

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.

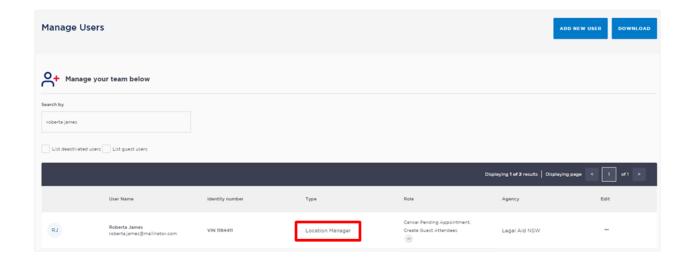
What permission do I have?

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**

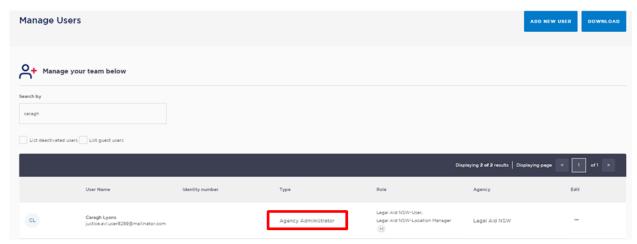


Agency Administrator

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**



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	g	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:

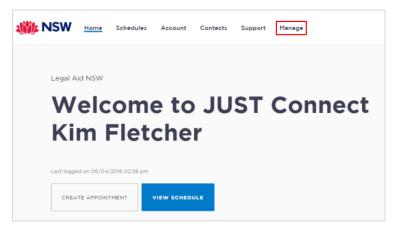
- Private staff must be assigned the "Staff" role and can only be created by the Support Team.
- SMS and Email notification preferences are enabled by default when creating a new user.

Add a new user

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

1 If required complete a Service Now ticket, prefer to the Manage User table on previous page for details.

2 Log into JUST Connect, and then click the **Manage** link in the menu bar at the top of the page.

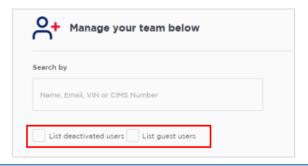




The **Manage** link will only display in the menu bar if you have been assigned the role of a Location Manager.

- 3 The Manage Users page displays
 - 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

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.



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

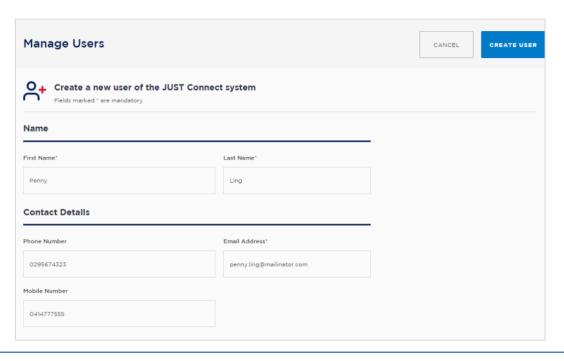
• Enter the user's name and contact details

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.

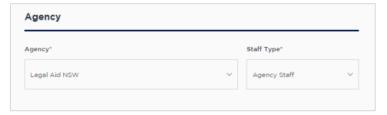
If the user is an ODPP staff member, the address entered must be their @odpp.nsw.gov.au email address.





- 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.
- 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.

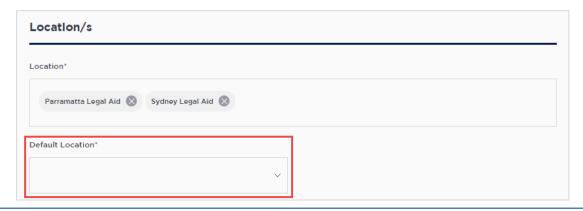




- The Agency field will only list the same agency assigned to you (Agency Administrator and Location Manager).
- The Staff Type will only list options available to your agency.
 - Location Managers can only create Agency Professional and Agency Staff
 - Agency Administrators can create Agency Professional,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



8 Select the default location

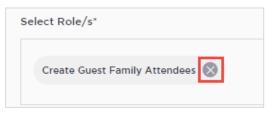


- **Role:** Click in the Select Role/s field to display a list of roles that can be applied to the new user. Select only the role(s) that apply.
 - JUST Connect permissions are based the role that has been selected. Please refer to
 Just Connect User Types and Roles document on the <u>JUST Connect support page</u>
 for more information.





To delete a selection, click the X icon



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



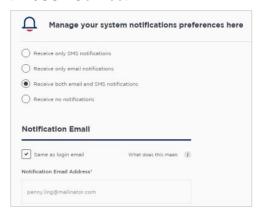


If the user is going to be creating appointments which include a person in-custody but they are not attending the appointment, then they **do not** require a VIN or CIMS number.

