Courts (Custody) Reconciliation List

User Guide

Table of Contents

Introduction

Aim

The aim of this user guide is to provide you with information and knowledge on how to use the JUST Connect system to manage the Reconciliation List.

Objectives

At the end of this session participants will be able to:

- Log in and navigate JUST Connect

- Operate and manage the digital Reconciliation List

- Manage reconciliations

- Generate reports

- Know where to find support material and contacts

JUST Connect

What is JUST Connect?

JUST Connect is a web-based system enabling video conferencing collaboration, coordination and connection across the Department of Justice.

JUST Connect will enable booking of video and telephone sessions, professional interviews, visits, meetings, conferences and booked court appearances (for Supreme Court arraignments and NCAT), as well as the management of digital custody lists management for court appearances.

Who uses JUST Connect?

JUST Connect now has over 10,000 profiles; this includes users from Legal Aid, Corrective Services, Juvenile Justice, Courts and Tribunals, State Parole Authority, Supreme Court (arraignments), NCAT (Guardianship Division), Aboriginal Service Unit (ACCSO), Aboriginal Legal Service and Private legal and medical professionals. Upcoming releases may see more users receive access to JUST Connect as well as the roll out of additional functionality and enhancements for both AVL bookings and custody list management.

How will JUST Connect impact my role

Registry Staff and Court Officers will now be able to electronically manage the daily custody Reconciliation List by having person in-custody information pre-populated and the ability to add fresh matters in real time to be viewed by other staff. This will eliminate the need to manually prepare the daily custody Reconciliation List.

Registry Staff can use JUST Connect outside the court room to:

- Prepare the daily custody Reconciliation List
- Updated the Reconciliation List throughout the day as tasks are completed
- Add additional fresh custody as required
- Finalise end of day Reconciliation List

Court Officers can use JUST Connect inside the court room to:

- Update the Reconciliation List as outcomes are completed
- View additional fresh custodies added by the registry

Court Registries will continue to receive the daily emailed custody list, in addition to the digital version on JUST Connect.

Corrective Services at this stage will not utilise the Reconciliation List. The Reconciliation List is for internal use within the Court registries only.

Login and View the Reconciliation List

System requirements

JUST Connect is only supported by the following web browsers:

- Google Chrome v56 or above

- Internet explorer v11 or above

Logging on to JUST Connect

Go to the JUST Connect log in page

Non-Citrix users: Click or copy the below link into Google Chrome
Link: https://justconnect.justice.nsw.gov.au

Citrix users: Click the yellow icon installed on your desktop

Logging into JUST Connect

Registry or Court Staff using JUST Connect will have a single sign on. This means when you log into a Justice network PC for the day, you will automatically be logged into JUST Connect as well.
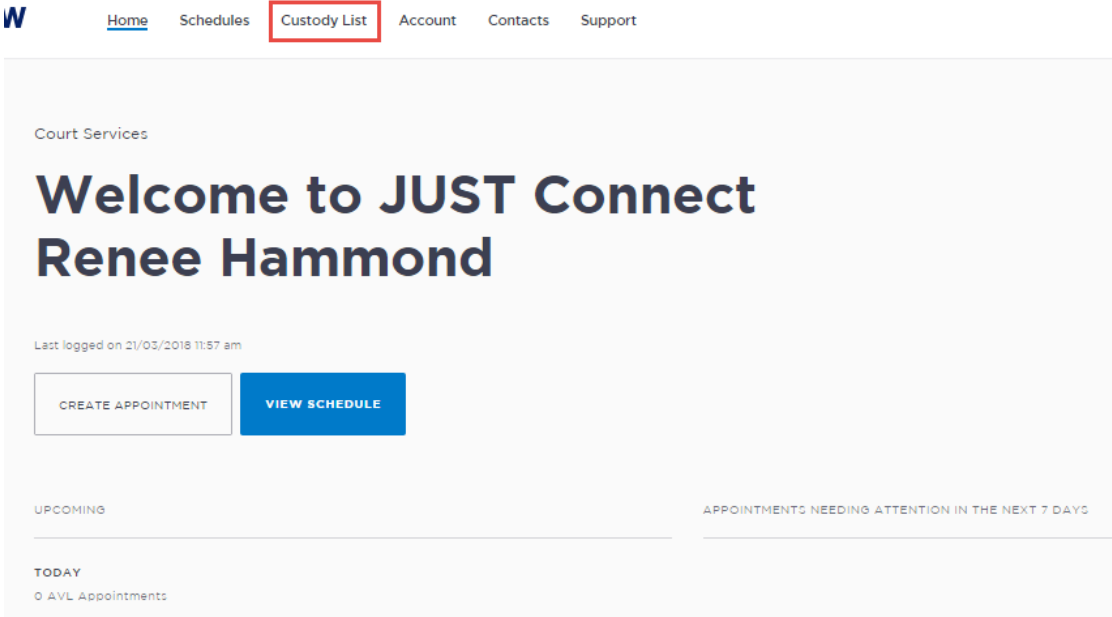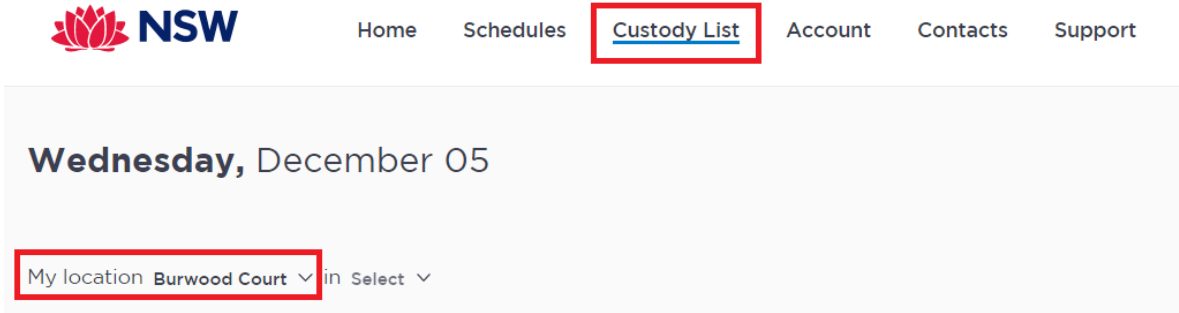
If a Court Officer is logged out of JUST Connect for any reason, the login details will be your Justice email address (as the user name) and your network password as your JUST Connect password.

