

JUST Connect

On the Job Workbook

Corrective Services and Community Corrections

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Table of Contents

Introduction.....	5
Aim	5
Objectives	5
Using Workbook	5
JUST Connect	6
System requirements	7
Logging into JUST Connect	7
Re-set your password:	7
Roles and Permissions	8
Home Page	9
View the Home page.....	9
Appointments.....	11
Appointment Types	11
Person in-custody ‘in transit’	11
Interpreter service	12
Appointment Status.....	12
Creating Appointments – Correctional Services Officer.....	14
Correctional Meeting or Correctional Assessment	14
Creating Appointments – Community Corrections	20
Correctional Meeting Appointment	20
Correctional Assessment Appointment	25
Creating a Peer Appointment.....	29
Adding a Guest Attendee	32
Schedule.....	34
View the Schedule	34
Appointment List view	35
Viewing your Court Appointment List	36
Day View	36
Week view	38
View an appointment	39
Managing Appointments	41
Accept or Decline an Appointment	41
Cancel an Appointment:.....	43

Did Not Occur Appointment	45
History log.....	45
Edit an appointment.....	46
Print Appointment List.....	48
Notifications and Reminders.....	49
Manage Personal Account Settings	52
Personal Account Settings	52
Changing your password:	52
Support.....	53
Appendix 1 – Training Accounts	54

Introduction

Aim

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

Objectives

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

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

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

Using Workbook

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

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

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

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

What is JUST Connect?

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

JUST Connect will enable booking of video and telephone sessions, professional interviews, visits, meetings, conferences and court appearances.

About the AVL Project

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

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

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

The Project is expanding the AVL network to:

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

System requirements

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



Google Chrome v56 or above



Internet explorer v11 or above

Logging into JUST Connect

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

Corrective Service Officers / Community Corrections:

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

Re-set your password:

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

Roles and Permissions

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

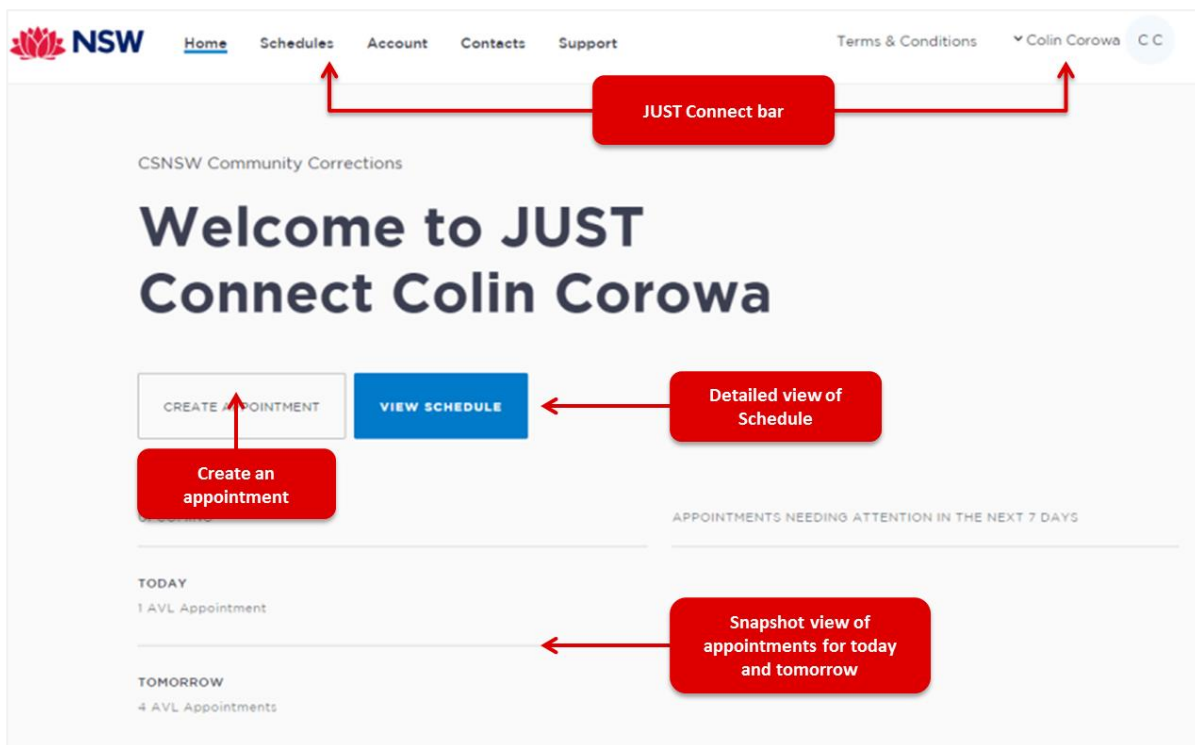
JUST Connect Roles	Assigned to Position
System Administrator	AVL Project
Location(s) Manager	Office Manager (LA); Regional Co-ordinator (ALS); Senior Officer in Charge (CorrSer)
Location Staff	Legal Support Officer; Corrective Services Officer, Community Corrections Officer, Juvenile Justice, ACCSO,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