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:

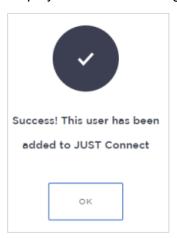
Select notifications for the user. The user can also edit this selection from their own account in JUST Connect.



- 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.

13 Displays **Success** message, click **OK**.



The **new user** will receive an email notification welcoming them to JUST Connect and providing them with a link to log on with.

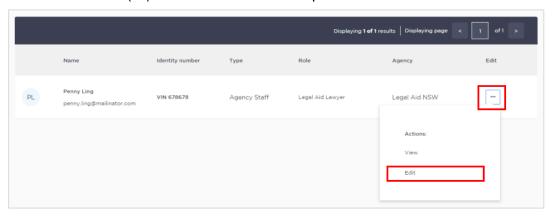
Update a User

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 Action1 Log into JUST Connect, and then select the Manage page

- The *Manage Users* page displays
 - Click in Search by field, you can search by user name, email VIN or CIMS number.
- 3 Displays matching user's record.
 - Click on Edit icon (...) and select Edit from drop down list.

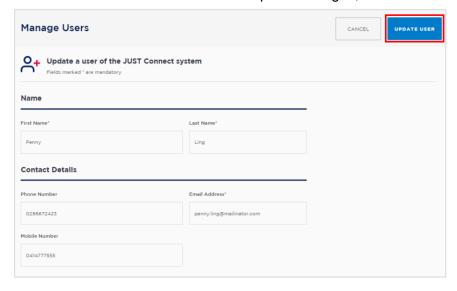




- You can only assign user permissions that your level of access permits.
- You can only assign locations that are currently allocated to yourself.
- When you open the schedule views, the default location will always appear first. If multiple locations have been assigned to you, then you can toggle between the locations to view the schedule for each location.

Please refer to the **User Types and Roles** document on the <u>JUST Connect Support page</u> for detailed information regarding assigning user permissions.

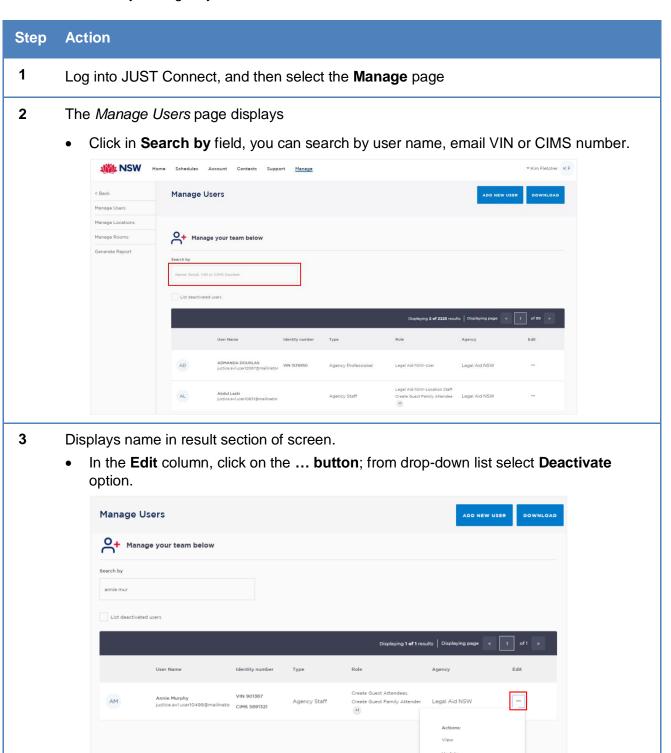
- 4 Displays the user's details onscreen
 - Review contents and make the required changes, and then click **Update User**.



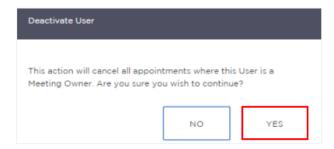
Deactivate a User

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.

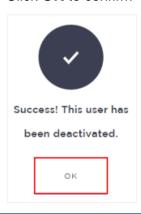
Note: if the user has moved to a different office location and are still employed by your agency, then their profile should be updated to have their new office location as their default location. This will need to be done by the Agency Administrator.