If a password needs to be reset, you should contact DTS service desk on (02) 8688 1111 (or 81111) – then choose option 3.
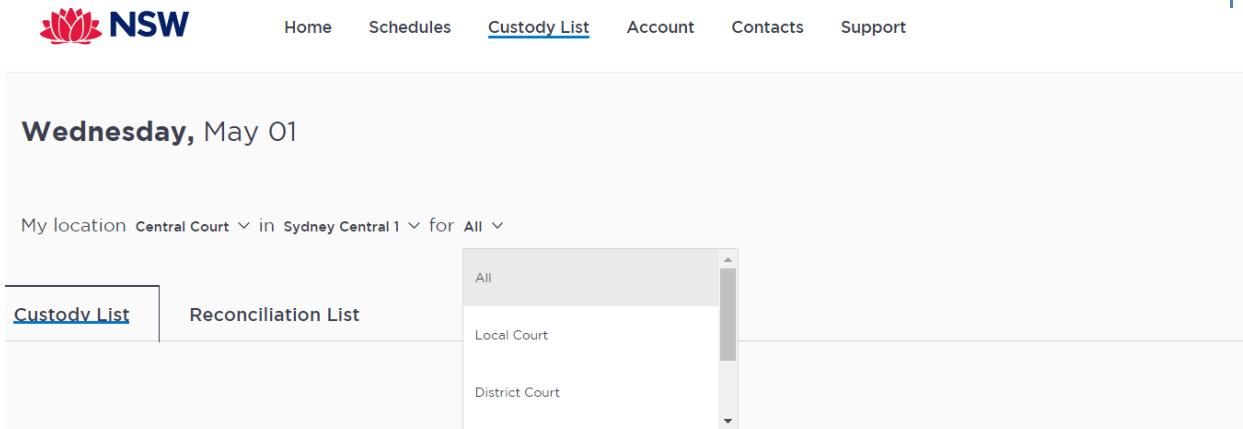
Viewing the Reconciliation List

The Reconciliation List page is used by Registry or Court Staff during court sessions to manage inmates and detainees appearing in court. Data for the Reconciliation List page is retrieved from Correctional Services (OIMS), and Juvenile Justice (CIMS) each morning, at approximately 5am.

To view the Reconciliation List page in JUST Connect, Registry or Court Staff will need to:

Step	Action
1	Log into JUST Connect, and then select the **Custody List** page at the top of the screen.
2	The *Custody List* page displays: Select your **location** only from the **drop down list.** Note that if you have only one location assigned to your profile, this will display by default.

Step	Action
3	You are able to select Jurisdiction and finalise reconciliation seperately or choose All and finalise reconciliation with all Jurisdictions
4	Once the location has been entered and the jurisdiction or all has been selected, click **Reconciliation List.** (Select a Room if viewing the Custody List at the same time)
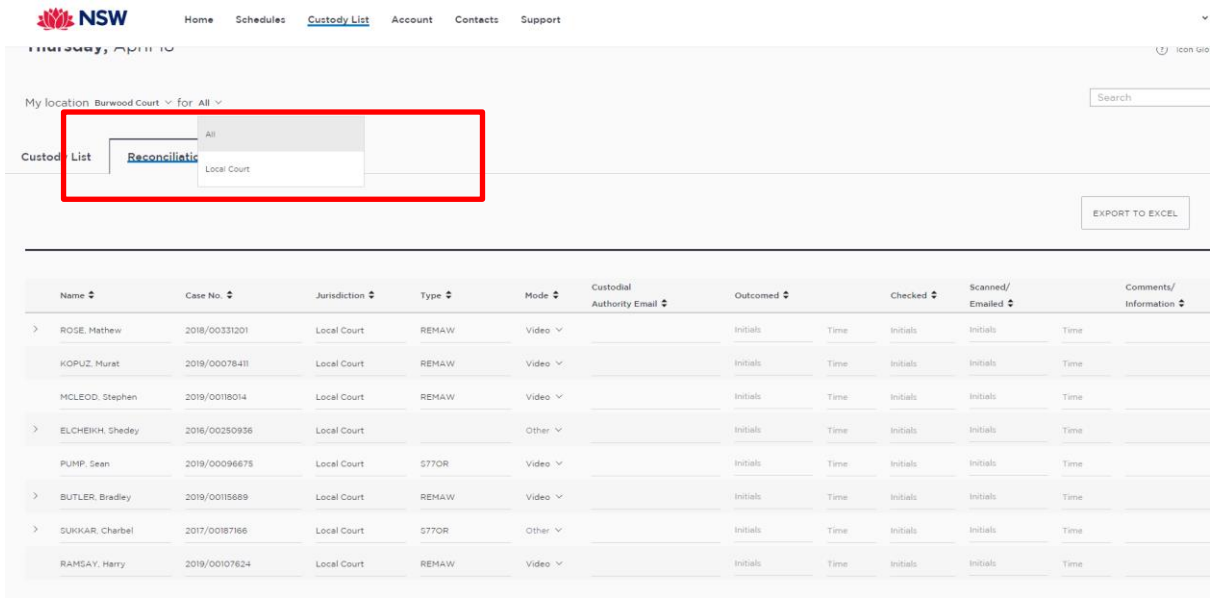
Step	Action
5	The Reconciliation List for the current day, at your chosen location, will display below.

My location Burwood Court ∨

Custody List   __Reconciliation List__

EXPORT TO EXCEL   **FINALISE**

Name ⬍	Case No. ⬍	Jurisdiction ⬍	Type ⬍	Mode ⬍	Custodial Authority Email ⬍	Outcomed ⬍		Checked ⬍	Scanned/ Emailed ⬍		Comments/ Information ⬍	
BART, Step	2018/0000000	Local Court	REMAW	Video ∨	test@email.com	Initials	Time	Initials	Initials	Time		🗑
KON, Dimitri	2019/0000000	Local Court	REMAW	Video ∨	test@email.com	Initials	Time	Initials	Initials	Time		🗑
GREEN, Brett	2018/0000000	Local Court	S77OR	Video ∨	test@email.com	Initials	Time	Initials	Initials	Time		🗑
SCULL, Lee	2019/0000000	Local Court	REMAW	Video ∨	test@email.com	Initials	Time	Initials	Initials	Time		🗑
PEREZ, Ric	2017/0000000	Local Court	S77OR	Video ∨	test@email.com	Initials	Time	Initials	Initials	Time		🗑
HAY, Mike	2018/0000000	Local Court	S77OR	Other ∨	test@email.com	Initials	Time	Initials	Initials	Time		🗑
MATS, Jay	2019/0000000	Local Court	S77OR	Video ∨	test@email.com	Initials	Time	Initials	Initials	Time		🗑

Managing the Reconciliation List

Reconciliation List Overview

The Reconciliation List page has several columns, which can be sorted using the arrows at the top of selected columns.