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

Home Page

View the Home page

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



The Home page contains the following:

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

Activity 1 – Log-in and Navigate

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

Instructions	Open Google Chrome and enter the following URL: https://training.justconnect.justice.nsw.gov.au Refer to Training Accounts (Appendix 1) for the username and password.
	Using the training account provided log-in to the training environment for JUST Connect and explore the following areas: • Home page • Schedule ○ Appointment list ○ Day view ○ Week view Note: • There may be limited data in the system depending on when the latest data refresh occurred. • You will revisit viewing and using schedule after you have created appointments.

Notes:

Appointments

Appointment Types

Correctional service staff are able to book and/or manage the following types of appointments:

Types of Appointments	Description
Correctional Meeting	• Book and/or manage appointments on behalf of a legal professional with a person in custody. • Book and/or appointments with a person-in-custody which includes yourself and/or a colleague
Correctional Assessment	Book and/or manage appointments on behalf of a medical practitioner with a person in-custody.
Peer	Book an appointment with colleagues and/or peers, can be used for meetings, conference, interviews, training etc. Appointment can be within an agency (intra-agency) or with any other agency (inter-agency) at any time of the day within the agencies specified time frames.
Court	A Correctional Officer is able to book and/or manage interstate Court/ Tribunal or Interjurisdictional appointments.
Compassionate Visit	A Correctional Officer is able to book and/or manage on behalf of family and friends with a person in-custody

Note: The type of appointments that you can create and/or manage is dependent on your user profile, role and permissions.

Person in-custody 'in transit'

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

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

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

Interpreter service

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

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

Appointment Status

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

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

Appointment Status	Description		
Pending	Appointments made with a person-in-custody at short notice (see below) will be given a status of Pending. These appointments must be accepted or declined by a Correctional Services or Juvenile Justice Officer.		
	Created/made:	Booked to Occur:	Status
	Today	Today (same day)	Pending
	Today after 3pm	Next day	Pending
	• Pending status does not apply to court appointments regardless of when the appointment is made, ie court appointments are always automatically given a status of Scheduled. • Appointments which are always assigned a status of Pending regardless of how far in advance the appointment is made include: - Appointments with a Juvenile detainee; appointments with a correctional inmate housed at a high risk location; all Family and Friends appointments.		
Scheduled	• Appointments with a person-in-custody made before 3pm to occur the next day or greater are automatically given a status of Scheduled. • Court, Supreme Court, and NCAT are automatically given a status of Scheduled (includes appointments made at short notice). • Any appointments made which do not include a person in-custody are given a status of Scheduled regardless of when the appointment is made.		
Cancelled	A scheduled or pending appointment has been cancelled. All attendees (excluding person in-custody) will receive notification via email and/or SMS (provided their email address and mobile number has been recorded in JUST Connect) which includes the reason for the cancellation.		

Appointment Status	Description
Accepted	The Pending appointment (with a person-in-custody) has been accepted by the Correctional Services or Juvenile Justice Officer.
Declined	The Pending appointment (with a person-in-custody) has been declined by the Correctional Services or Juvenile Justice Officer.
Did not Occur	A scheduled appointment that did not take place can be marked by a Correctional Services officer as 'Did not occur'.

Creating Appointments – Correctional Services Officer

Corrective Services staff are able to book and/or manage the following types of Professional appointments:

- Correctional Meeting (legal professional with person in-custody)

In-Person Appointment:

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

Currently in-person appointments can only be made with inmates at the Metropolitan Remand and Reception Centre (MRRRC) facility by current professional users of JUST Connect.

TIMES for Bookings: Between 9:00AM and 3:00PM

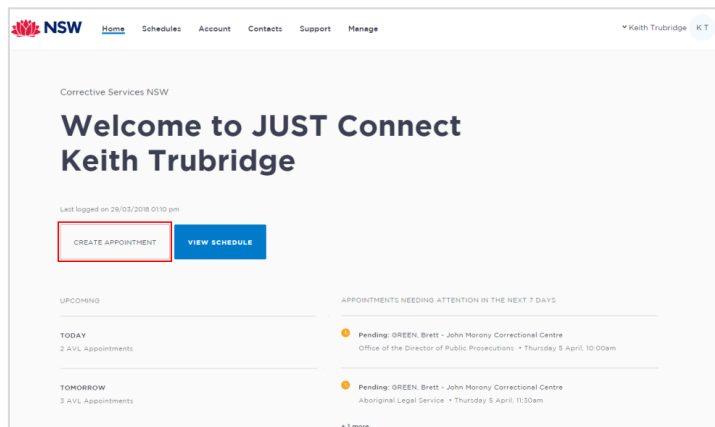
Note: In the near future, in-person appointment functionality will be made available at other Correctional facilities and JUST Connect access will be provided to additional professionals. As this occurs you will be notified.

