

On the Job Workbook

Court Registrar



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Introduction

Aim

The aim of this training is to provide you with information and knowledge on how to use the JUST Connect online scheduling system.

Objectives

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

- Understand what the AVL project is (at a high level)
- Operate JUST Connect to make appointments
- Manage and edit appointment details
- Understand how notifications are sent/viewed
- Know where to find support contacts and material

There will be no formal knowledge review; however there are system based activities that will allow you to put into practice the knowledge learnt.

JUST Connect

What is JUST Connect?

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

JUST Connect will enable booking of video and telephone sessions, professional interviews, visits, meetings, conferences and booked court appearances (used for Supreme Court arraignments and NCAT), as well as the management of 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 (arraignment), NCAT (Guardianship Division), Aboriginal Service Unit (ACCSO), Aboriginal Legal Service and limited 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.

About the AVL Project

JUST Connect has been developed by the NSW Department of Justice Audio Visual Links Consolidation Project (AVL Project).

The AVL Project is a Department wide project, working with all Justice agencies and the wider justice sector.

The Project aims to expand access to AVL, enhance business processes and to provide support systems to optimise use of AVL across the Justice community.

System requirements

Please note that JUST Connect is only supported by the following web browsers:

- Google Chrome v56 or above
- Internet explorer v11 or above



Logging into JUST Connect

The JUST Connect system requires you to enter a username and password:

Court Registrars:

- Use their work email address for username and their normal network password.
- As an agency user they will have access upon entering their email address and network (single sign-on) password. However, they will need to be on boarded and assigned a role and permissions for their agency and location in order to use JUST Connect.
- Internal users will not be timed-out if there is no interaction with JUST Connect. However, if there is no interaction on their PC then their normal time-out process will occur, and they may have to sign into JUST Connect again.

Re-set your password:

Your JUST Connect log-in is linked to your network password. If it needs to be reset, you should contact DTS support on (02) 8688 1111.

Roles and Permissions

All JUST Connect users will be assigned a role and permissions. Please refer to the tables below for a detailed overview.

JUST Connect Roles	Assigned to Position
System Administrator	AVL Project
Location(s) Manager	Registrar (CaTS), Deputy Registrar (CaTS), Office Manager (LA); Regional Co-ordinator (ALS); Senior Officer in Charge (CorrSer)
Location Staff	Court Registry staff (CaTS, Court officers (CaTS), NCAT Registry officers (CaTS), Legal Support Officer (LA); Corrective Services AVL Officer (CS), Juvenile Justice, ACCSO and, ALS and Courts
User	Professional Lawyer; Medical Practitioner
Guest user	Guest Professionals and Guest Family/Friends who will not use (log in to) JUST Connect. Guest users may receive email and SMS notifications but will not otherwise interact with JUST Connect.

Permissions	System Admin	Location Manager	Location Staff	User
Manage facilities (rooms/devices) for all locations across any agency.	✓	×	×	×
Manage users – allocating locations and roles to any user (from any agency)	✓	×	×	×
Manage all users for all locations within their agency.	✓	×	×	×
Manage facilities (rooms/devices) for all locations within their agency.	✓	×	×	×
Manage users – allocating locations and roles (excluding system admin) – for any user within their agency.	✓	×	×	×
View, create, edit or cancel appointment for any location within an agency.	✓	×	×	×
Manage facilities (rooms/devices) for particular locations within an agency.	✓	×	×	×
Manage users – allocating locations and roles (excluding System Admin and Agency Admin) – for any user at their particular location(s).	✓	✓	×	×
View, create, edit or cancel appointment for a particular location within an agency on behalf of a colleague.	✓	✓	✓	×
View, create, edit or cancel appointment they are involved in	✓	✓	✓	✓

Appointments

Appointment Types

There are various types of appointments that can be created in the JUST Connect system.

Types of Appointments	Description
Court	Book a Court appearance with an inmate (Supreme Court Arraignments and NCAT only), or booking a Remote Witness Room.
Correctional Meeting	Appointments made on behalf of a professional (lawyers / barrister) with an inmate (correctional services) or detainee (juvenile justice).
Correctional Assessment	Appointments made on behalf of a medical practitioner with an inmate or detainee.
Peer	Book appointment with colleagues/peers, for a meeting, conference, interviews, or training. Can be made within an agency (intra-agency) or with any other agency (inter-agency) at any time of the day within the agencies specified time frames.
Compassionate Visit	A Correctional Officer is able to book and/or manage on behalf of family and friends with a person in-custody

Note: The types of appointments that are available to you are dependent on your role and permissions.

Person in-custody 'in transit'

If you are making an appointment and the person in-custody is in transit, you will not be able to save the appointment as the location of the person in-custody is not able to be retrieved from OIMS. The location will not be updated until the person in-custody reaches their final destination. JUST Connect will return a message telling you to contact JUST Connect in these instances.

If a person in-custody goes into transit at a time when the appointment is scheduled, the appointment will remain in place within JUST Connect until the new location is updated in OIMS.

When OIMS has been updated, the information will automatically be transferred to JUST Connect, and the appointment will be cancelled (as the location for the appointment is no longer correct). This also applies to court appointments for court appearances where multiple persons in-custody are attendees on the one appointment, and at least one of these person in-custody has gone into transit.

Interpreter service

The interpreter service in JUST Connect flags that an interpreter will be present at the appointment. It **does not book** the interpreter, or notify anyone that an interpreter is required. Therefore you must follow your usual business processes to order an interpreter for the appointment.

Appointment Status

All appointments in JUST Connect are assigned a Status. The status applied to appointments is based on the following:

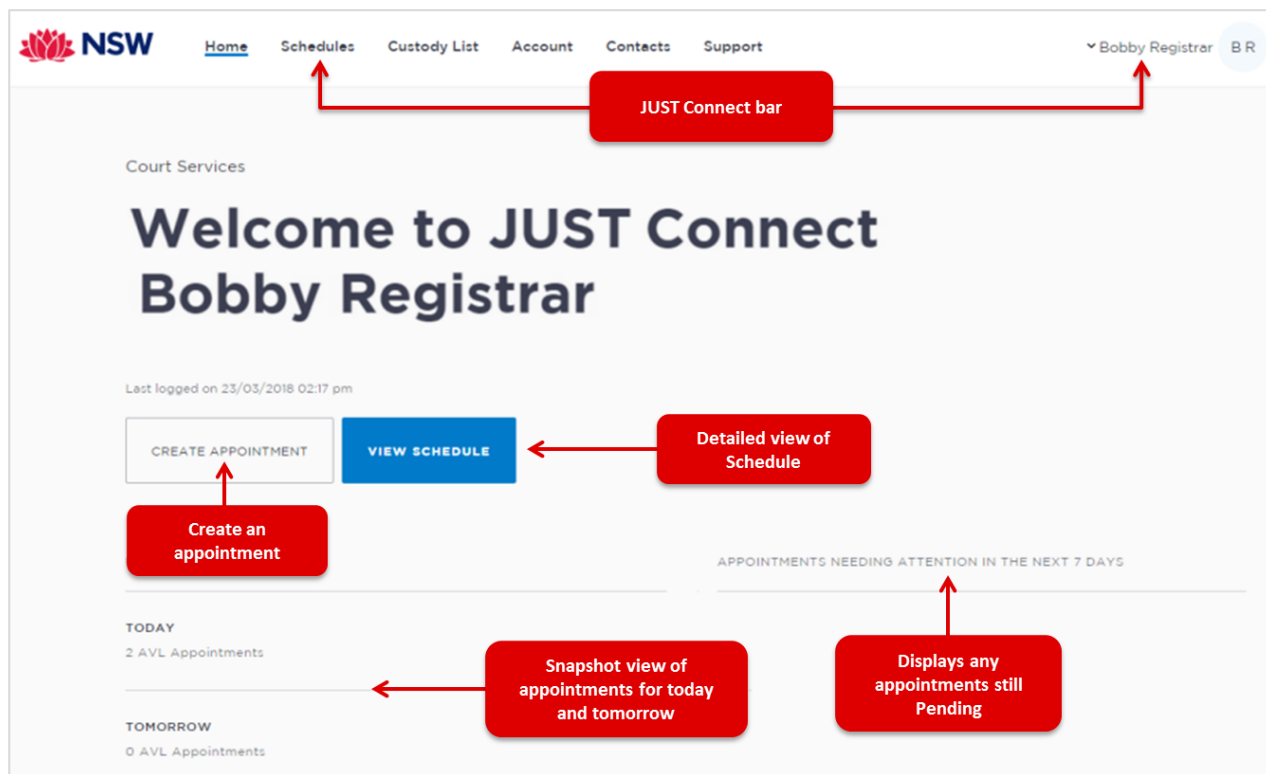
- Type of appointment
- If appointment includes an person in-custody or detainee
- When the appointment is created (date and time) and when the appointment is to occur (date and time).