- 4 Displays Deactivate User prompt.
 - Click Yes to continue



- 5 Displays prompt, user has been deactivated.
 - Click **OK** to confirm



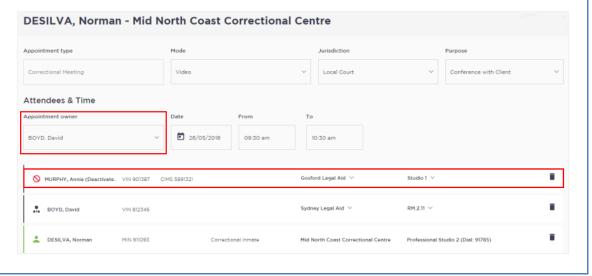
Note:

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



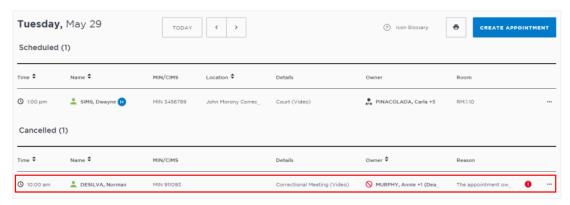
Important:

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



• 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.



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

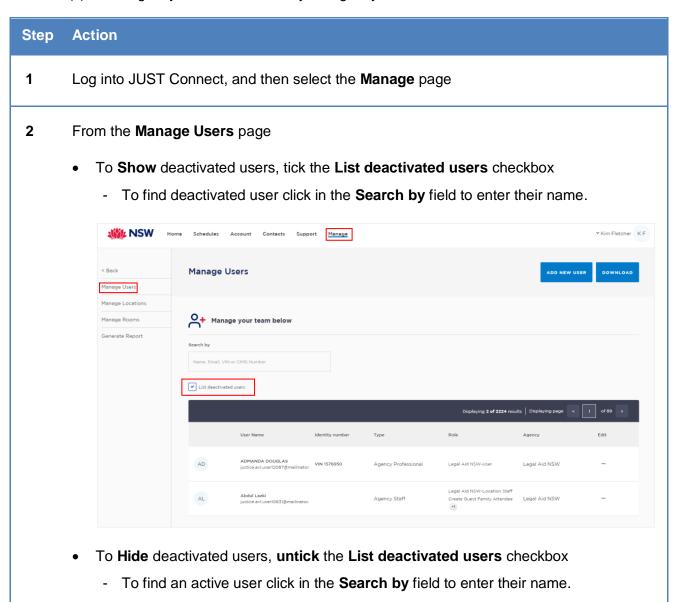


If the appointment includes **other non-custodial** attendees, the appointment can be edited to change the appointment owner to another attendee prior to deactivating the original appointment owner, thereby not cancelling the appointment.

Show/Hide Deactivated Users

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

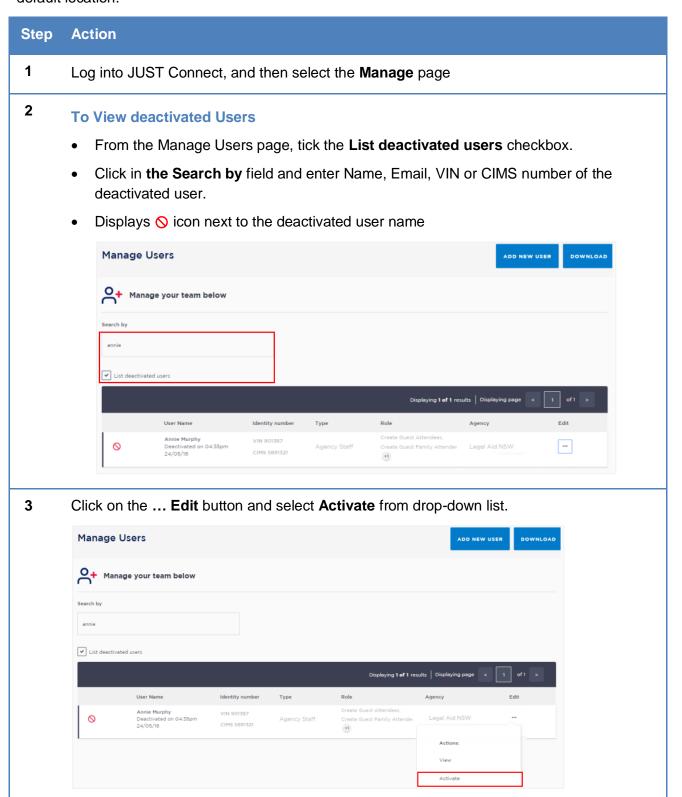
When managing users, you can show or hide deactivated users who were previously allocated to you location(s) or for Agency Administrators, to your agency.



