



Quick tips to prepare for your virtual hearing at the Immigration and Refugee Board of Canada

Below are some quick tips to help you get ready for your virtual hearing at the Immigration and Refugee Board of Canada (IRB).

If you have trouble connecting to your hearing, please contact us. We will try to help you connect. Our contact information is listed on your Notice to Appear.



Download the app

[Download Microsoft Teams](#) onto your device. The app provides the best overall experience for your virtual hearing, although you can also choose to connect using a web browser.



Test your device

Test your device's [connection speed](#) (1.5 Mbps or better). Then, using Microsoft Teams, call your counsel (or a friend) and have a brief conversation, making sure your camera, microphone, and speakers are working properly.



Use headphones and the mute function

We recommend that you use headphones with a built-in microphone to ensure good sound quality. Keep your microphone muted during the hearing except when you are speaking.



Have your documents ready

You should have your document package within reach during the hearing, with the pages numbered. You and your counsel should each have a copy of the same package.



Have a telephone nearby

Make sure you have a separate telephone available. In the event of a technical issue you can mute the sound on Microsoft Teams and call into the teleconference to complete the hearing.