



## 3 EASY STEPS TO ATTEND AN ADMINISTRATIVE HEARING BY PHONE OR VIDEO



### 1. DECIDE

Will you attend the hearing by phone or video?



### 2. GET AN ACCESS CODE

Call or email the Administrative Hearing Coordinator at least **seven (7) business days** before your hearing to get an access code. Call **512-974-9167**, or email [ACDCREDAH@austintexas.gov](mailto:ACDCREDAH@austintexas.gov).



### 3. SET UP

Make sure you have a good phone or Internet connection.

- Charge your device before the hearing and have a charger nearby just in case!
- Set up in a quiet space so people can hear you when you talk.
- Make sure you know how to use the mute/un-mute feature on your device.
- If appearing by video, make sure your camera is eye level.
- Sit in a well lit room—not too bright, not too dark.
- Check out your background—are there things behind you, you do not want others to see?
- Have your documents and notes handy so you don't forget to tell the hearing officer important facts.

The Austin Code Department uses Microsoft TEAMS for Administrative Hearings. Do you have questions? Call **512-974-9167**, or email [ACDCREDAH@austintexas.gov](mailto:ACDCREDAH@austintexas.gov).



**AUSTINCODE**  
**DEPARTMENT**