Appointment Status	Description									
Pending	Appointments made with a person-in-custody at short notice (see below) will be given a status of Pending. These appointments must be accepted or declined by a Correctional Services or Juvenile Justice Officer.									
	<table border="1"> <thead> <tr> <th>Created/made:</th> <th>Booked to Occur:</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Today</td> <td>Today (same day)</td> <td>Pending</td> </tr> <tr> <td>Today after 3pm</td> <td>Next day</td> <td>Pending</td> </tr> </tbody> </table>	Created/made:	Booked to Occur:	Status	Today	Today (same day)	Pending	Today after 3pm	Next day	Pending
	Created/made:	Booked to Occur:	Status							
	Today	Today (same day)	Pending							
	Today after 3pm	Next day	Pending							
<ul style="list-style-type: none"> • Pending status does not apply to court appointments regardless of when the appointment is made, ie court appointments are always automatically given a status of Scheduled. • Appointments which are always assigned a status of Pending regardless of how far in advance the appointment is made include: <ul style="list-style-type: none"> - Appointments with a Juvenile detainee; appointments with a correctional inmate housed at a high risk location; all Family and Friends appointments. 										
Scheduled	<ul style="list-style-type: none"> • Appointments with a person-in-custody made before 3pm to occur the next business day or greater are automatically given a status of Scheduled. • Court, Supreme Court, and NCAT are automatically given a status of Scheduled (includes appointments made at short notice). • Any appointments made which do not include a person-in-custody are given a status of Scheduled regardless of when the appointment is made. 									
Cancelled	<p>The appointment has been cancelled.</p> <p>All attendees (excluding person in-custody) will receive notification via email and/or sms (provided their email address and mobile number has been recorded in JUST Connect) which includes the reason for the cancellation.</p>									
Accepted	The Pending appointment has been accepted by the Correctional Services or Juvenile Justice Officer.									
Declined	The Pending appointment has been declined by the Correctional Services or Juvenile Justice Officer.									
Did not Occur	A scheduled appointment that did not take place can be marked by a Correctional Services officer as 'Did not occur'.									

Home Page Overview

View the Home page

Once you have logged into JUST Connect the Home page is displayed.



The Home page contains the following:

- **JUST Connect bar** will always display at the top of every page regardless of which area you are viewing and contains links to the following;
 - **Home** – returns to the Home page
 - **Schedule** – displays the schedule page enabling you to view and manage appointments
 - **Custody List** – displays all custody matters for the selected court location.
 - **Contacts** – displays a list of location names, their address, map and contact details
 - **Log-in Name** – click drop-down arrow to log out
- Shows your **name** and **agency**
- **Create Appointment** button – displays New Appointment page enabling you to schedule an appointment
- **View Schedule** button – displays the schedule page with all appointments.
- **Upcoming** – provides a snapshot of your appointments for today and tomorrow.
- **Appointments needing attention** – Displays Pending appointments for the next 7 days. To view appointment details click on the appointment.

Activity 1 – Log-in and Navigate

Objective: Log-in to JUST Connect as a Supreme Court Officer to navigate links on home page.

Resources: Use the **Court Registrar** login details refer to Appendix 1.

Instructions	Open Google Chrome and enter the following URL: https://training.justconnect.justice.nsw.gov.au Refer to Training Accounts (Appendix 1) for the username and password.
	Log-in to training environment using training account (Supreme Court Officer) for JUST Connect and explore the following areas: <ul style="list-style-type: none">• Home page• Custody List – select a court location• Schedule<ul style="list-style-type: none">○ Appointment list○ Day view○ Week view Note: <ul style="list-style-type: none">• There may be limited data in the system depending on when the latest data refresh occurred.• You will revisit viewing and using schedule after you have created appointments.

Notes:

Creating Appointments as a Court Registrar

Court Registrars can make appointments on behalf of a legal professional that wishes to use a court multipurpose suite or a court remote witness room for an AVL session with a person in-custody.

Types of appointments you able to create and manage:

- Correctional Meetings - on behalf of a legal professional with a person in-custody
- Peer - does not include person in-custody, can be used for meetings, training, interviews etc
- Remote witness rooms - only book room, does not include attendees
- Correctional Assessments - on behalf of medical professional with person in-custody

Note: The type of appointments listed is dependent on your user profile, role and permissions.

Correctional Meeting on behalf of a Professional with a Person in-custody

1. From the **Home** page or **Schedule** page click on the **Create Appointment** button.
2. **Agenda details** - click **drop down** arrow in each field and select required option;

Appointment type: Correctional Meeting

Mode: select required option, eg Video

Jurisdiction: select required option, eg Local Court

Purpose: select required option, eg Conference with Client

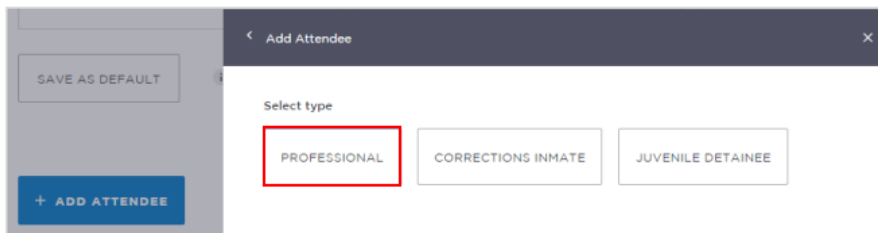
The screenshot shows the 'New Appointment' form in the NSW Court Registrar system. The form is titled 'New Appointment' and has a 'SAVE APPOINTMENT' button in the top right. Below the title is the 'Agenda' section, which contains four dropdown menus: 'Appointment type' (set to 'Correctional Meeting'), 'Mode' (set to 'Video'), 'Jurisdiction' (set to 'District Court'), and 'Purpose' (set to 'Conference with Client'). A red box highlights these four dropdown menus. Below the dropdowns is a 'SAVE AS DEFAULT' button and a link 'What does this mean?'. At the bottom of the form is a '+ ADD ATTENDEE' button.

Note:

- **Save as Default button:** If your appointments have common agenda types, you can set those types as your default.
- Select the required options from the drop down menus, and then click the **Save as Default** button.

3. Add Professional Attendee:

- Click the **Add Attendee** button, the Add Attendee pop-up displays.



- Click the **Professional** button.

Enter their **Name, Email, VIN or CIMS** number. If the attendee is already registered with the system, they should appear below the search bar.



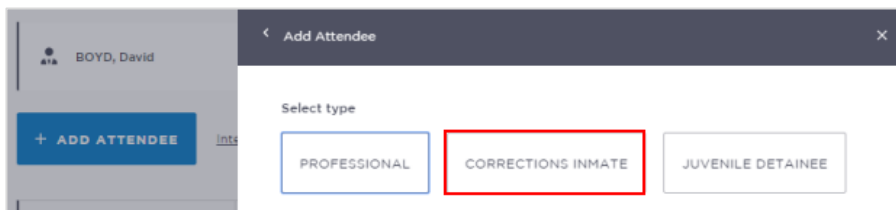
- Displays list below the search bar, click on the required attendee

Note: If you are unable to find the professional you can add them as a **Guest Attendee** provided they have a **valid VIN** number (refer to the section [Add a 'Guest Attendee'](#) to an appointment within this document).

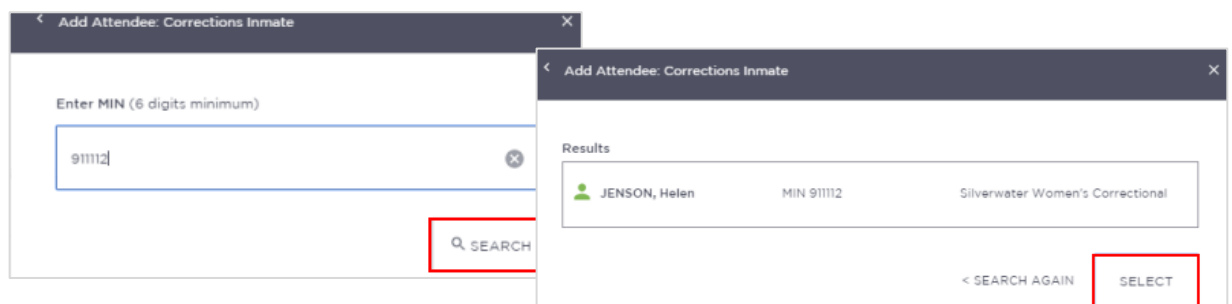
4. Add Correctional Inmate Attendee

When searching for a person in-custody use the **MIN** number for a Corrections Inmate and the **CIMS** number for a Juvenile Detainee.

- Click the **Add Attendee** button, the *Add Attendee* pop-up displays.
- Select the **Corrections Inmate or Juvenile Detainee** button.



- Corrections Inmate: Enter the Inmate's **MIN** (6 digits); or
 - Juvenile Detainee: Enter the Detainee's **CIMS** (7 digits)
- Enter **MIN / CIMS** number and then click **Search** button.