The data in each column is outlined below.

Column:	Description:
Name	The name of the person in-custody who has a court appearance at your nominated location.
Case number	The case number being dealt with during the day's court session.
Jurisdiction	Lists the court jurisdiction the matter is being heard in, for example Local Court or District Court.
Type	The type of attendance by the person in-custody.
Mode	Identifies whether the session will take place by video, cells (docs) or by phone. Note if the appearance type is any other value then it will be set to 'Other'.
Custodial Authority Email	The email address of the Correctional Centre or Juvenile Detention centre where warrants and/or control orders are to be sent
Outcomed	The initials of the person who has outcomed the matters in JusticeLink are to be entered in the text field. **Note: If there are two persons with the same initials then whole name can be typed into the field.**

Column:	Description:
Checked	The initials of the authorised officer checking and signing the order. Note: The authorised officer checking and signing must not be the same person who entered the result in JusticeLink (with the exception of one person court locations)
Scanned/Emailed	The initials of the person who has scanned and emailed the order to the correctional centre.
Comments/Information	Any additional comments or information relating to the matter can be made in the text field.

Viewing multiple cases

If a person in-custody is appearing for several cases within the same jurisdiction, only one case number will display alongside their name.

To view multiple cases relating to the person in-custody click the **>** arrow next to their name:

This will expand the view:

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Managing the Reconciliation List

Entering information

The daily custody Reconciliation List is a 'live' document and must be updated throughout the day to reflect:

- custodial matters finalised by the court
- JusticeLink outcomes recorded
- documents transmitted to custodial agencies (including remand warrants, sentence warrants, control orders, non-custodial orders made for persons appearing in custody).

The list must be updated electronically, using JUST Connect, with the time certain tasks are completed and the initials of the registry officers completing relevant tasks.
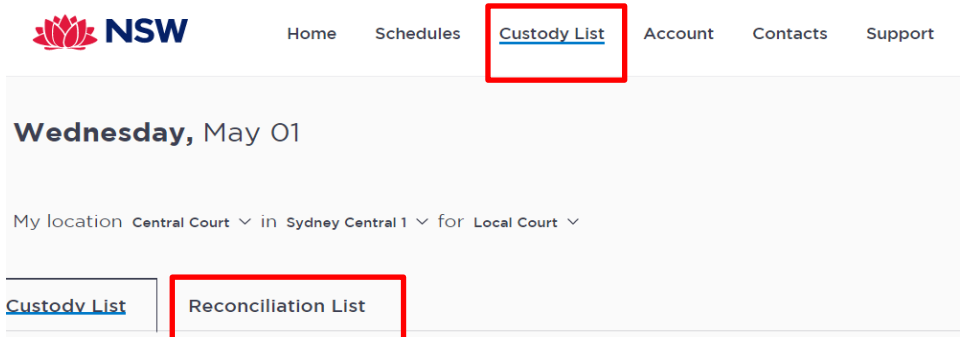

- all columns in the Reconciliation List are editable until the list is finalised
- more than one user can access the Reconciliation List at any time
- the Reconciliation List will automatically save when edited to be viewed by others in real time
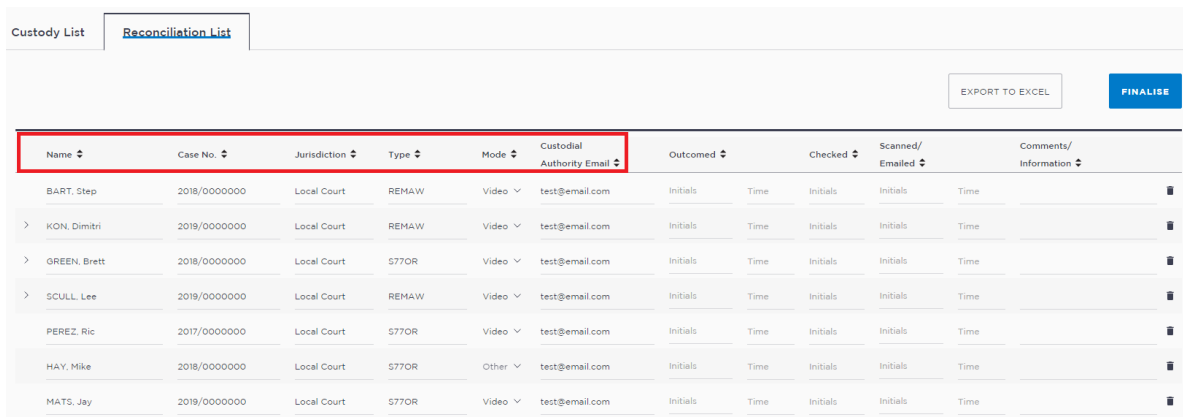
To enter information in the Reconciliation List page, Registry or Court Staff will need to:

Step	Action
1	Navigate to the Reconciliation List and you are able to choose to navigate all jurisdictions or a specific jurisdiction as required.
2	Locate the person in-custody from the list. The following fields should be pre-populated: If any of these are not populated fill in the relevant information.

Step	Action
3	Once a matter has been outcomed in JusticeLink the initials of the Court/Registry officer and time should be entered. Click in the *Initials* field under the **Outcomed** column. Type the initial of the Court/Registry officer.
4	Click in the *Time* field next to the initials field. Select the time from the drop down menu or manually enter the time.
5	After the registry officer has checked and scanned/emailed the matter, that officer's initials and time should be entered. Click in the *Initials* field under the **Checked** column and then **Scanned/Emailed** column. Type the initial of the Court/Registry officer.
6	Click in the *Time* field next to the initials field. Select the time from the drop down menu or manually enter the time. When all the information has been entered for all fields, the record will fall to the end of the list, unless a column filter (⇕ on top of the column) has been selected.

Step	Action
7	Click in the ***Comments/Information*** field to add any additional information required.

Depending on local arrangements at the court registry:

- a registry officer can record all fields at the one time. PLEASE NOTE: In JusticeLink, the authorised officer checking and signing must not be the same person who entered the result (with the exception of one person court locations)
- initials may be recorded for one case instead of multiple cases for person in-custody

Editing a Custody item

To edit a custody item click into the required field under any of the columns (with the exception of the Mode column).