If you are already provisioned, you may begin making **in-person** appointments at the MRRRC between the above hours. If you are not provisioned in JUST Connect and you need to make an “in-person” appointment at the MRRRC please contact the Business Support Team on: Justconnect@justice.nsw.gov.au.

- Correctional Assessment (medical practitioner with a person in-custody)
- Peer to Peer (intra or inter-agency, for purposes of meetings, interviews or training)

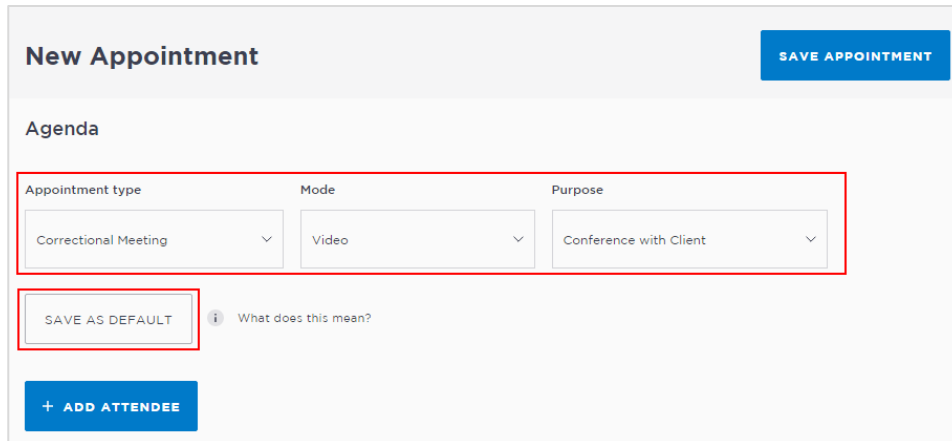
Note: The type of appointments that you can create and/or manage is dependent on your user profile, role and permissions.

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



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

- Appointment Type - Correctional Meeting or Correctional Assessment
- Mode – Video for AVL (or Phone; or In person)
- Purpose - options vary depending on the appointment type selected



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

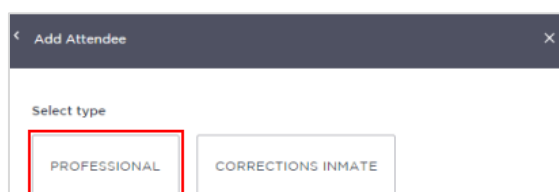
- Select options from various agenda drop down arrows, and then click the **Save as Default** button.

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

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

a. **Adding a Professional:**

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



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



Note:

- If you are unable to find the professional you can add them as a **Guest Attendee** provided they have a **valid VIN** number (refer to the section [Add a 'Guest Attendee'](#) to an appointment within this document).
- More than one professional can added to an appointment; repeat this step to add another professional.
- The system automatically assigns a Professional as the Appointment Owner; this can be changed to another professional if required.

b. Adding a Correctional Inmate:

- Click **Add Attendee** button, then click **Corrections Inmate** button.
- Enter the Inmate's **MIN** (you must use their MIN number – 6 digits)
- Displays drop down list with Inmate's name, MIN and location, click **Select** button.

Results

GREEN, Brett	MIN 123456	John Morony Correctional Centre
--------------	------------	---------------------------------

< SEARCH AGAIN SELECT

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

GREEN, Brett - John Morony Correctional Centre SAVE APPOINTMENT

Attendees & Time

Appointment owner: BOYD, David

Date: 30/03/2018 From: 10:00 am To: 10:30 am

BOYD, David	VIN 888885	Parramatta Legal Aid	Any	
GREEN, Brett	MIN 123456	Correctional Inmate	John Morony Correctional Centre	Professional Studio 2

+ ADD ATTENDEE Interpreting Services required?

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

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

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

Attendees & Time

Appointment owner

BOYD, David

Date: 30/03/2018

From: 10:00 am

To: 10:30 am

BOYD, David VIN 888885

Parramatta Legal Aid

The schedule timeline will show:

Available – displays the time in **green**.

Not available - displays the time in **grey diagonal lines**.

Clash – displays the time in **red**.

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

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

Appointment owner

BOYD, David

Date: 30/03/2018

From: 10:00 am

To: 10:30 am

BOYD, David VIN 888885

Parramatta Legal Aid

Any

Professional Studio 2

John Morony CC - Phone and Video (Mixed)

6. **Appointment Notes**

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

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

+ ADD ATTENDEE

Interpreting Services required?