Note:

- You can only **add one person in-custody** as an attendee to each appointment.
- As JUST Connect is integrated with Corrective Services Offender Integration Management System (OIMS) and checks the status of the person in-custody. If the person in-custody is marked in OIMS as 'in transit' or 'unavailable' you will not be able to add them to the appointment.

5. Date and Time fields:

- Click in **Date field** to select required date, then click in the **From** and/or **To** fields to select time, or time can be manually entered.

The screenshot shows the 'Attendees & Time' form. At the top, the 'Appointment owner' is 'PORTMACQUARIE, Francis'. Below this, there are three input fields: 'Date' (26/03/2018), 'From' (10:45 am), and 'To' (11:15 am). These three fields are enclosed in a red rectangular box. Below the date and time fields, there are two rows of attendee information. The first row shows 'PORTMACQUARIE, Francis' with VIN 787888, location 'Port Macquarie Court House', and room 'Port Macquarie PS 1'. The second row shows 'JENSON, Helen' with MIN 911112, status 'Correctional Inmate', location 'Silverwater Women's Correctional Centre', and room 'Any'. Each row has a trash icon to its right.

Note: The **Appointment owner** defaults to your name (person who creates the appointment). If any changes are made to this appointment they will receive notifications via email and/or SMS notification. In your account settings ([refer to Manage Personal Account settings](#)) you can update the notification email details to have it sent to the office generic inbox

6. Location:

- **Professional:** The location for the professional is based on their default location in JUST Connect. The location will need to be changed to **match the registrar's location**.

Change location: Click on the **location drop down arrow** and select required court location. The room will be automatically allocated based on availability.

This screenshot shows the 'Attendees & Time' form with the location dropdown menu open. The 'Date' (26/03/2018), 'From' (10:45 am), and 'To' (11:15 am) fields are visible at the top. Below, the first attendee row shows 'PORTMACQUARIE, Francis' with VIN 787888. The location dropdown menu is open, showing options: 'Port Macquarie Legal Aid' (highlighted with a red box), 'Port Macquarie Legal Aid', 'Downing Centre', and 'Port Macquarie Court House' (highlighted with a red box). The room for this attendee is currently 'Any'. The second attendee row shows 'JENSON, Helen' with MIN 911112, status 'Correctional Inmate', and room 'Any'. At the bottom left, there is a blue '+ ADD ATTENDEE' button and a link for 'Interpreting Services required?'.

- **Person in-custody:** The allocated room at for the Correctional facility may initially display as **Any**, once saved it will display the actual room name and number. Only a Correctional Services Officer at the facility can change the allocated room.

7. Interpreting Services required?

- If an interpreter is required click the **Interpreting Services required?** Link.

Note: This **does not book** an interpreter for the appointment; you **must follow your existing business process to book an interpreter**. This action only adds a record to the attendee list denoting an interpreter will also be attending the arraignment appointment.

8. Appointment Notes

This is a free text field and it is important that the relevant case information is entered.

- Click in the **Appointment Notes** field and enter **case information**. The information required here may differ between courts and court locations.

Note: The appointment note becomes part of the appointment and can be viewed by any of the attendees who have access to JUST Connect. The text entered will also appear in notifications, please do not enter any confidential information.

The screenshot shows the appointment booking interface for Brett Green at John Morony Correctional Centre. The title is "GREEN, Brett - John Morony Correctional Centre" and there is a "SAVE APPOINTMENT" button in the top right corner.

Agenda

Appointment type: Correctional Meeting (dropdown)
Mode: Video (dropdown)
Jurisdiction: Select jurisdiction (dropdown)
Purpose: Select purpose (dropdown)

Buttons: SAVE AS DEFAULT, What does this mean?

Attendees & Time

Appointment owner: ADAMS, John (dropdown)
Date: 05/12/2018
From: 11:45 am
To: 12:15 pm

Attendee	Phone Number	Role	Location	Room
GREEN, Brett	MIN 123456	Correctional Inmate	John Morony Correctional Centre	Any
ADAMS, John	VIN 123456	Guest attendee	Albury Court	Albury MPS 1

+ ADD ATTENDEE [Interpreting Services required?](#)

Calendar View: Wednesday, 05 December. Time slots from 09:30 am to 02:00 pm. Green blocks are shown for Brett Green and John Adams from 11:45 am to 12:15 pm.

Appointment Notes: Information entered into this section will be included in notifications to attendees.

9. 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.

Activity 2 – Create Correctional Meeting Appointment

Objective: Create a Correctional meeting as a Court Registrar Officer

Resources: Use the [Court Registrar](#) login. For details, including correctional inmate name and MIN number refer to Appendix 1.

Appointment type	Correctional Meeting
Mode:	Video
Jurisdiction:	Local Court
Purpose:	Conference with client
Location	Lawyer – Change to a Court location
Attendee	Add a Correctional Inmate (refer to Appendix 1) Add Professional Lawyer (refer to Appendix 1)
Date and time	Date: Select the tomorrow's (next business day) date Time: Select an available time before 3:00pm
Interpreter Service	Not required.

Notes:

Book a Peer Appointment

Create a peer appointment when you need to organise, a meeting, conference, interviews, or training with your colleagues and/or other professionals.

Peer appointments can be made within an agency (intra-agency) or with any other agency (inter-agency) at any time of the day within the agencies specified time frames.

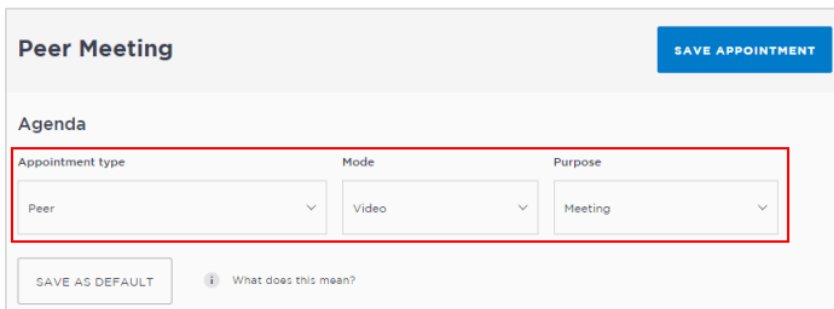
You can only book appointments for rooms at your location/s. You cannot make a booking for rooms at a location that you have not been assigned.

Book an appointment with colleague and/or professional:

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

2 **Agenda details:**

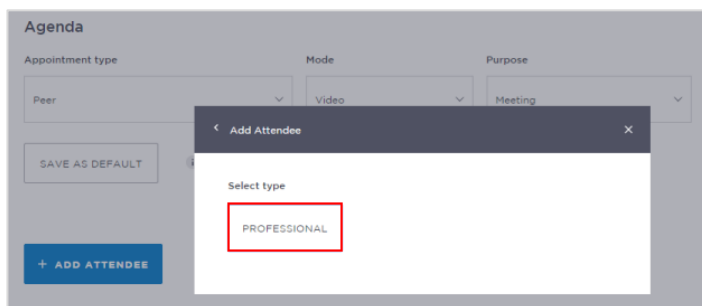
- Appointment Type: click drop down arrow and select **Peer**
- Mode: Video
- Purpose: select from Interview / Training / Meeting



The screenshot shows a form titled "Peer Meeting" with a "SAVE APPOINTMENT" button in the top right. Below the title is the "Agenda" section, which contains three dropdown menus: "Appointment type" (set to "Peer"), "Mode" (set to "Video"), and "Purpose" (set to "Meeting"). A red box highlights these three dropdowns. Below the dropdowns are two buttons: "SAVE AS DEFAULT" and "What does this mean?" with an information icon.

3 **Add Professional Attendee:**

- Click the **Add Attendee** button, the Add Attendee pop-up displays.



The screenshot shows the "Add Attendee" pop-up window. The background shows the "Agenda" section from the previous screenshot. The pop-up has a "Select type" dropdown menu with "PROFESSIONAL" selected and highlighted by a red box. There is also a "SAVE AS DEFAULT" button and a "+ ADD ATTENDEE" button visible in the background.

- Click the **Professional** button:

Enter their **Name, Email, VIN or CIMS** number. If the attendee is already registered with the system, they should appear below the search bar.

Displays list below the search bar, click on the **required attendee**

Note: If you are unable to find the professional you can add them as a **Guest Attendee** provided they have a **valid VIN** number (refer to the section [Add a 'Guest Attendee'](#) to an appointment within this document).

- **Repeat this step** (Step 3) to **add** additional colleagues to the appointment.

4 Date and Time fields:

- Click in **Date field** to select required date, then click in the **From and/or To** fields to select time, or manually enter date and time.

5 Attendee and Location availability:

The timeline shows availability of the attendees and the location (including rooms).

GREEN, Brett - John Morony Correctional Centre SAVE APPOINTMENT

Appointment type: Correctional Meeting | Mode: Video | Jurisdiction: Select jurisdiction | Purpose: Select purpose

SAVE AS DEFAULT ⓘ What does this mean?