Once the new information is entered the Reconciliation List will automatically save.

The mode column has a drop down menu for a new selection:
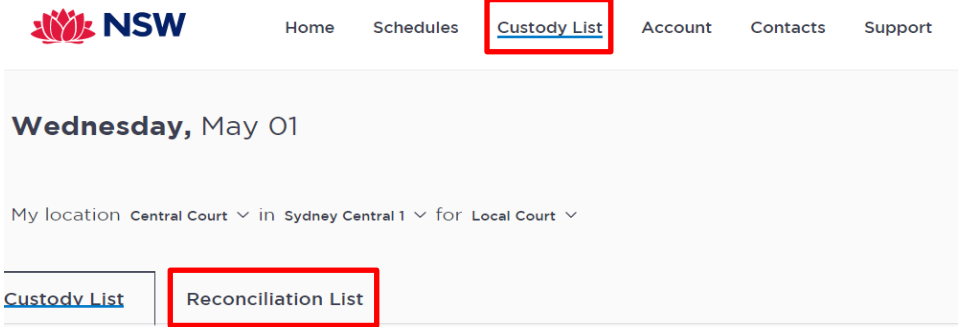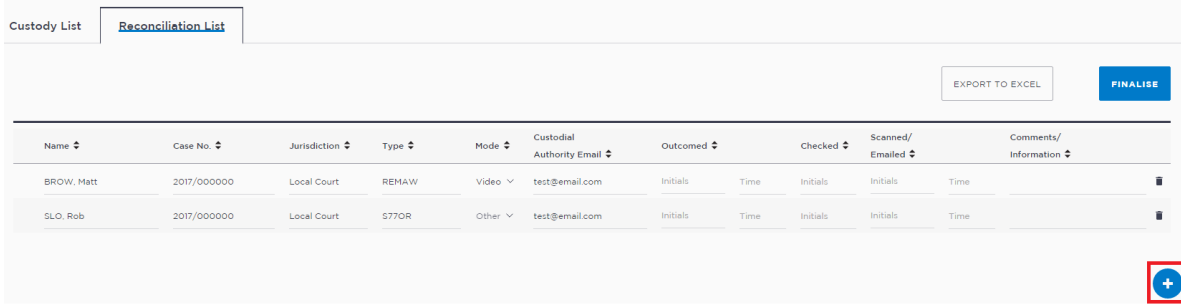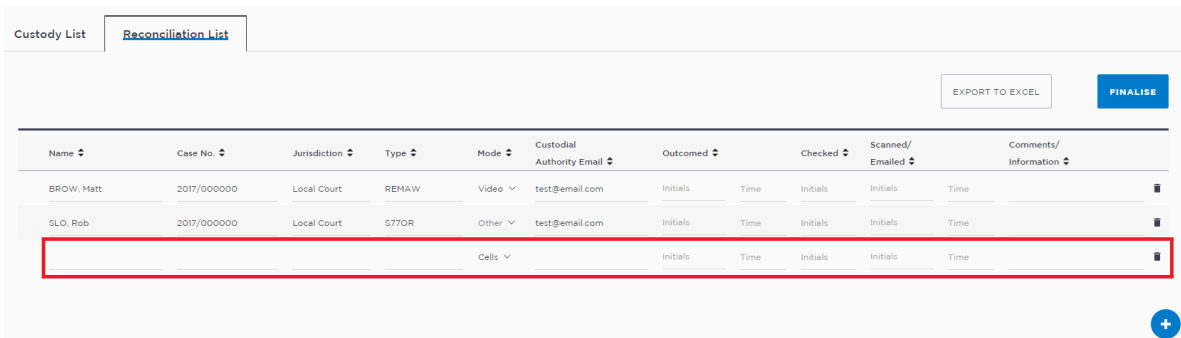
All columns in the Reconciliation List are editable until the list is finalised.

Adding a Fresh Custody

To add a fresh custody in the Reconciliation List page, registry or court staff will need to:

Step	Action
1	Navigate to the Reconciliation List.
2	Click on the **+** located at the bottom right hand side of the Reconciliation List.
3	This will generate a new row at the bottom of the list. Enter the required information into the fields.

Deleting a Custody item

If a custody item is no longer required on the Reconciliation List ie: error on list it can be deleted.

To delete a custody item you must provide a reason in the comment field.

The custody item will remain in the Reconciliation List for auditing purposes.

To delete a custody item in the Reconciliation List page, registry or court staff will need to:
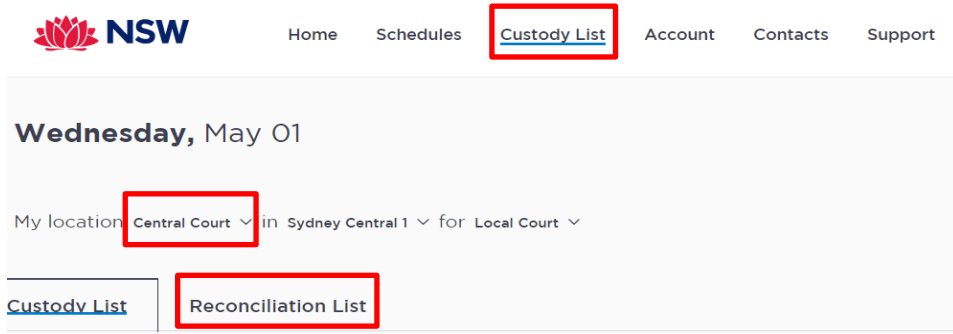
Step	Action
1	Navigate to the Reconciliation List.
2	Locate the person in custody from the list. Click in the **Comments/Information** field to enter reason for deleting custody item ie: Error in list
3	Click on the 🗑 icon located to the end of the row. The custody item will now have a strike through and move to the bottom of the list unless no comments were made it will be deleted and it will disappear from the list:

Step	Action

If you need to re-instate a deleted custody item.

Click on the 🗑 icon located at the end of the striked through row. If it has been deleted without comments it will need to be re-entered as it has been removed not srtiked through

The custody item will return to the list and allow for fields to be edited.

Exporting to excel

The Reconciliation List is available in an excel spread-sheet. At any stage the Reconciliation List can be exported into excel.

