

JUST Connect

Location Manager & Agency Administrator User Guide

Audio Visual Technology

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Introduction

This User Guide has been developed for Location managers and Agency Administrators to explain how to manage users, locations and rooms within JUST Connect.

JUST Connect Roles

User Type	Description
Agency Administrator	Manages users and rooms for all locations within their agency. This includes creating new locations
Location Manager	Manages users, allocating locations and roles for any user within their agency at their default location.
Agency Staff	All staff using JUST Connect within the agency. This is usually administrative team members that provide assistance to an Agency Professional and make appointments on behalf of professionals. They have a 'room' view of appointment schedules.
Agency Professional	All professionals working for an agency and that will be an attendee to the AVL booking, for example a Legal Aid lawyer. They will have a 'personal' view of appointment schedules.
Guest Professional	Private lawyers or medical professionals do not have access to make or manage their own AVL bookings in JUST Connect. Note: These users can be created by Corrective Services AVL Staff and the Support Team.

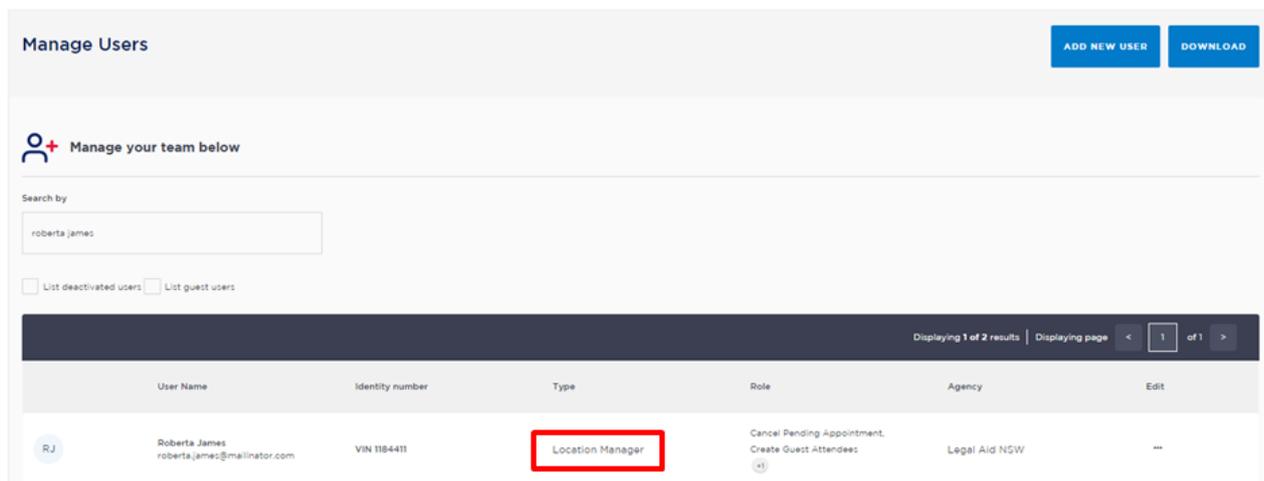
What permission do I have?

Location Manager:

As a Location Manager, you will have access to:

- Create appointments and view all appointments at your default location and other locations assigned to you
- Manage users in your default location
- Manage all rooms at your default location only
- Manage your default location
- Generate a report of appointments at your default location

You can see that you have Location Manager permission access by navigating to the **Manage Users** page, typing your name into the **Search by** field, and seeing that you have Location Manager credentials under **Type**



The screenshot shows the 'Manage Users' interface. At the top right, there are buttons for 'ADD NEW USER' and 'DOWNLOAD'. Below the header, there is a search bar with the text 'roberta james' entered. Below the search bar, there are checkboxes for 'List deactivated users' and 'List guest users'. A table displays the search results, with the first row highlighted. The table has columns for 'User Name', 'Identity number', 'Type', 'Role', 'Agency', and 'Edit'. The 'Type' column for the first row is 'Location Manager', which is highlighted with a red box. The 'Role' column for the first row is 'Cancel Pending Appointment, Create Guest Attendees'. The 'Agency' column for the first row is 'Legal Aid NSW'.

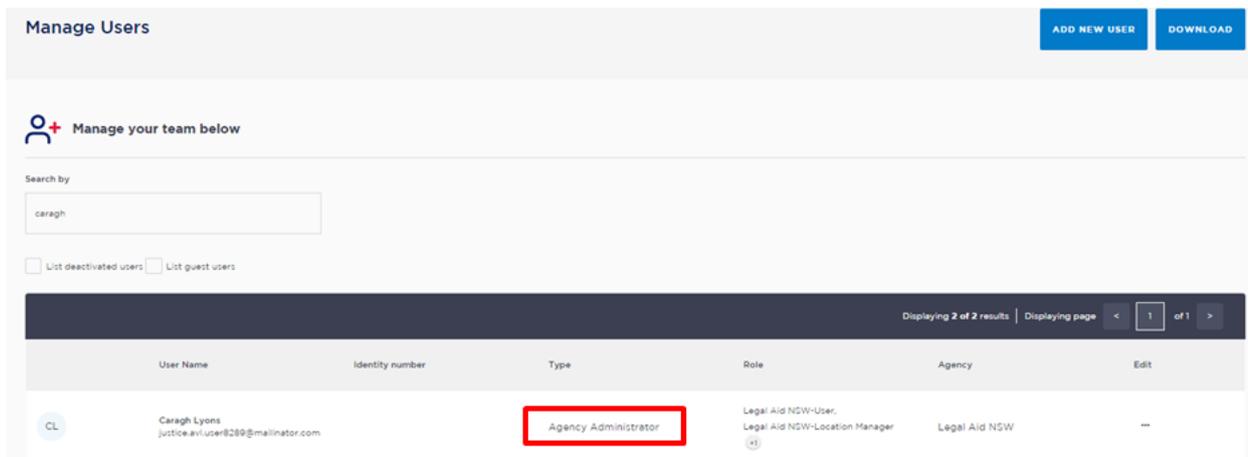
User Name	Identity number	Type	Role	Agency	Edit
RJ Roberta James roberta.james@mailinator.com	VIN 1184411	Location Manager	Cancel Pending Appointment, Create Guest Attendees	Legal Aid NSW	---

Agency Administrator

As an Agency Administrator, you will have access to:

- Create an appointment
- View appointments from all locations within your agency
- Manage all users within your agency
- Manage all rooms at your agency
- Manage all locations at your agency
- Manage your agency
- Generate a report of appointments at your agency

You can see that you have Agency Administrator permissions by navigating to the **Manage Users** page, typing your name into the **Search by** field, and seeing that you have Agency Administrator credentials under **Type**



The screenshot shows the 'Manage Users' interface. At the top right, there are buttons for 'ADD NEW USER' and 'DOWNLOAD'. Below the header, there is a section titled 'Manage your team below' with a search bar containing the name 'caragh'. There are checkboxes for 'List deactivated users' and 'List guest users'. A table below shows a list of users. The table has columns for 'User Name', 'Identity number', 'Type', 'Role', 'Agency', and 'Edit'. The first user listed is 'Caragh Lyons' with the email 'justice.av.user@289@mailinator.com'. The 'Type' column for this user is 'Agency Administrator', which is highlighted with a red box. The 'Role' column lists 'Legal Aid NSW-User' and 'Legal Aid NSW-Location Manager'. The 'Agency' column lists 'Legal Aid NSW'. The 'Edit' column has a minus sign icon. The table also shows 'Displaying 2 of 2 results' and 'Displaying page 1 of 1'.

User Name	Identity number	Type	Role	Agency	Edit
CL Caragh Lyons justice.av.user@289@mailinator.com		Agency Administrator	Legal Aid NSW-User, Legal Aid NSW-Location Manager	Legal Aid NSW	---

Manage Users

Location Managers and Agency Administrators can all add new users, activate and deactivate existing JUST Connect users for their allocated location(s). A user's permission level is determined by the user type and roles assigned to them by the Location Manager and/or Agency Administrator.

Note: If the new user is a private legal professional or private medical professional, contact the Support team to create them for you.

Before creating a new user, it is important to note the approval process prior to creating them in the system. The following table explains who can create what user types in JUST Connect, and the procedure required prior to the creation of that user.

Manage Users		
User type	Who can create these users?	Approval process prior to creation in JUST Connect
Agency or Professional Staff	Location Manager* Agency Administrator*	Location Manager will approve and create in JUST Connect ODPP will manage their own staff on-boarding into JUST Connect. Private medical and legal practitioners will be on-boarded by the JUST Connect Support Team upon receipt of request and creation of a Service NOW ticket
Location Manager	Agency Administrator*	Approved by Agency Administrator. Once approved, approval then forwarded to the JUST Connect Support Team for the user to be created.
Agency Administrator	Agency Administrator*	SNOW ticket lodged approved by CSNSW Support Manager, and then user created in JUST Connect

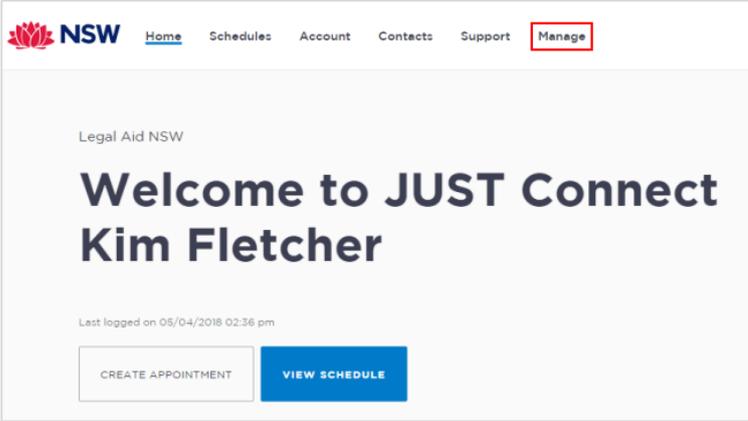
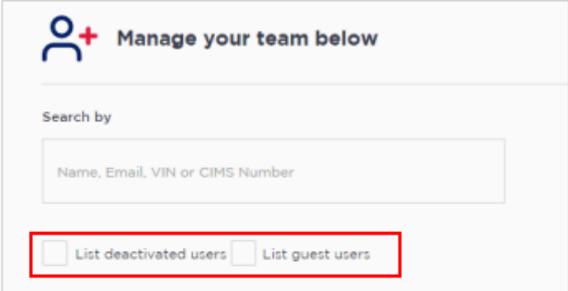
* within their location / agency

Note:

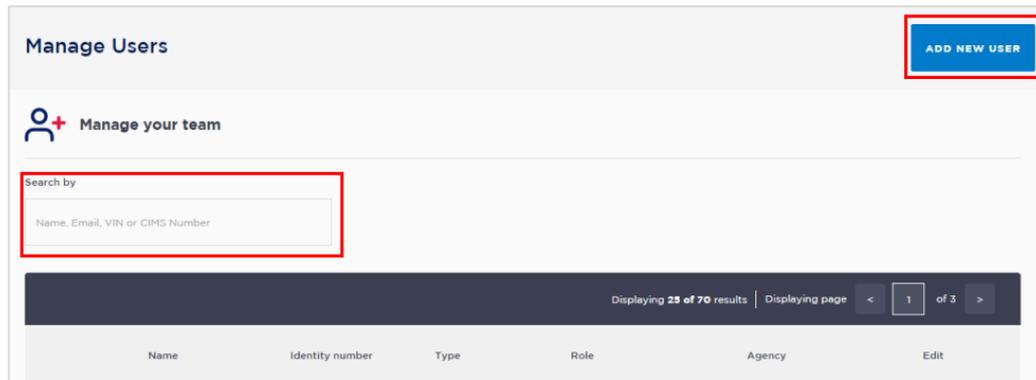
- Private staff must be assigned the "Staff" role and can only be created by the Support Team.
- SMS and Email notification preferences are enabled by default when creating a new user.