This appointment needs to be accepted by the Correctional facility. You will be notified when a determination is made

Attendees & Time

Appointment owner: ADAMS, John | Date: 05/12/2018 | From: 11:45 am | To: 12:15 pm

Attendee	VIN	Role	Location	Room	Action
GREEN, Brett	MIN 123456	Correctional inmate	John Morony Correctional Centre	Any	Click Bin to Remove →
ADAMS, John	VIN 127878	Guest attendee	Albury Court ← Location	Albury MPS 1 ← Allocated Room	

+ ADD ATTENDEE ⓘ Interpreting Services required?

Timeline: Wednesday, 05 December. Shows availability for GREEN, Brett and John Morony Correct...

The selected time period can display as one of the following:

- **Green** - indicates attendee and/or room are **available**.
- **Grey Diagonal lines** – indicates the rooms are **not available**.

- **Red** – indicates there is a **clash** and the attendee and/or room is **not available**.

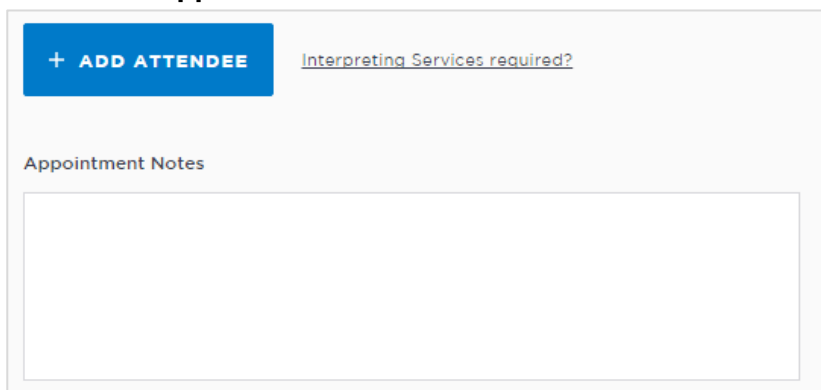
Note:

- Rooms are automatically allocated based on location and room availability on the selected date and time. Click on **drop down arrow** to change the Location and/or Room.
- To **remove** an attendee from appointment click on the **Bin icon** at the end of the record.

6 Appointment Notes

This is a free text field and it is important that the relevant case information is entered.

- Click in the **Appointment Notes** field and enter **case information**.



The screenshot shows a user interface for an appointment. At the top left, there is a blue button with a white plus sign and the text '+ ADD ATTENDEE'. To its right is a link that says 'Interpreting Services required?'. Below these elements, the text 'Appointment Notes' is displayed above a large, empty rectangular text input field.

Note: The appointment note becomes part of the appointment and can be viewed by any of the attendees who have access to JUST Connect. The text entered will also appear in notifications, please do not enter any confidential information.

- 7 **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.

Activity 2 – Create a Peer Appointment

Objective: Create a Correctional meeting as a Court Registrar Officer

Resources: Use the [Court Registrar](#) login. For details, including correctional inmate name and MIN number refer to Appendix 1.

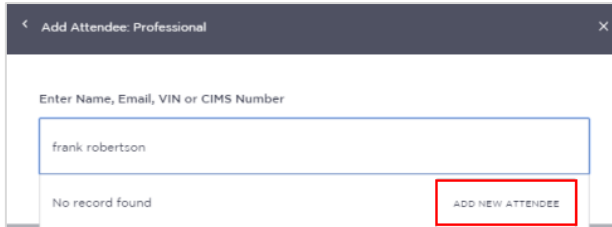
Appointment type	Peer
Mode:	Video
Purpose:	Meeting
Location	Use default location
Attendee	Add yourself into the peer meeting (refer to Appendix 1) Add a colleague and/or lawyer (refer to Appendix 1)
Date and time	Date: Select the tomorrow's (next business day) date Time: Select an available time before 3:00pm
Interpreter Service	Not required.

Notes:

Add a Guest Attendee

A Guest Attendee is someone who is **not a registered** JUST Connect user who needs to be added to an appointment (eg barrister).

1. Create an appointment then click **Add Attendee** button, click **Professional** button
2. Enter name, email, or VIN, displays “**No Record found**”



Enter Name, Email, VIN or CIMS Number

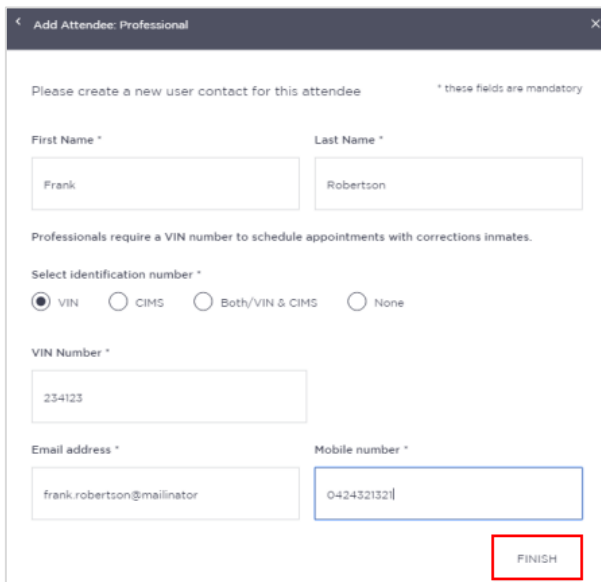
frank robertson

No record found

ADD NEW ATTENDEE

3. Click **Add New Attendee** button, displays *Add Attendee* pop-up screen
Enter required details for new user details.

You **must enter a valid VIN** and/or **CIMS** number for the guest attendee.



Please create a new user contact for this attendee * these fields are mandatory

First Name * Last Name *

Frank Robertson

Professionals require a VIN number to schedule appointments with corrections inmates.

Select identification number *

VIN CIMS Both/VIN & CIMS None

VIN Number *

234123

Email address * Mobile number *

frank.robertson@mailinator 0424321321

FINISH

4. Click the **Finish** button.

Note:

- Under certain circumstances a Guest Attendee that **does not have a VIN** number can be added to an appointment with a person in-custody. The **only time** this can be done is when you know that the attendee is **from a Government Agency**; eg NSW Police, NSW Government or Federal Government agency.
- A Guest Attendee **DOES NOT** have access to JUST Connect. However, provided their email address and/or mobile number has been entered in JUST Connect they will receive notifications (via email and/or mobile number) in regards to their appointment.

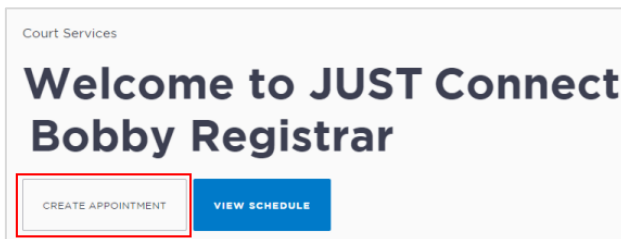
Book a Remote Witness Room

A remote witness room is used for vulnerable persons, complainants and sexual offence witnesses in prescribed sexual offence proceedings who are entitled to give their evidence from a place other than the courtroom. The remote witness room is considered to be part of the court and for the safety of witness their location is confidential. It is often booked at the time of setting a hearing date for a matter.

JUST Connect enables you to book a Remote Witness room to manage the usage of your rooms instead of maintaining a manual diary. 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.

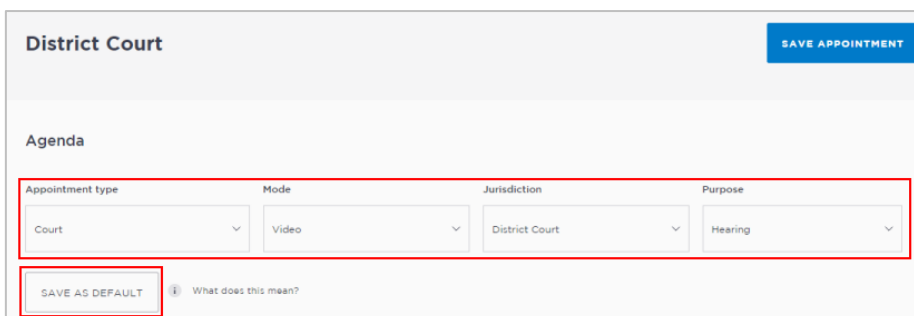
When booking a Remote Witness room it should not include any attendees, ie do not add any professionals or person in-custody to the appointment.

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 / Phone
- Jurisdiction: select required option eg Local Court
- Purpose: select required option, 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. Add Remote Witness room

- Click **Add Attendee** button, displays **Add Attendee** pop up window.
- Click **Remote Witness** button, adds the Remote Witness selection to the appointment.