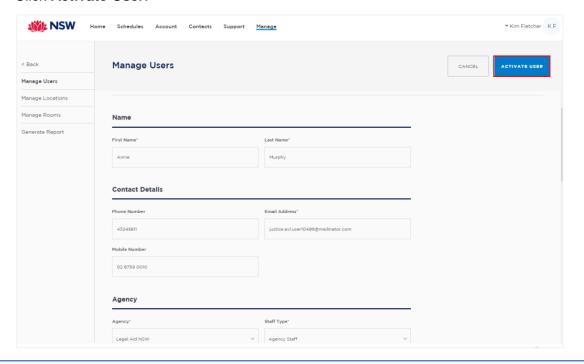
Activate a User

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

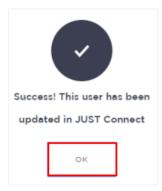
An Agency Administrator can activate a previously deactivated user in their agency, regardless of default location.



- 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 reactivated.
 - Click Activate User.

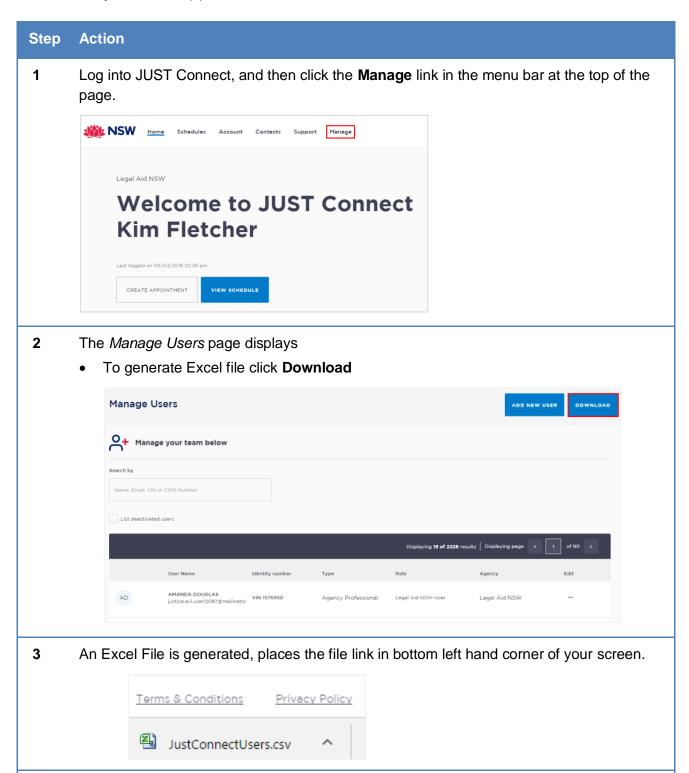


- 5 Displays prompt, user has been updated (reactivated).
 - Click **OK** to confirm



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).



Click on the **File name** to open file in Excel.

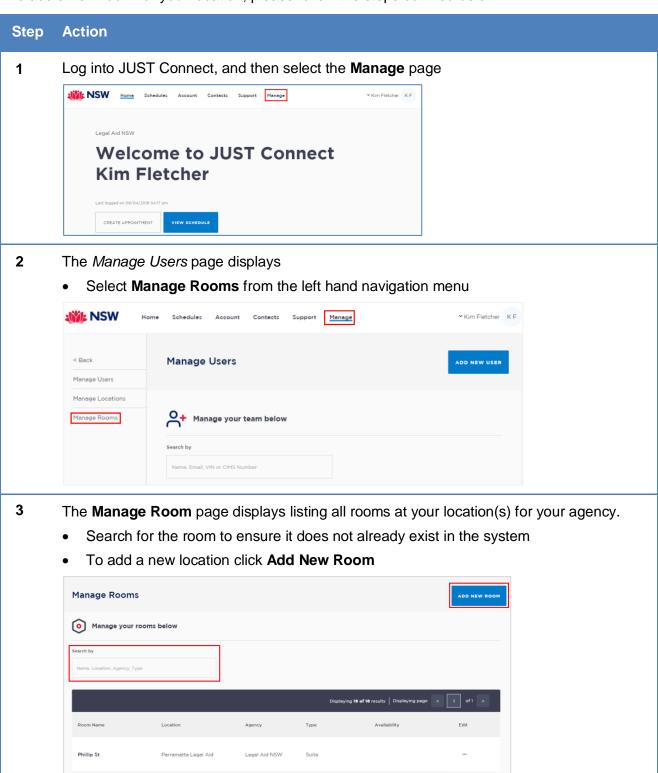
4

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

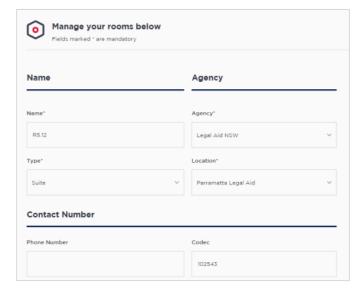
To add a new room for your location, please follow the steps outlined below:



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

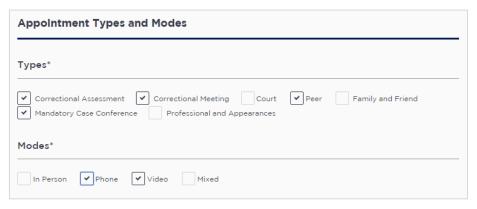


5 Select the Appointment Types and Modes:

- **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.