Add a new user

To add a new user, please follow the steps outlined below:

Step	Action
1	If required complete a Service Now ticket, refer to the Manage User table on previous page for details.
2	<p>Log into JUST Connect, and then click the Manage link in the menu bar at the top of the page.</p> 
	<p>The Manage link will only display in the menu bar if you have been assigned the role of a Location Manager.</p>
3	<p>The Manage Users page displays</p> <ul style="list-style-type: none">• Always search for the user to ensure they do not already exist in the system.• Tick List Deactivated users and List Guest users• Search by email address, as the system will not allow more than one user to be set up in the system with the same email address. Alternatively, you can search by name or VIN/ CIMS.• If they exist already but are de-activated, you can reactivate them if they are within the same agency <p>Note: If the user is deactivated and you recreate the user again they may not be able to log in. In this instance you will need to call the Support team for assistance.</p> 

- 4 • To add a new user click **Add new user**



- 5 *The Add user page displays*

Complete the fields on screen. Mandatory fields are marked with an asterisk (*), however you should try to complete all fields where possible

- Enter the user's name and contact details

The user **Email** address is individual specific and must be a work email address.

If the user is a Justice staff member, the address entered must be their @justice.nsw.gov.au email address.

If the user is a Legal Aid staff member, the address entered must be their @legalaid.nsw.gov.au email address.

If the user is an ODPP staff member, the address entered must be their @odpp.nsw.gov.au email address.

Step Action



- The user can select to have email notifications sent to a different email address (refer to Step 9).
- Private staff to be on-boarded by the JUST Connect Support Team only.

6

- Click on the drop down arrow in Agency fields and select Agency and Staff Type from the listed options.

The Agency and Staff Type fields will only display Agency and Staff Types in line with your own permissions.

The screenshot shows a form section titled "Agency". Below the title are two dropdown menus. The first is labeled "Agency*" and has "Legal Aid NSW" selected. The second is labeled "Staff Type*" and has "Agency Staff" selected.



- The Agency field will only list the same agency assigned to you (Agency Administrator and Location Manager).
- The Staff Type will only list options available to your agency.
 - Location Managers can only create Agency Professional and Agency Staff
 - Agency Administrators can create Agency Professional, Agency Staff and Location Managers

7

Location: Click the **Location field**; a list of locations assigned to you will display below. Select the location(s) from the list. Select additional locations if applicable

The screenshot shows a form section titled "Location/s". Below the title is a "Location*" field. It contains a list of locations: "Parramatta Legal Aid" (with a close button), "Bondi Legal Aid", and "Sydney Legal Aid".

8 Select the **default location**

Location/s

Location*

Parramatta Legal Aid × Sydney Legal Aid ×

Default Location*

▼

9 **Role:** Click in the Select Role/s field to display a list of roles that can be applied to the new user. Select only the role(s) that apply.

- JUST Connect permissions are based the role that has been selected. Please refer to **Just Connect User Types and Roles document** on the [JUST Connect support page](#) for more information.

Role/s

Select Role/s*

Legal Aid Lawyer ×

Cancel Pending Appointment

Create Guest Attendees

Create Guest Family Attendees

Legal Aid Location Manager



To delete a selection, click the **X** icon

Select Role/s*

Create Guest Family Attendees ×

10 Identification: Enter a VIN, CIMS, both or none.



If the user is going to be creating appointments which include a person in-custody but they are not attending the appointment, then they **do not** require a VIN or CIMS number.

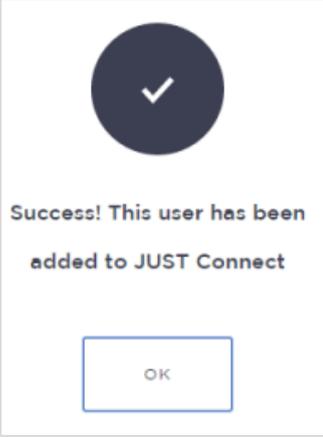
When making an appointment which includes a person in-custody and the user is attending the appointment then either a VIN or CIMS is required. The only exception is staff from Corrective Services, Juvenile Justice or ODPP are able to attend an appointment with a person in-custody without having a VIN or CIMS number entered.

11 Notification Preferences:

Select notifications for the user. The user can also edit this selection from their own account in JUST Connect.

- If the user would like email notifications sent to a different email address (eg a group inbox or personal email) to the one entered previously then **deselect** the 'Same as login email' checkbox and enter a different email address into the field that appears below. Otherwise leave the checkbox ticked.
- Please ensure you only enter a **valid mobile number** into the Mobile number field.

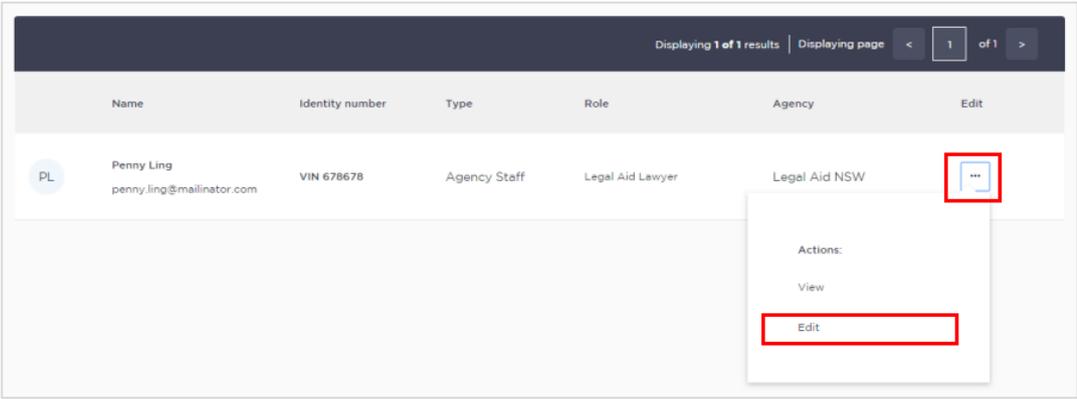
12 Click Create User.

Step	Action
13	Displays Success message, click OK .
 A screenshot of a success message dialog box. At the top center is a dark blue circle containing a white checkmark. Below this, the text reads "Success! This user has been added to JUST Connect" in a dark blue font. At the bottom center is a rectangular button with a blue border and the text "OK" inside.	
14	The new user will receive an email notification welcoming them to JUST Connect and providing them with a link to log on with.

Update a User

You can update users' contact details, roles, VIN/ CIMS, notification preference and email address.

Only Agency Administrators can change a user's default location.

Step	Action
1	Log into JUST Connect, and then select the Manage page
2	The <i>Manage Users</i> page displays <ul style="list-style-type: none">Click in Search by field, you can search by user name, email VIN or CIMS number.
3	Displays matching user's record. <ul style="list-style-type: none">Click on Edit icon (...) and select Edit from drop down list.  <p>The screenshot shows a table with columns: Name, Identity number, Type, Role, Agency, and Edit. The first row contains: Penny Ling (with initials PL and email penny.ling@mailinator.com), VIN 678678, Agency Staff, Legal Aid Lawyer, and Legal Aid NSW. A red box highlights the 'Edit' icon (...) in the 'Edit' column. A dropdown menu is open, showing 'Actions:' with 'View' and 'Edit' options. The 'Edit' option is highlighted with a red box.</p>
	<p> NOTE</p> <ul style="list-style-type: none">You can only assign user permissions that your level of access permits.You can only assign locations that are currently allocated to yourself.When you open the schedule views, the default location will always appear first. If multiple locations have been assigned to you, then you can toggle between the locations to view the schedule for each location. <p>Please refer to the User Types and Roles document on the JUST Connect Support page for detailed information regarding assigning user permissions.</p>

4 Displays the user's details onscreen

- Review contents and make the required changes, and then click **Update User**.

The screenshot shows a web interface titled "Manage Users" with a "CANCEL" button and a highlighted "UPDATE USER" button. Below the title is a sub-header "Update a user of the JUST Connect system" with a note "Fields marked * are mandatory". The form is divided into sections: "Name" with fields for "First Name*" (containing "Penny") and "Last Name*" (containing "Ling"); "Contact Details" with fields for "Phone Number" (containing "0295672423"), "Email Address*" (containing "penny.ling@mailinator.com"), and "Mobile Number" (containing "0414777555").

Deactivate a User

When an existing JUST Connect user no longer works for your agency, the Location Manager needs to deactivate them within JUST Connect. Once the user has been deactivated they will no longer have access to JUST Connect.

Note: if the user has moved to a different office location and are still employed by your agency, then their profile should be updated to have their new office location as their default location. This will need to be done by the Agency Administrator.

Step	Action
1	Log into JUST Connect, and then select the Manage page
2	<p>The <i>Manage Users</i> page displays</p> <ul style="list-style-type: none">Click in Search by field, you can search by user name, email VIN or CIMS number.
3	<p>Displays name in result section of screen.</p> <ul style="list-style-type: none">In the Edit column, click on the ... button; from drop-down list select Deactivate option.

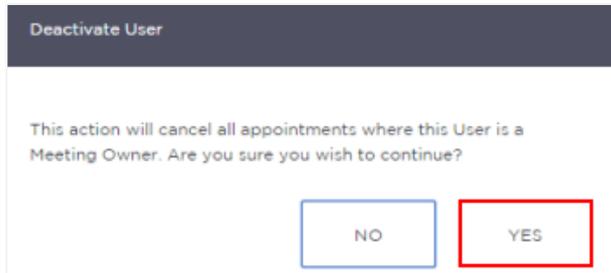
The screenshot shows the 'Manage Users' page in the JUST Connect interface. At the top, there is a navigation bar with 'NSW' and links for Home, Schedules, Account, Contacts, Support, and Manage. A user profile for Kim Fletcher is visible in the top right. On the left, there is a sidebar with navigation options: Back, Manage Users, Manage Locations, Manage Rooms, and Generate Report. The main content area is titled 'Manage Users' and includes a '+ Manage your team below' section. Below this is a search field labeled 'Search by' with a placeholder 'Name, Email, VIN or CIMS Number'. There is also a checkbox for 'List deactivated users'. A table displays user information with columns: User Name, Identity number, Type, Role, Agency, and Edit. The table shows two users: ADMANDA DOUGLAS and Abid Laski. The 'Edit' column for each user contains a three-dot menu icon.

This screenshot shows the 'Manage Users' page with a search result for 'annie mur'. The search field contains 'annie mur'. The table below shows one user: Annie Murphy. The 'Edit' column for this user has a three-dot menu icon that is open, showing a list of actions: View, Update, and Deactivate. The 'Deactivate' option is highlighted with a red box.

Step Action

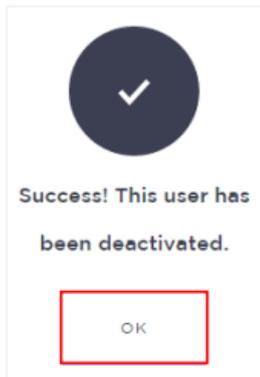
4 Displays Deactivate User prompt.

- Click **Yes** to continue



5 Displays prompt, user has been deactivated.

- Click **OK** to confirm



Note:

A deactivated user will **no longer** have access to JUST Connect and will automatically be hidden from view.



Important:

- If the deactivated user is **an attendee** (not the appointment owner) in an appointment, then JUST Connect will display an  icon next their name denoting that they have been deactivated, the appointment will still remain as scheduled.

Appointment type	Mode	Jurisdiction	Purpose
Correctional Meeting	Video	Local Court	Conference with Client

Attendees & Time				
Appointment owner	Date	From	To	
BOYD, David	26/05/2018	09:30 am	10:30 am	

Name	VIN	Agency	Jurisdiction	Room	Icon
MURPHY, Annie (Deactivate...)	VIN 901327	CIMS 5891321	Gosford Legal Aid	Studio 1	
BOYD, David	VIN 812345		Sydney Legal Aid	RM.2.11	
DESILVA, Norman	MIN 911093	Correctional Inmate	Mid North Coast Correctional Centre	Professional Studio 2 (Dial: 91785)	

Step Action

- If the deactivated user is the **appointment owner** then JUST Connect will automatically **cancel the appointment**.

