JUST Connect

On the Job Workbook

Legal Aid

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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.

Using Workbook

This workbook has been designed for use as a self-paced training workbook, and it can also be used to conduct face to face training.

A training environment with training accounts has been provided (refer to Appendix 1 for details). You may select any of the training accounts to complete activities in this workbook.

Each training account lists username log-in and password, person's in-custody which can be added when creating appointments (correctional meeting & assessments) and name of private lawyers and medical practitioners.

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

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. It is used for the booking and management of video and telephone sessions, professional interviews, visits, meetings, conferences and court appearances.

About the AVL Project

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

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

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

The Project expanded the AVL network to:

- increase the number of courts with AVL conferencing capabilities
- increase video capacity at correctional facilities for court appearances, legal and professional interviews and family visits
- enhance video conferencing capabilities and access for professionals
- provide enhanced capability for witnesses to give evidence over the internet from overseas, interstate and remote regional locations
- provide a support system to enhance coordination, communication and connection across the network and the wider Justice community.

The AVL Project closed in June 2018 and ongoing maintenance and support of JUST Connect transitioned to the JUST Connect Service Support team under Corrective Services NSW.

System requirements

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

Google Chrome v56 or above

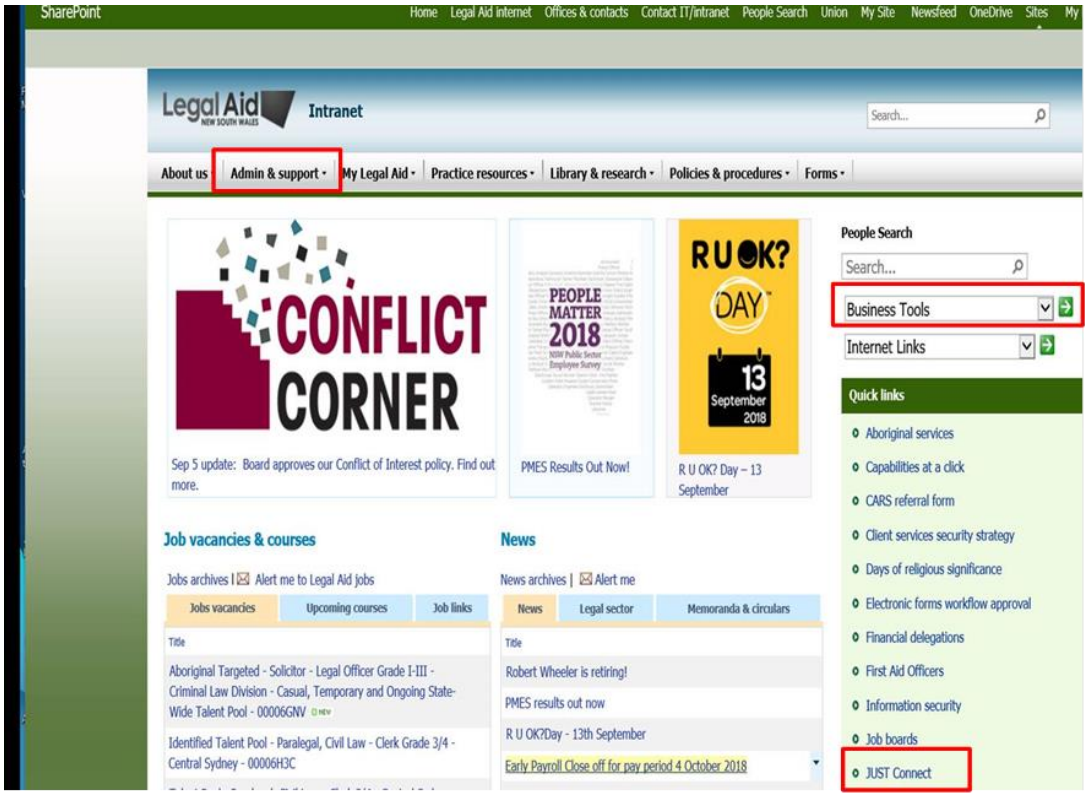
Internet explorer v11 or above

Logging into JUST Connect

Your Office Manager can onboard new users and manage roles and permissions for JUST Connect access.

Once onboarded JUST Connect can be accessed by Legal Aid staff:

- On the Legal Aid NSW Intranet
    - Through “Quick Links”
    - Through “Business Tools”
    - AVL tab accessed through the “Admin & Support”



The JUST Connect system requires authentication through a a username and password. If accessing JUST Connect through the Legal Aid NSW Intranet authentication will happen automatically through single sign on linked to your network login and password.

Internal users will be timed-out **after 1 hour** if there is no interaction with JUST Connect.

Re-set your password:

There should be no reason to reset your password. Your JUST Connect log-in is linked to your network password. This will automatically update whenever you change your Legal Aid password

Roles and Permissions

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

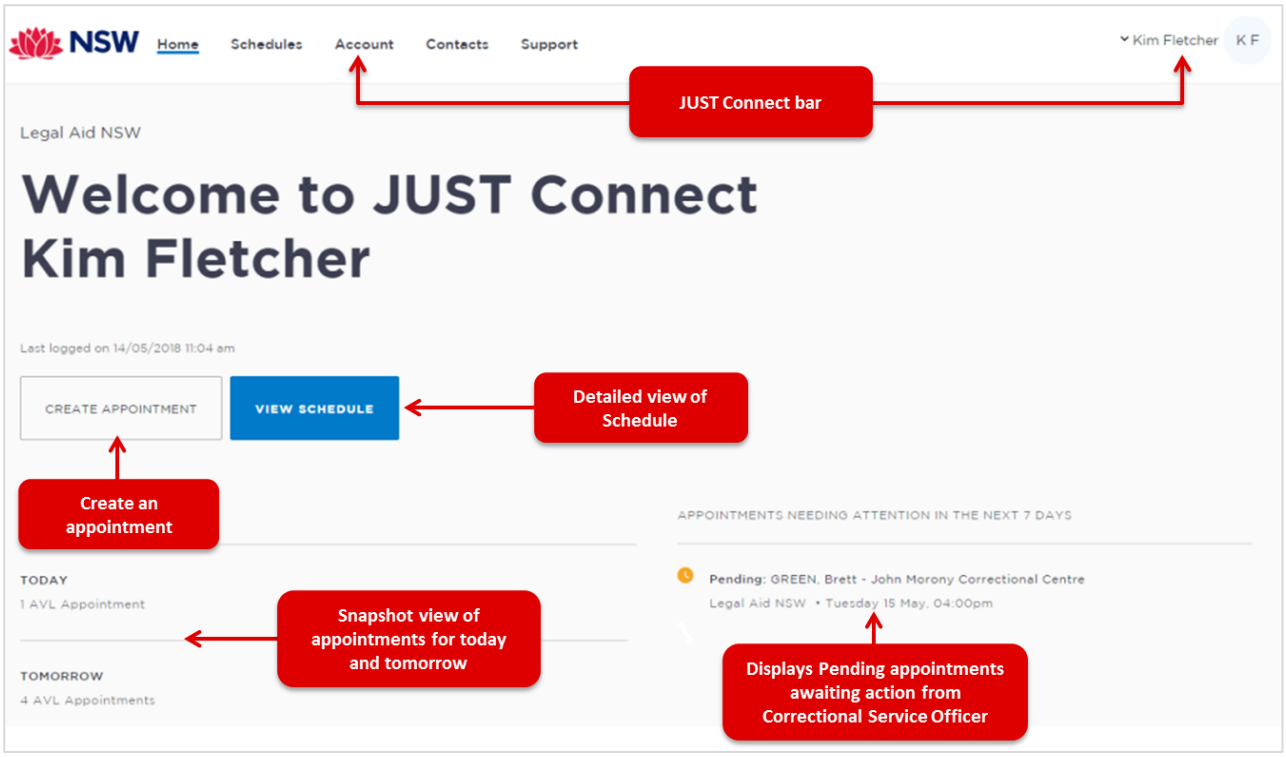
JUST Connect Roles	Assigned to Position
System Administrator	AVL Project
Location(s) Manager	Office Manager (LA); Regional Co-ordinator (ALS); Senior Officer in Charge (CorrSer)
Location Staff	Legal Support Officer; Corrective Services Officer, Community Corrections Officer, Juvenile Justice, ACCSO,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

Permissions	Location Manager	Location Staff	User
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.	✓	✕	✕
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	✓	✓	✓

Home Page

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
  - **Account** – update your personal account settings
  - **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 **Log in name** and **agency**
- **View Schedule** button – displays the schedule page with all appointments.
- **Create Appointment** button – displays New Appointment page enabling you to schedule an appointment
- **Upcoming** – provides a snapshot of your appointments for today and tomorrow.
- **Appointments needing attention** – Displays appointments that require your attention (eg pending) in the next 7 days. To view appointment details click on the appointment.

Activity 1 – Log-in and Navigate

Refer to Appendix 1 for Training Accounts log-ins

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.

	Using the training account provided log-in to the training environment for JUST Connect and explore the following areas:
	• Home page
	• Schedule
	  ○ Appointment list
	  ○ Day view
	  ○ Week view
	Note:
	• 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:

Appointments

Appointment Types

Legal Aid staff are able to book and/or manage the following types of appointments:

Types of Appointments	Description
Correctional Meeting	• Book and/or manage appointments on behalf of a legal professional with a person in custody. • Book and/or appointments with a person-in-custody which includes yourself and/or a colleague
Correctional Assessment	Book and/or manage appointments on behalf of a medical practitioner with a person in-custody.
Mandatory Case Conference	Book and/or manage appointments to hold conferences for legislated Early Appropriate Guilty Plea. Mandatory Case Conference appointments can be made by: • Legal Aid staff Lawyers • Legal Aid Location Managers • Aboriginal Legal Services (ALS) • ODPP and CDPP staff
Peer	Use to book an appointment with colleagues and/or peers, e.g. meetings, conference, interviews, training etc. Appointment can be 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 type of appointments that you can create and/or manage is dependent on your user profile, role and permissions.

Person in-custody 'in transit'

If you are making an appointment and the person in-custody is in transit between correctional centres, you will be prompted to call the JUST Connect Support Team when you enter the MIN or CIMS number. JUST Connect will not be able to retrieve the location until the person in-custody reaches their final destination.

If a person in-custody has future bookings in JUST Connect and goes into transit the appointment will be cancelled and notifications sent to all participants.

When OIMS has been updated with the new location JUST Connect will be able to access the information and users can make a new booking.

Interpreter service

The interpreter service in JUST Connect flags that an interpreter will be present at the appointment.

This **does not book** an interpreter for the appointment; you **must follow your existing business process to book an interpreter**.

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 inmate (Corrective Services) or detainee (Juvenile Justice)
- When the appointment is created (date and time) and when the appointment is to occur (date and time).

<table>
<tr><th>Appointment Status</th><th>Description</th></tr>
<tr><td>Pending</td><td>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>
<tr><th>Created/made:</th><th>Booked to Occur:</th><th>Status</th></tr>
<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>
</table>
If Correctional centre is defined as a high risk location then all appointments are assigned a status of Pending and will need to be approved by a Correctives Officer at that location.</td></tr>
<tr><td>Scheduled</td><td>Appointments with a person-in-custody made before 3pm to occur the next day or greater are automatically given a status of Scheduled.
Any appointments made which does not include a person in-custody are given a status of Scheduled regardless of when the appointment is made.</td></tr>
<tr><td>Cancelled</td><td>A scheduled or pending appointment has been cancelled.
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.</td></tr>
<tr><td>Accepted</td><td>The Pending appointment (with a person-in-custody) has been accepted by the Correctional Services or Juvenile Justice Officer.</td></tr>
</table>

Appointment Status	Description
Declined	The Pending appointment (with a person-in-custody) 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'.

Creating Appointments – Legal Aid Staff

Correctional Meeting Appointments

Legal Aid staff are able to create and manage appointments on behalf of a professional (lawyer or medical) with a person in-custody.

When booking an appointment you need to select the type of mode that will be used to conduct the appointment, e.g. via Video (AVL), In-Person or Phone.

In-person Appointments:

In-person appointments can be booked in JUST Connect for when a professional (lawyer or medical practitioner) requires a face to face meeting with a person in-custody rather than via AVL.