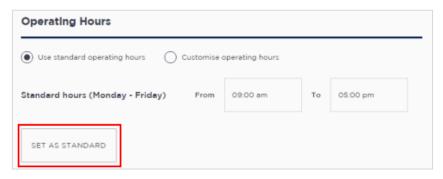




Important:

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.

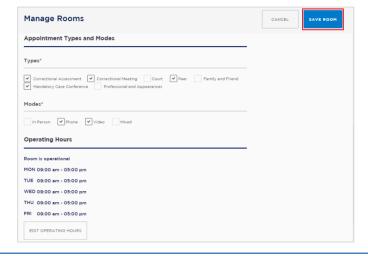
- **6** Select operating hours from the following options:
 - Standard operating hours: predefined set daily hours (Monday to Friday)
 - click Set as Standard; or
 - Customise operating hours:
 - Specify day and/or hours when the room is available for bookings
 - click Set as Standard; or



7 Associated Housing Location (if required)

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

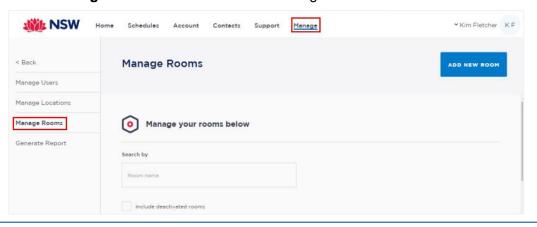
- It is important that you contact the JUST Connect Support team for assistance if the room that you are creating is in a designated maximum security wing of a facility.
- The Housing location field needs to have the Security Block name entered exactly as it appears in OIMS or CIMS to ensure that only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



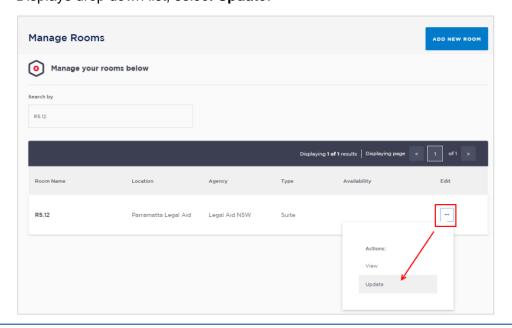
Edit a room

Step Action

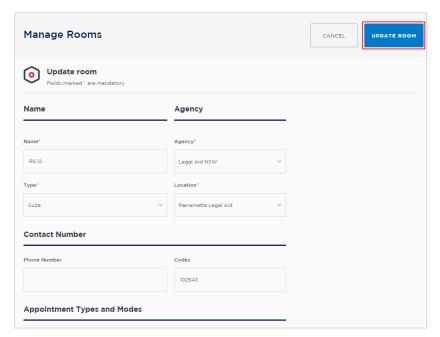
- 1 From the menu at the top of the JUST Connect screen, click **Manage** page
- 2 The Manage Users page displays
 - Select Manage Rooms from the left hand navigation menu



- 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.
 - 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**.





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

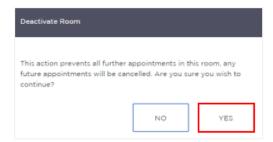
Step **Action** 1 Log into JUST Connect, and then select the Manage page NSW Home Schedules Account Contacts Support Manage **Welcome to JUST Connect** Kim Fletcher CREATE APPOINTMENT The Manage Users page displays 2 Select Manage Rooms from the left hand navigation menu NSW Home Schedules Account Contacts Support Manage ▼ Kim Fletcher K F Manage Users ADD NEW USER Manage Users Manage Locations Manage your team below Manage Rooms 3 The *Manage Rooms* page displays Click in Search by field, enter Room name Click on ... Edit button for the required room Select **Deactivate** Manage Rooms AF room 1 Alison Location Legal Aid NSW AF room 2 Alison Location Legal Aid NSW Legal Aid NSW AF room 3 Alison Location

Alison Location

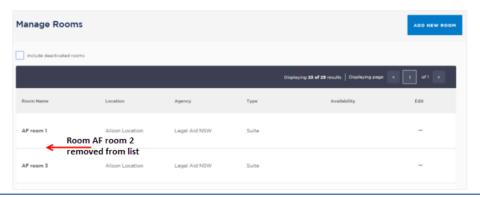
Legal Aid NSW

Alison Same

- 4 Displays **Deactivate Room** prompt:
 - Click Yes to deactivate room

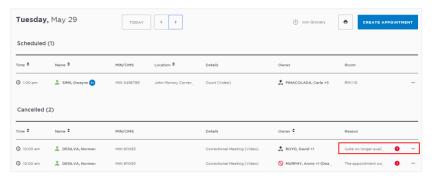


· Room is no longer visible in the Manage Room list





- 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.