The cancelled appointment will appear in the **Appointment List** under the Cancelled heading with the reason for the cancellation.

The screenshot shows the 'Appointment List' interface for Tuesday, May 29. It features a navigation bar with 'TODAY', navigation arrows, an 'Icon Glossary' link, a printer icon, and a 'CREATE APPOINTMENT' button. Below the navigation bar, there are two sections: 'Scheduled (1)' and 'Cancelled (1)'. The 'Cancelled (1)' section contains a table with one row highlighted in red. The table has columns for Time, Name, MIN/CIMS, Location, Details, Owner, and Reason.

Time	Name	MIN/CIMS	Location	Details	Owner	Room
1:00 pm	SIMS, Dwayne	MIN 3456789	John Morony Correc...	Court (Video)	PINACOLADA, Carla +5	RM.110

Time	Name	MIN/CIMS	Details	Owner	Reason
10:00 am	DESILVA, Norman	MIN 911093	Correctional Meeting (Video)	MURPHY, Annie +1 (Dea)	The appointment ow

Attendees will receive notifications via email and/or SMS of the cancellation.



If the appointment includes **other non-custodial** attendees, the appointment can be edited to change the appointment owner to another attendee prior to deactivating the original appointment owner, thereby not cancelling the appointment.

Show/Hide Deactivated Users

JUST Connect automatically hides a user once they have been deactivated.

When managing users, you can show or hide deactivated users who were previously allocated to your location(s) or for Agency Administrators, to your agency.

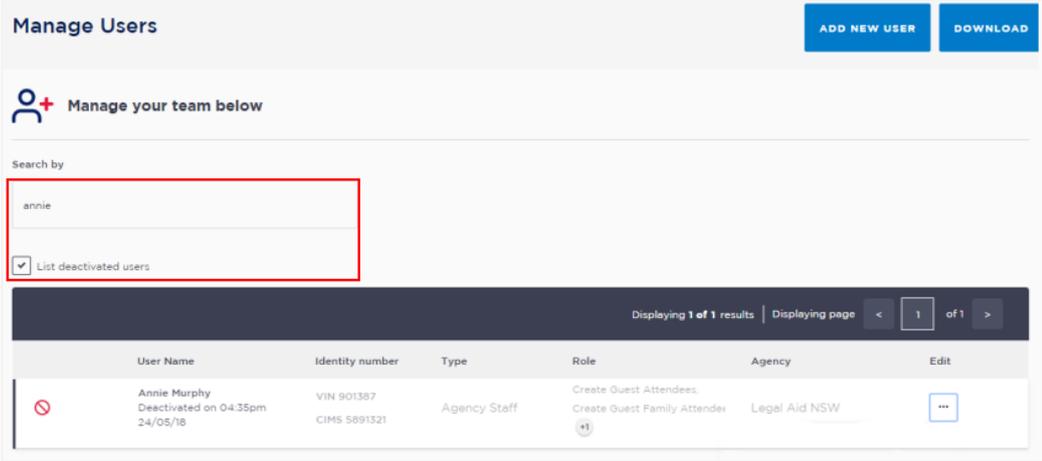
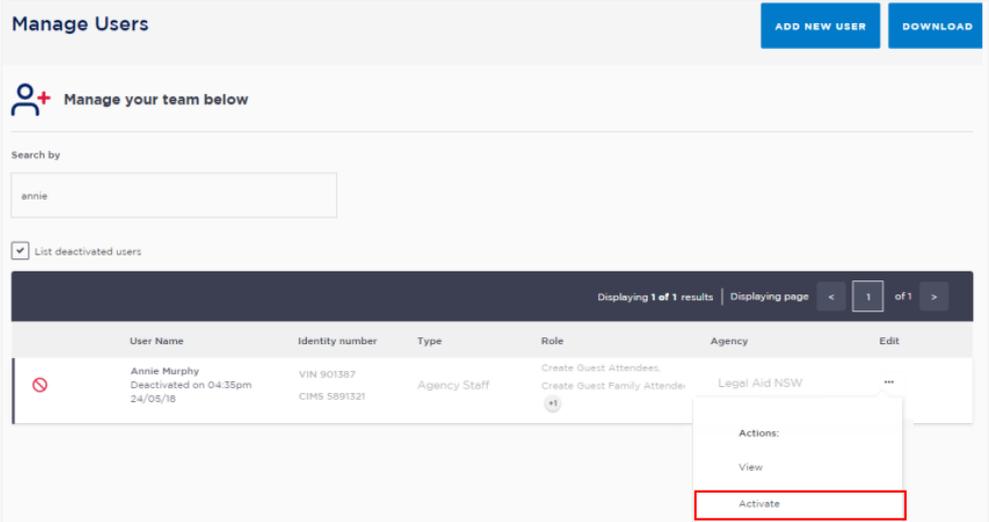
Step	Action
1	Log into JUST Connect, and then select the Manage page
2	<p>From the Manage Users page</p> <ul style="list-style-type: none">To Show deactivated users, tick the List deactivated users checkbox<ul style="list-style-type: none">To find deactivated user click in the Search by field to enter their name.To Hide deactivated users, untick the List deactivated users checkbox<ul style="list-style-type: none">To find an active user click in the Search by field to enter their name.

The screenshot shows the 'Manage Users' interface. At the top, there's a navigation bar with 'Manage' highlighted. Below it, a sidebar on the left contains 'Manage Users' (highlighted), 'Manage Locations', 'Manage Rooms', and 'Generate Report'. The main content area has a 'Manage your team below' heading, a 'Search by' field, and a checked checkbox for 'List deactivated users'. Below this is a table with 2 of 2224 results. The table columns are User Name, Identity number, Type, Role, Agency, and Edit. The first user is ADMANDA DOUGLAS (Agency Professional, Legal Aid NSW-User, Legal Aid NSW). The second user is Abdul Lazki (Agency Staff, Legal Aid NSW-Location Staff, Create Guest Family Attendee, Legal Aid NSW).

Activate a User

A Location Manager can activate a previously deactivated user that was previously at the Location Manager's default location.

An Agency Administrator can activate a previously deactivated user in their agency, regardless of default location.

Step	Action
1	Log into JUST Connect, and then select the Manage page
2	<p>To View deactivated Users</p> <ul style="list-style-type: none">From the Manage Users page, tick the List deactivated users checkbox.Click in the Search by field and enter Name, Email, VIN or CIMS number of the deactivated user.Displays  icon next to the deactivated user name
	 <p>The screenshot shows the 'Manage Users' interface. At the top right are buttons for 'ADD NEW USER' and 'DOWNLOAD'. Below is a header 'Manage your team below' with a search bar containing 'annie'. A checkbox labeled 'List deactivated users' is checked and highlighted with a red box. Below the search bar is a table with one row for 'Annie Murphy'. The table has columns: User Name, Identity number, Type, Role, Agency, and Edit. The 'Annie Murphy' row shows she is 'Deactivated on 04:35pm 24/05/18' and has a red 'X' icon next to her name. The 'Edit' column for this row has a dropdown menu with 'Activate' selected and highlighted with a red box.</p>
3	Click on the ... Edit button and select Activate from drop-down list.
	 <p>This screenshot is similar to the previous one, but the dropdown menu for the 'Edit' button is open, showing options 'View' and 'Activate'. The 'Activate' option is highlighted with a red box.</p>

Step Action

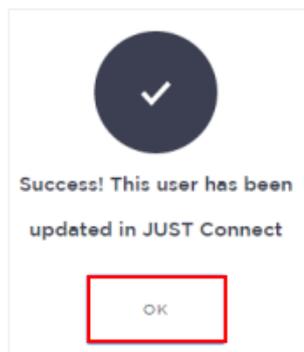
- 4 Displays the user's details onscreen.
- Ensure you review the pre-existing user's details and then make any required changes to match their current role.
 - The system will perform all the same system checks as for a new user when a user is re-activated.
 - Click **Activate User**.

The screenshot shows the 'Manage Users' interface. At the top, there is a navigation bar with the NSW logo and menu items: Home, Schedules, Account, Contacts, Support, and Manage. A user profile for Kim Fletcher (KF) is visible in the top right. On the left, a sidebar contains navigation options: < Back, Manage Users (selected), Manage Locations, Manage Rooms, and Generate Report. The main content area is titled 'Manage Users' and contains a form with the following sections:

- Name:** First Name* (Annie), Last Name* (Murphy)
- Contact Details:** Phone Number (43245611), Email Address* (justice.avl.user10499@mailinator.com), Mobile Number (02 8789 0010)
- Agency:** Agency* (Legal Aid NSW), Staff Type* (Agency Staff)

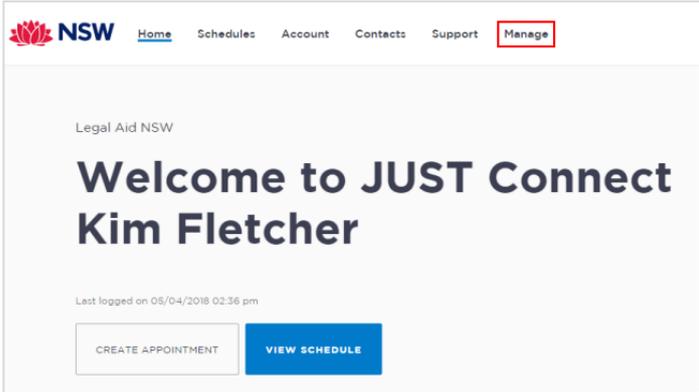
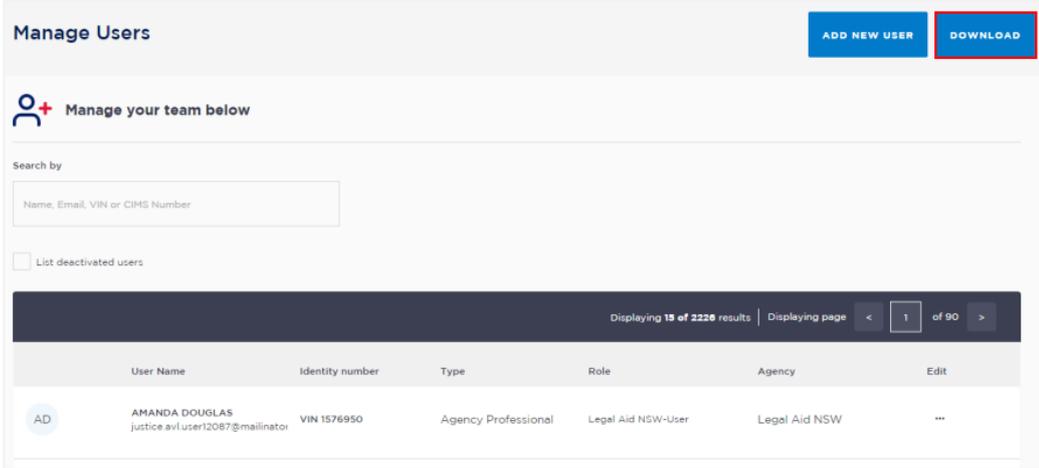
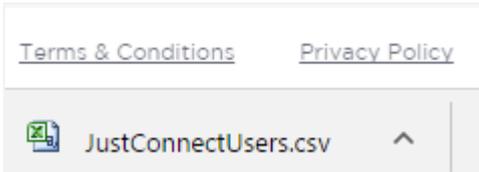
At the top right of the form, there are two buttons: 'CANCEL' and 'ACTIVATE USER'. The 'ACTIVATE USER' button is highlighted with a red border.

- 5 Displays prompt, user has been updated (reactivated).
- Click **OK** to confirm



Download User List

Agency Administrators and Location Managers are able to download a list of Users allocated to their location(s) or agency. JUST Connect will generate an Excel file listing all active and inactive users allocated to your location(s).

