

# JUST Connect

## Booking a Remote Witness Room or Multipurpose suite – Court Quick Step Guide

JUST Connect enables you to book a Remote Witness (RW) room for vulnerable witnesses to give evidence from a place other than a court room. However, there is **no change** to the existing business guidelines and policy in requesting a remote witness room. You must follow your **existing operational guidelines** when using a remote witness room.

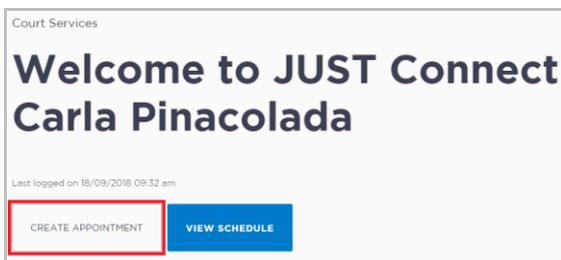
Multi-purpose suites (MPS) can also be booked in JUST Connect for:

- Legal or Medical professionals to connect with clients in custody
- Interstate witnesses
- A second remote witness room

**When creating an appointment to book a Remote Witness room it should not include any attendees, ie do not add any professionals or person in-custody to the appointment.**

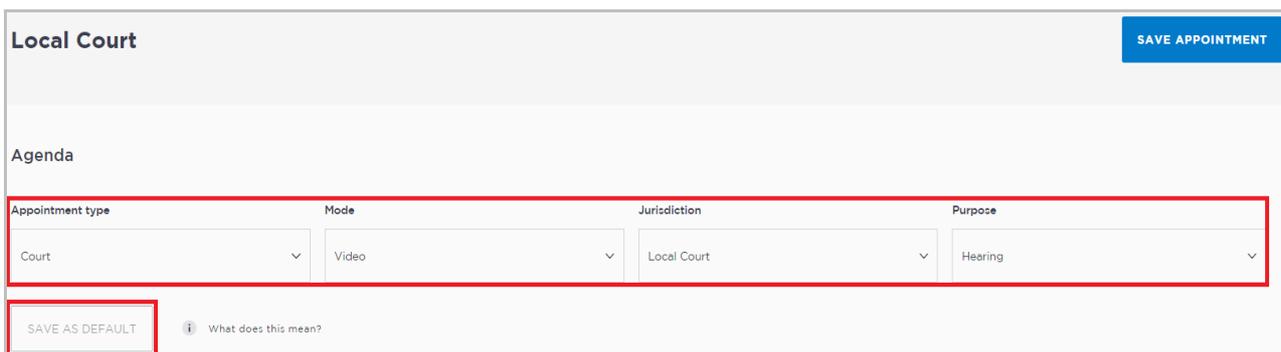
### MAKE AN APPOINTMENT FOR A RW ROOM OR MPS:

1. From the **Home page or Schedule page**; click on the **Create Appointment** button



2. New appointment screen displays, complete the **Agenda details** by clicking the **drop-down** arrow and select the following option for:

- Appointment Type – select **Court**
- Mode – select **Video**
- Jurisdiction – eg Local Court
- Purpose – eg Hearing

