

JUVENILE - VIRTUAL SERVICES GUIDELINES

Austin Municipal Court now provides online court appearances with a judge for juvenile citations. These virtual appearances (Youth Services dockets) still require a parent/guardian to participate with the juvenile defendant when they appear before a judge.

How to contact us / initiate a request: To request an online court appearance with a judge for a juvenile citation, please [click here](#) . You may also contact the Youth Services Unit via email: youth@austintexas.gov or call **512-974-4659**.

For any attachments you send to the court, please use Adobe PDF format when possible. Due to security issues, other formats may get rejected.

EXPECTATIONS

PRIOR to your scheduled court appearance:

1. Prepare your personal schedule to address your cases with the Court. :
 - a. Pre-select a location with little to no background noise to eliminate interruptions.
 - b. Ensure all necessary documents are available
 - c. If needed, review your case(s) with the assistance of court personnel.
2. Test your equipment/smartphone for a Zoom meeting and get familiar with the interface of the meeting. Please click on <https://zoom.us/test> to test the Zoom platform.
3. Call or email if unable to join or to request to reschedule.
4. Arrive 5 minutes early to meeting session.
5. Meeting times are expected to run between 60-75 minutes. It is possible there may be technical delays.

DURING your scheduled court appearance:

1. Remove hats and sunglasses.
2. Refrain from eating.
3. Mute mic when not speaking.
4. Silence any other electronics.
5. Eliminate background noise when possible.
6. Ensure that you remain in one area.
7. Ensure that the camera remains on both the juvenile defendant and the parent/guardian.
8. If you get disconnected, the Court will send you instructions via email to reconnect.

FOLLOWING your scheduled court appearance:

1. Court staff will email you a copy of any signed documents, additional documents, or information required. Please allow 24 hours for processing.
2. Your electronic signature may be required on documents.
3. Call or email with any questions after you receive your documents: 512-974-4659 and/or youth@austintexas.gov

To view the virtual courtroom, you can go to our YouTube channel at:
https://www.youtube.com/channel/UCEBuAYx5kLqD_dueRmgctTA/

Disclaimer: Pursuant to the Texas Open Courts Provision, parts of the virtual appearance may be broadcast via a public website. Per Texas Family Code 54.08(a) a judge may, upon showing of good cause, limit public access to hearings and other matters involving juvenile defendants.