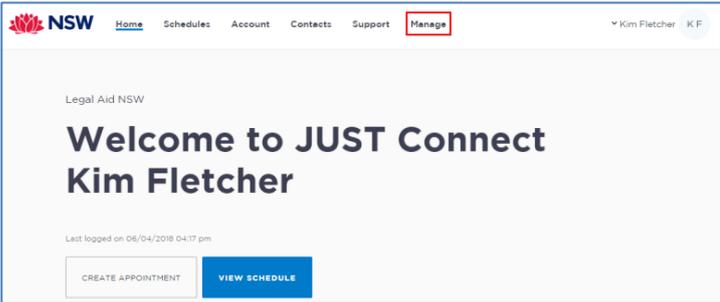
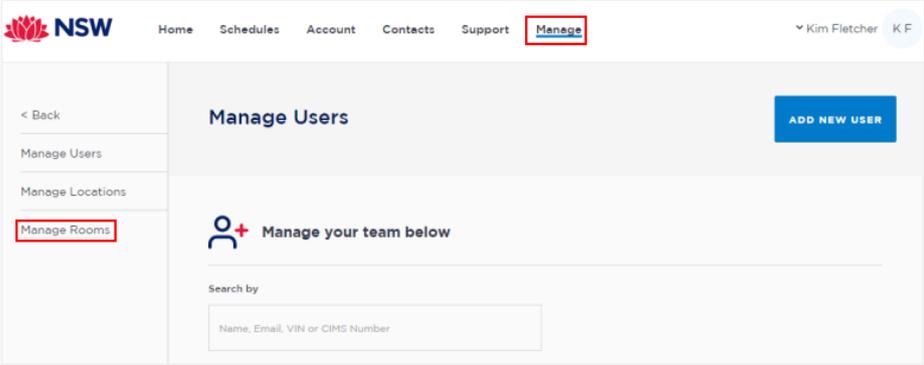
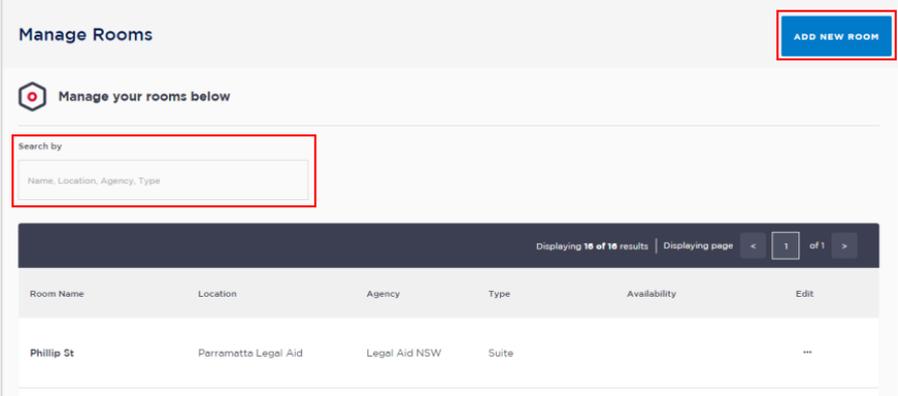
Step	Action
1	<p>Log into JUST Connect, and then click the Manage link in the menu bar at the top of the page.</p>  <p>The screenshot shows the top navigation bar with links: Home, Schedules, Account, Contacts, Support, and Manage. The 'Manage' link is highlighted with a red box. Below the navigation bar, the user is logged in as Kim Fletcher. The main heading reads 'Welcome to JUST Connect Kim Fletcher'. There are two buttons: 'CREATE APPOINTMENT' and 'VIEW SCHEDULE'.</p>
2	<p>The <i>Manage Users</i> page displays</p> <ul style="list-style-type: none">To generate Excel file click Download  <p>The screenshot shows the 'Manage Users' page. At the top right, there are two buttons: 'ADD NEW USER' and 'DOWNLOAD'. The 'DOWNLOAD' button is highlighted with a red box. Below the buttons, there is a search bar and a table of users. The table has columns: User Name, Identity number, Type, Role, Agency, and Edit. The first row shows a user named AMANDA DOUGLAS with the email justice.avl.user12087@mailinator.com, VIN 1576950, Agency Professional, Legal Aid NSW-User, and Legal Aid NSW.</p>
3	<p>An Excel File is generated, places the file link in bottom left hand corner of your screen.</p>  <p>The screenshot shows the bottom left corner of the screen. There are two links: 'Terms & Conditions' and 'Privacy Policy'. Below these links, there is a file icon and the text 'JustConnectUsers.csv' with an upward arrow.</p>
4	<p>Click on the File name to open file in Excel.</p>

Manage Room

Agency Administrator and a Location Manager can manage rooms (add room, edit, deactivate, re-activate) at their assigned location(s) within their agency.

Add a new room

To add a new room for your location, please follow the steps outlined below:

Step	Action
1	<p>Log into JUST Connect, and then select the Manage page</p> 
2	<p>The <i>Manage Users</i> page displays</p> <ul style="list-style-type: none">Select Manage Rooms from the left hand navigation menu 
3	<p>The Manage Room page displays listing all rooms at your location(s) for your agency.</p> <ul style="list-style-type: none">Search for the room to ensure it does not already exist in the systemTo add a new location click Add New Room 

4 The Add a new room page displays

Mandatory fields are marked with an asterisk (*), however you should try to complete all fields where possible

- Enter Room Name/Number – The Maximum number of characters for Room Name is 14 characters to ensure it can display correctly when creating a new appointment
- Agency – defaults to your agency
- Select Room Type - Suite
- Enter contact details

5 Select the Appointment Types and Modes:

- **Types**; refers to the type of appointments that the room will be utilised for. These will appear in the Appointment Type field when creating appointments.
- **Modes**; refers to the facilities and equipment the room has. Selecting **Mixed** mode means the room can be used for Video and Phone appointments only.

Note:

When creating an appointment the system will only select rooms that are configured with same appointment types and modes, i.e this room will only be allocated to the appointment if the selected appointment type and mode matches the room setup.

Step Action



Important:

It is important that any room that is created must have a mode selected. If a mode isn't selected then this will cause a conflict in the system resulting in the room not being available for any appointment.

6 Select operating hours from the following options:

- **Standard** operating hours: predefined set daily hours (Monday to Friday)
 - click **Set as Standard**; or
- **Customise** operating hours:
 - Specify day and/or hours when the room is available for bookings
 - click **Set as Standard**; or

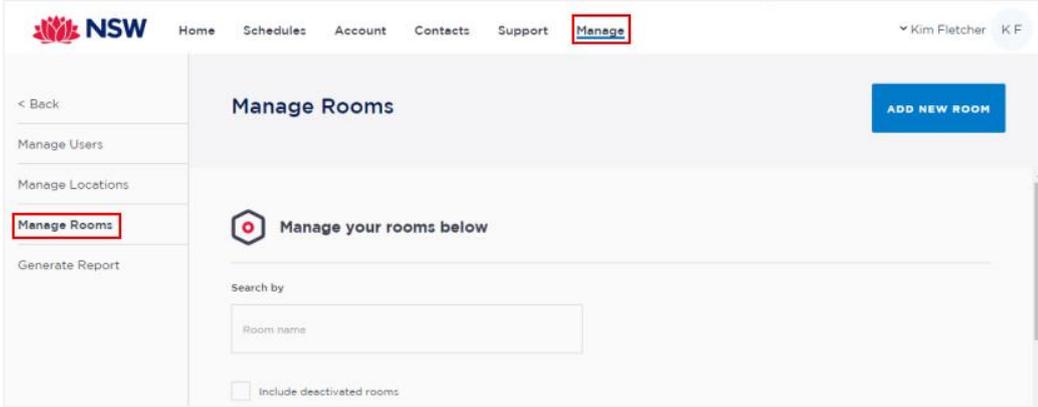
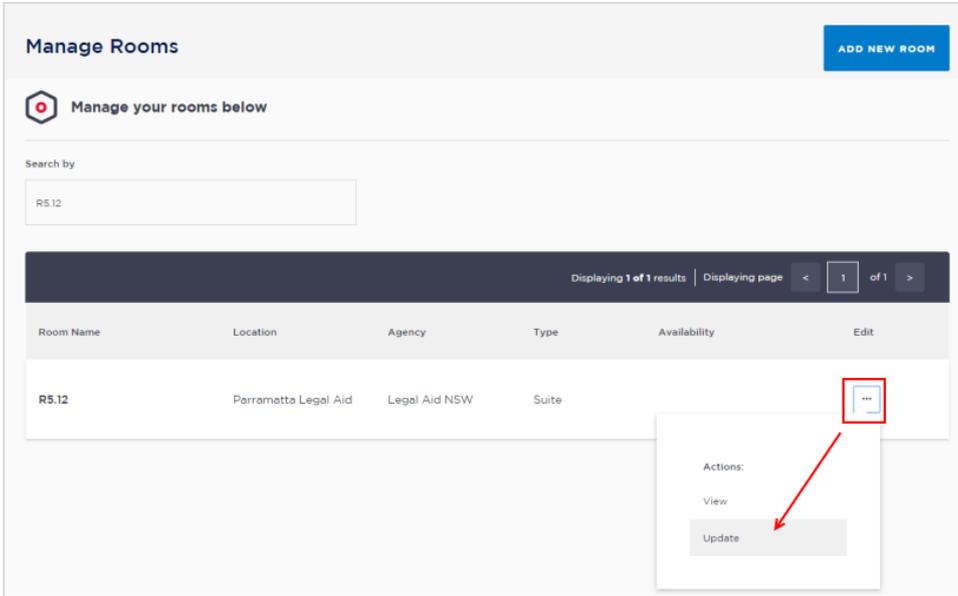
7 **Associated Housing Location (if required)**

This field is only available to Agency Administrators at **Correctional or Juvenile facilities**.

- It is important that you contact the JUST Connect Support team for assistance if the room that you are creating is in a designated maximum security wing of a facility.
- The Housing location field needs to have the Security Block name entered exactly as it appears in OIMS or CIMS to ensure that only inmates housed at this facility have access to this room.

8 When complete click **Save Room**

Edit a room

Step	Action
1	From the menu at the top of the JUST Connect screen, click Manage page
2	<p>The <i>Manage Users</i> page displays</p> <ul style="list-style-type: none">Select Manage Rooms from the left hand navigation menu 
3	<p>To find a room you can click in the Search by field and enter Room name, or Location. Alternately you can use scroll bars to view list of rooms.</p> <ul style="list-style-type: none">Click on the ... icon at the end of the room record you need to edit.Displays drop down list, select Update. 

4 Displays Update room change.

- Make the required changes and then click **Update Room**.

The screenshot shows a web interface titled "Manage Rooms" with a sub-section "Update room". At the top right of the "Manage Rooms" section are two buttons: "CANCEL" and "UPDATE ROOM", with the latter highlighted by a red rectangular box. Below the title, there is a small icon and the text "Update room" followed by "Fields marked * are mandatory". The form is organized into several sections: "Name" and "Agency" (with input fields for "R5.12" and a dropdown for "Legal Aid NSW"), "Type*" and "Location*" (with dropdowns for "Suite" and "Parramatta Legal Aid"), "Contact Number" (with input fields for "Phone Number" and "102543"), and "Appointment Types and Modes".



If you make changes to a room which affects the room availability then the system will automatically cancel all future appointments which have been allocated to this room. For example:

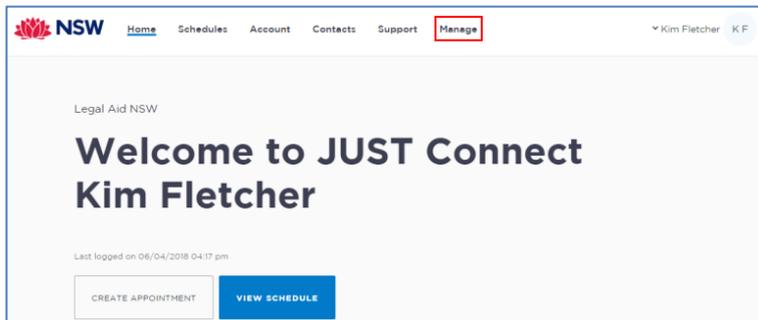
If you change the operating hours of a room, all appointments made outside of these new hours will be automatically cancelled.