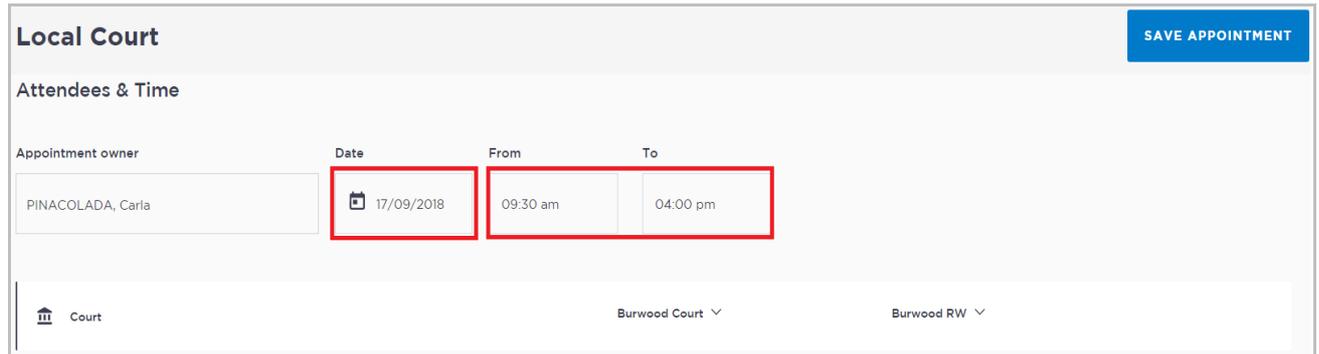


**Note:**

- If your appointments have common agenda types, you can save these options by clicking the **Save as Default** button. JUST Connect will then pre-select these options each time you create an appointment.
- The **Appointment owner** defaults to your name.

3. **Date and Time:** defaults to today's date and current time.

- Select required **Date**, then adjust the **From and To** time fields to book the room for the **full day**.



**Local Court** SAVE APPOINTMENT

**Attendees & Time**

Appointment owner: PINACOLADA, Carla

Date: 17/09/2018

From: 09:30 am

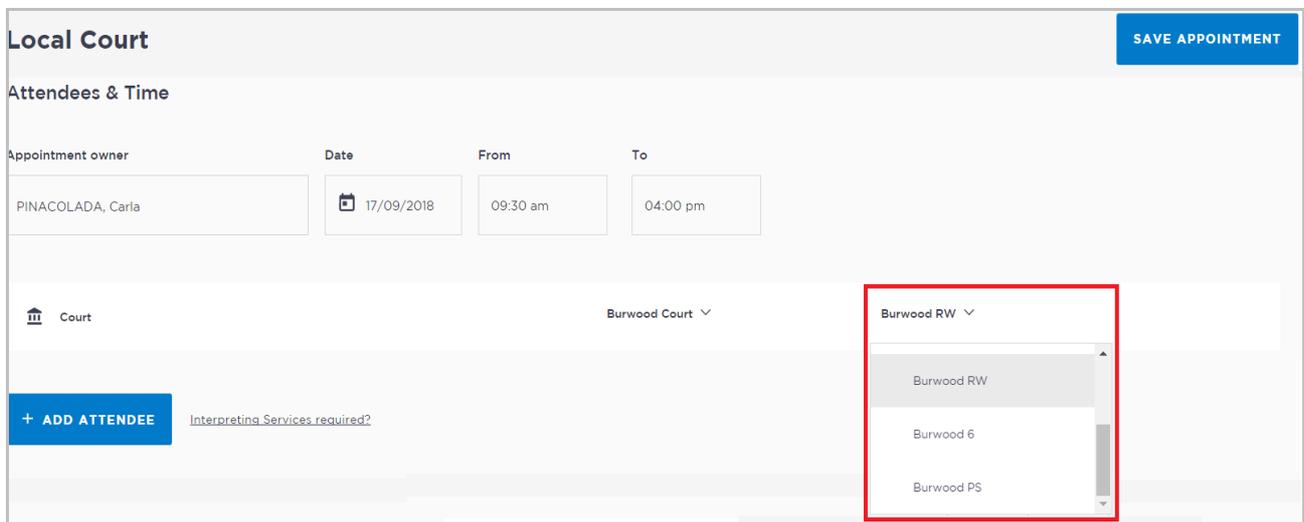
To: 04:00 pm

Court: Burwood Court

Room: Burwood RW

4. **Location and Rooms:** Remote witness rooms can be identified by the letters '**RW**' that are included in the room name, e.g. Burwood RW.

- Select required **Room** from the drop down menu



**Local Court** SAVE APPOINTMENT

**Attendees & Time**

Appointment owner: PINACOLADA, Carla

Date: 17/09/2018

From: 09:30 am

To: 04:00 pm

Court: Burwood Court

Room: Burwood RW

+ ADD ATTENDEE Interpreting Services required?

