host saved your mobile number, you will see **Email Code** and **SMS Code** instead. Click whichever you prefer.

- Check that inbox, or your phone if you chose SMS Code, for a six-digit code and type it in. The screen shows where it was sent: your partly hidden email address, or your mobile ending in its last four digits. It submits itself as soon as you type the last digit, so there is no button to look for.

That is the whole check. It confirms you are the person who was invited, and it is why your name appears correctly on the record.

> **TIP**
>
> Almost everyone goes straight into the room from here. If you are a host for this deposition, you get a choice instead: **Continue as Host**, or **Join as Videographer** to open the clean recording feed on this device. Choose Continue as Host unless you are deliberately setting up a second device to record from.

> **NO CODE ARRIVED?**
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> Give it a minute, then check your spam or junk folder. You can click **Resend code**. If you chose a text, you can also click **Back** and choose **Email Code** instead. If it still does not arrive, use **Continue as Guest** at the bottom of the page and tell the host once you are in. They can restore your access from inside the room.

> **CANNOT FIND YOUR NAME?**
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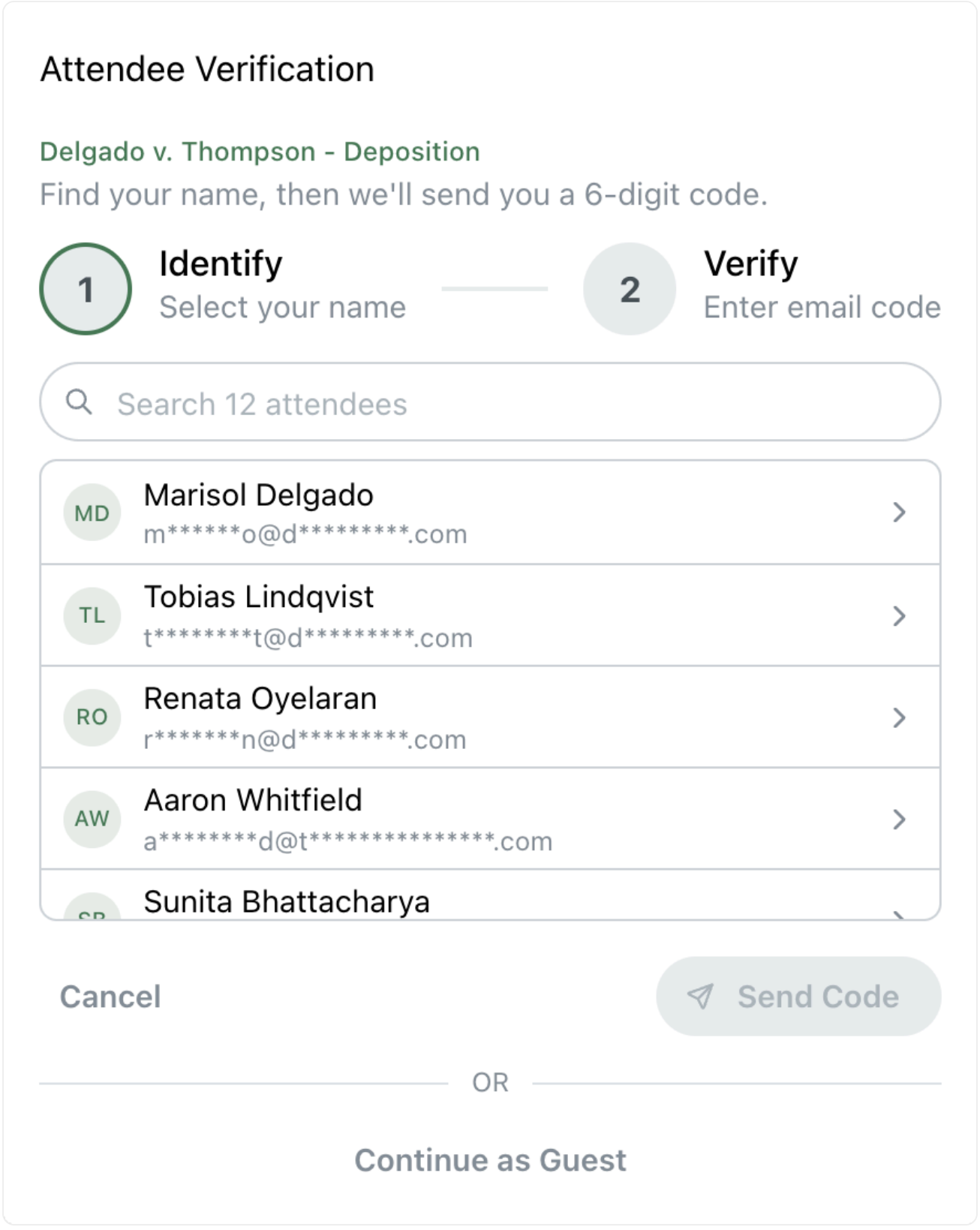
> Check the spelling, and try just your surname. If you still do not appear, you were invited under a different spelling or a different address. Use **Continue as Guest** if the room offers it, otherwise ask the host to add you. Either way the host can put it right once you are in.



