Participating in a Remote Conciliation Session: Step-by-Step Instructions

In some cases, you can participate in a remote conciliation session by phone or by videoconference.



Option 1: By phone

Call 1-855-703-8985

Please call the above telephone number to join the session. You will not receive a call from the Tribunal.

Enter the ID number

The ID number consists of 11 digits (000 0000 0000) and is found in the email confirming your conciliation session. Then press the pound (#) key.

Press the pound (#) key

When the system asks you to enter a participant number, press the pound (#) key again.

Wait for the session to start

Your call will automatically be put on hold. The conciliator will start the conciliation session as soon as possible.

Option 2: By videoconference

Click on the join link

To join the videoconference, use the Zoom join link included in the email confirming your conciliation session. It will look like this:

https://tal-gouv-qc-ca.zoom.us/j/00000000000.

Follow the on-screen prompts

Make sure that you have the right audio video settings for your device so that you can use your camera and microphone properly. Identify yourself by providing your first and last names in full.

Wait for the session to start

You will enter a virtual waiting room. The conciliator will

Helpful tips

Find a quiet room where no one will disturb you.

Make sure you have all the documents you want to use close at hand.

Even in remote sessions, the rules of decorum must be observed. Eating, drinking or doing other things during the videoconference may delay the procedure or even cause the conciliation session to be postponed.

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Need help?
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