Appointment Notes

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

7. Save appointment:

- Check you have selected and/or entered all the required appointment details, when complete.
 - Check **the Appointment Owner** is correct. The Appointment Owner is the person **responsible** for the meeting. They must be listed as a Professional and be an attendee. Click Appointment Owner **down arrow** to change the owner if required.
 - To delete any of the attendees, click the **rubbish bin** icon at the end of the row containing attendee's name.
- Click the **Save Appointment** button.
- Displays prompt advising Appointment has been **scheduled**. Click **OK** button.

GREEN, Brett - John Morony Correctional Centre

SAVE APPOINTMENT

Attendees & Time

Appointment owner

BOYD, David peter

▼

Date

From

To

13/12/2018

10:00 am

10:45 am

BOYD, David peter

VIN 888885

CMS 9870001

Professional

Sydney Legal Aid ▼

Any

🗑

GREEN, Brett

MIN 123456

Correctional Inmate

John Morony Correctional Centre

Any

🗑

+ ADD ATTENDEE

Interpreting Services required?

Thursday, 13 December

-45 am

08:00 am

08:15 am

08:30 am

08:45 am

09:00 am

09:15 am

09:30 am

09:45 am

10:00 am

10:15 am

10:30 am

10:45 am

11:00 am

11:15 am

11:30 am

11:45 am

12:00 pm

12:15 pm

BOYD, David Peter

➤ Sydney Legal Aid

GREEN, Brett

◀

▶

Activity 2 – Create an appointment for Correctional Meeting as Corrective Services Officer

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

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

Notes:

Creating Appointments – Community Corrections

Book a Correction Meeting appointment with a person-in-custody (correctional inmate) which includes yourself and/or a colleague. Can also be used to book and/or manage appointments on behalf of a legal professional with a person in custody.

Correctional Meeting Appointment

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

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

- Appointment Type : Correctional meeting
- Mode: Phone or Video (AVL)
- Jurisdiction: select required option, eg District Court
- Purpose: select required option, eg Interview



- The Jurisdiction field only displays for certain *Appointment types* (i.e. Correctional Meeting).
- **Save as Default** button: If your appointments have common agenda types, you can set those types as your default. Select the required options from the drop down menus, and then click the **Save as Default** button.

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

- Professional (Community Corrections; or Legal; or Clinical)
- Corrections Inmate

a. Adding a Professional:

JUST Connect automatically **adds the appointment creator** (yourself) to the appointment. You can add more than one professional (eg a colleague) to the appointment if required:

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

b. Adding a Correctional Inmate:

- Click **Add Attendee** button, then click **Corrections Inmate** button.
- Enter the Inmate's **MIN** (you must use their MIN number – 6 digits)
- Displays drop down list with Inmate's name, MIN and location, click **Select** button.

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



- Additional professionals can be added to the appointment if required (repeat steps for Adding a Professional).
- Only **one person in-custody** can be **added** to each correctional meeting.
- To **remove** an attendee from appointment click on the **Bin icon** at the end of the record.

4. **Date and Time:** defaults to today's date and current time, click in the **Date, From, To** fields and adjust as required.

- **Green** - indicates attendee and/or room are **available**.
- **Grey Diagonal lines** – indicates the room is **not available**.
- **Red** – indicates there is a **clash** and the attendee and/or room is **not available**

The screenshot shows a calendar for Friday, 09 March. The time slots range from 09:45 am to 01:00 pm. A red box highlights the 11:15 am slot, with a red arrow pointing to it and the text "Indicates attendee is unavailable". The calendar shows a clash for COLIN COROWA at 11:15 am. The clash is indicated by a red box and a red arrow pointing to the text "Indicates attendee is unavailable".

5. **Location and Rooms:** The location for a professional is based on their default location in JUST Connect. Rooms are automatically allocated based on location and room availability on the selected date and time.

- To change (if required) click on **down arrow** to change the Location and/or Room.

The screenshot shows the appointment interface for COLIN COROWA. The location is set to "City Community Corrections" and the room is "Professional Studio 1". A red box highlights the dropdown menus for location and room. The location dropdown shows "Own device" and "City Community Corrections". The room dropdown shows "Professional Studio 1" and "Professional Studio 2".

The allocated room for the Correctional Centres may initially display as **Any**, once saved it will display the actual room name and phone number for dialling in.



Community Corrections staff may select **Own device** for their location.

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

6. Save appointment:

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

REILLY, Colin - John Morony Correctional Centre SAVE APPOINTMENT

Attendees & Time

Appointment owner: COROWA, Colin Date: 06/11/2017 From: 11:45 am To: 12:15 pm

COROWA, Colin City Community Corrections Professional Studio 1

REILLY, Colin MIN 234567 Correctional inmate John Morony Correctional Centre Professional Studio 2 (Dial: 90429)

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

Monday, 06 November

	am	10:15 am	10:30 am	10:45 am	11:00 am	11:15 am	11:30 am	11:45 am	12:00 pm	12:15 pm	12:30 pm	12:45 pm	01:00 pm	01:15 pm	01:30 pm
COROWA, Colin															
> City Community Correc...															
> John Morony Correctio...															