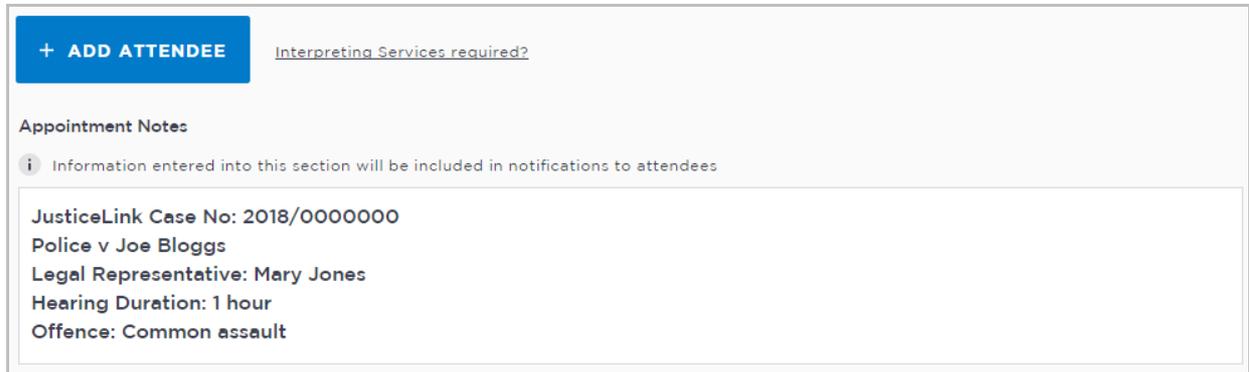
**Note:**

- For Multi-purpose suites can be identified by the letters '**MPS**' or '**PS**' that are included in the room name, e.g Burwood MPS1

## 5. Appointment Notes:

The Appointment Notes is a free text field and it is important that the relevant case information is entered.

- Enter **case information or booking details** into the **Appointment Notes** field.  
The information required here may differ between court locations.



The screenshot shows a web interface for entering appointment notes. At the top left is a blue button labeled '+ ADD ATTENDEE'. To its right is a link labeled 'Interpreting Services required?'. Below this is the heading 'Appointment Notes' followed by an information icon and the text 'Information entered into this section will be included in notifications to attendees'. A text area below contains the following details: 'JusticeLink Case No: 2018/0000000', 'Police v Joe Bloggs', 'Legal Representative: Mary Jones', 'Hearing Duration: 1 hour', and 'Offence: Common assault'.

## 6. Save appointment:

- Check you have selected and/or entered all the required appointment details, when complete.
- **Click the Save Appointment button.**
- Displays prompt advising Appointment has been **scheduled**.  
Click **OK** button.

## EDITING APPOINTMENT

1. From the **Schedule** page (or from Appointment List, Day or Week view)
2. Click on the appointment to open the appointment details page.
3. Click **Edit Appointment** button;
  - Click in the required field to make changes (e.g. edit witness information; change date and/or time, change room, remove an entry, add an attendees).

**Local Court**

CANCEL APPOINTMENT
**EDIT APPOINTMENT**

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<p><small>When</small>  <b>Monday, September 17, 2018</b>          09:30 am - 04:00 pm</p>	<p><small>Agenda</small>  <b>Court (Video)</b>          Local Court          Hearing</p>	<p><small>Status</small>  <b>Scheduled</b></p>
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Attendees

<div style="display: flex; align-items: center;"> <span>Court</span> </div>	<div style="display: flex; align-items: center;"> <span>Burwood Court</span> </div>	<div style="display: flex; align-items: center;"> <span>Burwood RW (Dial: 91144)</span> </div>
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Appointment Notes

JusticeLink Case No: 2018/0000000  
 Police v Joe Bloggs  
 Legal Representative: Mary Jones  
 Hearing Duration: 1 hour  
 Offence: Common assault

Show history ⤴

4. When complete, click **Save Appointment** button to keep the changes.
  - Ensure to check details are correct before saving.
5. The appointment updated screen displays, click **OK** button.
  - The Appointment details page displays again showing the new details.

### Note:

- If the remote witness room or multi-purpose suite appointment is no longer required select **'Cancel appointment'**

## OTHER APPOINTMENTS

If you require appointments for:

- Interview
- Meeting
- Training

Please refer to the JUST Connect Support page for **“Book a Peer appointment”** in the **“Workbook – Schedules & Appointments (Court Registrars)”**