2. Check Your Camera and Microphone

Next comes a screen headed **Camera & Microphone**. Your browser will ask for permission to use them. Click **Allow**. Nothing works if you dismiss it.

On this screen you can:

- Pick the right **Camera**, **Microphone**, and **Speakers** if you have more than one.
- Click **Test Speakers** to confirm you will hear people.
- Watch **Mic Level** move as you speak, which confirms the right microphone is selected.
- Use **Virtual Background** to blur or replace what is behind you, if you would rather not show the room you are in.

When you are happy, click **Join Now**.

> **TIP**
>
> Say a few words out loud and watch **Mic Level** move before you join. If it does not move, pick a different microphone from the list. This is the single most common thing that goes wrong, and it takes five seconds to rule out here.

> **THE BROWSER NEVER ASKED, OR YOU CLICKED THE WRONG THING?**
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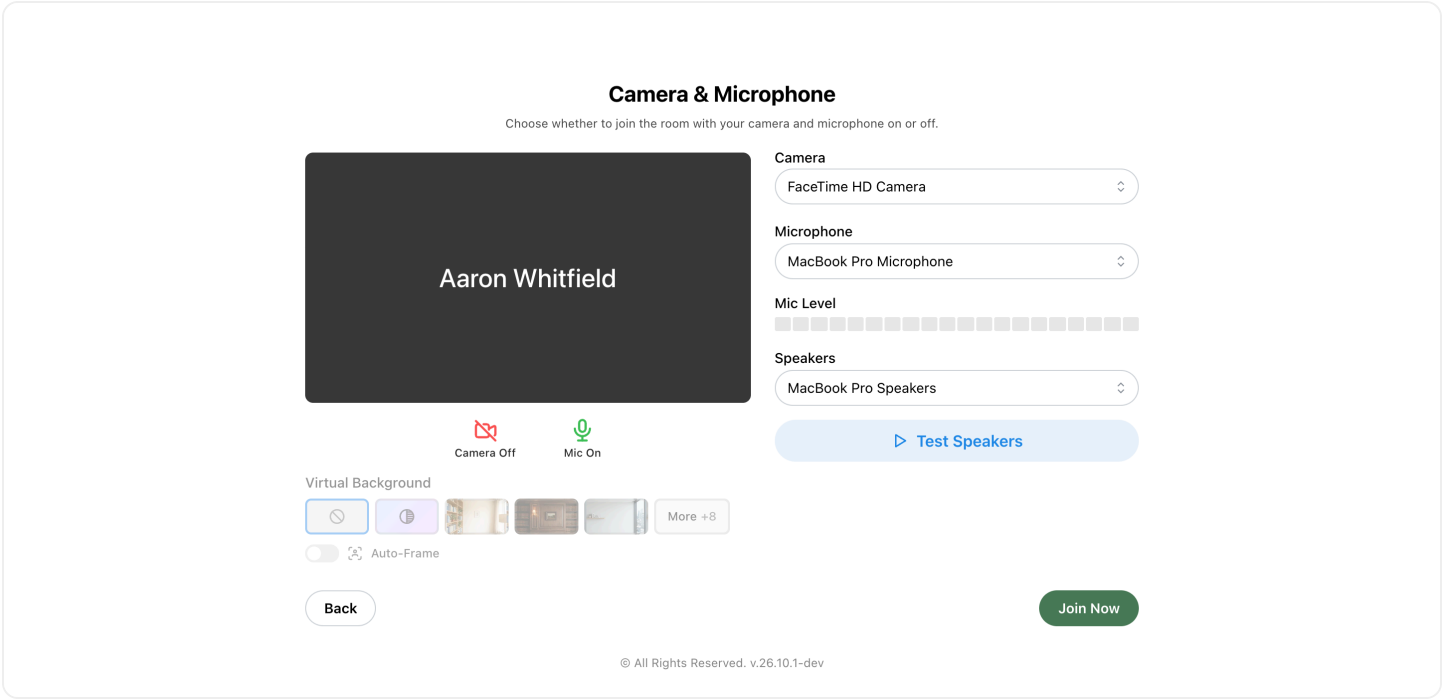
> Look for a small camera icon in your browser's address bar, click it, and set camera and microphone to Allow. Then reload the page. On a Mac you may also need to allow your browser in **System Settings, Privacy & Security**.



