



Frequently Asked Questions

What is CVP?

Cloud Video Platform (CVP) is a secure digital network that gives HMCTS and the judiciary the ability to manage and conduct cases digitally from any computer with the Crown Prosecution Service (CPS).

Is there a cost to using CVP?

No, using the system is free. The browser link and the mobile app are all free, however it does require an internet connection to work, so if using a portable device, they might have to use their mobile data. HMCTS will not cover the cost of data used by those using the CVP system.

Where can CVP be used?

CVP is a digital solution meaning it can be accessed from any video and audio capable computer, laptop, phone and tablet that has an internet connection. Anyone using CVP should be doing so in a quiet, private location where other people will not be able to hear or see what is being said on the CVP call.

Should I use WiFi or Mobile Data?

When using CVP you should connect your device via WiFi where possible for the best call quality and strength. We do not recommend using open or public WiFi as it might not have the capacity to provide a strong connection. If you cannot find a secure WiFi connection and must connect via a mobile data, please be aware that the data requirements for a CVP call are around 10mb per minute. When connecting on mobile data, if you use a 3G connection you could see a reduced quality for both what you see and hear, a 4G connection is therefore recommended.

I am having an issue when using CVP who do I contact? - HMCTS

If anyone comes across any issues accessing CVP or using CVP contact the local DSO inbox.

I am having an issue when using CVP who do I contact? - Public

On the email inviting you to the CVP meeting there is a contact number to call if you require assistance. If you have any issues entering the CVP room for your hearing, please call that number you have been provided.