If you remove a certain Mode available in a room (e.g. in person), any appointments that were made that were made for that room in that particular mode (in this case in person appointments) will be automatically cancelled.

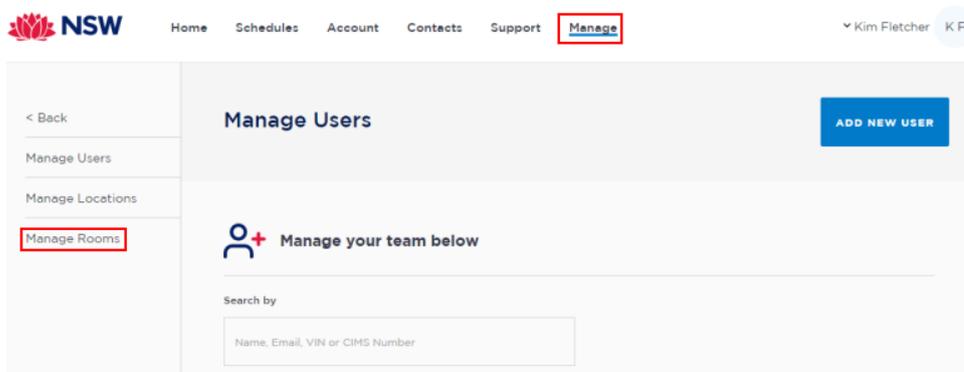
Deactivate a Room

Step Action

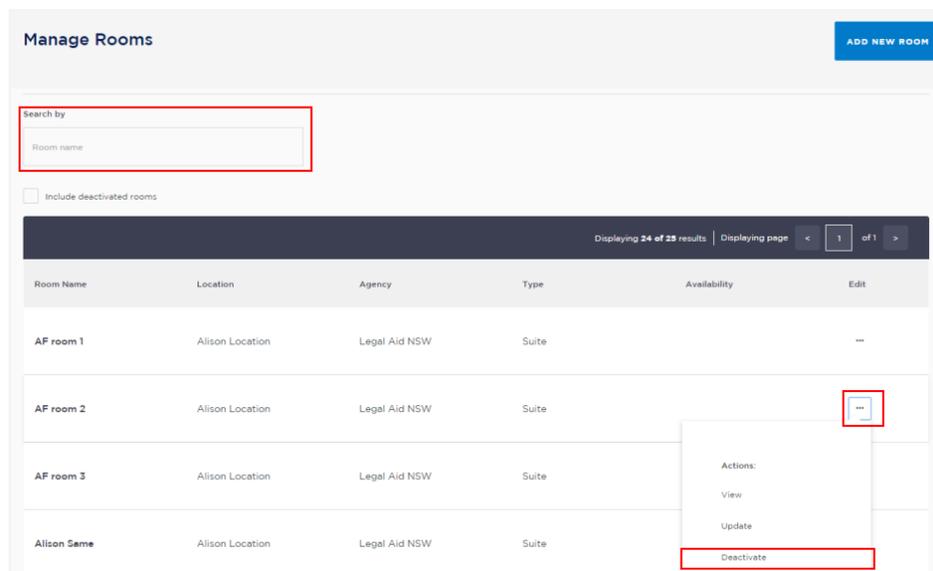
- 1 Log into JUST Connect, and then select the **Manage** page



- 2 The *Manage Users* page displays
 - Select **Manage Rooms** from the left hand navigation menu



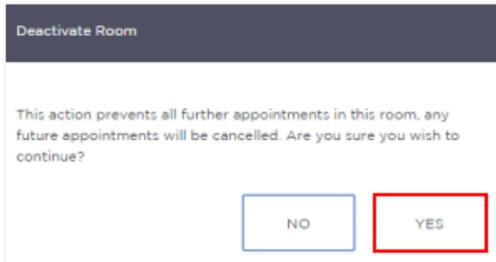
- 3 The *Manage Rooms* page displays
 - Click in **Search by** field, enter **Room name**
 - Click on ... **Edit** button for the required room
 - Select **Deactivate**



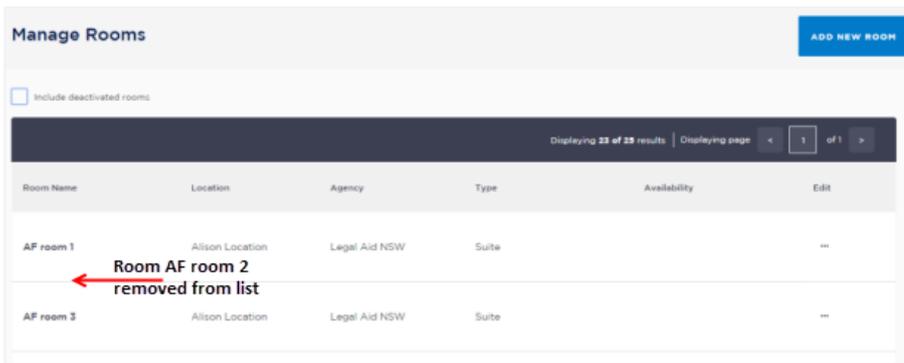
Step Action

4 Displays **Deactivate Room** prompt:

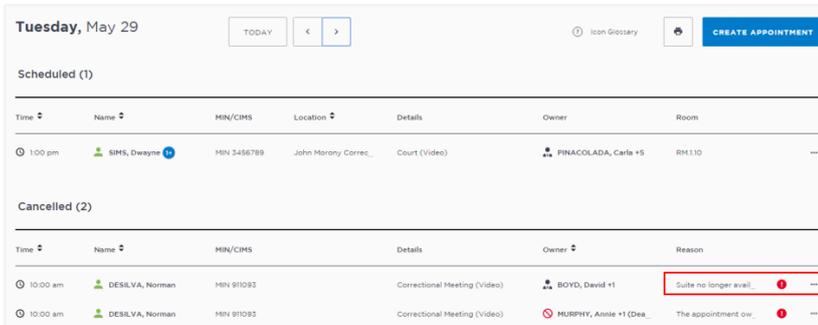
- Click **Yes** to deactivate room



- Room is **no longer visible** in the Manage Room list



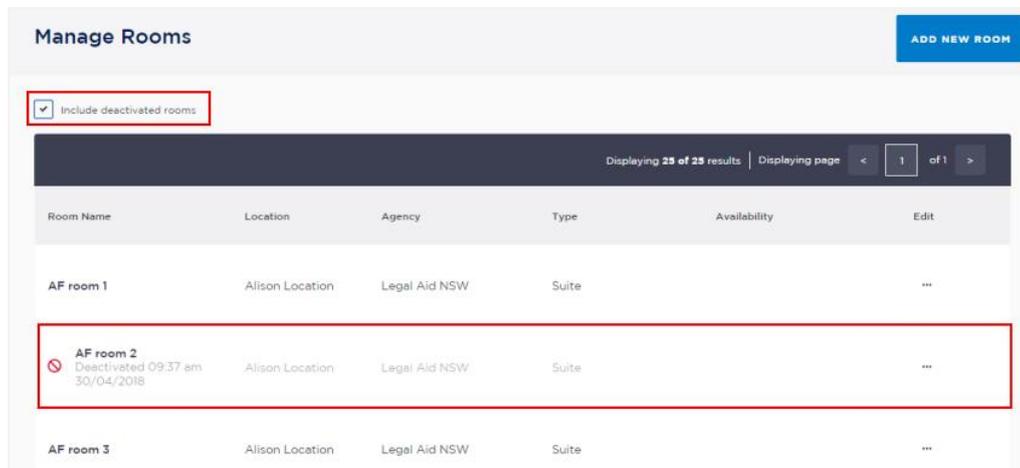
- The system will automatically cancel any appointments which have this room booked.
- The room is no longer available for future bookings.
- View cancelled appointment in the **Appointment List** under the Cancelled heading.



JUST Connect will send cancel notifications to attendees via email and/or SMS. Notification includes cancellation reason.

View Deactivated Room in Appointment List:

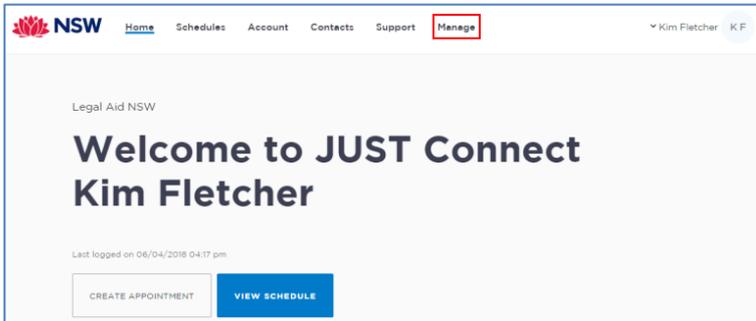
- From the **Manage Rooms** page, tick the **Include deactivated rooms** checkbox.
- Displays deactivated rooms, **or** click in the **Search by** field and enter room name.



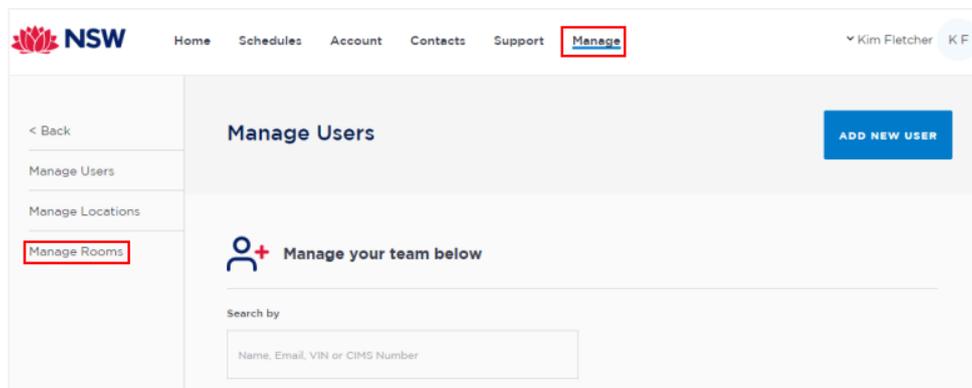
Activate a Room

Step Action

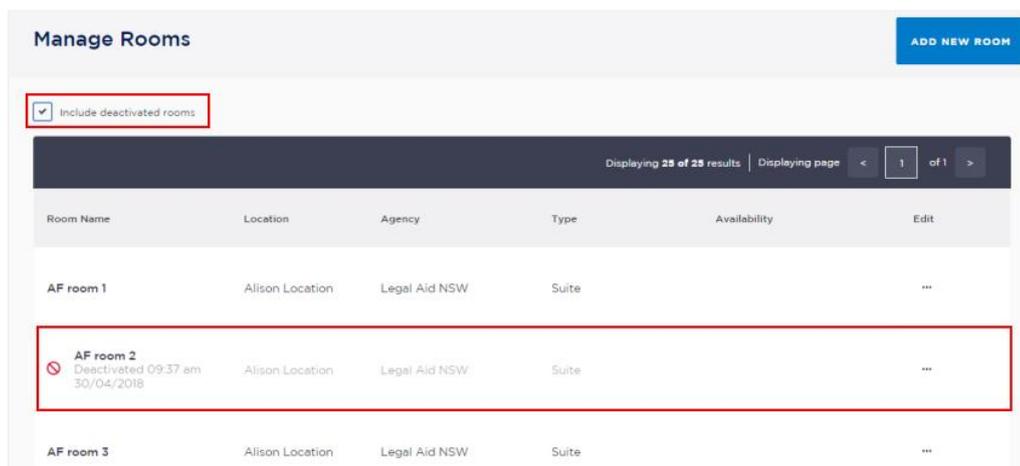
- 1 Log into JUST Connect, and then select the **Manage** page



- 2 The *Manage Users* page displays
 - Select **Manage Rooms** from the left hand navigation menu



- 3
 - Tick the **Include deactivated rooms** checkbox.
 - Displays deactivated rooms, **or** click in the **Search by** field and enter room name.