To export to an excel spread-sheet click **Export to Excel** button

This will generate an excel spreadsheet:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	This document must be retained for auditing purposes.													
2	Name	Case Num	Jurisdictic	Type	Mode	Custodial	Outcomec	Outcomec	Checked E	Scanned/t	Scanned/t	Comment	Finalised	Active
3	SLO, Rob	2017/0000	Local Cour	S77OR	Other	test@email.com								TRUE
4	GREEN, Br	2018/0000	Local Cour	REMAW	Cells	test@email.com						Error in list		TRUE
5	BROW, Ma	2017/0000	Local Cour	REMAW	Video	test@ema	WT	3:15 PM	WJ	WJ	3:30 PM			TRUE
6														

The Active column will display true if the custody item has not been deleted.

📌 **NOTE** If you select the print 🖶 icon located top right of the screen it will generate a PDF document

End of day finalising

All entries in the Reconciliation list must be completed for the list to be finalised or an error will appear and not allow you to finalise the list. There will appear red lines where the information is missing and to be completed.

Once all lines have been completed and at the conclusion of the day a reconciliation of the paperwork must be completed with custodial authorities. The registry officer(s) carrying out the reconciliation must finalise the list within JUST Connect.

Click **Finalise** button

The following warning message will appear:

Click **Yes** if you wish to continue.

The name of the registry officer that finalised the Reconciliation List will appear and the list will no longer be editable.

Custody List   **Reconciliation List**

| | | | EXPORT TO EXCEL | Finalised By: Carla Pinacolada |

Name ⇕	Case No. ⇕	Jurisdiction ⇕	Type ⇕	Mode ⇕	Custodial Authority Email ⇕	Outcomed ⇕		Checked ⇕	Scanned/ Emailed ⇕		Comments/ Information ⇕	
BROW, Matt	2017/000000	Local Court	REMAW	Vid...	test@email.com	WT	03:15 pm	WJ	WJ	03:30 pm		🗑
SLO, Rob	2017/000000	Local Court	S77OR	Oth...	test@email.com	WT	04:45 pm	WJ	WJ	04:30 pm		🗑
GREEN, Brett	2018/000000	Local Court	REMAW	Ce...	test@email.com	WT	04:30 pm	WJ	WJ	04:30 pm		🗑
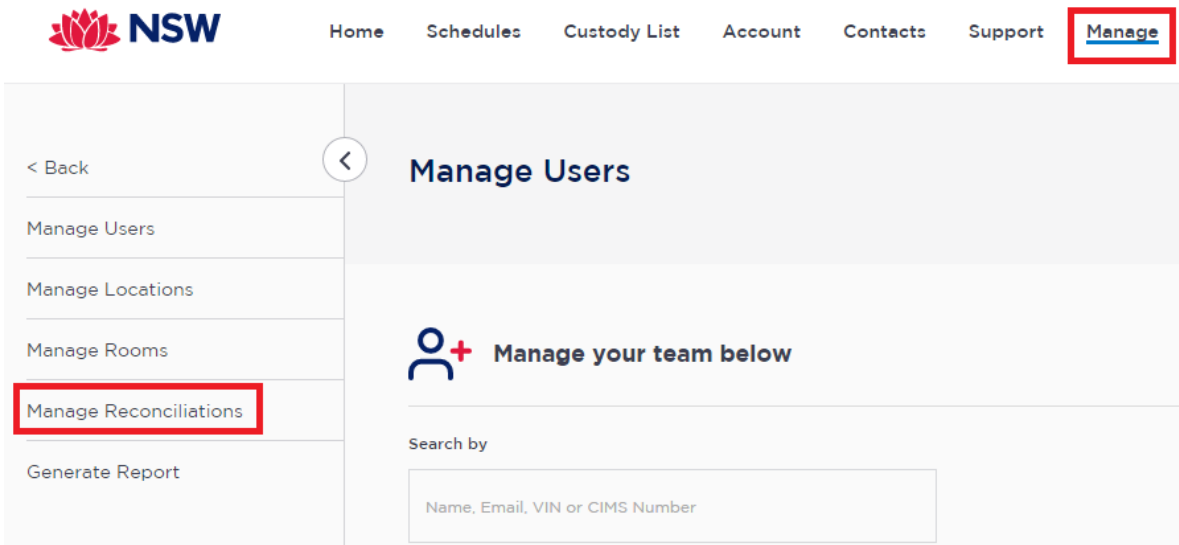
Managing and generating Reconciliation reports

Any court users who have access to the Manage tab (typically Registrar, Deputy Registrar and Team Leaders) will be able to:

- view a Reconciliation item
- edit a finalised Reconciliation List to update or delete items
- add Reconciliation item
- generate a reconciliation report

View a Reconciliation item

To view a reconciliation item, the Location Manager will need to:

Step	Action
1	Navigate to the Manage Reconciliations Click **Manage** tab Select **Manage Reconciliations** from the menu on the left

Step	Action
2	The Reconciliation List will default to current day. To locate the reconciliation item:

Select the relevant fields to search by **Location**, **From date**, **To date**, **Finalise status**, **Search by offender** and/or **Search by case number**

As the fields are updated the filtered list will automatically update.

Step	Action
3	Locate the reconciliation item:

Click on **…** located at the end of the reconciliation item.

Step	Action
4	Select **View** from the drop down menu

The information will now display:

Name
BROW, Matt

Case Number
2017/000000
Type
REMAW
Jurisdiction
Local Court
Mode
Video
Custody Authority Email
test@email.com
Outcomed By
WT
Outcomed Time
Checked By
WJ
Scanned By
WJ
Scanned Time
Location
Date
2019-02-19T00:00:00.000Z
Finalised By
Carla Pinacolada
Comments
Active
true
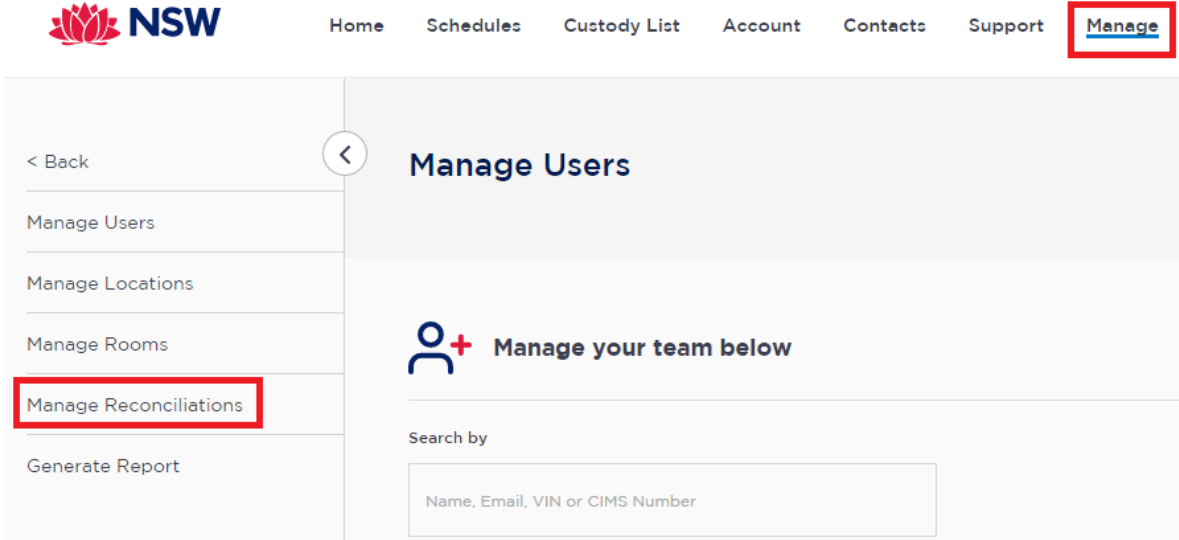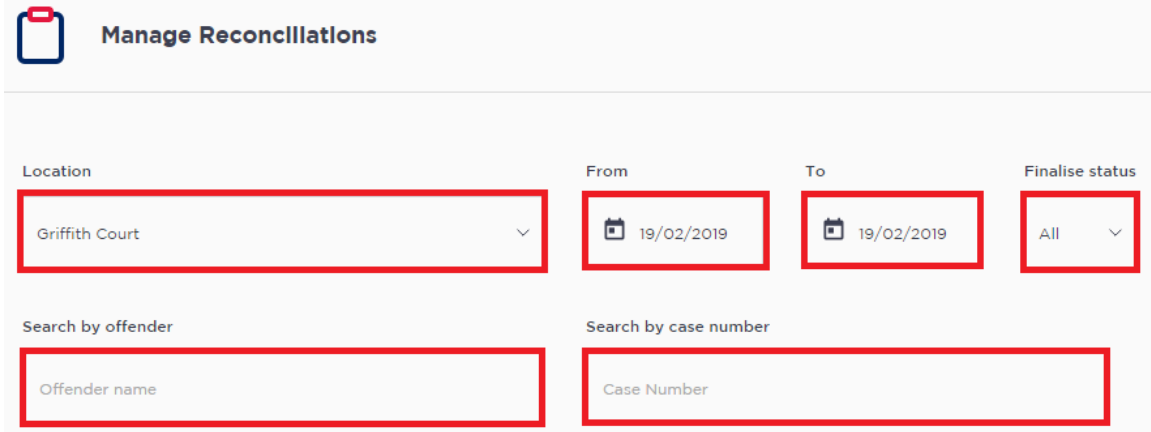
Update a finalised reconciliation item

To update a finalised reconciliation, the Location Manager will need to:

Step	Action
1	Navigate to the Manage Reconciliations Click **Manage** tab Select **Manage Reconciliations** from the menu on the left
2	The Reconciliation List will default to current day. To locate the Reconciliation List Select the relevant fields to search by **Location**, **From date**, **To date**, **Finalise status**, **Search by offender** and/or **Search by case number** As the fields are updated the filtered list will automatically update

Step	Action
3	Locate the reconciliation item
	Click on **…** located at the end of the reconciliation item

Step	Action
4	Select **Update** from the drop down menu

Step	Action
5	All fields are editable
	Select and update/change the relevant field requiring updated information

Manage Reconciliations

Update reconciliation item

Case Details

Name	Mode
BROW, Matt	Video

Case Numbers and Type

Case Number	Type
2017/000000	REMAW

Location

Location	Jurisdiction
Griffith Court	Local Court

Audit Details

Custody Authority Email	Date
test@email.com	19/02/2019

Outcomed By	Outcomed Time
WT	

Checked By	
WJ	

Scanned By	Scanned Time
WJ	

Comments

6	Click **Update Reconciliation** button

CANCEL   **UPDATE RECONCILIATION**
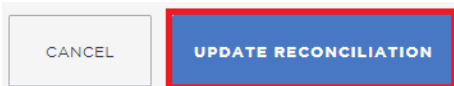
A confirmation will now display:

✓
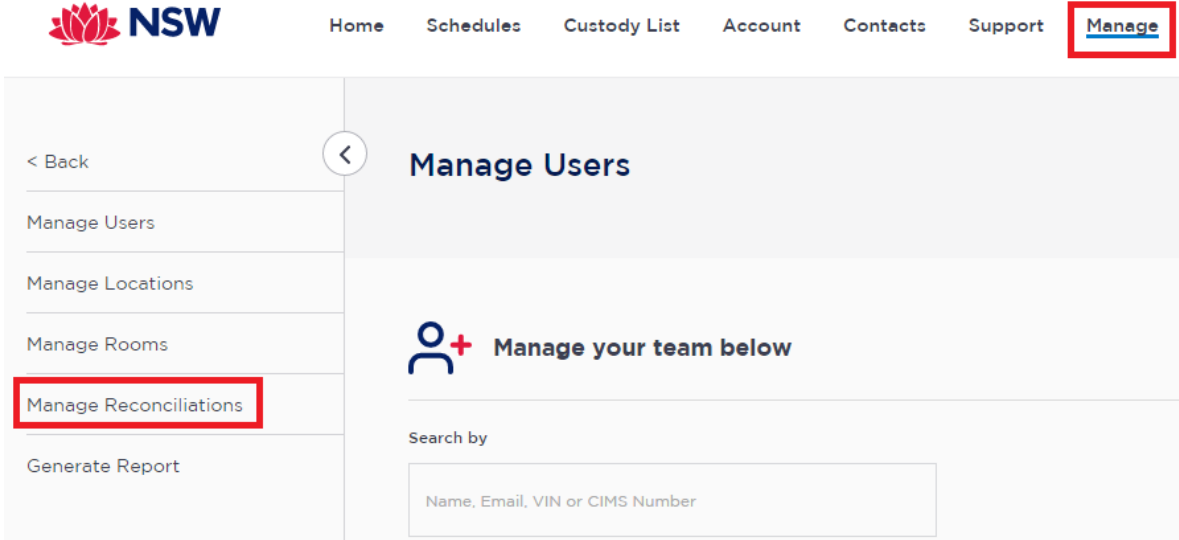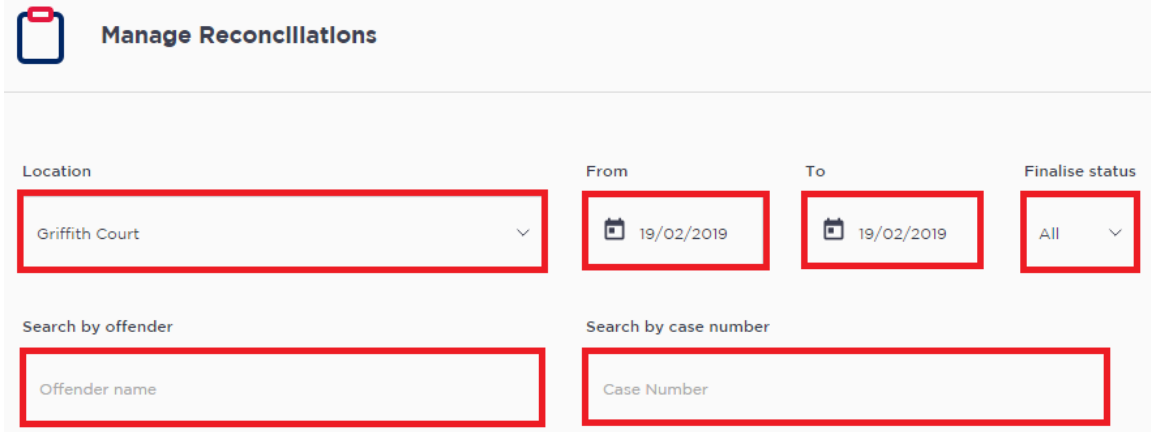
Success! This reconciliation has been updated