Notes:

Activity 3 – Create an appointment for Correctional Meeting as a Community Correctives Officer

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

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

Notes:

Correctional Assessment Appointment

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

CSNSW Community Corrections

Welcome to JUST Connect Colin Corowa

CREATE APPOINTMENT **VIEW SCHEDULE**

UPCOMING

TODAY
2 AVL Appointments

TOMORROW
0 AVL Appointments

APPOINTMENTS NEEDING ATTENTION

- Pending: ADAMS, Bobby - John Horsey Correctional Centre
CSNSW Community Corrections • Friday 3 November 10:55am
- Pending: BURKE, Aaron - John Horsey Correctional Centre
CSNSW Community Corrections • Friday 3 November 12:45pm

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

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

Agenda

Appointment type	Mode	Purpose
Correctional Assessment	Phone	Assessment

SAVE AS DEFAULT ⓘ What does this mean?

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

JUST Connect automatically **adds the appointment creator** (yourself) to the appointment. To **remove** yourself from the appointment, click on the **Trash** icon at the end of your name.

a. Adding a Professional:

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

< Add Attendee: Professional X

Enter Name, Email, VIN or CIMS Number

ray

PSYCHOLOGIST Ray... VIN 333331 CIMS 1777520 raymond.psychologist@mailinator....

b. Adding a Correctional Inmate:

- Click **Add Attendee** button, then click **Corrections Inmate** button.
- Enter the Inmate's **MIN** (you must use their MIN number – 6 digits)
- Displays drop down list with Inmate's name, MIN and location, click **Select** button.

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

The screenshot shows the 'Attendees & Time' form. At the top right is a 'SAVE APPOINTMENT' button. Below the title bar, there are fields for 'Appointment owner' (PSYCHOLOGIST, Raymond), 'Date' (09/03/2018), 'From' (09:30 am), and 'To' (10:30 am). Below these fields is a table of attendees. The first row is highlighted with a red box and contains: PSYCHOLOGIST, Raymond (VIN 333331, CIMS 1777520), City Community Corrections, Professional Studio 1, and a bin icon. The second row contains: GREEN, Brett (MIN 123456), Correctional Inmate, John Morony Correctional Centre, John Morony Telephone 1 (Dist: 245726881), and a bin icon. At the bottom left is a '+ ADD ATTENDEE' button, and below it is a link 'Interpreting Services required?'.



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

4. **Date and Time:** defaults to today's date and current time, click in the **Date, From, To** fields and adjust as required.

- **Green** - indicates attendee and/or room are **available**.
- **Grey Diagonal lines** – indicates the room is **not available**.
- **Red** – indicates there is a **clash** and the attendee and/or room is **not available**

5. **Location and Rooms:** The location for a professional is based on their default location in JUST Connect. Rooms are automatically allocated based on location and room availability on the selected date and time.

- To change (if required) click on **down arrow** to change the Location and/or Room.

This screenshot shows the same 'Attendees & Time' form as before, but with the dropdown menus for location and room open. The first row's dropdown for 'City Community Corrections' is open, showing options: 'Own device', 'Criminal Psychiatry Consulting', and 'City Community Corrections'. The second row's dropdown for 'Professional Studio 1' is open, showing options: 'Professional Studio 1' and 'Professional Studio 2'. Both dropdown menus are highlighted with a red box.



Community Corrections staff may select **Own device** for their location.

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

6. Save appointment:

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

GREEN, Brett - John Morony Correctional Centre SAVE APPOINTMENT

Appointment owner: PSYCHOLOGIST, Raymond (dropdown arrow)

Date: 09/03/2018 (calendar icon)

From: 09:30 am To: 10:30 am

Attendee 1: PSYCHOLOGIST, Raymond (VIN 333331, CIMS 1777520) Own device (dropdown arrow)

Attendee 2: GREEN, Brett (MIN 123456, Correctional Inmate) John Morony Correctional Centre John Morony Telephone 1 (Dial: 245726881)

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

Calendar: Friday, 09 March. Time slots from 06:00 am to 11:15 am. Appointment slot highlighted in green from 09:30 am to 10:30 am.

Activity 4 – Create an appointment for Correctional Assessment as a Community Correctives Officer

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

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

Notes:

Creating a Peer Appointment

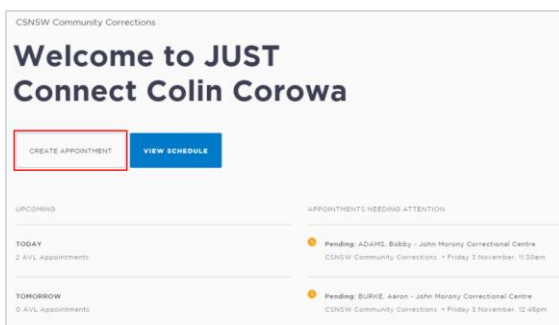
Book an appointment with colleagues and/or peers, to be used for meetings, conference, interviews, training etc.