Currently in-person appointments can only be made with inmates at the Metropolitan Remand and Reception Centre (MRRC) facility

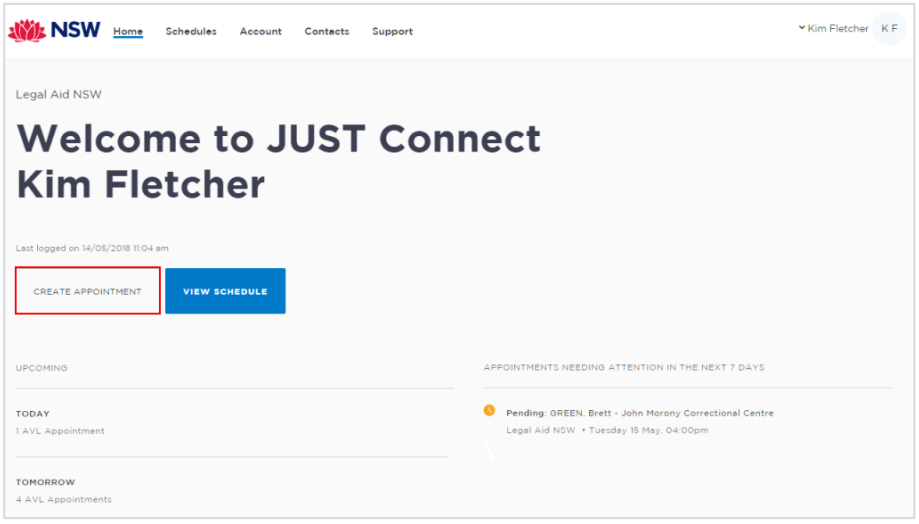
TIMES for Bookings: Between 9:00AM and 5:00PM

Note:

In the future, in-person appointment functionality will be made available at other Correctional facilities and JUST Connect access will be provided to additional professionals. As this occurs you will be notified.

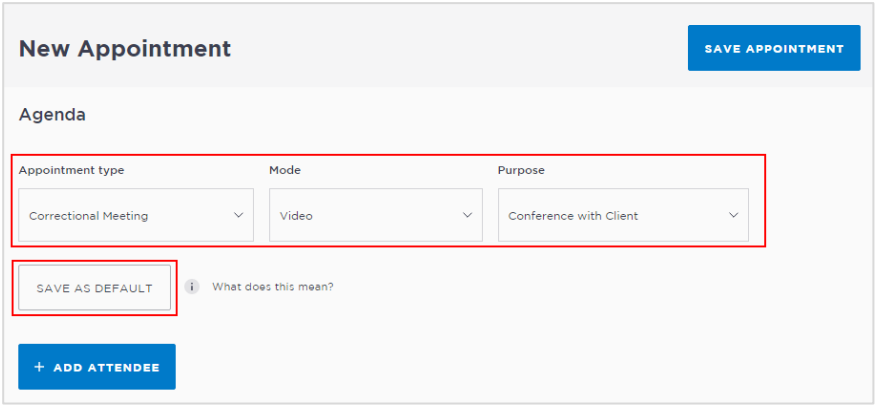
Correctional Meeting Appointments

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



2. Complete the Agenda details by clicking the **drop-down** arrow and selecting required option for:

- Appointment Type - Correctional Meeting
- Mode – Video for AVL (or Phone; or In person)
- Purpose – select an item from drop-down list



Save as Default button: If your appointments have common agenda types, you can set those types as your default.

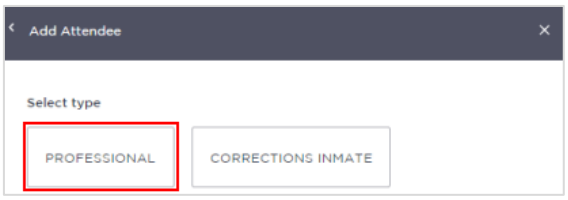
- Select options from various agenda drop down arrows, and then click the **Save as Default** button.

3. Click **Add Attendee** button, displays Add Attendee prompt. Select from the following options:

- Professional (Correctional Meeting - Legal or Correctional Assessment - Medical)
- Corrections Inmate

a. Adding a Professional:

- Click **Professional** button, then click in field and start entering the professional's name VIN number or email address.



- Displays drop down list, click on **name** required.

Correctional Meeting Appointments

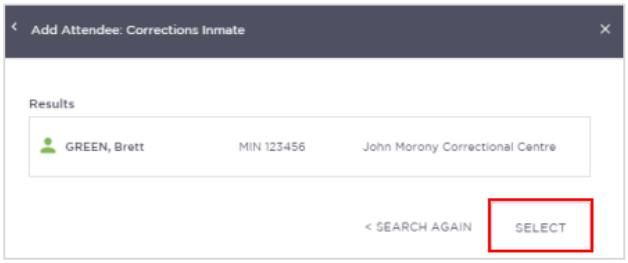
Note:

- 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).
- More than one professional can added to an appointment; repeat this step to add another professional.

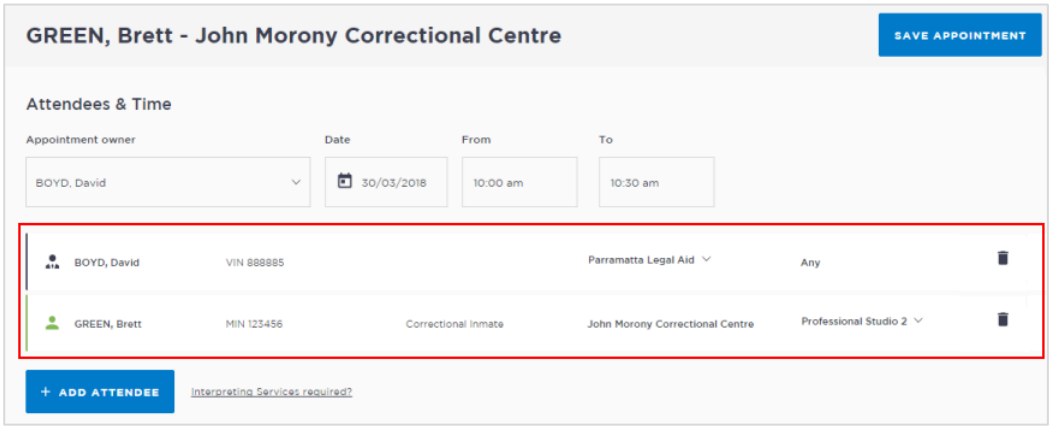
The system automatically assigns a Professional as the Appointment Owner; this can be changed to another professional if required.

b. **Adding a Correctional Inmate:**

- Click **Add Attendee** button, then click **Corrections Inmate** button.
- Enter the Inmate's **MIN** Displays drop down list with Inmate's name, MIN and location, click **Select** button.



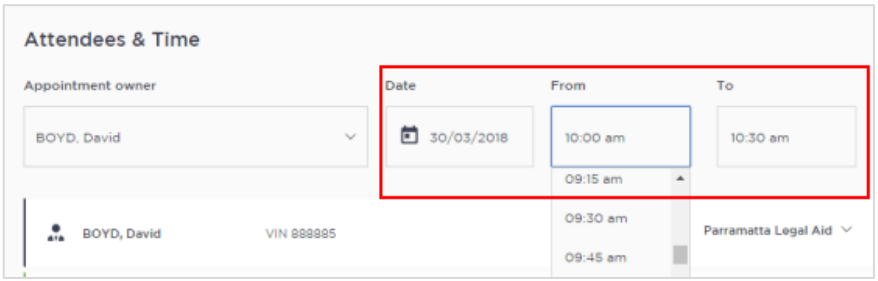
Ensure you check that the **correct** inmate details are returned, if it is **incorrect** click **Search Again** button and enter the correct MIN.



Note: To **remove** an attendee from appointment click on the **bin icon** at the end of the record.

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

- To change click in the **Date, From, To** fields and adjust as required.

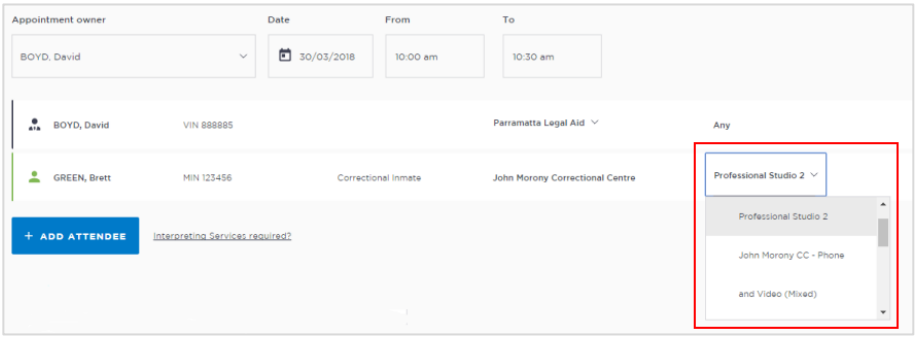


The schedule timeline will show:

- **Available** – displays the time in **green**.
- **Not available** - displays the time in **grey diagonal lines**.
- **Clash** – displays the time in **red**.

5. **Location and Rooms:** JUST *Connect* automatically allocates available room based on the location and the selected date and time.

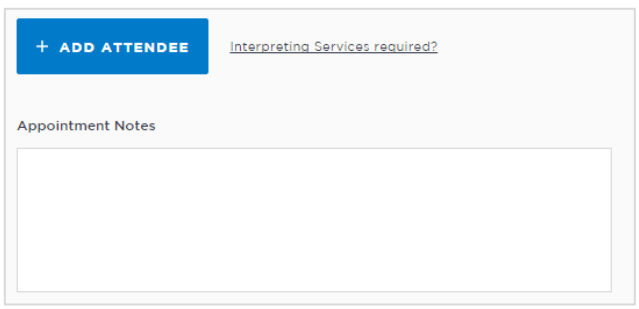
- If required click on **down arrow** next to the room name and number and select required room option.



6. **Appointment Notes**

This is a free text field where relevant case information can be entered if required.

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



Note: The appointment notes become part of the appointment and **can be viewed by any** of the appointment attendees who have access to JUST Connect.

7. **Save appointment:**

- Check you have selected and/or entered all the required appointment details, when complete.
  - Check **the Appointment Owner** is correct. The Appointment Owner is the person **responsible** for the meeting. They must be listed as a Professional and be an attendee. Click the **down arrow** next to Appointment Owner to change the owner if required.

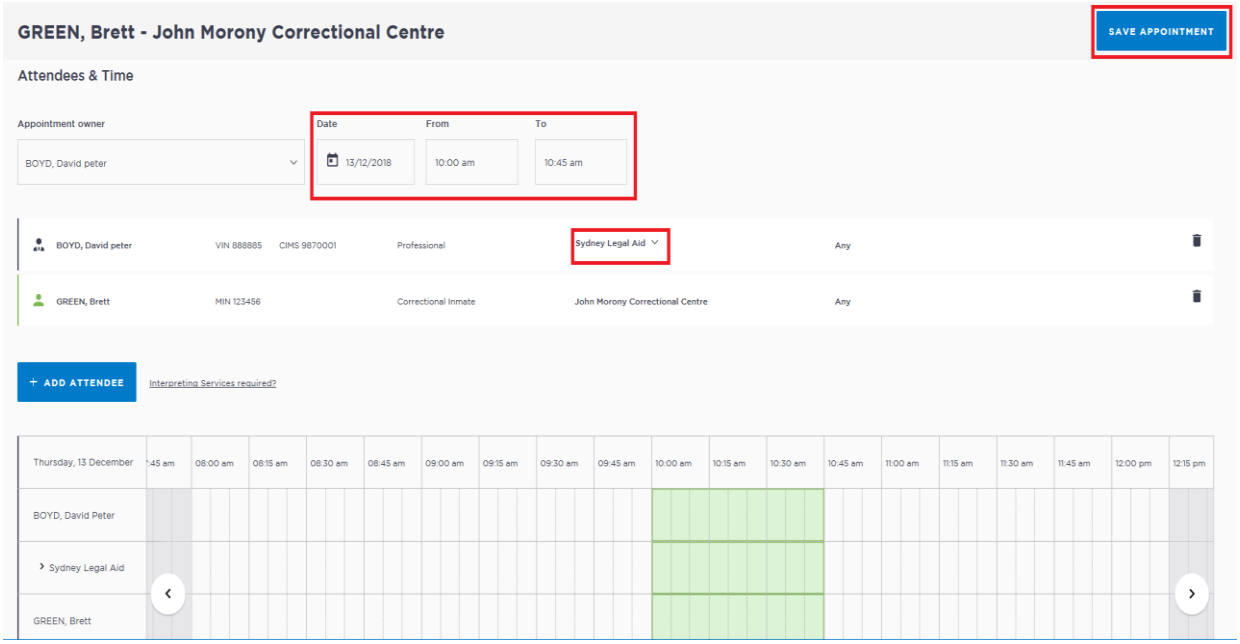
  Note:

  To delete any of the attendees, click the **rubbish bin** icon at the end of the row containing attendee's name.