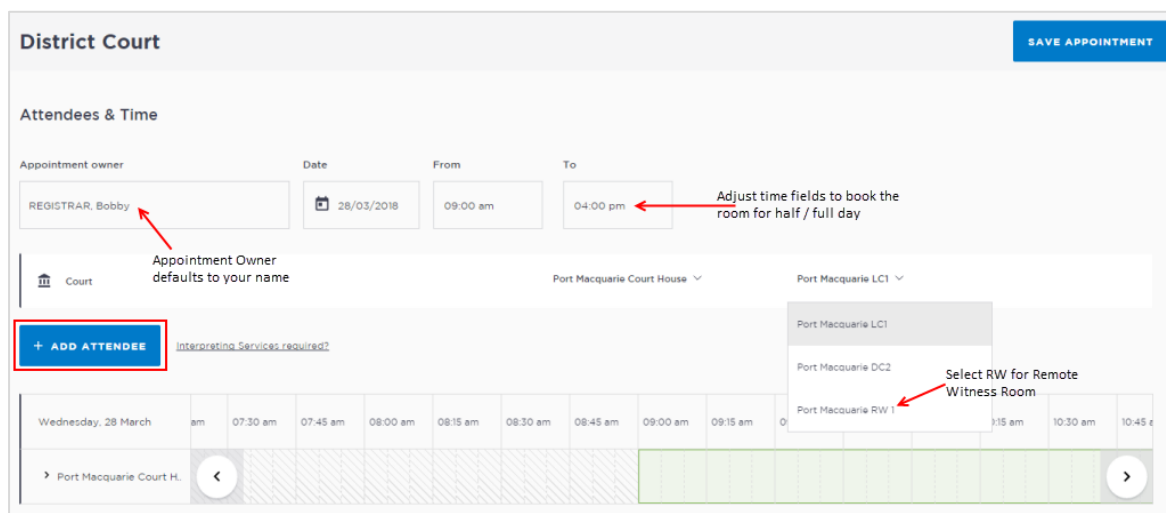


4. Date and Time: defaults to today's date and current time.

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

5. Location and Rooms: Remote witness rooms can be identified by the letters 'RW' that are included at the end of the room name, eg Griffith RW.

- If the system does not automatically assign a room containing letters '**RW**' click on the **drop down arrow** next to the allocated room and select a room that includes the letters '**RW**'.



Note: If required you can allocate other rooms at your location depending on availability

6. Appointment Notes:

Selecting a **Remote Witness Room** automatically adds an **Appointment notes** field to the appointment. This is a free text field and it is important that the relevant case information is entered.

- Enter **case information** into the **Appointment notes** field.

Note: The appointment note becomes part of the appointment and can be viewed by any of the attendees who have access to JUST Connect. The text entered will also appear in notifications, please do not enter any confidential information.

+ ADD ATTENDEE [Interpreting Services required?](#)

Appointment Notes

~~JusticeLink~~ Case No. 2018/00067349
Police v John Smith
Legal representative: Mary Jones
Hearing Duration: 1 hour
Offence: Common assault

7. 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.

Activity 3 – Create a Booking for Remote Witness Room

Objective: Create a booking for a Remote Witness Room.

Resources: Use the [Court Registrar](#) login. For details, refer to Appendix 1.

Appointment type	Court
Mode:	Video
Jurisdiction	Local Court
Purpose:	Hearing
Location	Use default location
Attendee	Add Remote Witness Room
Appointment Notes	JusticeLink Case No. 2018/00067349 Police v John Smith Legal representative: Mat Jones Hearing Duration: 3 hour Offence: Common assault
Date and time	Date: Select the tomorrow's (next business day) date Time: Select a 3 hour block
Interpreter Service	Not required.

Notes:

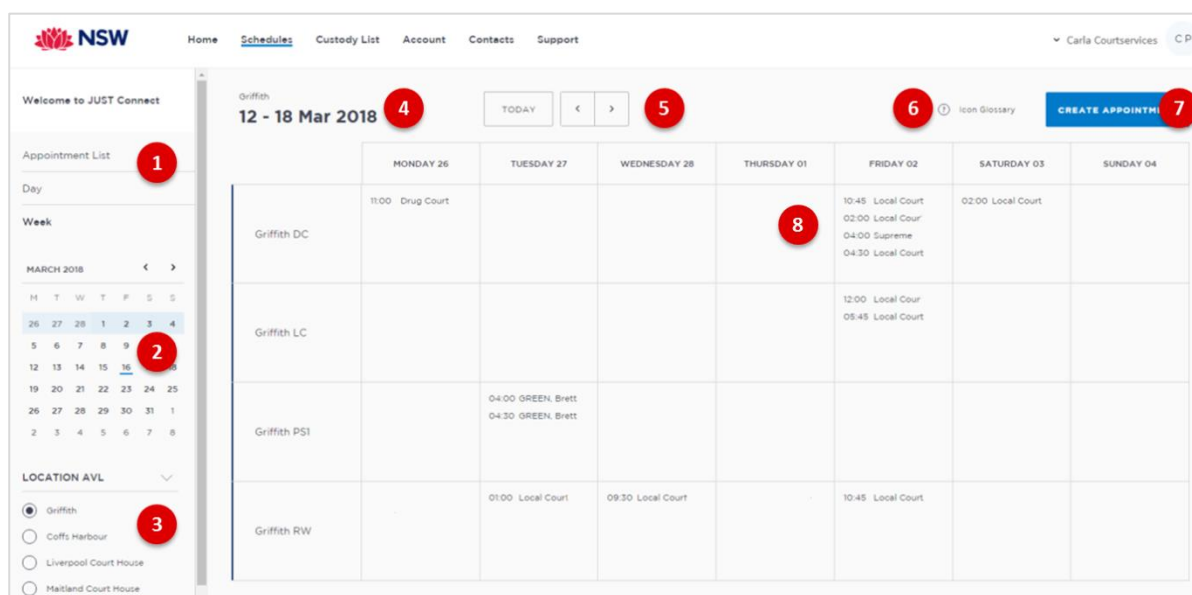
Schedule

View the Schedule

The Schedule in JUST Connect displays a calendar with an overview of all the AVL appointments specific to locations and rooms assigned to your area. You can view future and past appointments from the Schedule.

The schedule can be viewed in three different ways: Appointment List; Day; Week

The Schedule page will vary in appearance depending on your role, and permissions.



1. Viewing options:

- **Appointment List:** lists all scheduled appointments for the selected location and date; click on a date in calendar to view another date.
- **Day:** displays full day's schedule in detail including time slots and room numbers for selected location.
- **Week:** displays all appointments scheduled for the week including room numbers for the selected location.

2. **Calendar:** enables you select specific day or week to view, use the < > buttons to move forward and backwards select a different day/week.

3. **Location AVL:** select a specific location to view appointments and/rooms for that location.

Note: This option **may not be available**; access is dependent on your role and permissions.

4. **Date and Location:** Displays weekly schedule by default (current week) and location.

5. **Change Date:** use < or > buttons to move forward and backwards to a different day (day view) or date range (weekly view).

6. **Icon Gallery:** displays window listing icons used within JUST Connect and their description.

7. **Create Appointment button:** enables you to create an appointment without having to return to the Home page.

8. **View appointment details:** to view full appointment details **click on** or **hover over** the appointment.

Appointment List view

This view will default to the current day; however you can view another day by using the arrows at the top of the page, or by clicking a date in the calendar on the left of the screen.

You may also have the option to select different locations where appointments are scheduled; this can be done by selecting the radio button below the Location AVL section on the left of the screen. By default, the first location in the list will display automatically.

If any additional and/or changes are made to appointments the appointment list will automatically update to reflect the changes.

The screenshot shows the NSW JUST Connect interface. The top navigation bar includes Home, Schedules, Custody List, Account, Contacts, and Support. The user is logged in as Carla Courtservices. The main content area displays the date Thursday, March 08, and a 'CREATE APPOINTMENT' button. The 'Appointment List' section is highlighted with a red circle 1. The 'Scheduled (3)' section contains a table of appointments:

Time	Attendee	MIN	Location	Case Type	Staff	Location	More
12:30 pm	GREEN, Brett	MIN 123456	John Morony CC	Family and Friend (Video)	COURTSERVICES, Carla	Griffith LC	...
12:45 pm	GREEN, Brett	MIN 123456	John Morony CC	Court (Video)	COURTSERVICES, Carla +1	Griffith DC	...
2:50 pm	GREEN, Brett	MIN 123456	John Morony CC	Court (Video)	COURTSERVICES, Carla +1	Griffith LC	...

The 'Cancelled (1)' section contains one appointment:

Time	Attendee	MIN	Location	Case Type	Staff	Location	More
1:30 pm	PANIA, Johnny	MIN 911020		Court (Video)	COURTSERVICES, Carla +1	Emergency Lockdown	...

Red callouts 2, 3, and 4 point to the second appointment row, its '...' button, and the 'Icon Grid' button respectively.