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

Only Professional attendees can be added to a Peer appointment.

Steps:

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

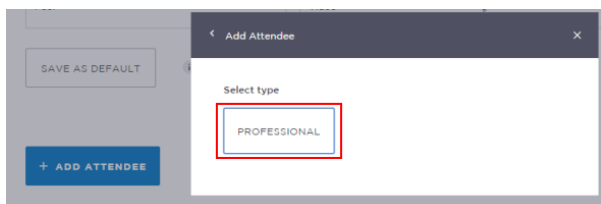


2. Complete the Agenda details by clicking the **drop-down** arrow and selecting the required option for:

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

A screenshot of the 'Peer Meeting' form. The form has a title 'Peer Meeting' and a 'SAVE APPOINTMENT' button. Below the title is the 'Agenda' section. In the 'Agenda' section, there are three dropdown menus: 'Appointment type' (set to 'Peer'), 'Mode' (set to 'Video'), and 'Purpose' (set to 'Meeting'). These three dropdown menus are highlighted with a red box. Below the dropdown menus are buttons for 'SAVE AS DEFAULT', 'What does this mean?', and '+ ADD ATTENDEE'.

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



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

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

4. **Date and Time:** defaults to today's date and current time, click in the **Date, From, To** fields and adjust as required.

- Green** - indicates attendee and/or room are **available**.
- Grey Diagonal lines** – indicates the room is **not available**.
- Red** – indicates there is a **clash** and the attendee and/or room is **not available**

5. **Location and Rooms:** The location for a professional is based on their default location in JUST Connect. Rooms are automatically allocated based on location and room availability on the selected date and time.

- To change (if required) click on **down arrow** to change the Location and/or Room.

6. **Save appointment:**

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

Activity 5 – Create an appointment for a Peer Meeting as a Corrective Services Officer or Community Corrections Officer

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

Appointment type	Peer
Mode:	AVL
Purpose:	Meeting
Attendee	Add colleague / professional; eg Colin Corowa; David Boyd
Location	Use default location
Date and time	Date: Select the next business day Time: Select an available time before 3:00pm
Interpreter Service	Required

Notes:

Adding a Guest Attendee

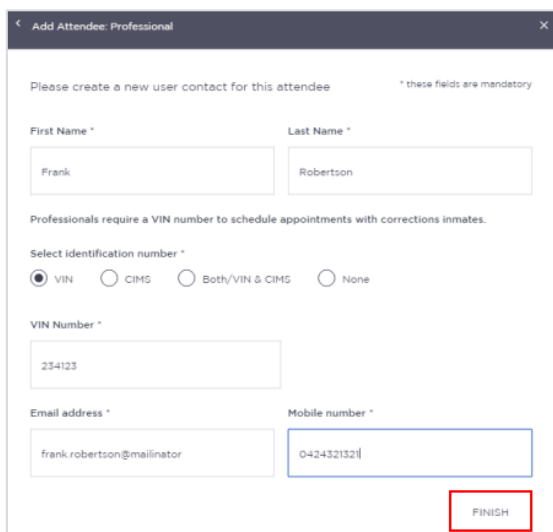
A Guest Attendee is someone who is **not a registered** JUST Connect user who needs to be added to an appointment (eg barrister/solicitor/colleague).

1. Create a Correctional Meeting or Correctional Assessment appointment
2. Select date and time required
3. Click **Add Attendee** button, and then select **Professional** button
4. Enter name, email, or VIN, displays “No Record found”



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

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



6. Click the **Finish** button.

Note:

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

Activity 6 – Add a Guest attendee to Correctional Meeting as a Corrective Services Officer or Community Corrections Officer

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

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

Notes:

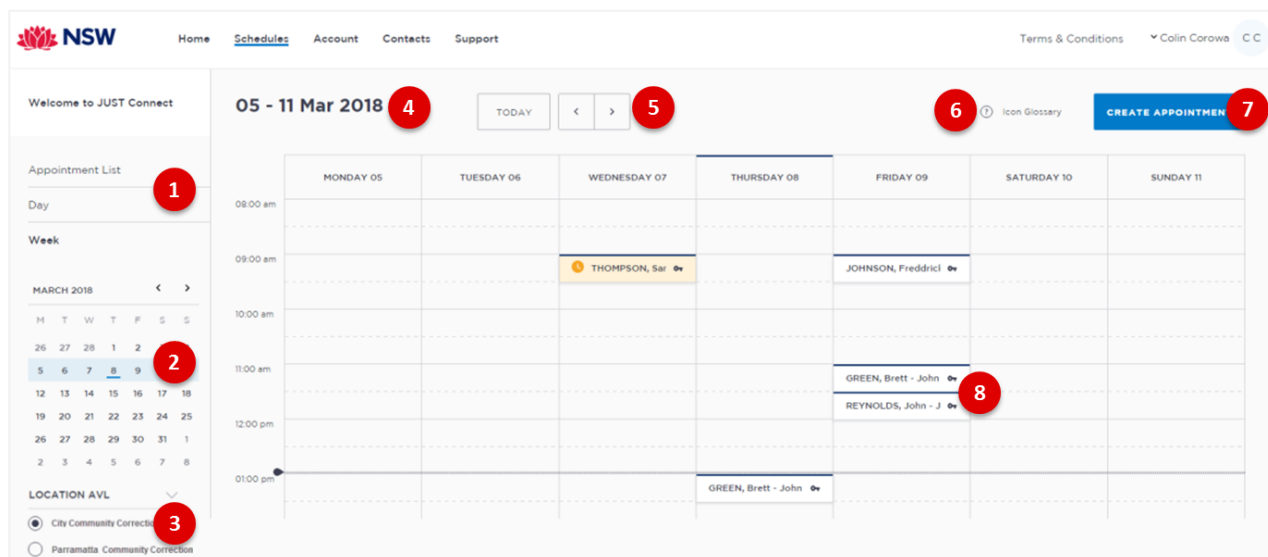
Schedule

View the Schedule

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

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

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



1. Viewing options:

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

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

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

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

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

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

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

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

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

Appointment List view

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

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

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

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

The screenshot displays the 'Appointment List' view in the NSW JUST Connect system. On the left, a sidebar contains a calendar for March 2018, with the 9th of March selected. The main content area shows the date 'Friday, March 09' and a list of 'SCHEDULED (4)' appointments. Each appointment entry includes a time slot, a staff member's name, a location, and a meeting type. A red box highlights one specific appointment (2), and a red circle highlights the '...' button (3) next to it, which is used to view the appointment details. A 'CREATE APPOINTMENT' button (4) is located in the top right corner of the main area.

Time	Staff Member	Location	Meeting Type	Attendee	Location
9:00 am	JOHNSON, Fred	MIN 91068	June Correctional C	Correctional Meeting (Video)	COROWA, Colin
9:30 am	GREEN, Brett	MIN 123456	John Morony Correc	Correctional Assessment (Ph)	PSYCHOLOGIST
11:00 am	GREEN, Brett	MIN 123456	John Morony Correc	Correctional Meeting (Phone)	COROWA, Colin
11:30 am	REYNOLDS, John	MIN 91067	June Correctional C	Correctional Meeting (Video)	COROWA, Colin

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

Note:

Appointment list will also display:

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

Viewing your Court Appointment List

The following applies to a **Corrective Services Officer**:

1. From menu bar at the top of the screen select **View Schedule**
2. Check the **correct location** is displaying from the bottom of the screen, then click **Appointment List**
3. The Court appointments will display at the top of the screen

For more information regarding the Court (custody) appointment list, please refer to the Custody List Workbook for Corrective Services listed on the JUST Connect support page.

The screenshot displays the JUST Connect web application interface. The top navigation bar includes links for Home, Schedule, Account, Contacts, and Support. The user is logged in as Keith Trubridge (K.T.). The main content area shows the 'Appointment List' for 'John Morony CC' on 'Wednesday, April 04'. The 'Court (3)' section lists three appointments for 'GREEN, Brett' at 'HN 123456' in 'Quifish' at 12:00 pm, 12:45 pm, and 04:15 pm. The 'Court - Cancelled (1)' section shows one cancelled appointment for 'REILLY, Colin' at 'HN 234567' at 8:30 am, with the reason 'Suite no longer available'. The 'Professional (8)' section lists eight appointments for 'GREEN, Brett' and 'REILLY, Colin' at 'HN 123456' and 'HN 234567' respectively, with various reasons for cancellation. The 'Professional - Cancelled (2)' section shows two cancelled appointments for 'GREEN, Brett' at 'HN 123456' at 8:00 am and 8:30 am, with reasons 'Suite no longer available' and 'Equipment Failure'. The 'Family (5)' section lists five appointments for 'GREEN, Brett' at 'HN 123456' at 10:30 am, 10:45 am, 11:00 am, 11:30 am, and 11:45 am, with various reasons for cancellation. The 'Family - Cancelled (2)' section shows two cancelled appointments for 'GREEN, Brett' at 'HN 123456' at 12:30 pm and 3:00 pm, with reasons 'Equipment Failure'.