- **Click** the **Save Appointment** button.

  Displays prompt advising Appointment has been **scheduled**.

- **Click OK** button.



Activity 2 – Create an appointment for Correctional Meeting on behalf of Legal Aid Lawyer

Refer to Appendix 1 for Training Accounts log-ins and correctional inmate MIN and name.

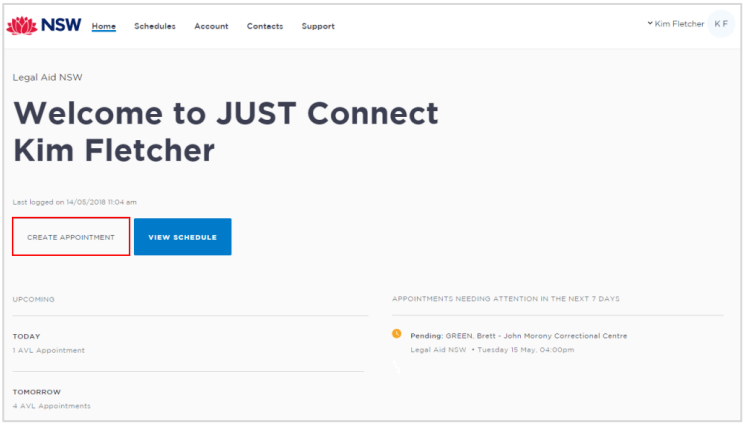
Appointment type	Correctional Meeting
Mode:	Phone
Jurisdiction:	Local court
Purpose:	Conference with client
Attendee	Add Legal Aid Lawyer (refer to Appendix 1) Add Correctional Inmate (refer to Appendix 1)
Location	Use default location
Date and time	Date: Select the next business day Time: Select an available time before 3:00pm
Interpreter Service	Not required.

Notes:

Book and/or manage appointments on behalf of a medical practitioner with a person in-custody.

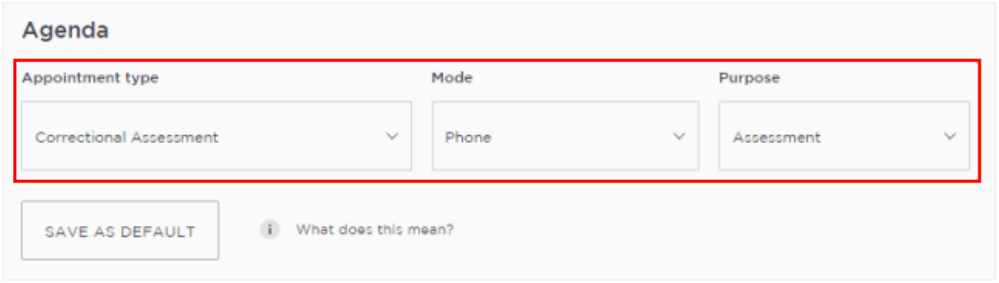
Correctional Assessment Appointment

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



2. Complete the Agenda details by clicking the **drop-down** arrow and selecting the required option for:

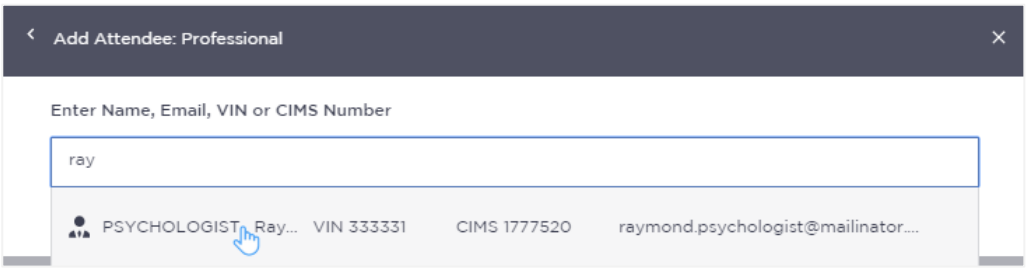
- Appointment Type : Correctional Assessment
- Mode: Phone; Video (AVL); In-person or Phone
- Purpose: Assessment



3. Click **Add Attendee** button (displays Add Attendee prompt).

a. Adding a Professional:

- Click **Professional** button
- Enter the professional's name; or enter their VIN number; or email address.
- Displays drop down list, click on **name** to select.

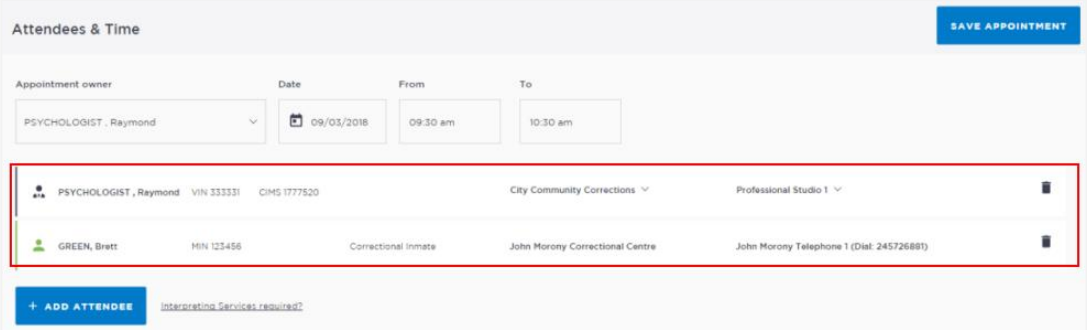


Correctional Assessment Appointment

b. Adding a Correctional Inmate:

- Click **Add Attendee**, then click **Corrections Inmate** or **Juvenile Detainee** button.
- Enter their **MIN** or **CIMS** (
- Displays drop down list with their name, MIN/CIMS and location, click **Select** button.

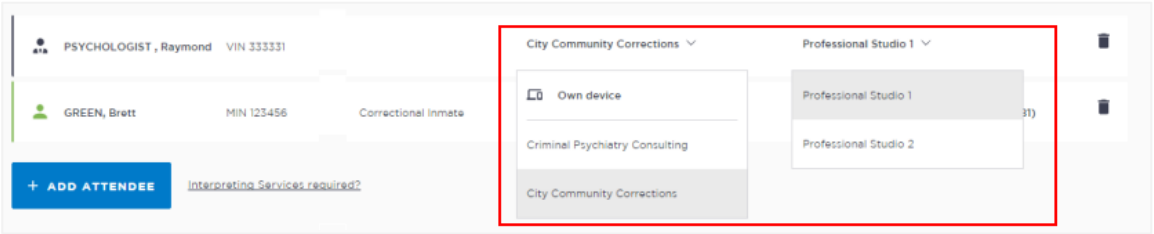
  Ensure you check that the **correct** person in-custody details are returned, if it is **incorrect** click **Search Again** button and re-enter the correct MIN/CIMS.



- Only **one person in-custody** can be **added** to each correctional meeting.
- To **remove** an attendee from appointment click on the **Bin icon** at the end of the record.

4. **Date and Time:** defaults to today's date and current time, click in the **Date, From, To** fields and adjust as required.
   - **Green** - indicates attendee and/or room are **available**.
   - **Grey Diagonal lines** – indicates the room is **not available**.
   - **Red** – indicates there is a **clash** and the attendee and/or room is **not available**

5. **Location and Rooms:** The location for a professional is based on their default location in JUST Connect. Rooms are automatically allocated based on location and room availability on the selected date and time.
   - To change (if required) click on **down arrow** to change the Location and/or Room.



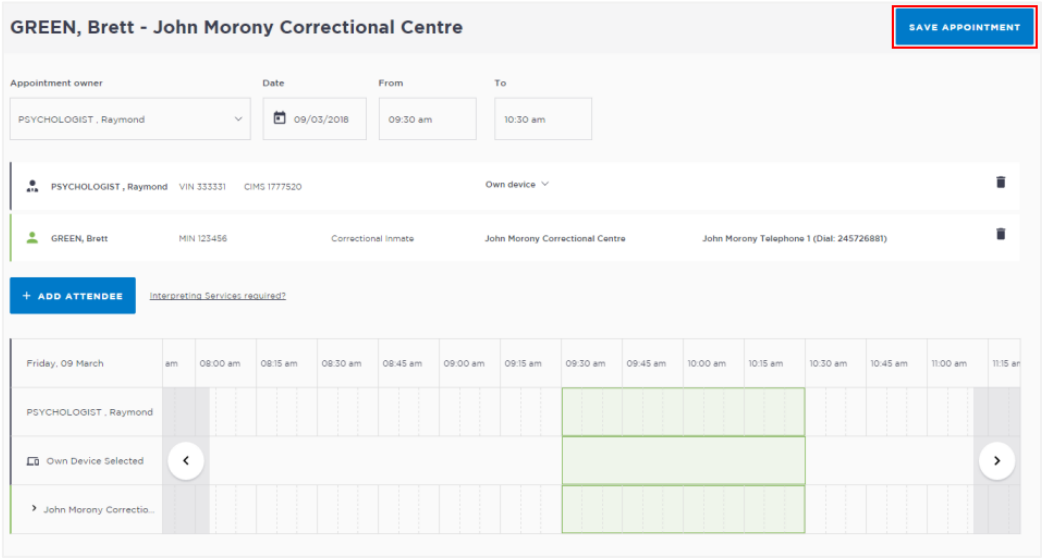
Correctional Assessment Appointment

You may select **Own device** for Private Medical practitioner or Lawyers location. Use this option when using a mobile or office phone for telephone appointments or webcam attached to a computer in an office that does not require a scheduled booking.

If using a tablet device for AVL appointments the device must have the pre-approved video conferencing software installed on the device. For more information in regards to setting up your own device (eg ipad, tablet) please contact the AVL Service Support team. (02 8759 0010).

6. **Save appointment:**

- Check you have selected and/or entered all the required appointment details, when complete.
  - Check **the Appointment Owner** is correct. The Appointment Owner is the person **responsible** for the meeting. They must be listed as a Professional and be an attendee. Click Appointment Owner **down arrow** to change the owner if required.
- **Click** the **Save Appointment** button.
- Displays prompt advising Appointment has been **scheduled**.
  Click **OK** button.



Activity 3 – Create an Appointment for Correctional Assessment

Refer to Appendix 1 for Training Accounts log-ins and correctional inmate MIN and name.

Appointment type	Correctional Assessment
Mode:	Video
Purpose:	Assessment
Attendee	Add Medical Practitioner (refer to Appendix 1) Add Inmate (refer to Appendix 1)
Location	Select the Legal Aid location
Date and time	Date: Select the next business day Time: Select an available time before 3:00pm
Interpreter Service	Not required.

Notes:

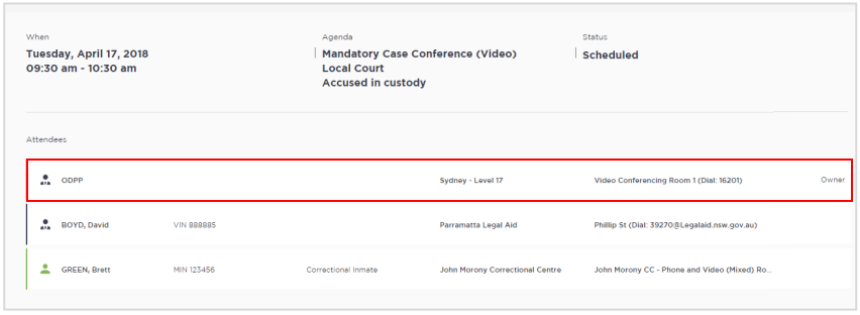
Mandatory Case Conference Appointment

The Mandatory Case Conference appointment must only be used for committal proceedings in the Local Court, or for a Serious Children's Indictable Offence in the Children's Court, where the Magistrate has made an order that a case conference certificate be filed.

Legal Aid administration staff and location managers are able to create appointments on behalf of private defence lawyers who do not already have access to JUSTConnect and who wish to use Legal Aid facilities for the case conference.