Step Action

- 4 • Click on ... **Edit** button for the required room
- Select **Activate**

The screenshot shows the 'Manage Rooms' interface. At the top right is a blue button labeled 'ADD NEW ROOM'. Below it is a search section with a 'Search by' label and a text input field for 'Room name'. A checkbox labeled 'Include deactivated rooms' is checked. Below the search is a pagination bar showing 'Displaying 25 of 25 results' and 'Displaying page 1 of 1'. The main content is a table with columns: Room Name, Location, Agency, Type, Availability, and Edit. The table contains three rows: 'AF room 1', 'AF room 2', and 'AF room 3'. The 'AF room 2' row is highlighted with a red box. The 'Edit' column for 'AF room 2' contains a dropdown menu with a red box around the three dots. The dropdown menu is open, showing 'Actions:' followed by 'View' and 'Activate'. The 'Activate' option is highlighted with a red box.

- 5 • Room is reactivated
- Note: reactivating a room will not re-activate any future appointments that were cancelled when the room was deactivated

The screenshot shows the 'Manage Rooms' interface. At the top right is a blue button labeled 'ADD NEW ROOM'. Below it is a search section with a 'Search by' label and a text input field for 'Room name'. A checkbox labeled 'Include deactivated rooms' is checked. Below the search is a pagination bar showing 'Displaying 25 of 25 results' and 'Displaying page 1 of 1'. The main content is a table with columns: Room Name, Location, Agency, Type, Availability, and Edit. The table contains three rows: 'AF room 1', 'AF room 2', and 'AF room 3'. The 'AF room 2' row is highlighted with a red box.

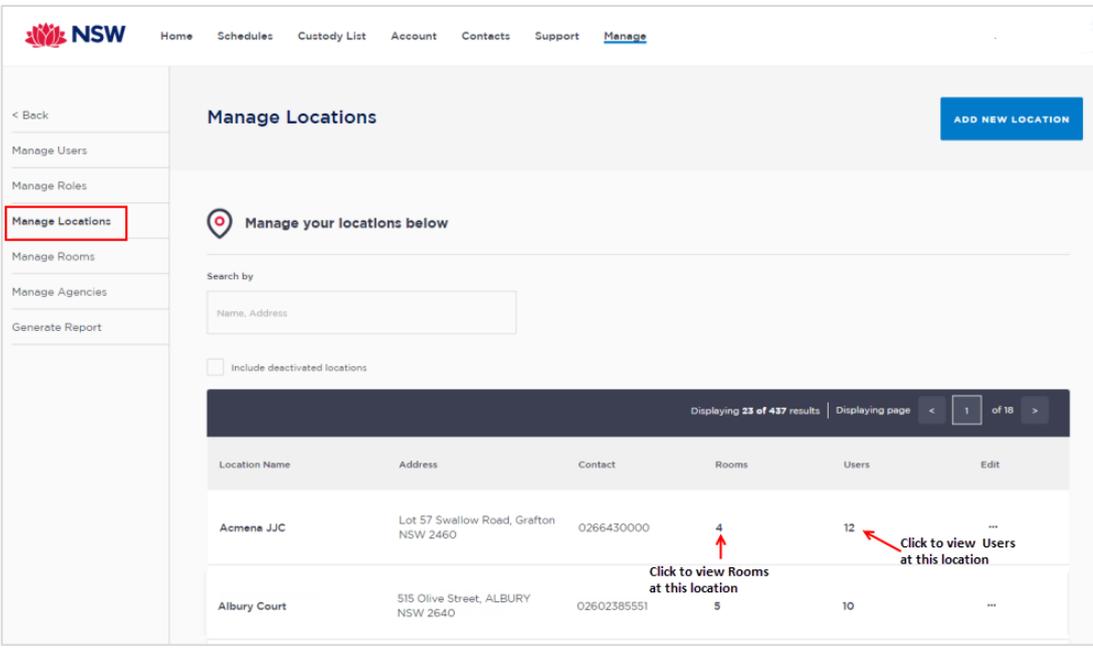
Manage Locations

The Manage Locations page lists your allocated location(s) including the total number of rooms and users per each location.

Add a new location

If your agency establishes a new location, only the **Agency Administrator** can create this in JUST Connect.

A Location Manager **cannot add a new** location, if you require a new location please refer to your Agency Administrator or contact the JUST Connect Support team.

Step	Action																		
	Where a new Corrective Services or Juvenile Justice location is established, a Service Request must be lodged and assigned to DTS to ensure that OIMS and CIMS are updated and that the mapping is correctly applied to JUST Connect. ?? What is the process for CaTS																		
1	Log into JUST Connect, and then select the Manage page																		
2	The <i>Manage Users</i> page displays <ul style="list-style-type: none">Select Manage Locations from the left hand navigation menu																		
 <table border="1"><thead><tr><th>Location Name</th><th>Address</th><th>Contact</th><th>Rooms</th><th>Users</th><th>Edit</th></tr></thead><tbody><tr><td>Acmena JJC</td><td>Lot 57 Swallow Road, Grafton NSW 2460</td><td>0266430000</td><td>4</td><td>12</td><td>...</td></tr><tr><td>Albury Court</td><td>515 Olive Street, ALBURY NSW 2640</td><td>02602385551</td><td>5</td><td>10</td><td>...</td></tr></tbody></table>		Location Name	Address	Contact	Rooms	Users	Edit	Acmena JJC	Lot 57 Swallow Road, Grafton NSW 2460	0266430000	4	12	...	Albury Court	515 Olive Street, ALBURY NSW 2640	02602385551	5	10	...
Location Name	Address	Contact	Rooms	Users	Edit														
Acmena JJC	Lot 57 Swallow Road, Grafton NSW 2460	0266430000	4	12	...														
Albury Court	515 Olive Street, ALBURY NSW 2640	02602385551	5	10	...														
	From the Manage Location page you can also view the list of rooms or users assigned to the location by clicking on the number under the Rooms or Users columns.																		

Step	Action
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- | | |
|---|---|
| 3 | <p>The <i>Manage your locations</i> page displays listing all your allocated location(s) for your agency.</p> <ul style="list-style-type: none"> Always search for the location first to ensure that it does not already exist in the system. Tick Include deactivated locations (deactivated locations can be reactivated) |
|---|---|

4	<p>To add a new location click Add New Location</p>
---	--

The Add a new locations page displays

- Enter **Name and Contact Details**
 - Agency* (defaults to your agency) – Do not create a new Corrective service or Juvenile Justice agency without approval from the Business Support Group and DTS. You must raise a Service NOW ticket first DTS to ensure that OIMS and CIMS are updated and that the mapping is correctly applied to JUST Connect.
 - Phone Number*
 - Location Name*
 - Email address and/or Fax Number
 - Email

Name	Contact Details
<p>Agency*</p> <p>Legal Aid NSW</p>	<p>Phone Number*</p> <p>0298911600</p>
<p>Location Name*</p> <p>Alisons Location</p>	<p>Fax Number</p> <p>02968891082</p>
	<p>Email</p>

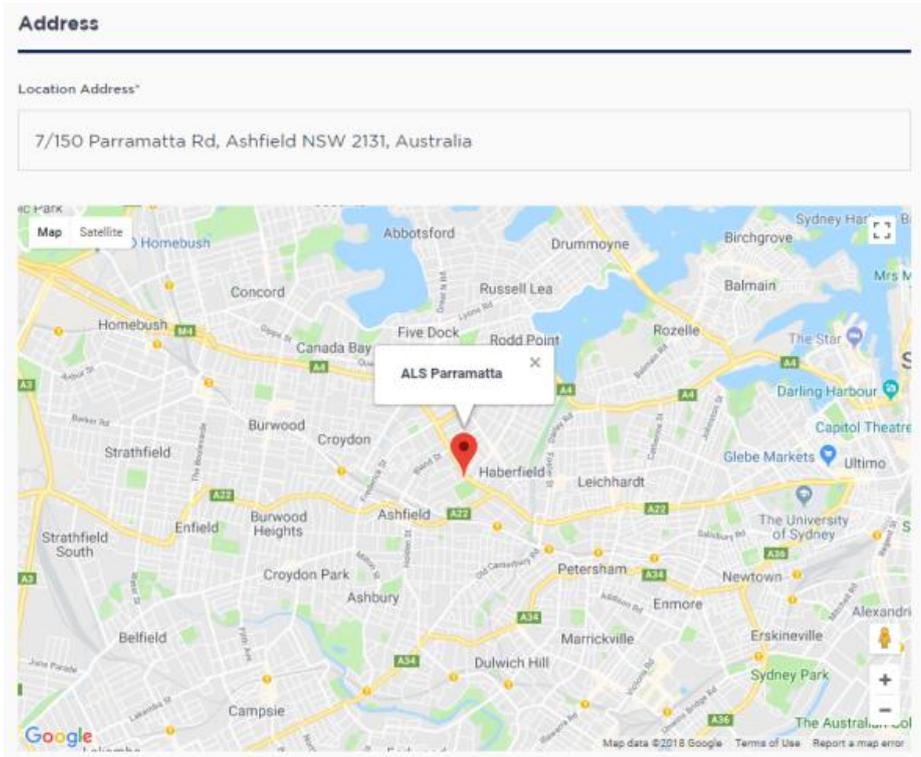


An email address is always required for the following locations:

- Court locations – as they will receive emails about ODPP appointments (Professional and Appearances) at their location; and
- Juvenile Justice locations – as they will receive emails for all pending and cancelled appointments at their location

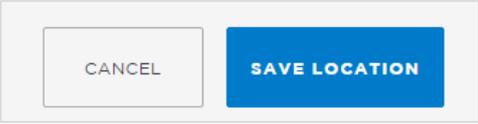
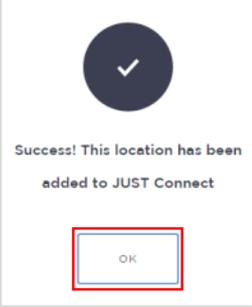
5 Location Address

- Click in the **Location Address** field and enter the address. JUST Connect uses Google Maps to locate and display address on map.

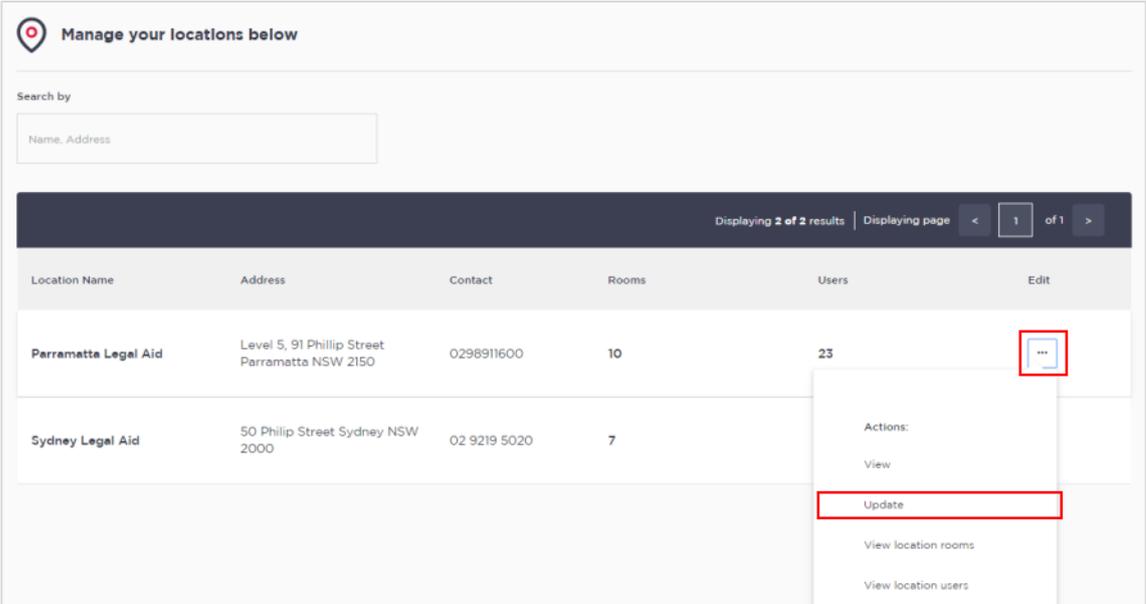


6 Add Unique Correctional Identifier, Add Correctional systems Court name and Add Correctional Centre name fields are only available to Agency Administrators at Correctives Services, Juvenile Justice and Court locations.