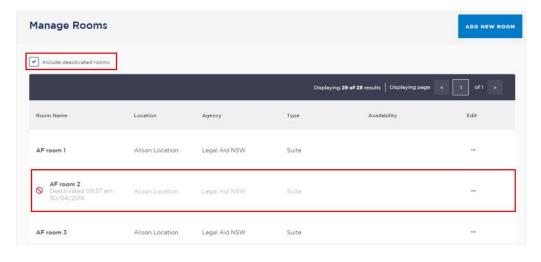




JUST Connect will send cancel notifications to attendees via email and/or SMS. Notification includes cancellation reason.

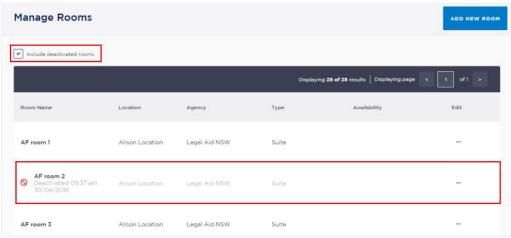
View Deactivated Room in Appointment List:

- 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.

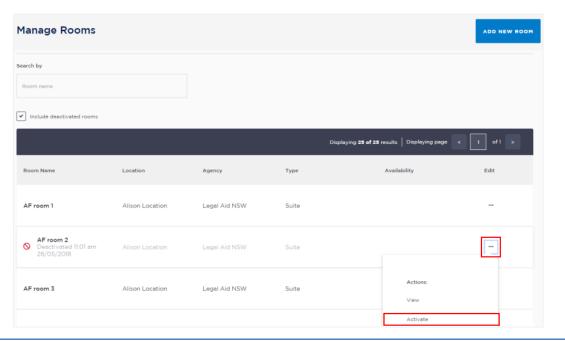


Activate a Room

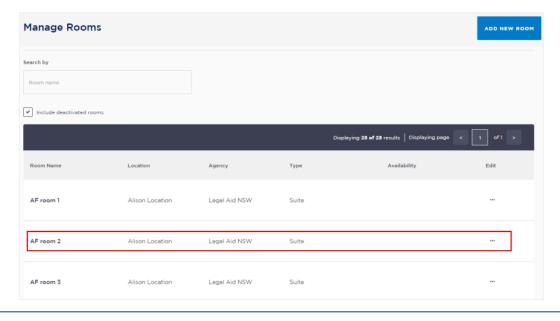
Step **Action** 1 Log into JUST Connect, and then select the Manage page NSW Home Schedules Account Contacts Support Manage **Welcome to JUST Connect** Kim Fletcher CREATE APPOINTMENT The Manage Users page displays 2 Select Manage Rooms from the left hand navigation menu NSW Home Schedules Account Contacts Support Manage ▼ Kim Fletcher K F ADD NEW USER < Back **Manage Users** Manage Users Manage Locations Manage Rooms Manage your team below Tick the **Include deactivated rooms** checkbox. 3 Displays deactivated rooms, **or** click in the **Search by** field and enter room name. Manage Rooms



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



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



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.

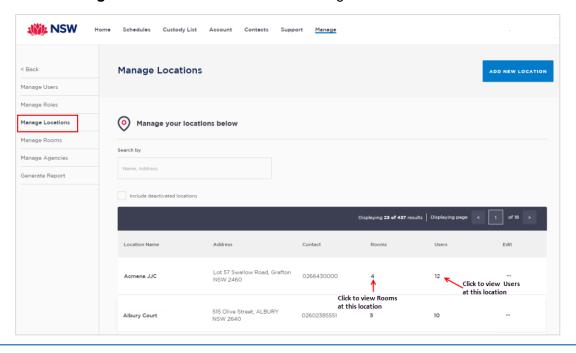
A Location Manager **cannot add a new** location, if you require a new location please refer to your Agency Administrator or contact the JUST Connect Support team.