When booking this type of appointment, only the appointment owner, creator, or associated location manager, will be able to view the name or contact details of an ODPP or CDPP attendee in the appointment. To other attendees, the ODPP or CDPP details will be masked, and will appear as 'ODPP' or 'CDPP', i.e. their name will be masked.

Masking Example:



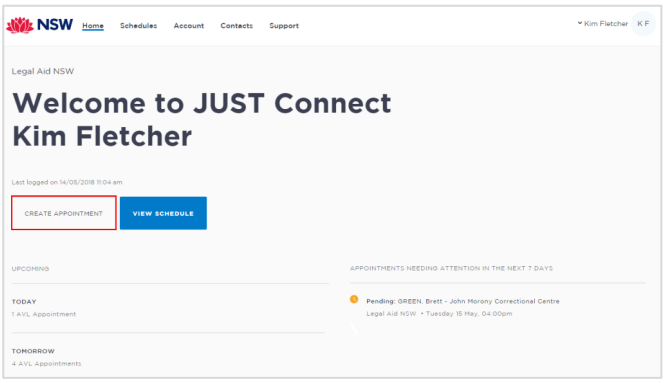
If the appointment for the Mandatory Case Conference is taking place at a Court location, you must:

- Email the Court Registrar (at the required Court location) and request that they book a court room using JUST Connect for the Mandatory Case Conference. No attendees should be added to the court room appointment, i.e. the booking will only be for the court room required.

- Create the Mandatory Case Conference appointment (refer to following steps). Include details of the court room (eg location and dial in number) in the Appointment notes of the appointment.

Mandatory Case Conference

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

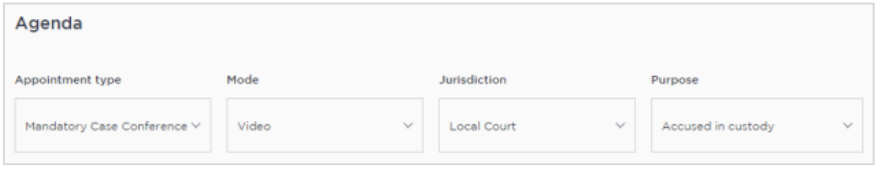


2. Complete the **Agenda** details by clicking the **drop-down** arrow and selecting the required option for:

   - Appointment Type: Mandatory Case Conference
   - Mode: Video
   - Jurisdiction: Local Court; or Children's Court
   - Purpose: Accused in Custody (Accused Not Present; Accused on Bail)

   Note:

   If the person in-custody is **not** required to attend this appointment, then in the **Purpose** field select **Accused Not Present or Accused on Bail**.



3. **Add a Professional:**

   - Click **Add Attendee** button
   - Click **Professional** button
   - Enter their Name, Email VIN or CIMS number in the search field
   - Displays drop-down list (if the attendee is already registered with the system, they should appear below the search field).

   - **Click on name** required.

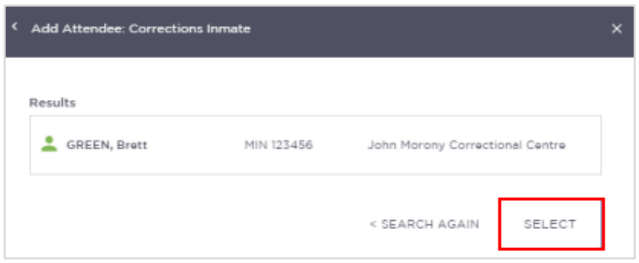
Mandatory Case Conference

- If you are **unable** to find the professional within JUST Connect, then you can add them as a **Guest Attendee** (refer to the section Add a 'Guest Attendee' to an appointment within this document).
- More than one professional can added to an appointment; **repeat this step to add** another professional.

4. **Add a person in-custody:**

Note: If you selected either **Accused Not Present or Accused on Bail** in the **Purpose** field then the Corrections Inmate and Juvenile Detainee buttons will not be available, as their attendance is not required.

- Click **Add Attendee** button, then click **Corrections Inmate** or **Juvenile Detainee** button.
- In search field enter their **MIN** (inmate) or **CIMS** (Detainee), displays drop-down list with inmate's name, click **Select** button.

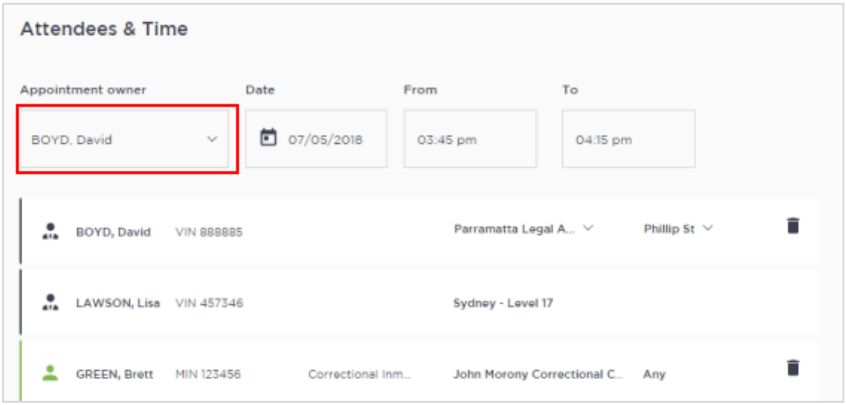


You cannot add more than one in custody attendee, so those options will now be greyed out if selected previously.

5. **Appointment Owner:**

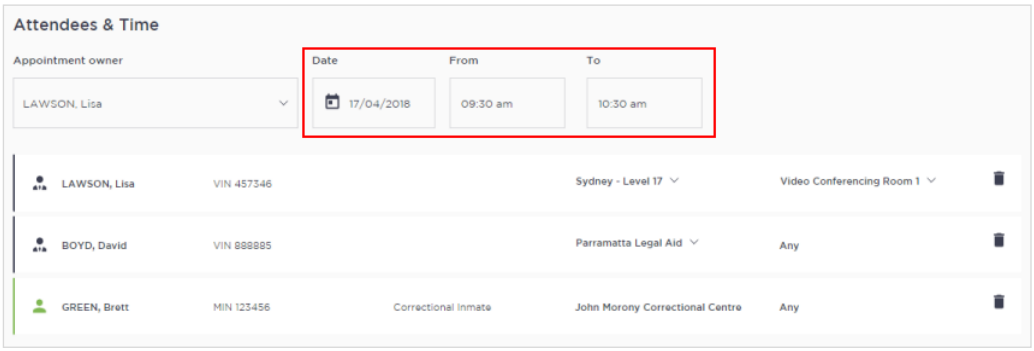
The appointment owner defaults to the first professional added to the appointment.

- To change, click on **drop down** arrow in the Appointment Owner field and select another professional attendee.



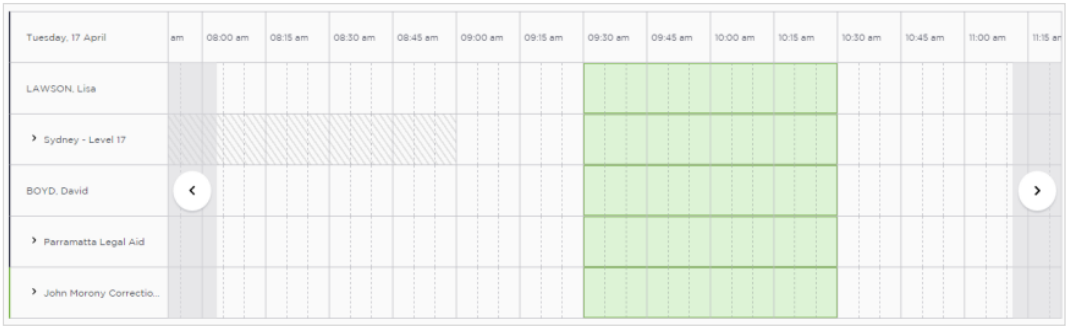
6. **Date and Time:** defaults to today's date and current time.

- To change click in the **Date, From, To** fields and adjust as required.



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

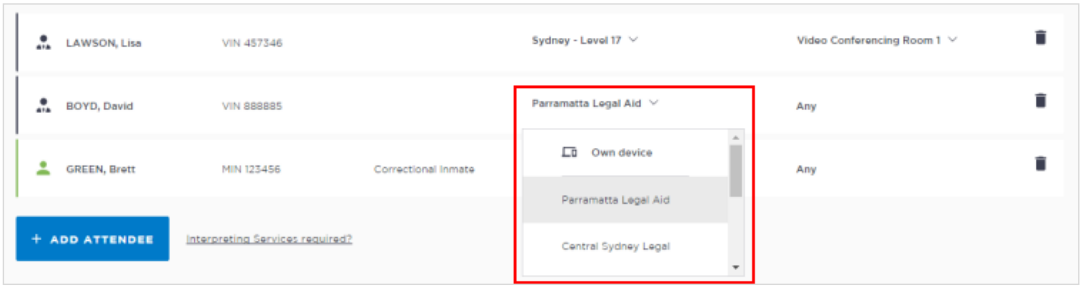
- **Available** – displays the time in **green**.
- **Not available** - displays the time in **grey diagonal lines**.
- **Clash** – displays the time in **red**.



7. **Location and Rooms:**

JUST Connect will automatically assign a room at the relevant default location if it is available.

- To change click on **down arrow** next to the room name and number and select required room from the list.



If using an tablet device for AVL appointments the device must have the pre-approved video conferencing software installed on the device. For more information in regards to setting up your own device (eg ipad, tablet) please contact the AVL Service Support

team(02 8759 0010).

8. **Appointment Notes**

Please do not enter any confidential information into the appointment notes, as these notes will be visible to all attendees, and will also display in the appointment reminder notifications.

9. **Save appointment:**

Check you have selected and/or entered all the required appointment details, when complete.

- Click the **Save Appointment** button.
- The *Appointment scheduled* screen displays, then click **OK** button.

Notes:

Activity 4 – Create a Mandatory Case Conference Appointment

Refer to Appendix 1 for Training Accounts log-ins and details

Login	Use ODPP Professional login
Appointment type	Mandatory Case Conference
Mode:	Video
Jurisdiction:	Local court
Purpose:	Accused in Custody
Attendee	Add Legal Aid Lawyer (refer to Appendix 1) Add ODPP Professional Add Correctional Inmate (refer to Appendix 1)
Location	Use default location
Date and time	Date: Select the next business day Time: Select an available time before 3:00pm
Interpreter Service	Not required.

Notes:

Peer Appointment

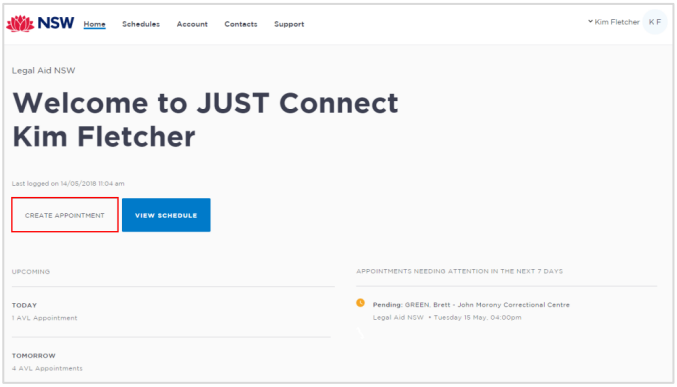
Book an appointment with colleagues and/or peers, to be used for meetings, conference, interviews, training etc or to block out an AVL suite if it is unavailable for reasons other than AVL (eg. Mediation)

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

Persons in custody cannot be added to a Peer appointment. Attendees should be listed as Professional attendees.

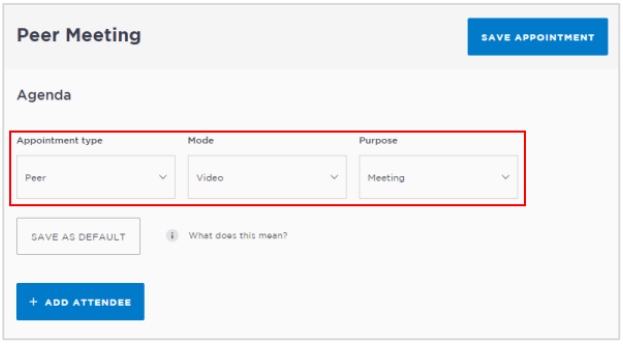
Peer Appointment

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



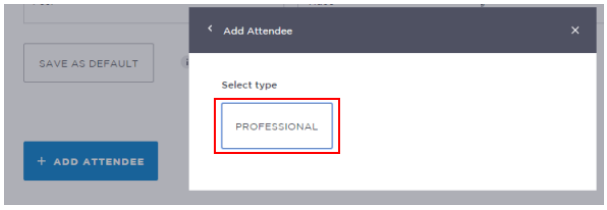
2. Complete the Agenda details by clicking the **drop-down** arrow and selecting the required option for:

   - Appointment Type: **Peer**
   - Mode: Video or Phone
   - Purpose: Meeting / Interview / Training



Peer Appointment

3. Click **Add Attendee** button, and then click **Professional** button.



- Click in field and start entering person's name, displays **drop-down** list, click **on name** to select.