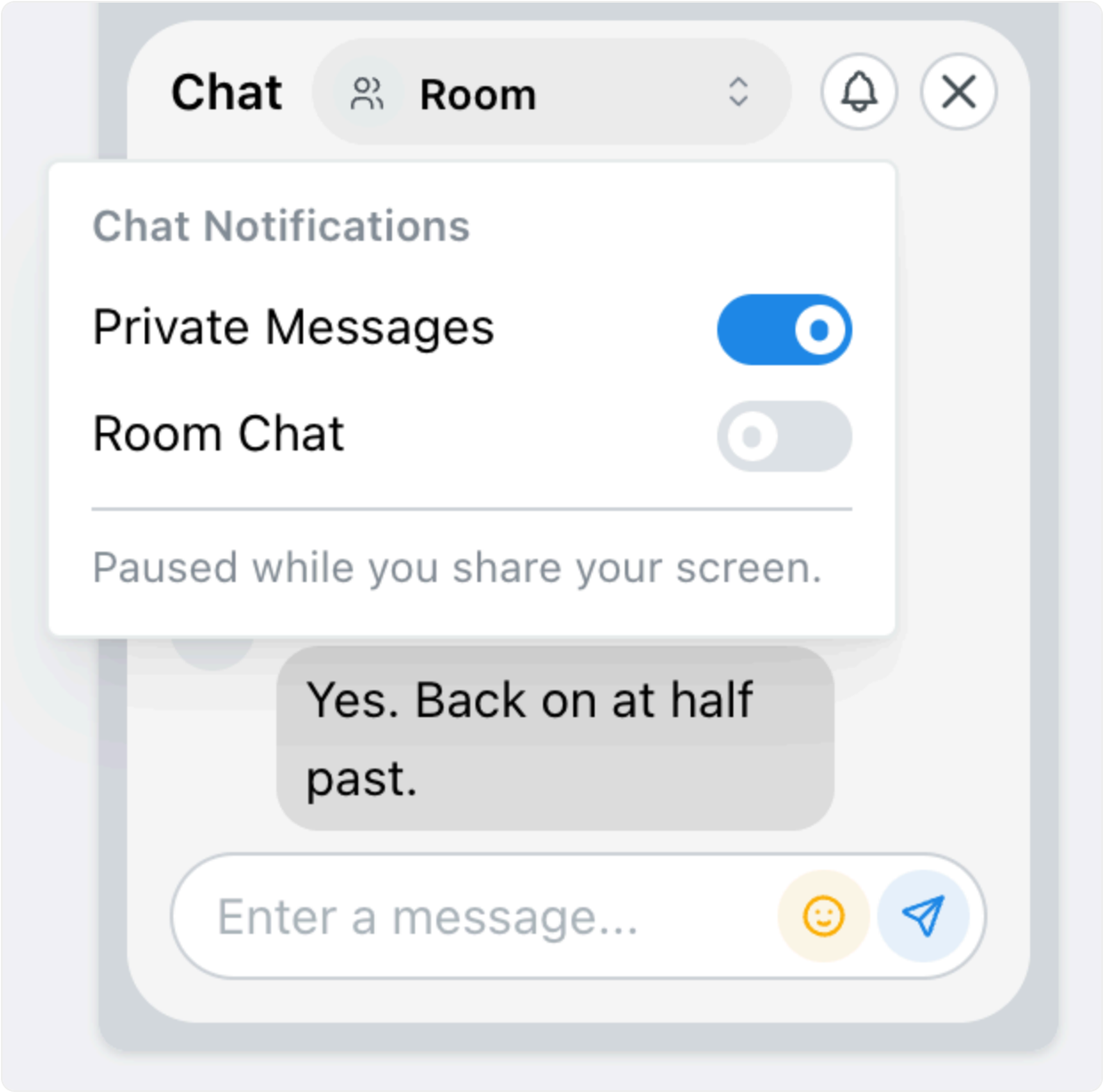
3. What You Will Use

Two controls matter. **Mic On / Mic Off** mutes and unmutes you, and **Camera On / Camera Off** turns your video on and off. Keep yourself muted when you are not speaking.

Share Screen shows a document or your screen to everyone, if your role allows it. Witnesses cannot share.

Exhibits and the live transcript, where the proceeding uses them, open from the room header or from **Menu**. The attendee list and the chat sit on the right. Close either one with the X in its corner for more room, and it becomes a tile in the room header showing the attendee count or any unread messages. Click the tile, or choose it from **Menu**, to bring it back.

When a chat message arrives that you are not looking at, a notification pops up in the bottom-right corner for a few seconds. Click it to open that conversation. The bell beside the Chat panel's X chooses which chats notify you: **Private Messages** and **Team Chat** are on to start with, and **Room Chat** is off. Notifications pause while you share your screen, and your choice is remembered on that device.



To change how the video looks, open the menu on any video tile (the three dots). From there you can pin that person to the main view, switch the layout between **Speaker**, **Grid** and **Speaker only**, or turn on **Hide disabled videos** and **Hide self view** for this session.

4. If You Are the Witness

The room treats the witness differently on purpose. You will notice some of this, and none of it is a fault:

- Your video is pinned so everyone can see you, and you are the person the recording follows.