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



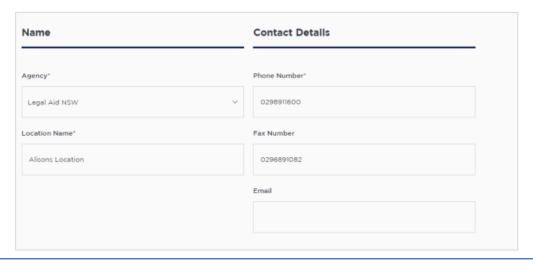


From the Manage Location page you can also view the list of rooms or users assigned to the location by clicking on the number under the **Rooms or Users** columns.

- 3 The *Manage your locations* page displays listing all your allocated location(s) for your agency.
 - 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 To add a new location click **Add New Location**

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



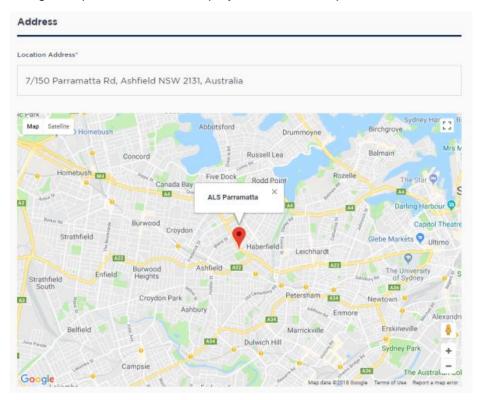


An email address is always required for the following locations:

- 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.

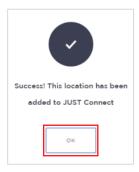


- Add Unique Correctional Identifier, Add Correctional systems Court name and Add Correctional Centre name fields are only available to Agency Administrators at Correctives Services, Juvenile Justice and Court locations.
 - It is important that you contact the JUST Connect Support team for assistance.
 - The field needs to be entered exactly as they appear in OIMS or CIMS.

7 Click the Save Location button



• Displays "Success! Location has been updated" prompt

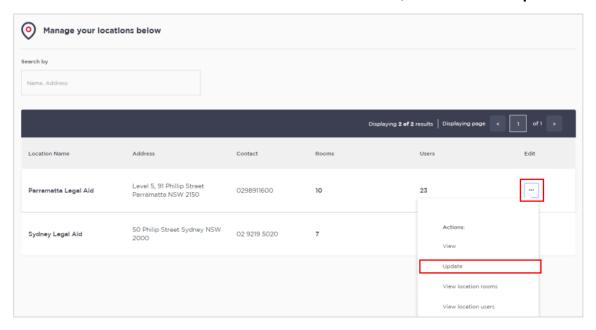


- Click **OK**
- 8 Once the location is created, you will need to <u>Add New Rooms</u> at that location and assign user to this location See <u>Update a User</u>.

Update a Location

Step Action

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





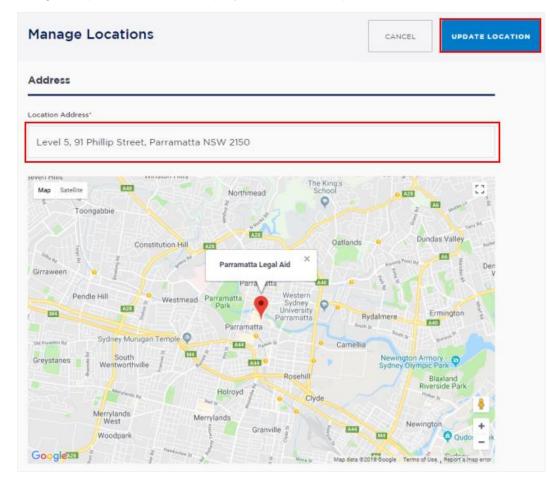
From the location page you are also able to view the location rooms and location users pages by clicking on the number under the Rooms or Users columns.

- 3 Displays the **Update location** page.
 - 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.

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.

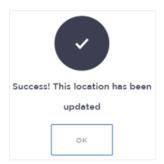
4 Address

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



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

- 7 When complete click **Update Location**.
 - Displays "Success! Location has been updated" prompt



• Click **OK**

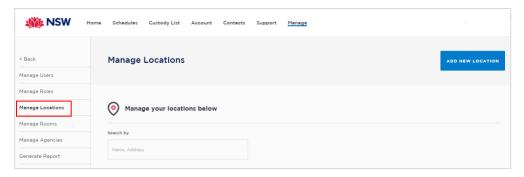
Deactivate a Location

Step Action

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



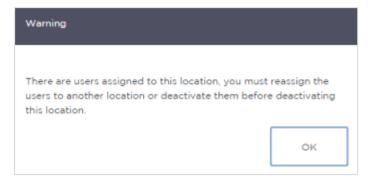
- **2** The *Manage Users* page displays
 - Select Manage Locations from the left hand navigation menu



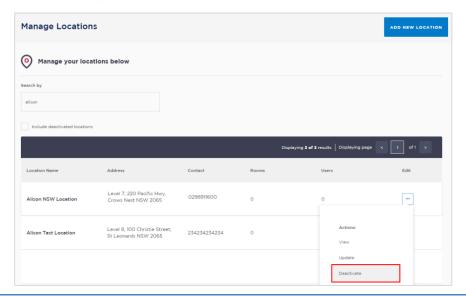


You **cannot deactivate** a location if there are active **users** assigned to this location. You must **reassign the users** to another location or deactivate the users before deactivating this location.