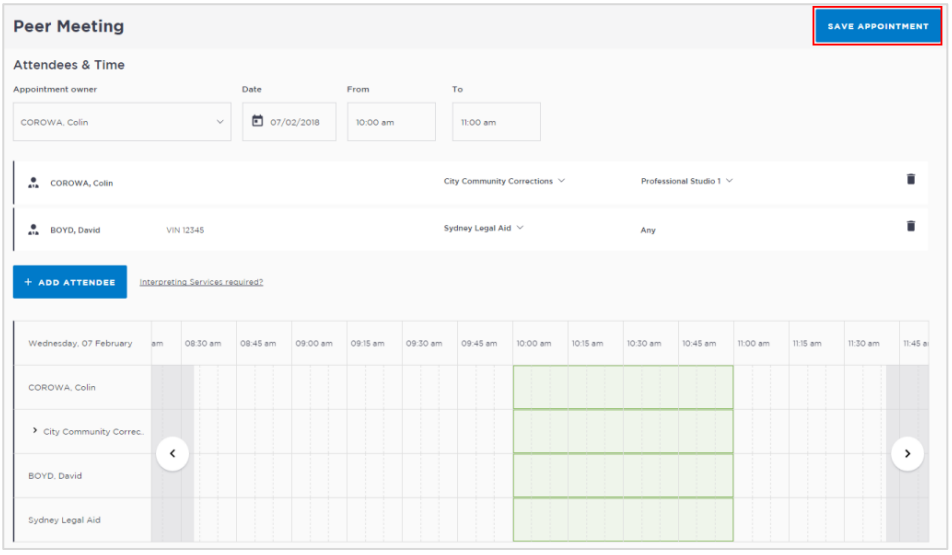
- To add additional professional attendee's to appointment, repeat this step (Step 3).

4. **Date and Time:** defaults to today's date and current time, click in the **Date, From, To** fields and adjust as required.
   - **Green** - indicates attendee and/or room are **available**.
   - **Grey Diagonal lines** – indicates the room is **not available**.
   - **Red** – indicates there is a **clash** and the attendee and/or room is **not available**

5. **Location and Rooms:** The location for a professional is based on their default location in JUST Connect. Rooms are automatically allocated based on location and room availability on the selected date and time.
   - To change (if required) click on **down arrow** to change the Location and/or Room.

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**, and then click **OK** button.



Activity 5 – Create an appointment for a Peer Meeting

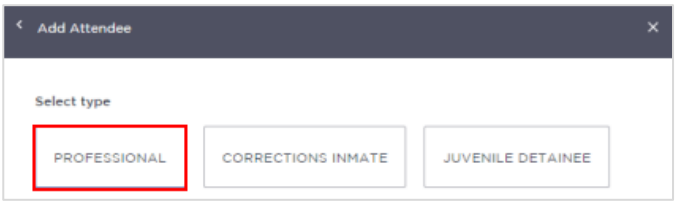
Refer to Appendix 1 for Training Accounts log-ins.

Appointment type	Peer
Mode:	AVL
Purpose:	Meeting
Attendee	Add yourself (Legal Aid staff) Add colleague / professional; eg Legal Aid Lawyer
Location	Use default location
Date and time	Date: Select the next business day Time: Select an available time before 3:00pm
Interpreter Service	Required

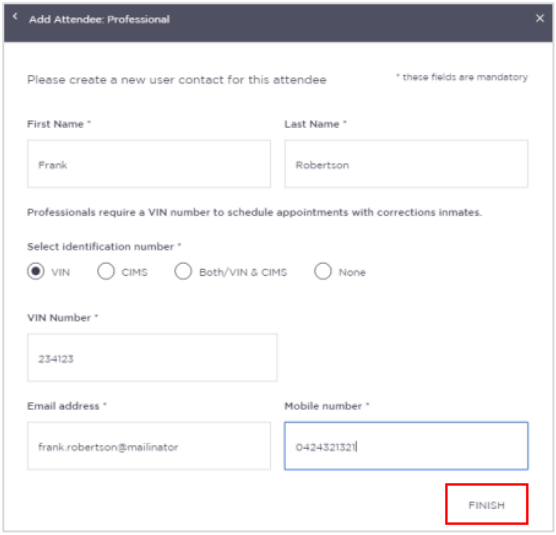
Notes:

Add a Guest Attendee to an Appointment

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

Adding a Guest Attendee	
1.	Create an appointment (e.g. Correctional Meeting or Correctional Assessment appointment)
2.	Select Date and Time required.
3.	Click **Add Attendee** button, and then select **Professional** button.
4.	Enter name, email, or VIN, displays **"No Record found"**
5.	Click **Add New Attendee** button, displays *Add Attendee* pop-up screen. 
6.	**Enter** required details for new user details, you **must enter a valid VIN** and/or **CIMS** number for the guest attendee if they are likely to attend appointments with persons in custody on this or any future occasion. . • Click the **Finish** button

Adding a Guest Attendee



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 Department of Justice, 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.

Notes:

Activity 6 – Add a Guest attendee to Correctional Assessment

Refer to Appendix 1 for Training Accounts log-ins.

Appointment type	Correctional Assessment
Mode:	AVL
Purpose:	Assessment
Attendee	Add medical practitioner; make up your own fictitious name; VIN and email address. Add an inmate (refer to Appendix 1)
Location	Use default location
Date and time	Date: Select the next business day Time: Select an available time before 3:00pm
Interpreter Service	Required

Notes:

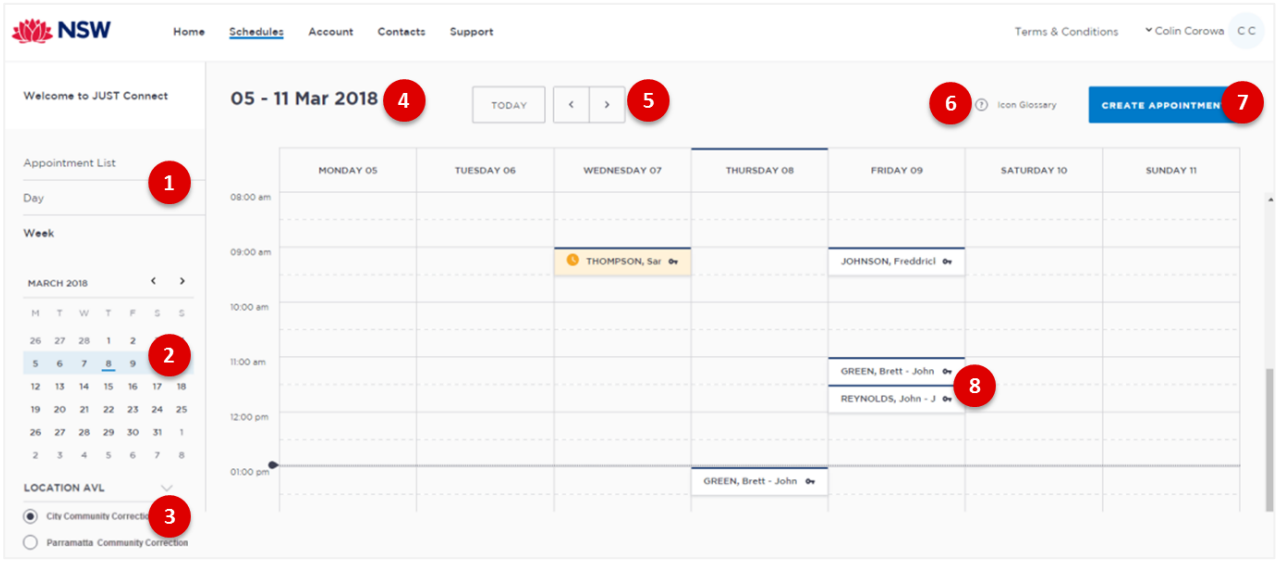
Schedule

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:** displays if you are allocated more than one location, select a specific location to view appointments and/rooms for that location.

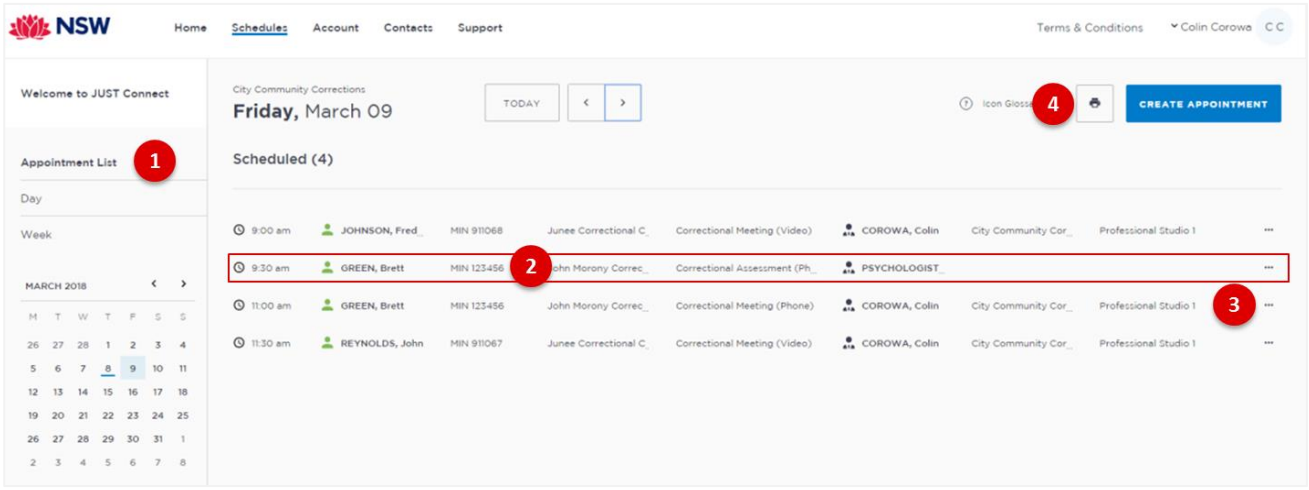
   Note: This option **may not be available;** access is dependent on your role and permissions.
4. **Date:** Displays weekly schedule by default (current week) and location.
5. **Change Date:** use **< or >** buttons to move forward and backwards to a different day (day view) or date range (weekly view).
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 any other 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.

For Corrective Service Officers the appointment list is used to manage inmates appearing via AVL. The appointment list details all **Court appointments and Professional** appointments, as well as any appointments that have been cancelled. Data for the Appointment List page is retrieved from OIMS once each morning at approximately 5am.

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



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.

Note:

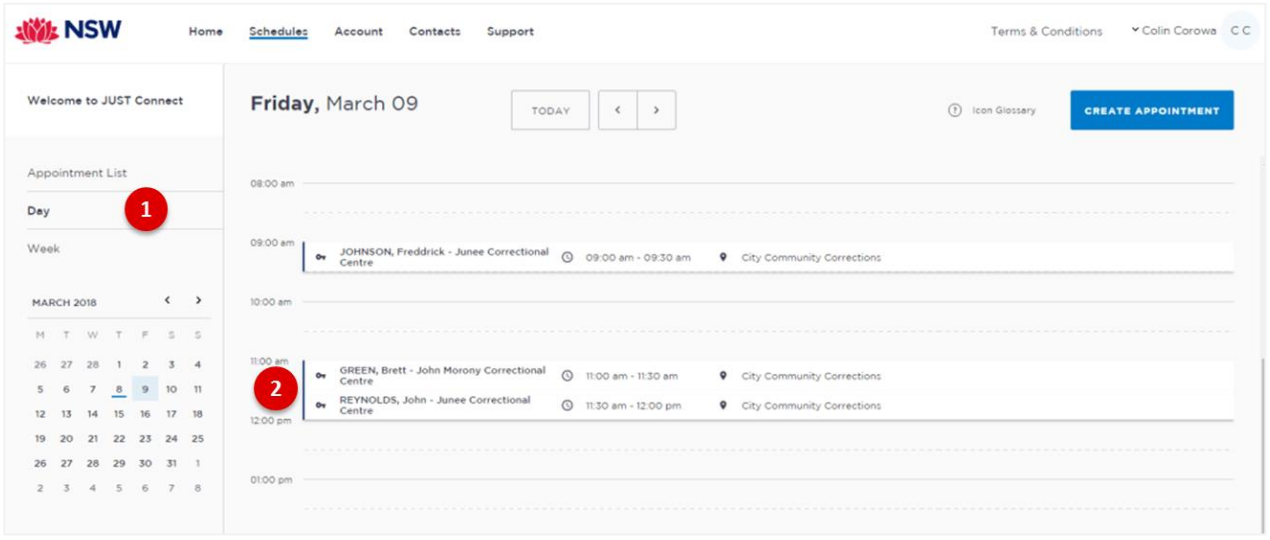
Appointment list will also display:

- Any cancelled or declined appointments (removed from Day and Week schedule)
- Any appointments made by yourself on behalf on a colleague and/or external professional (eg medical practitioner).