- You cannot share your screen, and you cannot exchange private messages with the examining attorney.

- You may not see the live transcript or be able to download exhibits. That is a setting for your proceeding, not a problem with your computer.

If you are unsure whether something is missing or simply switched off, ask the host. They can change it in seconds without stopping the proceeding.

5. If Something Goes Wrong

Almost everything is fixed by one of these, in this order.

- **Nobody can hear you.** Check you are not muted, then check the microphone picker is on the device you are actually using. A plugged-in headset is often not selected automatically.
- **You cannot hear anyone.** Check your volume, then check the speaker picker. If you joined with headphones, make sure they are the selected output.
- **Your video is black.** Another app is usually holding the camera. Close Zoom, Teams, or Photo Booth, then reload the page.
- **Everything is frozen or choppy.** Turn your camera off for a moment. If it clears up, your connection is the limit. Moving closer to the router or plugging in an ethernet cable helps more than anything else.
- **You were dropped.** Click the same link again. You will come straight back in.

If none of that works, tell the host in the chat, or by phone if you cannot get in at all. Support is available during your proceeding.

> **THE LAST RESORT THAT USUALLY WORKS**
>
> Leave the room, fully quit your browser, reopen it, and click the link again. It clears the great majority of camera and microphone problems, and it takes under a minute.