OK
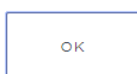
Delete a reconciliation item

To delete a finalised reconciliation, the Location Manager will need to:

Step	Action
1	Navigate to the Manage Reconciliations Click **Manage** tab Select **Manage Reconciliations** from the menu on the left
2	The Reconciliation List will default to current day. To locate the Reconciliation List: Select the fields to search by **Location**, **From date**, **To date**, **Finalise status**, **Search by offender** and/or **Search by case number** As the fields are updated the filtered list will automatically update.

Step	Action
3	Locate the reconciliation item
	Click on **…** located at the end of the reconciliation item

Manage Reconciliations

ADD RECONCILIATION ITEM

Manage Reconciliations

Location	From	To	Finalise status
Griffith Court	19/02/2019	19/02/2019	All

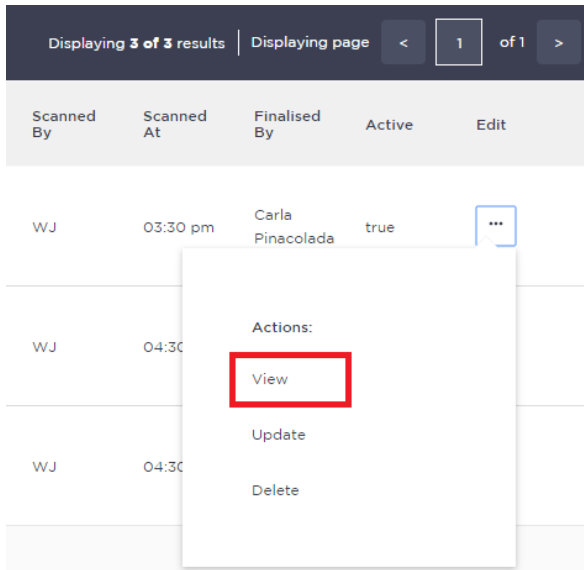| Search by offender	Search by case number
Offender name	Case Number

Displaying **3 of 3** results | Displaying page < 1 of 1 >

Name	Case Number	Jurisdiction	Type	Mode	Outcomed By	Outcomed At	Checked By	Scanned By	Scanned At	Finalised By	Active	Edit
BROW, Matt	2017/0000C	Local Court	REMAW	Video	WT	03:15 pm		WJ	03:30 pm	Carla Pinacolada	true	**…**
GREEN, Brett	2018/0000C	Local Court	REMAW	Cells	WT	04:30 pm		WJ	04:30 pm	Carla Pinacolada	true	…

| **4** | Select **Delete** from the drop down menu |

Displaying **3 of 3** results | Displaying page < 1 of 1 >

Scanned By	Scanned At	Finalised By	Active	Edit
WJ	03:30 pm	Carla Pinacolada	true	**…**
WJ	04:30			
WJ	04:30			

Actions:

View

Update

Delete

The reconciliation item has now been removed from the list:

Displaying **2 of 3** results | Displaying page < 1 of 1 >
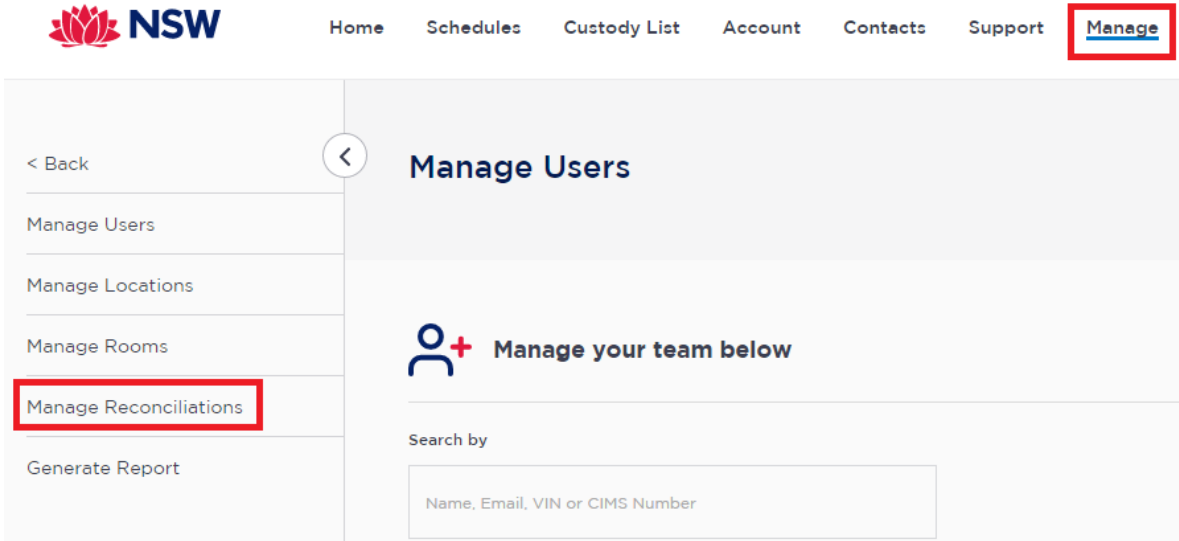
Name	Case Number	Jurisdiction	Type	Mode	Outcomed By	Outcomed At	Checked By	Scanned By	Scanned At	Finalised By	Active	Edit
GREEN, Brett	2018/000000	Local Court	REMAW	Cells	WT	04:30 pm		WJ	04:30 pm	Carla Pinacolada	true	…

Step	Action
NOTE	To view deleted reconciliation items a Court Custody Reconciliations report will need to be generated. It will display the comments for deleting the reconciliation item.