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.



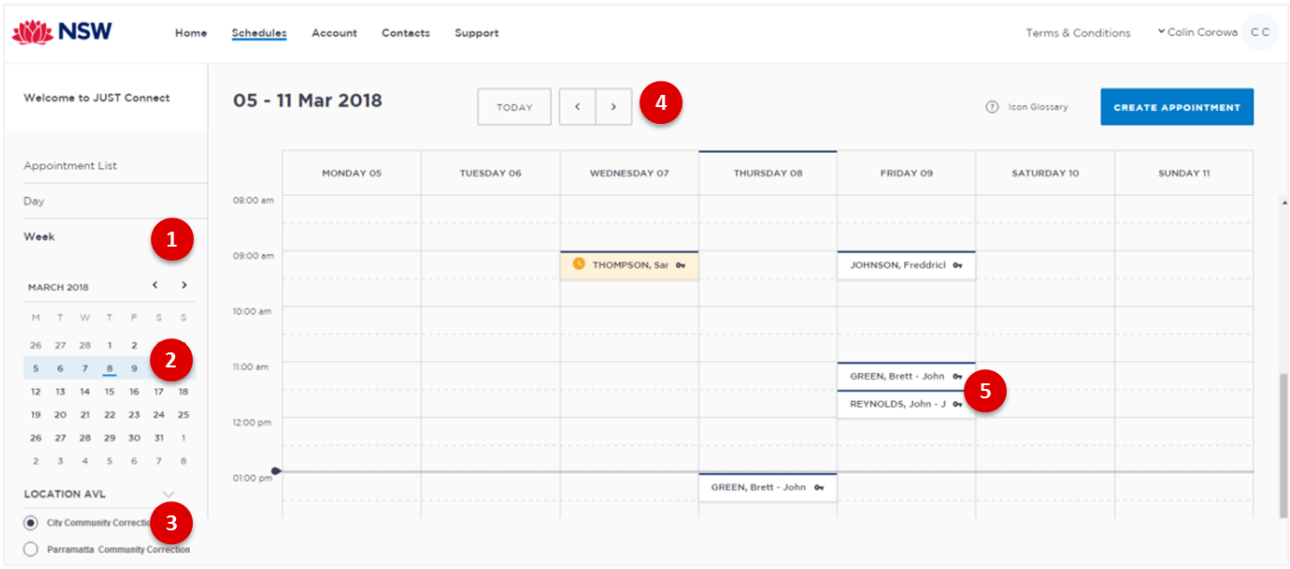
1. Lists all appointments for the **selected day and location**. Click on a **date** in calendar to view another day.

2. Displays **appointment details**; for example attendees, location, time

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.

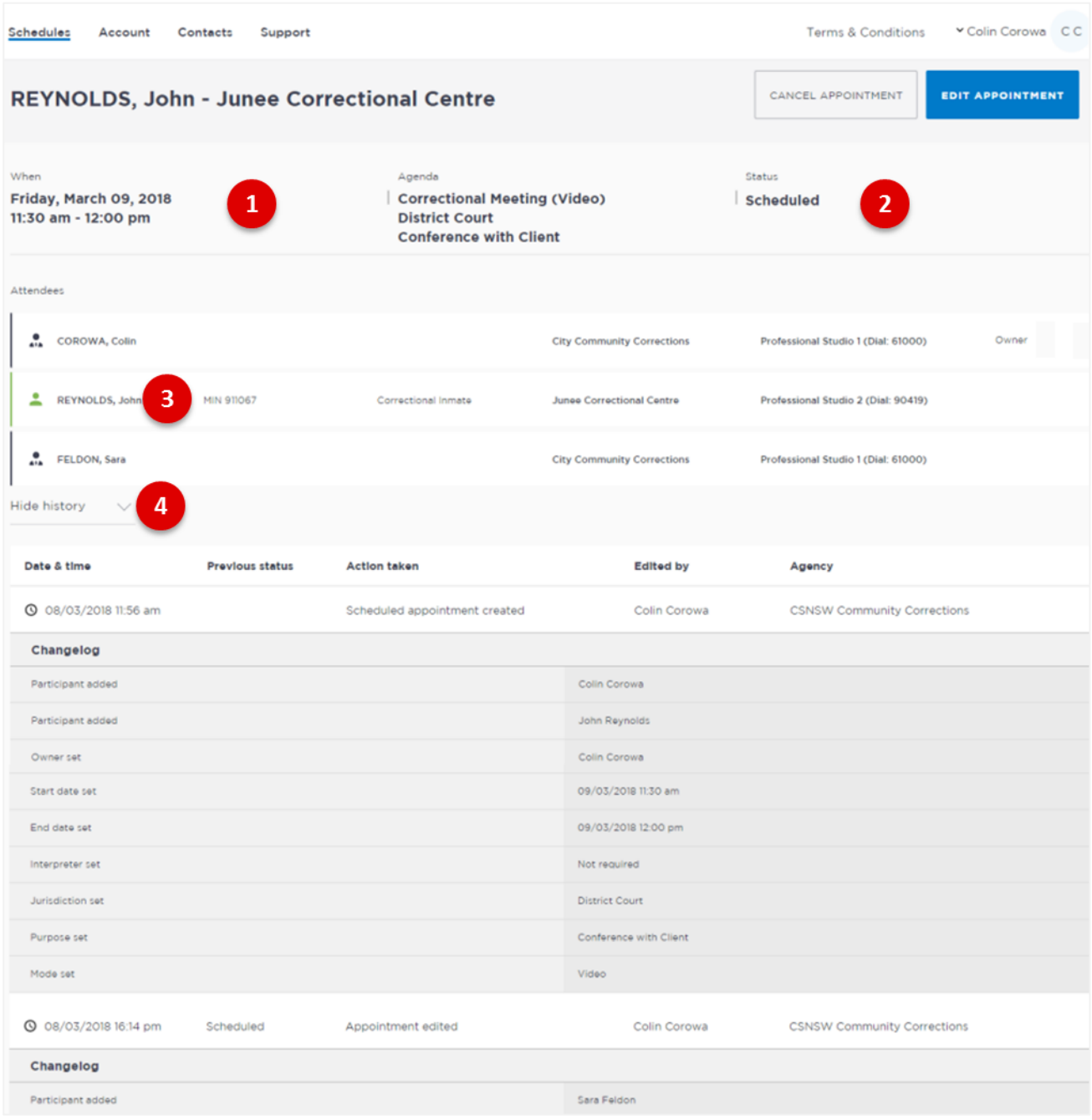


1. Click **Week** to view the week's appointments (default current week)
2. Use Calender to view a different week
3. Select the required location (if applicable) to view scheduled appointments
4. Use **< or >** buttons to move forward and backwards to view a different week
5. Displays appointment times and attendee. Hover or click on the appointment to view 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.



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.

Activity 7 – Viewing the Schedule

Refer to Appendix 1 for Training Accounts log-ins.

Instructions	Review the appointments you have created using the following schedule views: • Appointment list • Day view • Week view
	View the appointment list: • Select a day containing appointments • Download the appointment list

Notes:

Managing Appointments

Managing an appointment includes the following functions for:

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

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

Only a Correctional Service Officer or Juvenile Justice 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.

Cancel an Appointment:

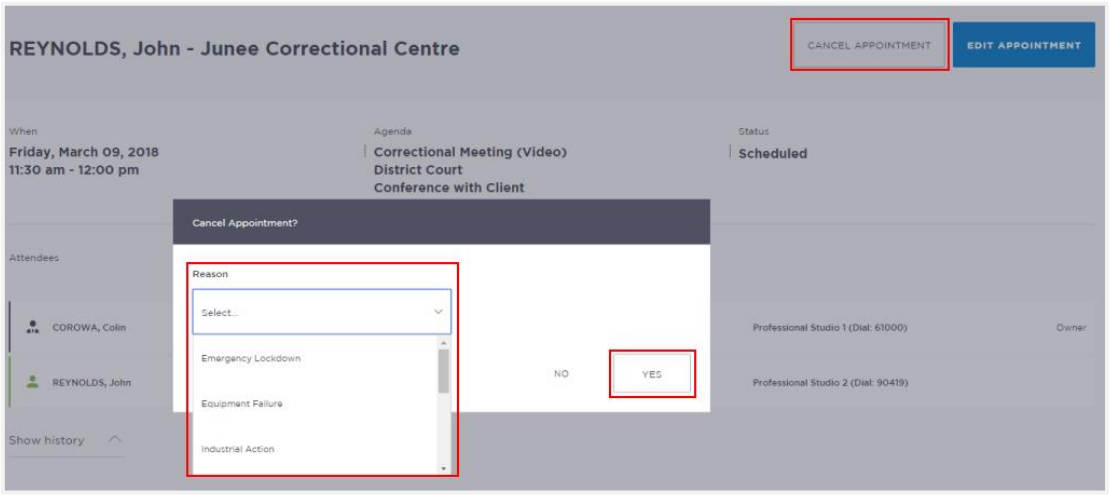
Appointments can only be cancelled by:

- The person who created the appointment; or
- Appointment owner; or
- AVL Officer at a Correctional facility
- 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 list.



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, it can still be viewed in the **Appointment list**

A notification is sent (via email and/or sms) to the 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 8 – Cancel an Appointment

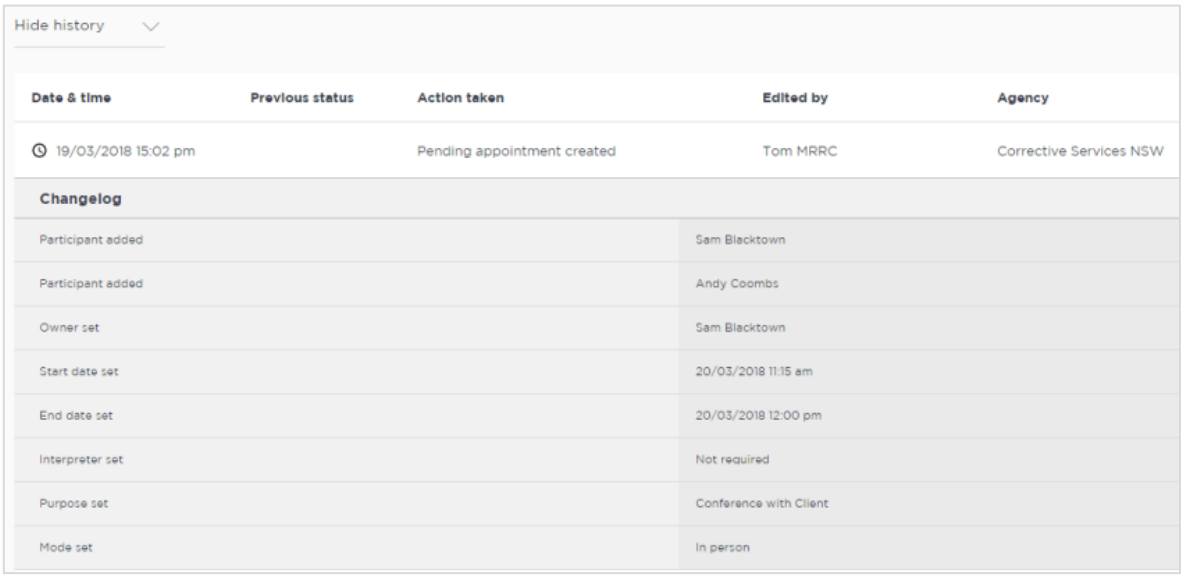
Refer to Appendix 1 for Training Accounts log-ins.