- It is important that you contact the JUST Connect Support team for assistance.
- The field needs to be entered exactly as they appear in OIMS or CIMS.

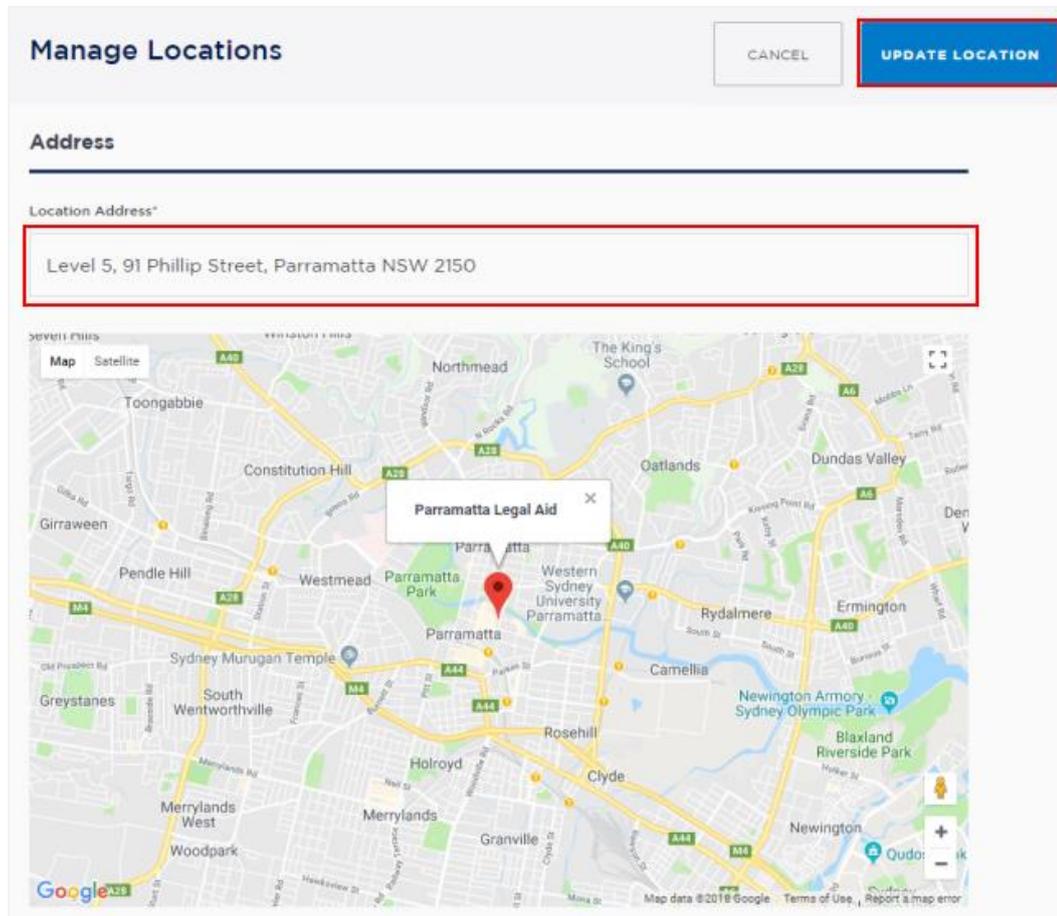
Step	Action
7	Click the Save Location button
	
	<ul style="list-style-type: none">• Displays “Success! Location has been updated” prompt
	
	<ul style="list-style-type: none">• Click OK
8	Once the location is created, you will need to Add New Rooms at that location and assign user to this location - See Update a User .

Update a Location

Step	Action																		
1	Log into JUST Connect, and then select the Manage page																		
2	<ul style="list-style-type: none">• Select Manage Locations in panel on the left side of the screen.• Click on the ...Edit icon at the end of the location record, and then select Update																		
	 <p>The screenshot shows the 'Manage your locations below' interface. At the top, there is a search bar labeled 'Search by' with the placeholder text 'Name, Address'. Below the search bar is a table with the following columns: Location Name, Address, Contact, Rooms, Users, and Edit. The table contains two rows of data:</p> <table border="1"><thead><tr><th>Location Name</th><th>Address</th><th>Contact</th><th>Rooms</th><th>Users</th><th>Edit</th></tr></thead><tbody><tr><td>Parramatta Legal Aid</td><td>Level 5, 91 Phillip Street Parramatta NSW 2150</td><td>0298911600</td><td>10</td><td>23</td><td>...</td></tr><tr><td>Sydney Legal Aid</td><td>50 Phillip Street Sydney NSW 2000</td><td>02 9219 5020</td><td>7</td><td></td><td></td></tr></tbody></table> <p>The 'Edit' column for the 'Parramatta Legal Aid' row is highlighted with a red box. A dropdown menu is open from this cell, showing the following options: View, Update (highlighted with a red box), View location rooms, and View location users. The page also shows 'Displaying 2 of 2 results' and 'Displaying page 1 of 1'.</p>	Location Name	Address	Contact	Rooms	Users	Edit	Parramatta Legal Aid	Level 5, 91 Phillip Street Parramatta NSW 2150	0298911600	10	23	...	Sydney Legal Aid	50 Phillip Street Sydney NSW 2000	02 9219 5020	7		
Location Name	Address	Contact	Rooms	Users	Edit														
Parramatta Legal Aid	Level 5, 91 Phillip Street Parramatta NSW 2150	0298911600	10	23	...														
Sydney Legal Aid	50 Phillip Street Sydney NSW 2000	02 9219 5020	7																
	<p> From the location page you are also able to view the location rooms and location users pages by clicking on the number under the Rooms or Users columns.</p>																		
3	<p>Displays the Update location page.</p> <ul style="list-style-type: none">• If required update the Name and contact details for the location.• All Juvenile Justice NSW locations and Courts should also have a generic Email address entered. <p>Juvenile Justice NSW locations will receive email notifications about pending or cancelled appointments to this email address, and Courts will receive email notifications about ODPP Professional and Appearance appointments created at their location.</p>																		

4 Address

- Click in the **Location Address** field and enter the address. JUST Connect uses Google Maps to locate and display address on map.



5 Add Unique Correctional Identifier, Add Correctional systems Court name and Add Correctional Centre name fields are only available to Agency Administrators at Correctives Services, Juvenile Justice, and Court locations.

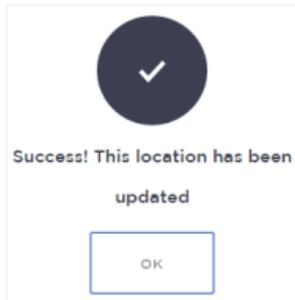
- It is important that you contact the JUST Connect Support team for assistance.
- The field needs to be entered exactly as they appear in OIMS or CIMS.

6 Appointments tick box for Mandatory Approval for all appointments involving a custodial at this location.

Step	Action
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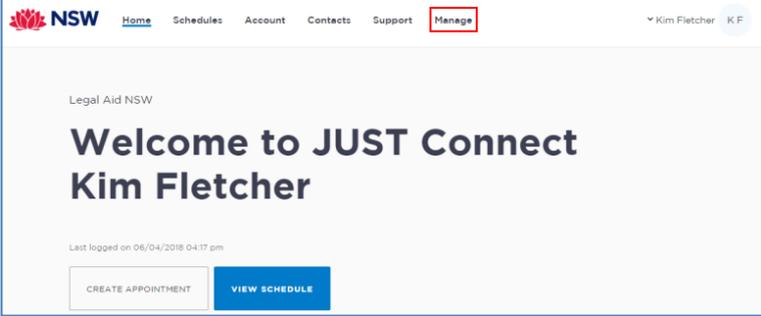
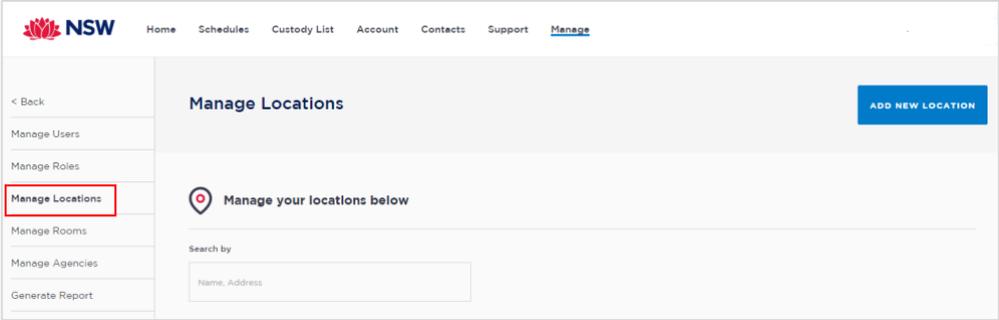
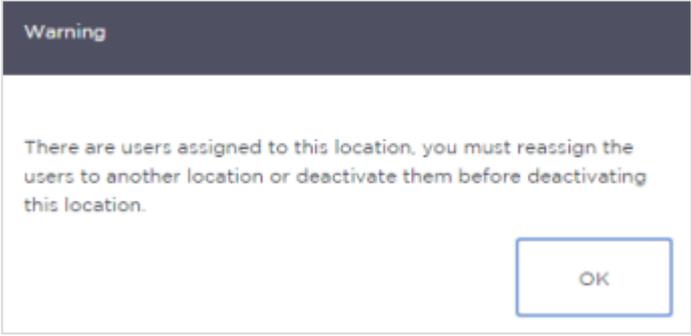
7 When complete click **Update Location**.

- Displays “Success! Location has been updated” prompt



- Click **OK**

Deactivate a Location

Step	Action
1	<p>Log into JUST Connect, and then select the Manage page</p> 
2	<p>The <i>Manage Users</i> page displays</p> <ul style="list-style-type: none">• Select Manage Locations from the left hand navigation menu 
 NOTE	<p>You cannot deactivate a location if there are active users assigned to this location. You must reassign the users to another location or deactivate the users before deactivating this location.</p> <p>JUST Connect will display a Warning prompt advising there are active users assigned to this location.</p> 

Step Action

- 3
 - Click in Search by field, enter Location name, displays search results.
 - Click on ... **Edit** icon button for the required location
 - From the drop-down menu click **Deactivate**

The screenshot shows the 'Manage Locations' interface. At the top right is a blue button labeled 'ADD NEW LOCATION'. Below it is a search bar with 'alison' entered. A table lists two locations: 'Alison NSW Location' and 'Alison Test Location'. The 'Alison Test Location' row has a dropdown menu open, showing options: 'View', 'Update', and 'Deactivate'. The 'Deactivate' option is highlighted with a red box.

Location Name	Address	Contact	Rooms	Users	Edit
Alison NSW Location	Level 7, 220 Pacific Hwy, Crows Nest NSW 2065	0298911600	0	0	...
Alison Test Location	Level 8, 100 Christie Street, St Leonards NSW 2065	234254234234	0		View Update Deactivate

- 4 Displays **Deactivate Location** prompt:

- Click **Yes** to deactivate location

The screenshot shows a 'Deactivate Location' dialog box. The text inside reads: 'This action will deactivate all rooms and prevents all further appointments at this location, any future appointments will be cancelled. Are you sure you wish to continue?'. At the bottom are two buttons: 'NO' and 'YES'. The 'YES' button is highlighted with a red box.