Add Reconciliation item

In some instances, the Reconciliation List may have been finalised before all custody items have been accounted for. The Location Manager can add the reconciliation item to the finalise list.

To add a reconciliation item, the Location Manager will need to:

Step	Action
1	Navigate to the Manage Reconciliations Click **Manage** tab Select **Manage Reconciliations** from the menu on the left NSW Home Schedules Custody List Account Contacts Support **Manage** < Back Manage Users Manage Locations Manage Rooms Manage Reconciliations Generate Report Manage Users Manage your team below Search by Name, Email, VIN or CIMS Number

Step	Action
2	Click **Add Reconciliation Item**

Step	Action
3	Select relevant fields to complete required information:

Step	Action
4	Click Save Reconciliation

A confirmation will display:

Success! This reconciliation has been added to JUST Connect

OK

Generate report

Step	Action
1	Navigate to the Manage Reconciliations: Click **Manage** tab Select **Generate Report** from the menu on the left

Step	Action
2	Select **Court Custody Reconciliations**
	Select **Location** from the drop down menu
	Select **From date** and **To date**
	Click **Generate**

Report Type

○ Appointments

● Court Custody Reconciliations

Location

Griffith Court ⌄

From   To

📅 19/02/2019   📅 19/02/2019

GENERATE

A message will now display while the report is generating:

0% building report from 2019-02-19 to 2019-02-19...

🕐 Depending on the size of the data requested this step may take up to 10 minutes

Step	Action
3	Open downloaded excel file

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Name	Case No.	Location	Jurisdictic	Type	Mode	Custody A	Outcome	Outcome	Checked E	Scanned E	Scanned T	Finalised I	Comment	Date	Active	Finalised At	
2	BROW, Matt	2017/0000	Griffith Cc	Local Cour	REMAW	Video	test@ema	WT	3:15 PM	WJ	WJ	3:30 PM	Carla Pinacolada		19/02/2019 - 12:00an		19/02/2019 - 4:28pm	
3	Green	2019/0000	Griffith Cc	Local Cour	Bail refus	Cells									19/02/2019 - 12:00an	N/A		
4	GREEN, Brett	2018/0000	Griffith Cc	Local Cour	REMAW	Cells	test@ema	WT	4:30 PM	WJ	WJ	4:30 PM	Carla Pinacolada		19/02/201	1	19/02/2019 - 4:28pm	
5	SLO, Rob	2017/0000	Griffith Cc	Local Cour	S77OR	Other	test@ema	WT	4:45 PM	WJ	WJ	4:30 PM	Carla Pinacolada		19/02/201	1	19/02/2019 - 4:28pm	

Tip! To expand the view of the Manage Reconciliations screen click on < located next to the menu option

NSW   Home   Schedules   Custody List   Account   Contacts   Support   Manage

< Back   [<]   **Manage Reconciliations**

Manage Users

Manage Locations

Manage Rooms   [ ] **Manage Reconciliations**

Manage Reconciliations

Generate Report   Location   From   To   Finalise status

Griffith Court ⌄   📅 19/02/2019   📅 19/02/2019   All ⌄

Search by offender   Search by case number

Offender name   Case Number

Frequently Asked Questions

Why am I using this Reconciliation List?

Each registry must prepare and maintain a daily custody reconciliation sheet of custodial matters dealt with by the court. For further information on Daily custody procedures refer to the Court Services Procedure Guide – Warrants and control orders (Children's, Local and District Court).

Can one Registry staff record all the initials, time and Information?

Yes, one Registry staff can record all the information, however a warrant or control order is not to be checked and signed by the same person that prepared the warrant or control order in JusticeLink. The exception to this is at one-person locations.

Do I have to print and store a manual copy of the Reconciliation List?

No. JUST Connect automatically saves and stores the information for you. Only the Location Manager (typically Registrar/Deputy Registrar or Team Leader) can edit or retrieve this information.

Why am I not able to see past or future Reconciliation Lists?

Past Reconciliation Lists can be viewed by a Location Manager through the Manage menu option. Future Reconciliation Lists do not generate. The daily custody list from Corrective Services will continue to be emailed to the court generic inbox.

Why am I not able to view the Reconciliation List for my court location or missing columns of information?

To view the Reconciliation List you need to be added to the court location. Contact the JUST Connect support team.

If there is missing information from the columns, check that you are using the latest version of JUST Connect by viewing the bottom right hand corner. The latest version number is on the cover page of this guide.

If it is not the same version as current release press F5 on the keyboard and update your saved bookmarks of JUST Connect.

When is the Reconciliation List data retrieved from both OIMS and CIMS?

At approximately 5am each morning, JUST Connect receives the Reconciliation List information from OIMS (the CSNSW Offender Information Management System) and CIMS (the Juvenile Justice Client Information Management System). This is the only update JUST Connect receives per day.

Any changes that occur after this time will need to be manually dealt with, by amending or adding additional lines

What happens if JUST Connect crashes or I lose internet connection?

In the rare event that you may lose internet connect or access to JUST Connect, you will need to revert to the manual process by modifying the daily custody list emailed into the court generic inbox.

Support

Contacts details

The JUST Connect support team can be contacted via:

Phone: 02 8759 0010 (extension 90010)

Email: justconnect@justice.nsw.gov.au

End-point technical support will remain with DTS.

Support materials

Support materials will be progressively available on the JUST Connect support website, including:

- Comprehensive user guides
- Demonstration videos
- Quick reference guides

Please do not download these documents. The most up to date versions will be maintained via the support page.