Instructions	Open appointment created in Activity 3 (Correctional Assessment) • Cancel Appointment • Viewing the cancelled appointment in the Appointment List

Notes:

History log

When an appointment has been edited, it will create a history log. Any appointment that has been edited, accepted, rejected or cancelled will have a history log.



The history log can be viewed from the appointment details screen (open appointment), click **down arrow** next to **Show History**.

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.

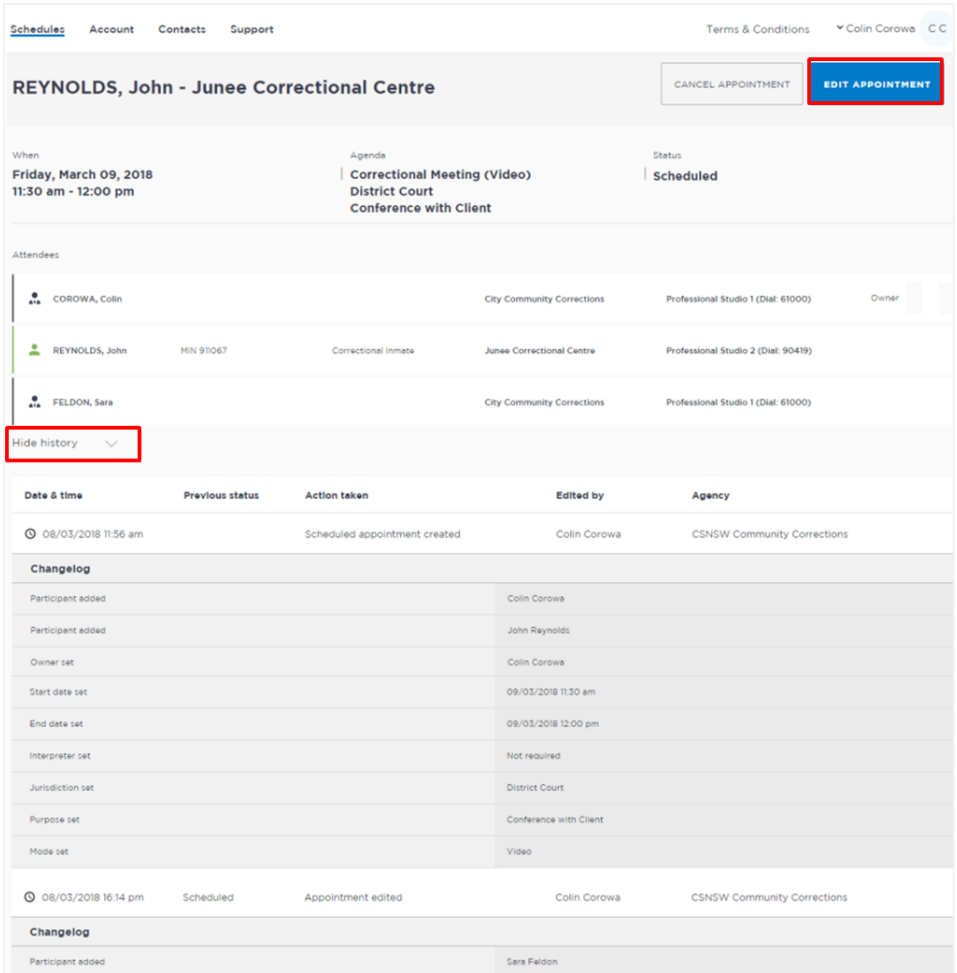
If an appointment with a person in-custody is edited after 3pm the day prior to when the meeting is to occur, the appointment will need to be re-accepted to be confirmed (note that this applies only when changes have been made that impact the in-custody person, such as the date or time).

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. Open the appointment details to access the Edit Appointment button.

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



Activity 9 – Edit an Appointment

Refer to Appendix 1 for Training Accounts log-ins.

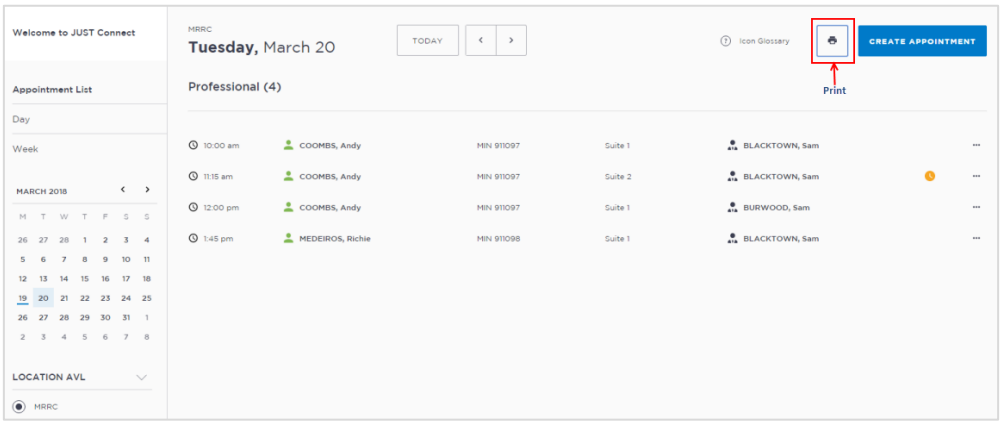
Instructions	Open appointment you created in Activity 1 (Correctional Meeting)
	Edit Appointment • Add a Guest Attendee • Change date to the next business day

Notes:

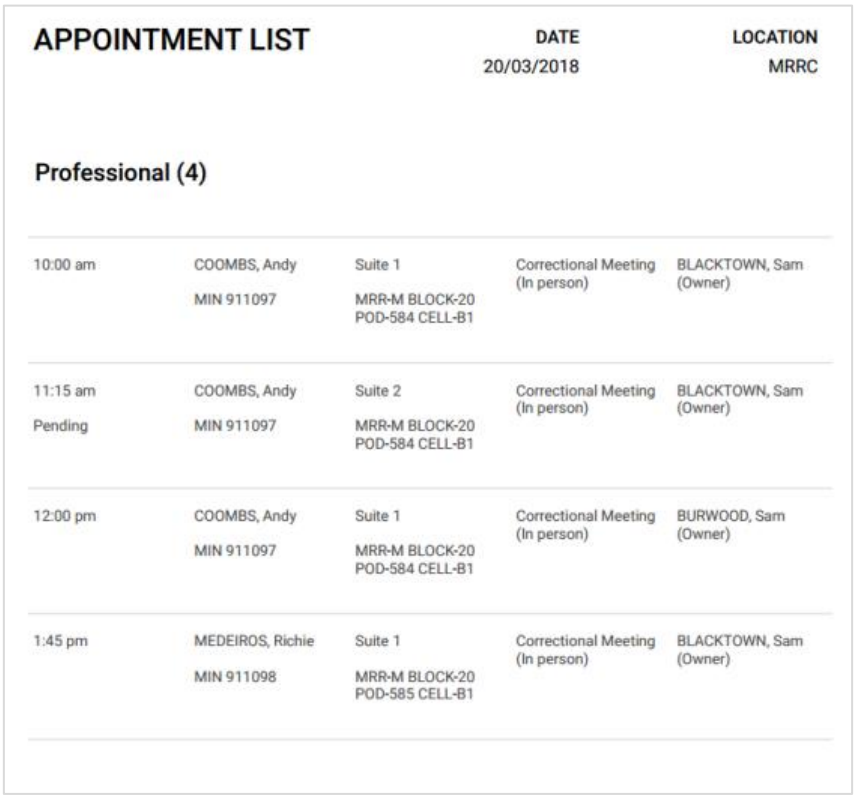
Print Appointment List

The appointment list can be used as the daily job sheet or daily report. The appointments list also includes an option to print the list.

1. Click **View Schedule**.
2. Click **Appointment List**
3. Click the **Print** icon in the top right corner of the screen



4. The **PDF document** downloads. Click on the **downloaded document** at the bottom left of the screen to open the document.
5. The Appointments List document displays.



APPOINTMENT LIST

DATE 20/03/2018

LOCATION MRRC

Professional (4)

10:00 am	COOMBS, Andy MIN 911097	Suite 1 MRR-M BLOCK-20 POD-584 CELL-B1	Correctional Meeting (In person)	BLACKTOWN, Sam (Owner)
11:15 am Pending	COOMBS, Andy MIN 911097	Suite 2 MRR-M BLOCK-20 POD-584 CELL-B1	Correctional Meeting (In person)	BLACKTOWN, Sam (Owner)
12:00 pm	COOMBS, Andy MIN 911097	Suite 1 MRR-M BLOCK-20 POD-584 CELL-B1	Correctional Meeting (In person)	BURWOOD, Sam (Owner)
1:45 pm	MEDEIROS, Richie MIN 911098	Suite 1 MRR-M BLOCK-20 POD-585 CELL-B1	Correctional Meeting (In person)	BLACKTOWN, Sam (Owner)

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

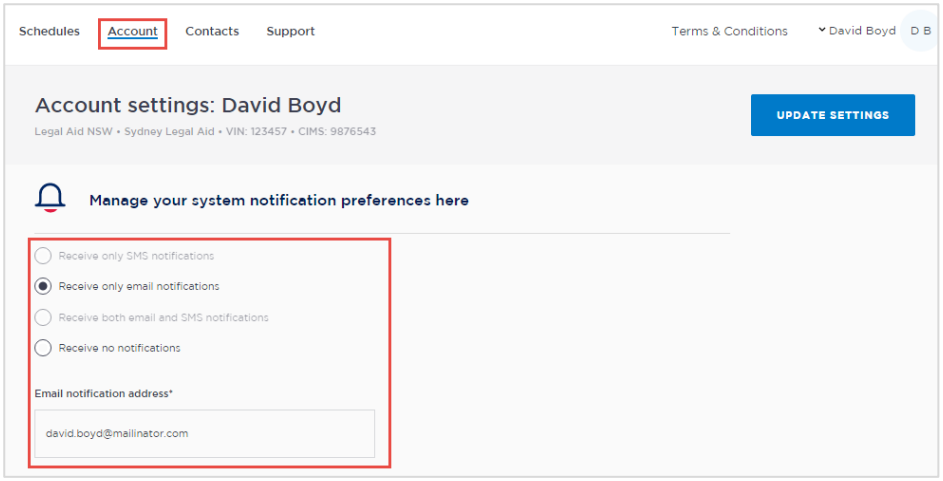
SMSs are only sent on the day of the appointment to appointment attendees. They are only sent to:

- 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.