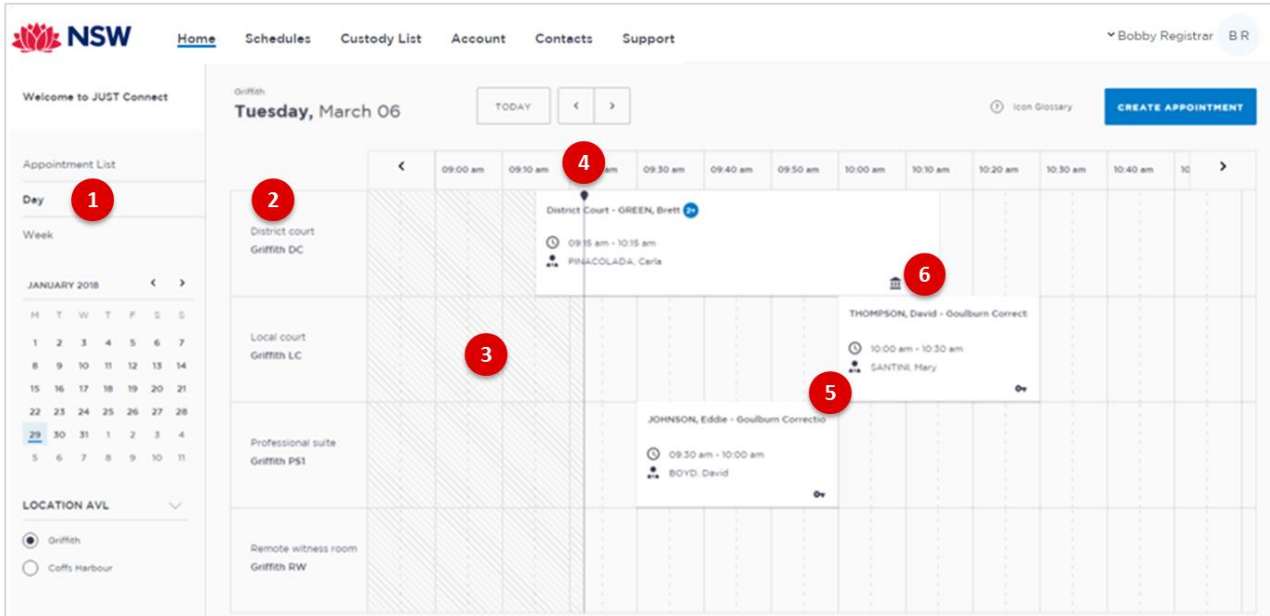
1. Lists all appointments for the **selected location and date**.
2. Lists all appointments (eg scheduled, cancelled, declined etc), location, times and attendees. Click anywhere on the appointment (displays mouse pointer) to view appointment details.
3. Click '...' button then select view to display appointment details.
4. **Print** button: creates a PDF document (lists all appointments for the selected day) which can be printed.

Notes:

Day View

The day view will display all appointments scheduled for the current day. The displayed date can be changed using the arrows at the top of the screen, or by selecting a date from the calendar.

Depending on your profile alternate locations may also be listed. To view another location, select the radio button beside the location on the left of the screen.



1. Lists all appointments for the **selected day and location**. Click on a **date** in calendar to view another day.
2. Displays **Rooms** at the selected location.
3. Shaded lines indicate room cannot be booked for that time zone (time zone display increments of 15 mins)
4. Line indicates **current time**
5. Displays **appointment details**; for example attendees, location, time
6. **Icon** at the bottom of the appointment box indicates the type of appointment.

Notes:

Week view

The week view will display all appointments scheduled for the current week, with the week always starting on a Monday. The displayed week can be changed using the arrows at the top of the screen, or by selecting a date from the calendar.

	MONDAY 26	TUESDAY 27	WEDNESDAY 28	THURSDAY 01	FRIDAY 02	SATURDAY 03	SUNDAY 04
Griffith DC	11:00 Drug Court			10:45 Local Court 02:00 Local Court 04:00 Supreme 04:30 Local Court		02:00 Local Court	
Griffith LC				12:00 Local Court 05:45 Local Court			
Griffith PSI		04:00 GREEN, Brett 04:30 GREEN, Brett					
Griffith RW		01:00 Local Court	09:30 Local Court		10:45 Local Court		

1. Click **Week** to view the week's appointments (default current week)
2. Use calendar to view different days or week.
3. Select the required location to view rooms and scheduled appointments
4. Use **< or >** buttons to move forward and backwards to view a different week
5. Displays list of all JUST Connect icons
6. Click to create a new appointment
7. Displays appointment times and attendee and/or type of appointment. Hover or click on the appointment to view full appointment details.

Notes:

View an appointment

An appointment can be viewed in detail by clicking the appointment summary from the home page or within the schedule.

Home Schedules Account Contacts Support Terms & Conditions Bobby Registrar BR

REYNOLDS, Marjorie - Silverwater Women's Correctional Centre

CANCEL APPOINTMENT EDIT APPOINTMENT

When
Wednesday, February 14, 2018
11:00 am - 11:30 am

Agenda
Correctional Meeting (Video)
Local Court
Conference with Client

Status
Scheduled

Attendees

Name	Phone	Location	Room
SILVERWATER, Francis	VIN 797898	Port Macquarie Court House	Port Macquarie PS 1 (Dial: 91376)
REYNOLDS, Marjorie	MIN 91111	Correctional Inmate	Silverwater Women's Correctional Centre Professional Studio 2 (Dial: 91798)

Hide history

Date & time	Previous status	Action taken	Edited by	Agency
13/02/2018 12:11 pm		Scheduled appointment created	Bobby Registrar	Court Services

Changelog

Participant added	Francis Silverwater
Participant added	Marjorie Reynolds
Owner set	Francis Silverwater
Start date set	14/02/2018 11:00 am
End date set	14/02/2018 11:30 am
Interpreter set	Not required
Jurisdiction set	Local Court
Purpose set	Conference with Client
Mode set	Video

1. Shows the **Date, Time** and **Agenda** for the appointment
2. Shows the **Status** of the appointment
3. Lists **attendees** and their details
4. Click **Show/Hide History** down arrow to show or hide history of any changes made to appointment.

Managing Appointments

Managing an appointment includes:

- Edit appointment details (eg add attendees, change locations, rooms, date or time)
- Cancel an appointment
- Accept or Decline an appointment

An Appointment owner, Corrective Servicer Officer or an attendee (excluding person in-custody) can **Cancel** an appointment.

Only a Correctional Service Officer has the functionality to **Accept or Decline** appointments.

When cancelling, declining or marking appointments that did not occur, a reason pop-up prompt will display enabling you to select from the drop-down list. It is important that the most relevant reason is selected. If more information is required there is a free text box following the selected reason. The selected reason will be included in the email and/or SMS notifications that are sent to attendees

Accept or Decline an appointment

All **Pending** appointments must be accepted or declined by a Corrective Services or Juvenile Justice Officer. All other appointments will be automatically scheduled (confirmed) by the system, i.e. are automatically accepted.

When a **Pending** appointment is declined appointment is **removed** from the appointment owner's and attendee's calendar (day and week) view. However it will remain in the **Appointment List** marked as **Decline**.

Notifications are automatically sent (via email / sms) to the appointment creator, and attendee's (excluding person in-custody) advising whether the appointment has been accepted or declined (includes reason why appoint was declined).

The screenshot displays the appointment management interface for 'SIMS, Dwayne - John Morony CC'. At the top, there are three buttons: 'EDIT APPOINTMENT', 'DECLINE APPOINTMENT', and 'ACCEPT APPOINTMENT'. The 'DECLINE APPOINTMENT' and 'ACCEPT APPOINTMENT' buttons are highlighted with a red border. Below the buttons, the appointment details are shown:

When	Agenda	Status
Wednesday, September 06, 2017 12:00 pm - 12:30 pm	Correctional Meeting (Video) Coroner's Court Conference with Client	🕒 Pending

Attendees:

Name	Phone Number	Role	Room	Role
SIMS, Dwayne	MIN 3456789	Correctional Inmate	John Morony CC	John Morony CC - Phone and Video ...
RITCHIE, Dennis	VIN 54321		Parramatta Legal Aid	RM.5.01 (Dial: 30501) Owner