- Location is **no longer visible** in the Manage Locations list



- You cannot deactivate a location if there are users assigned to this location.
- The system will prevent all further appointments from being booked at this location.
- Any future appointments booked at this location will automatically be cancelled.
- Cancelled appointment can be viewed in the **Appointment List** under the Cancelled heading.

Show/Hide Deactivated Locations

JUST Connect automatically hides locations that have been deactivated.

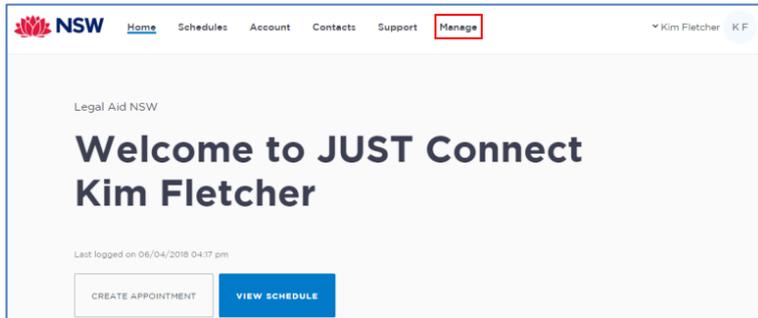
You can use Manage Locations to show or hide deactivated locations that were previously allocated to you.

Step	Action																								
1	Log into JUST Connect, and then select the Manage page																								
2	<p>The <i>Manage Users</i> page displays</p> <ul style="list-style-type: none">• Select Manage Locations from the left hand navigation menu• To Show deactivated locations, tick the Include deactivated locations checkbox<ul style="list-style-type: none">- To find deactivated location click in the Search by field to enter location name. <div data-bbox="311 862 1417 1460"><table border="1"><thead><tr><th>Location Name</th><th>Address</th><th>Contact</th><th>Rooms</th><th>Users</th><th>Edit</th></tr></thead><tbody><tr><td>Bourke Court House</td><td>55-57 Oxley Street, BOURKE NSW 2840</td><td>0268722355</td><td>0</td><td>0</td><td>...</td></tr><tr><td>Bowral Community Corrections Deactivated 09:47 am 18/04/2018</td><td>Administration Building, Berrima Correctional Centre Argyle Street, BERRIMA NSW 2577</td><td>0248613777</td><td>0</td><td>0</td><td>...</td></tr><tr><td>Brewerrine (Yetta Dhinnakal)Centre</td><td>Coolabah - Brewerrine Rd, The Arthur Hall Way VC NSW 2839</td><td>0268744715</td><td>0</td><td>0</td><td>...</td></tr></tbody></table></div> <ul style="list-style-type: none">• To Hide deactivated users, untick the List deactivated locations checkbox<ul style="list-style-type: none">- To find an active location click in the Search by field to enter their name.	Location Name	Address	Contact	Rooms	Users	Edit	Bourke Court House	55-57 Oxley Street, BOURKE NSW 2840	0268722355	0	0	...	Bowral Community Corrections Deactivated 09:47 am 18/04/2018	Administration Building, Berrima Correctional Centre Argyle Street, BERRIMA NSW 2577	0248613777	0	0	...	Brewerrine (Yetta Dhinnakal)Centre	Coolabah - Brewerrine Rd, The Arthur Hall Way VC NSW 2839	0268744715	0	0	...
Location Name	Address	Contact	Rooms	Users	Edit																				
Bourke Court House	55-57 Oxley Street, BOURKE NSW 2840	0268722355	0	0	...																				
Bowral Community Corrections Deactivated 09:47 am 18/04/2018	Administration Building, Berrima Correctional Centre Argyle Street, BERRIMA NSW 2577	0248613777	0	0	...																				
Brewerrine (Yetta Dhinnakal)Centre	Coolabah - Brewerrine Rd, The Arthur Hall Way VC NSW 2839	0268744715	0	0	...																				

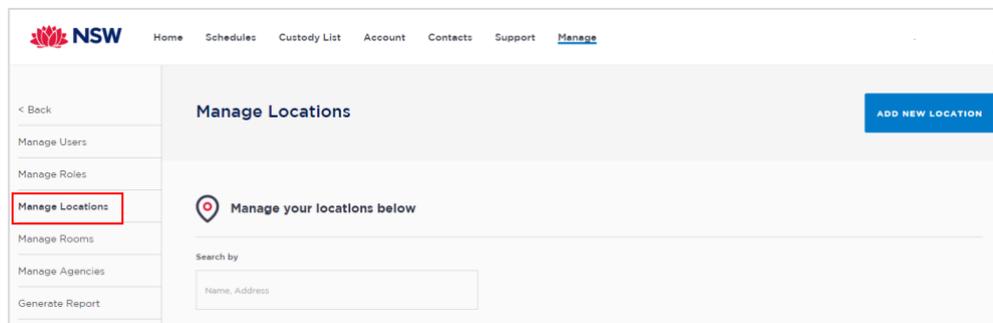
Activate a Location

Step Action

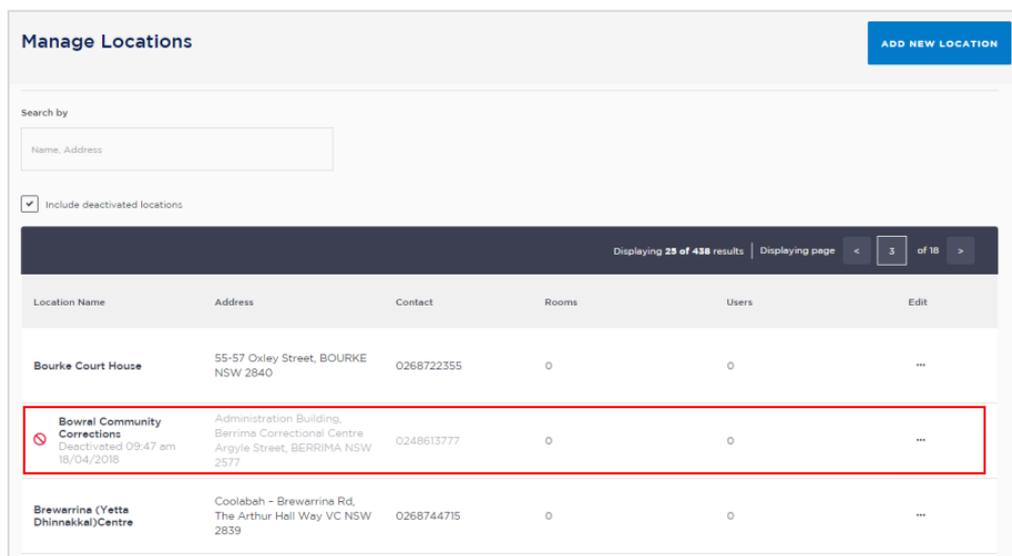
- 1 Log into JUST Connect, and then select the **Manage** page



- 2 The *Manage Users* page displays
 - Select **Manage Locations** from the left hand navigation menu



- 3
 - Tick the **Include deactivated locations** checkbox.
 - Displays deactivated locations, **or** click in the **Search by** field and enter room name.



Step Action

- 4 • Click on ... **Edit** icon for the required room
- Select **Activate**

The screenshot shows the 'Manage Locations' interface. At the top right is a blue button labeled 'ADD NEW LOCATION'. Below it is a checkbox labeled 'Include deactivated locations' which is checked. A dark bar indicates 'Displaying 25 of 438 results' and 'Displaying page 3 of 18'. The main content is a table with columns: Location Name, Address, Contact, Rooms, Users, and Edit. The table contains three rows. The second row, 'Bowral Community Corrections', is highlighted with a red border. A dropdown menu is open for this row, showing 'Actions:' with 'View' and 'Activate' options. The 'Activate' option is highlighted with a red box.

Location Name	Address	Contact	Rooms	Users	Edit
Bourke Court House	55-57 Oxley Street, BOURKE NSW 2840	0268722355	0	0	...
Bowral Community Corrections <small>Deactivated 09:47 am 18/04/2018</small>	Administration Building, Berrima Correctional Centre Argyle Street, BERRIMA NSW 2577	0248613777	0	0	...
Brewerrina (Yetta Dhinnakka)Centre	Coolabah - Brewerrina Rd, The Arthur Hall Way VC NSW 2839	0268744715	0	0	...

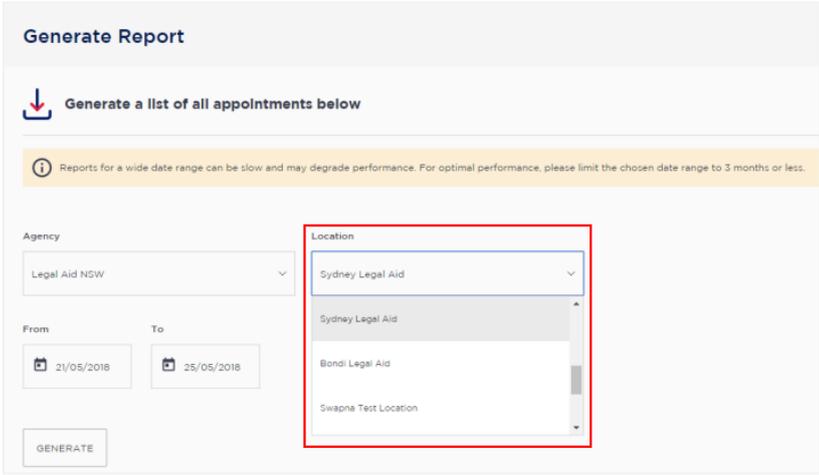
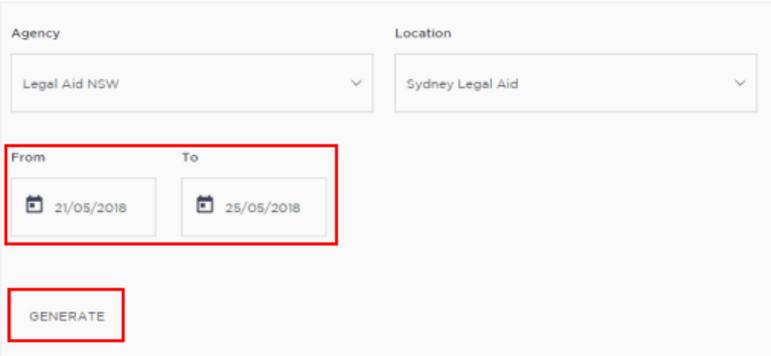
- 5 • Location is reactivated

The screenshot shows the 'Manage Locations' interface after the location has been reactivated. The layout is identical to the previous screenshot, but the 'Bowral Community Corrections' row is now highlighted with a red border, and the dropdown menu is no longer visible.

Location Name	Address	Contact	Rooms	Users	Edit
Bourke Court House	55-57 Oxley Street, BOURKE NSW 2840	0268722355	0	0	...
Bowral Community Corrections	Administration Building, Berrima Correctional Centre Argyle Street, BERRIMA NSW 2577	0248613777	0	0	...
Brewerrina (Yetta Dhinnakka)Centre	Coolabah - Brewerrina Rd, The Arthur Hall Way VC NSW 2839	0268744715	0	0	...

Generate a Report

Location Managers are able to generate a report (excel file) of appointments at your allocated location(s) for a specified date range. Reports operate on local time.

Step	Action
1	Log into JUST Connect, and then select the Manage page
2	<p>Select Generate Report in panel on the left side of the screen, displays Generate Report page.</p> <ul style="list-style-type: none">Displays your Agency and default location, to change Location click on the drop-down arrow and select required location.
	
3	<ul style="list-style-type: none">Click in the From and/or To fields to select required date range.Click Generate
	
4	<ul style="list-style-type: none">Generates an excel file and places link to file in bottom left hand corner of screen.Click on file name to open file in Excel.
	