<u>An SMS is sent to the above attendees:</u>

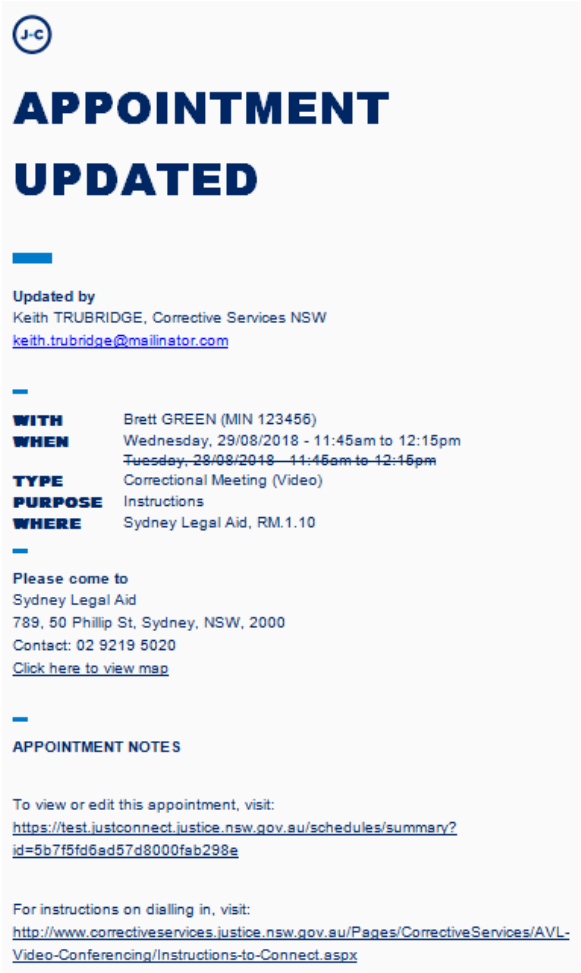
- At 8am to remind attendees of scheduled appointments
- At 8am to notify attendees of pending appointments that day that have not been confirmed (in a separate SMS to the above)
- Where the status of an appointment changes on the day of the appointment – i.e. the appointment is accepted, declined or 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
YOU HAVE A NEW APPOINTMENT **WITH** Brett GREEN (MIN 123456) **WHEN** Tuesday, 28/08/2018 - 11:45am to 12:15pm **TYPE** Correctional Meeting (Video) **PURPOSE** Instructions **WHERE** Sydney Legal Aid, RM.1.10 **DIAL IN** You will receive dial-in details in the appointment reminder email on the day of appointment. **Please come to** Sydney Legal Aid 789, 50 Phillip St, Sydney, NSW, 2000 Contact: 02 9219 5020 Click here to view map **APPOINTMENT NOTES** **Booked by** Kim FLETCHER, Legal Aid NSW kim.fletcher@mailinator.com To view or edit this appointment, visit: https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5fd6ad57d8000fab298e For instructions on dialling in, visit: http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx	**PENDING APPOINTMENT HAS BEEN ACCEPTED AND IS NOW SCHEDULED** **Updated by** Keith TRUBRIDGE, Corrective Services NSW keith.trubridge@mailinator.com **WITH** Brett GREEN (MIN 123456) **WHEN** Friday, 24/08/2018 - 11:30am to 12:00pm **TYPE** Correctional Meeting (Video) **PURPOSE** Instructions **WHERE** Sydney Legal Aid, RM.1.10 **Please come to** Sydney Legal Aid 789, 50 Phillip St, Sydney, NSW, 2000 Contact: 02 9219 5020 Click here to view map **APPOINTMENT NOTES** To view or edit this appointment, visit: https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5edba6098d000f926eb1 For instructions on dialling in, visit: http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx

Appointment has been edited	Cancelled Appointment
	

Manage Personal Account Settings

Personal Account Settings

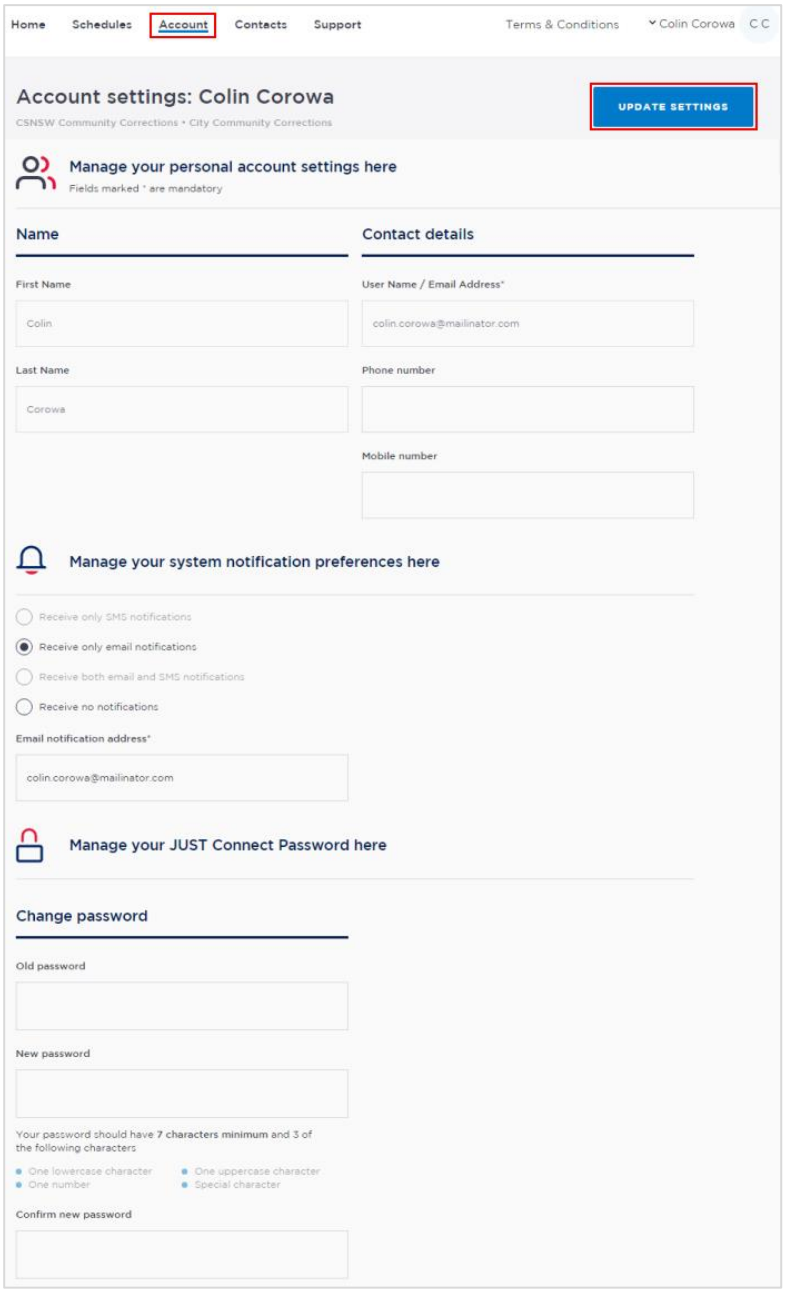
You can manage your personal account settings via the Account page, accessed at the top of the screen.

From this page you can update your:

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

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:

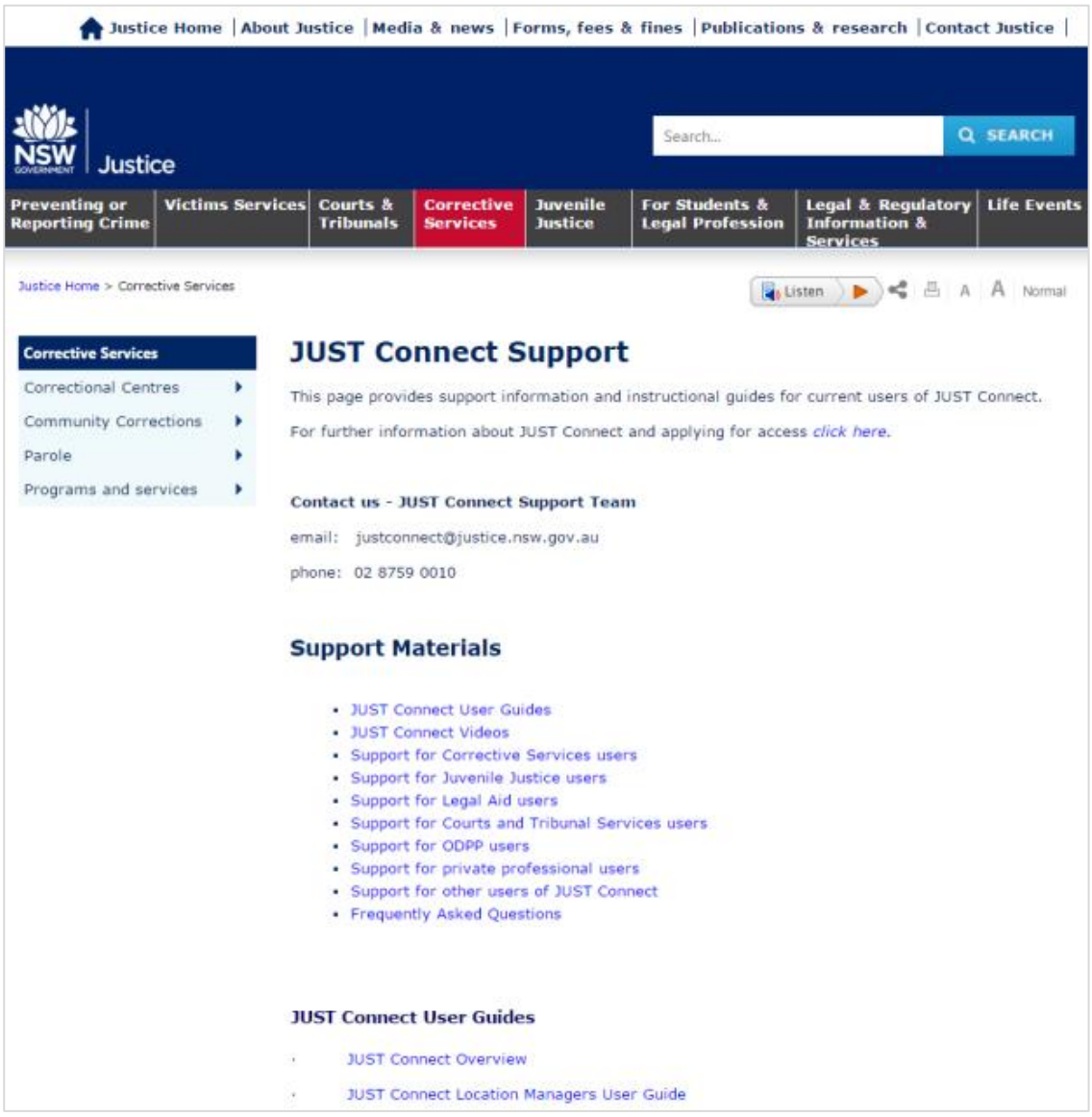
Your JUST Connect log-in is linked to your network password. If it needs to be changed, you should contact your normal IT support.

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.



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

Appendix 1 – Training Accounts

Please find listed below 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 (correctional meeting, correctional assessments, etc).

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

Legal Aid Training Accounts

Legal Aid - Training Account 1		
User Login:	alex.parramatta@mailinator.com	**Password: abc1234!**
User name:	Alex Parramatta	Role: Legal Aid Administration
Location:	Legal Aid Parramatta	
Legal Aid Lawyer:	Lalawyer Parrmatta	
ODPP Lawyer:	Anna ODPP	
Medical Practitioner:	Alice Psychologist	
Person in-custody	Tom Stevens	MIN 911062
Person in-custody	Rangi Williams	911035

Legal Aid - Training Account 2		
User Login:	morgan.sutherland@mailinator.com	**Password: abc1234!**
User name:	Morgan Sutherland	Role: Legal Aid Administration
Location:	Legal Aid Sutherland	
Legal Aid Lawyer:	Lalawyer Sutherland	
ODPP Lawyer:	Catherine ODPP	
Medical Practitioner:	Chan Psychologist	
Person in-custody	Mason Holmes MIN: 911103	
Person in-custody	Sam Johnson MIN: 911104	

Legal Aid - Training Account 3		
User Login:	pat.gosford@mailinator.com	**Password: abc1234!**
User name:	Pat Gosford	Role: Legal Aid Administration
Location:	Legal Aid Gosford	
Legal Aid Lawyer:	Lalawyer Gosford	
ODPP Lawyer:	Britney ODPP	
Medical Practitioner:	Coral Psychologist	
Person in-custody	Tom Redrick MIN: 911012	
Person in-custody	Riely Jones MIN: 911013	

Legal Aid - Training Account 4		
User Login:	ash.sydney@mailinator.com	**Password: abc1234!**
User name:	Ash Sydney	Role: Legal Aid Administration
Location:	Legal Aid Central Sydney Head Office	
Legal Aid Lawyer:	Lalawyer Sydney	
ODPP Lawyer:	Steve ODPP	
Medical Practitioner:	Fahad Psychologist	
Person in-custody	Nikita Wittmore MIN: 911113	
Person in-custody	Suni Jayasakeran MIN: 911114	

Legal Aid - Training Account 5		
User Login:	sam.lismore@mailinator.com	**Password: abc1234!**
User name:	Sam Lismore	Role: Legal Aid Administration
Location:	Legal Aid Lismore	
Legal Aid Lawyer:	Lalawyer Lismore	
ODPP Lawyer:	Laurette ODPP	
Medical Practitioner:	Harris Psychologist	
Person in-custody	Colin Manning MIN: 911042	
Person in-custody	Chad Kelley MIN: 911043	

Legal Aid - Training Account 6		
User Login:	francis.tamworth@mailinator.com	**Password: abc1234!**
User name:	Francis Tamworth	Role: Legal Aid Administration
Location:	Legal Aid Tamworth	
Legal Aid Lawyer:	Lalawyer Tamworth	
ODPP Lawyer:	Sally ODPP	
Medical Practitioner:	John Psychologist	
Person in-custody	Min Le MIN: 911127	
Person in-custody	Joe Roberts MIN: 911128	