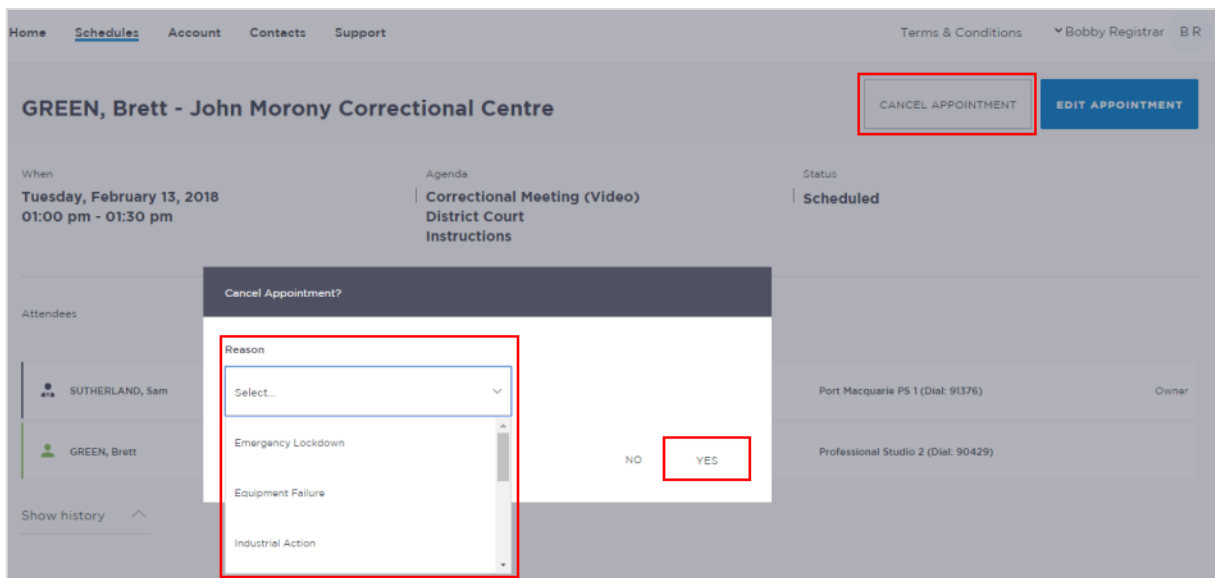
Cancel an Appointment

Appointments can only be cancelled by:

- The person who created the appointment; or
- Appointment owner; or
- Corrective Services Officer or Juvenile Justice Officer
- Location Manager – can cancel any appointment in their assigned locations.

1. From **Scheduler page** open the appointment, and then click **Cancel Appointment**.
2. Displays the **Cancel Appointment** prompt, click down arrow and **select reason** for cancelling appointment.

When cancelling an appointment a **reason for cancellation** must be selected from the drop-down menu.



3. Click **Yes** button to confirm.
4. Displays cancelled prompt, click **OK** button.

The appointment's status will be changed to **cancelled** and **removed** from the appointment owner's and attendee's calendar (day and week) views. However, they can still be viewed in the **Appointment list** (under the heading "Cancelled" marked in red).

A notification email is sent to appointment creator, appointment owner and attendee's (excluding person in-custody) advising **reason** for the cancellation.

Once an appointment has commenced it cannot be cancelled or edited.

Activity 5 – Cancel Appointments

Objective: Cancel Appointment

Resources: Use Court Registrar log-in refer to Appendix 1.

Instructions	Select a viewing option for Schedule <ul style="list-style-type: none">- From the Appointment list - open an appointment- Cancel the appointment
---------------------	---

Notes:

Edit an appointment

Appointments can be edited by the appointment creator, appointment owner and an attendee (excluding person-in-custody) of the appointment. They will also receive an email and/or sms notification when any changes are made to the appointment.

Location managers can view and edit any appointment at their designated location(s).

An appointment **cannot** be edited once it has commenced.

If an in-custody appointment is edited after 3pm the day prior, the appointment will need to be re-accepted to be confirmed (note that this applies only when changes have been made that impact the person in-custody, such as the date or time).

Editing an appointment can include:

- Change of date and/or time
- Change of location or room
- Adding attendees (i.e. additional attendees to the existing appointment)

You can navigate to the Edit Appointment page from various points, including the Appointment List, Day or Week view.

- Click on the appointment to open, then click **Edit** Appointment button.

Note: Any changes made to an appointment will display in the **History log** in the Appointment details screen.

JENSON, Helen - Silverwater Women's Correctional Centre CANCEL APPOINTMENT **EDIT APPOINTMENT**

When
Monday, March 26, 2018
10:45 am - 11:15 am

Agenda
Correctional Meeting (Video)
Local Court
Conference with Client

Status
Scheduled

Attendees

PORTMACQUARIE, Francis VIN 787888	Port Macquarie Court House	Port Macquarie PS 1 (Dial: 91376)	Owner
JENSON, Helen MIN 911112	Correctional Inmate	Silverwater Women's Correctional Centre	Professional Studio 2 (Dial: 91798)

Hide history

Date & time	Previous status	Action taken	Edited by	Agency
🕒 23/03/2018 12:16 pm		Scheduled appointment created	Bobby Registrar	Court Services

Changelog

Participant added	Francis Portmacquarie
Participant added	Helen Jenson
Owner set	Francis Portmacquarie
Start date set	26/03/2018 10:45 am
End date set	26/03/2018 11:15 am
Interpreter set	Not required
Jurisdiction set	Local Court
Purpose set	Conference with Client
Mode set	Video

Activity 6 – Edit Appointments

Objective: Edit Appointment

Resources: Use Court Registrar login, refer to Appendix 1.

Instructions	Select a viewing option for Schedule: <ul style="list-style-type: none">- Open appointment created in Activity 2 – Correctional Meeting- Change date and time of appointment to the following day- Remove one of the inmates from appointment- Add another inmate to the appointment
---------------------	---

Notes:

Notifications and Reminders

The system generates notifications which are sent via email or SMS for the following reasons.

Email notifications are sent:

- When a new appointment is created (scheduled or pending), to all attendees **not** including the person making the appointment (i.e. the creator)
- When a pending appointment is approved or declined, to all attendees and the creator.
- When any change is made to the appointment including time, location, attendees added or removed etc.
- When an appointment is cancelled, to all attendees and the creator and a reason will be given (note: a reason will not be given for family and friend appointments)
- At 8am to remind attendees of appointments, if users have requested email in their Account Settings or if they are a guest attendee and have an email address recorded in JUST Connect.

SMS Notifications

SMSs are only sent on the day of the appointment to appointment attendees. They are only sent to:

- Attendees who have a mobile number recorded and have requested SMS notification in their Account Settings; and
- Guest professionals/family (who do not set notification options) where a mobile number has been recorded.



An SMS is sent to the above attendees:

- At 8am to remind attendees of scheduled appointments
- At 8am to notify attendees of pending appointments that day that have not been confirmed (in a separate SMS to the above)
- Where the status of an appointment changes on the day of the appointment – i.e. the appointment is accepted, declined or cancelled on the day of the appointment.
- 5 minutes before the start time of family and friend appointments as a reminder.

Notification preferences can be managed by each user from their **Account** screen.

Examples:

Appointment is Created	Pending Appointment Accepted

Appointment has been edited	Cancelled Appointment
<div data-bbox="161 271 201 309">  </div> <h2 data-bbox="161 344 539 456">APPOINTMENT UPDATED</h2> <hr data-bbox="161 510 201 521"/> <p data-bbox="161 546 478 607"> Updated by Keith TRUBRIDGE, Corrective Services NSW keith.trubridge@mailinator.com </p> <hr data-bbox="161 645 177 656"/> <p data-bbox="161 667 612 790"> WITH Brett GREEN (MIN 123456) WHEN Wednesday, 29/08/2018 - 11:45am to 12:15pm Tuesday, 28/08/2018 - 11:46am to 12:16pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 </p> <hr data-bbox="161 806 177 817"/> <p data-bbox="161 826 437 934"> Please come to Sydney Legal Aid 789, 50 Phillip St, Sydney, NSW, 2000 Contact: 02 9219 5020 Click here to view map </p> <hr data-bbox="161 972 177 983"/> <p data-bbox="161 992 331 1010">APPOINTMENT NOTES</p> <p data-bbox="161 1050 609 1115"> To view or edit this appointment, visit: https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b77f6d6ad57d8000fab298e </p> <p data-bbox="161 1155 722 1220"> For instructions on dialling in, visit: http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx </p>	<div data-bbox="783 271 839 331">  </div> <h2 data-bbox="783 374 1311 528">APPOINTMENT CANCELLED</h2> <hr data-bbox="783 602 839 613"/> <p data-bbox="783 651 1225 736"> Cancelled by Keith TRUBRIDGE, Corrective Services NSW keith.trubridge@mailinator.com </p> <hr data-bbox="783 790 807 801"/> <p data-bbox="783 822 1369 965"> WITH Brett GREEN (MIN 123456) WHEN Saturday, 25/08/2018 - 11:30am to 12:00pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 </p> <hr data-bbox="783 1016 807 1028"/> <p data-bbox="783 1048 1021 1068">APPOINTMENT NOTES</p> <hr data-bbox="783 1122 807 1133"/> <p data-bbox="783 1153 1002 1207"> Cancellation Reason Emergency Lockdown </p>

Manage Personal Account Settings

You can manage your personal account settings via the Account page, accessed at the top of the screen.

From this page you can update your:

- Phone number
- Mobile number
- Notification preferences (both SMS and email)
- Email notification address

Note: you may wish to enter the court generic inbox email address for notifications.

To make changes to your details:

- Click **Account** link in menu bar
- Make your changes
- Click **Update Settings** to save the changes.