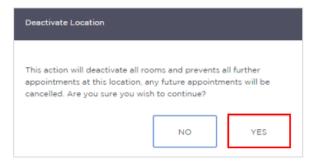
JUST Connect will display a **Warning** prompt advising there are active users assigned to this location.



- 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**



- 4 Displays **Deactivate Location** prompt:
 - Click Yes to deactivate location



• 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 The Manage Users page displays 2 Select Manage Locations from the left hand navigation menu To Show deactivated locations, tick the Include deactivated locations checkbox To find deactivated location click in the **Search by** field to enter location name. **Manage Locations** Displaying 25 of 438 results Displaying page Address Users Edit 55-57 Oxley Street, BOURKE NSW 2840 Bowral Community Corrections Deactivated 09:47 ar

To **Hide** deactivated users, **untick** the **List deactivated locations** checkbox

Coolabah - Brewarrina Rd, The Arthur Hall Way VC NSW 0268744715 2839

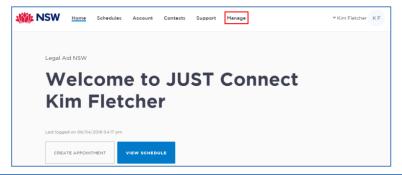
To find an active location click in the **Search by** field to enter their name.

0

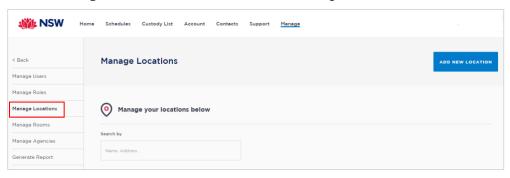
Activate a Location

Step Action

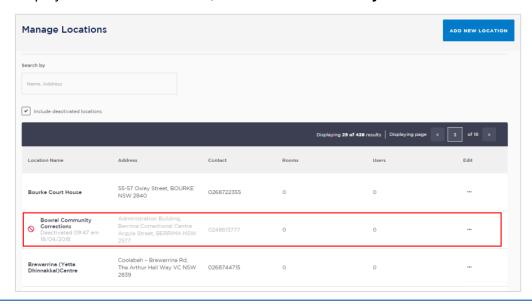
1 Log into JUST Connect, and then select the **Manage** page



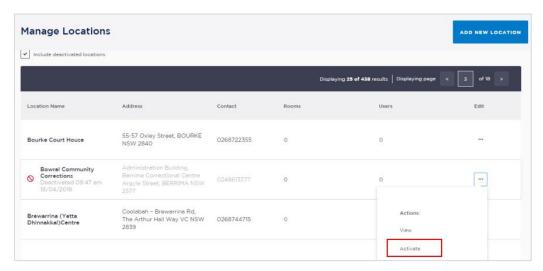
- 2 The Manage Users page displays
 - Select Manage Locations from the left hand navigation menu



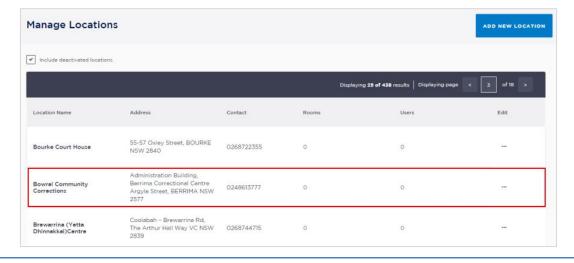
- Tick the **Include deactivated locations** checkbox.
 - Displays deactivated locations, **or** click in the **Search by** field and enter room name.



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



Location is reactivated



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 Select Generate Report in panel on the left side of the screen, displays Generate Report page. Displays your Agency and default location, to change **Location** click on the drop-down arrow and select required location. Generate Report Generate a list of all appointments below GENERATE 3 Click in the **From** and/or **To** fields to select required date range. Click Generate Legal Aid NSW Sydney Legal Aid 21/05/2018 25/05/2018 GENERATE 4 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. Terms & Conditions Privacy Policy

report-5b0b99b54....csv