Changing your password:

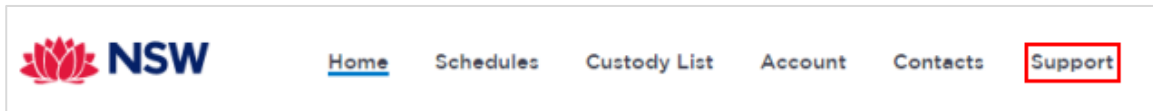
Your JUST Connect log-in is linked to your network password. If it needs to be changed, you should contact your normal IT support.

The screenshot shows the 'Account settings' page for Colin Corowa. The page has a navigation bar at the top with 'Home', 'Schedules', 'Account' (highlighted), 'Contacts', and 'Support'. On the right of the navigation bar are 'Terms & Conditions', a user profile dropdown for 'Colin Corowa', and a 'CC' icon. The main heading is 'Account settings: Colin Corowa' with a blue 'UPDATE SETTINGS' button to the right. Below this is the breadcrumb 'CSNSW Community Corrections > City Community Corrections'. The main content area is titled 'Manage your personal account settings here' with a note 'Fields marked * are mandatory'. It is divided into two columns: 'Name' and 'Contact details'. Under 'Name', there are fields for 'First Name' (containing 'Colin') and 'Last Name' (containing 'Corowa'). Under 'Contact details', there are fields for 'User Name / Email Address*' (containing 'colin.corowa@mailinator.com'), 'Phone number', and 'Mobile number'. Below this is a section for 'Manage your system notification preferences here' with four radio button options: 'Receive only SMS notifications', 'Receive only email notifications' (selected), 'Receive both email and SMS notifications', and 'Receive no notifications'. There is also an 'Email notification address*' field containing 'colin.corowa@mailinator.com'. The final section is 'Manage your JUST Connect Password here' with a sub-heading 'Change password'. It contains three password fields: 'Old password', 'New password', and 'Confirm new password'. Below the 'New password' field is a password strength indicator: 'Your password should have 7 characters minimum and 3 of the following characters'. The indicator shows four requirements: 'One lowercase character', 'One uppercase character', 'One number', and 'Special character', all of which are currently unmet.

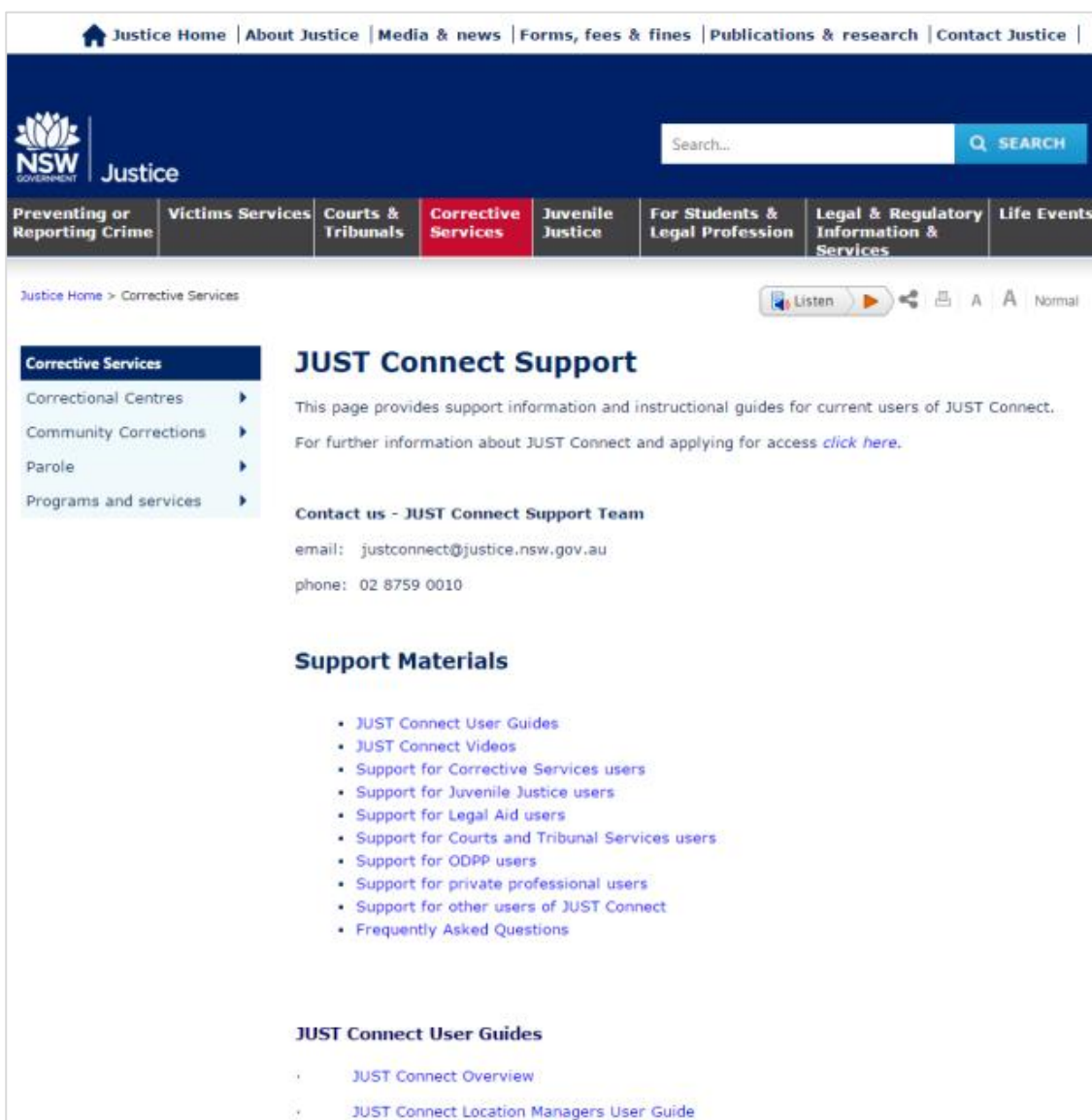
Support

The Support page provides support information and instructional guides for current users of JUST Connect.

- Click on the **Support** link in the Menu bar at the top of your screen.



- Displays the **JUST Connect Support** page.

A screenshot of the JUST Connect Support page on the NSW Justice website. The page has a dark blue header with the NSW Government logo and 'Justice' text. A search bar is visible. Below the header is a navigation menu with categories like 'Preventing or Reporting Crime', 'Victims Services', 'Courts & Tribunals', 'Corrective Services', 'Juvenile Justice', 'For Students & Legal Profession', 'Legal & Regulatory Information & Services', and 'Life Events'. The 'Corrective Services' category is highlighted. The main content area is titled 'JUST Connect Support' and contains the following text: 'This page provides support information and instructional guides for current users of JUST Connect. For further information about JUST Connect and applying for access [click here](#).' Below this is a 'Contact us - JUST Connect Support Team' section with email and phone information. A 'Support Materials' section lists various guides and videos. At the bottom, there is a 'JUST Connect User Guides' section with links to 'JUST Connect Overview' and 'JUST Connect Location Managers User Guide'.

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

Appendix 1 - Logins for training

Please find listed below 5 Training accounts for use in the training environment in conjunction with activities in this workbook. You can select any of the following accounts to log into the training environment and practice.

Each account lists username log-in and password, as well as person's in-custody which can be added when creating appointments (court, correctional meeting, and assessments).

Please keep in mind the following accounts may be used by multiple people simultaneously. This may lead to some time slots not being available when creating appointments. If this occurs you please selected an alternative time and/or date.

Training Link: <https://training.justconnect.justice.nsw.gov.au/login>

Training Account 1			
Role	Name	Username login	Password
Court Registrar	Sam Registrar	sam.registrar@mailinator.com	abc1234!
Lawyer	Ezekial Privatelawyer		
Inmate 1	MIN: 911111	Marjorie Reynolds	
Inmate 2	MIN: 911112	Helen Jenson	

Training Account 2			
Role	Name	Username login	Password
Court Registrar	Frank Registrar	frank.registrar@mailinator.com	abc1234!
Lawyer	Sian Privatelawyer		
Inmate 1	MIN: 911131	Brett Manning	
Inmate 2	MIN: 911132	Adam Pitman	

Training Account 3			
Role	Name	User name login	Password
Court Registrar	Jane Registrar	jane.registrar@mailinator.com	abc1234!
Lawyer	Susan Privatelawyer		
Inmate 1	MIN: 911050	Tomas Marin	
Inmate 2	MIN: 911008	Tony Souza	

Training Account 4			
Role	Name	User name login	Password
Court Registrar	Bobby Registrar	bobby.registrar@mailinator.com	abc1234!
Lawyer	Noah Privatelawyer		
Inmate 1	MIN: 911008	Ben King	
Inmate 2	MIN: 911009	Fernando Avila	

Training Account 5			
Role	Name	User name login	Password
Court Registrar	Mary Registrar	mary.registrar@mailinator.com	abc1234!
Lawyer	Sandra Privatelawyer		
Inmate 1	MIN: 911110	Frank Castillo	
Inmate 2	MIN: 911070	Matthew Howell	