Day View

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

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

The screenshot shows the 'JUST Connect' web application interface. At the top, there's a navigation bar with 'NSW' logo, 'Home', 'Schedules', 'Account', 'Contacts', and 'Support'. On the right, there are links for 'Terms & Conditions', a user profile 'Colin Corowa', and a 'C.C.' button. The main header area includes 'Welcome to JUST Connect', the date 'Friday, March 09', a 'TODAY' button, navigation arrows, an 'Icon Glossary' link, and a 'CREATE APPOINTMENT' button. On the left, there's a sidebar with 'Appointment List', a 'Day' view selector (highlighted with a red circle '1'), a 'Week' view selector, and a calendar for 'MARCH 2018' showing the 9th as the selected date. The main content area displays a timeline for the day. At 09:00 am, there's an appointment for 'JOHNSON, Fredrick - Junee Correctional Centre' from 09:00 am to 09:30 am at 'City Community Corrections'. At 11:00 am, there are two appointments: 'GREEN, Brett - John Morony Correctional Centre' from 11:00 am to 11:30 am, and 'REYNOLDS, John - Junee Correctional Centre' from 11:30 am to 12:00 pm, both at 'City Community Corrections'. A red circle '2' highlights the location 'City Community Corrections' for the 11:00 am appointments.

1. Lists all appointments for the **selected day and location**. Click on a **date** in calendar to view another day.
2. Displays **appointment details**; for example attendees, location, time

Notes:

Week view

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

The screenshot shows the 'JUST Connect' web application interface. The top navigation bar includes 'Home', 'Schedules', 'Account', 'Contacts', and 'Support'. The user is logged in as 'Colin Corowa'. The main content area is titled '05 - 11 Mar 2018'. On the left sidebar, the 'Week' view is selected (1). Below it is a calendar for March 2018 (2). At the bottom of the sidebar, the location is set to 'City Community Corrections' (3). The main calendar grid shows appointments for the week. On Wednesday 07, there is an appointment for 'THOMPSON, Sar' at 09:00 am. On Friday 09, there are appointments for 'JOHNSON, Fredrick' at 09:00 am, 'GREEN, Brett - John' at 11:00 am, and 'REYNOLDS, John - J' at 12:00 pm. A red circle (5) highlights the 'REYNOLDS, John - J' appointment. Navigation arrows are visible at the top of the calendar grid (4).

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

Notes:

View an appointment

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

[Schedules](#) [Account](#) [Contacts](#) [Support](#) [Terms & Conditions](#) [Colin Corowa](#) [C C](#)

REYNOLDS, John - Junee Correctional Centre [CANCEL APPOINTMENT](#) [EDIT APPOINTMENT](#)

When
Friday, March 09, 2018
11:30 am - 12:00 pm

1

Agenda
Correctional Meeting (Video)
District Court
Conference with Client

Status
Scheduled

2

Attendees

 COROWA, Colin

City Community Corrections

Professional Studio 1 (Dial: 61000)

Owner

 REYNOLDS, John

MIN 911067

Correctional Inmate

Junee Correctional Centre

Professional Studio 2 (Dial: 90419)

 FELDON, Sara

City Community Corrections

Professional Studio 1 (Dial: 61000)

Hide history **4**

Date & time	Previous status	Action taken	Edited by	Agency
🕒 08/03/2018 11:56 am		Scheduled appointment created	Colin Corowa	CSNSW Community Corrections
Changelog				
Participant added			Colin Corowa	
Participant added			John Reynolds	
Owner set			Colin Corowa	
Start date set			09/03/2018 11:30 am	
End date set			09/03/2018 12:00 pm	
Interpreter set			Not required	
Jurisdiction set			District Court	
Purpose set			Conference with Client	
Mode set			Video	
🕒 08/03/2018 16:14 pm	Scheduled	Appointment edited	Colin Corowa	CSNSW Community Corrections
Changelog				
Participant added			Sara Feldon	

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

Activity 7 – Viewing the Schedule as a Corrective Services Officer or Community Corrections Officer

Refer to Appendix 1 for Training Accounts log-ins.

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

Notes:

Managing Appointments

Managing an appointment includes the following functions for:

- **Community Corrective Services:**

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

- **Correctives Services Officer:**

- Edit appointment details (eg add attendees, change locations, rooms, date or time)
- Cancel an appointment
- Accept or Decline an appointment
- Mark appointments as Did Not Occur

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

Accept or Decline an Appointment

Only a Correctives Service Officer **can accept or decline** appointments with a person in-custody at their correctional facility.

All appointments made with a person-in-custody on the **same day** as it is to occur, or made **after 3pm** to occur on the following day will be assigned a status of **“Pending”** (does not apply to court appointments). The appointment **must be** reviewed by a Corrective Services officer who must then accept or decline the appointment.

Note:

All other appointments will be automatically scheduled (confirmed) by the system, i.e. are automatically accepted

- Family and Friend appointments **are always assigned a status of Pending** regardless of how far in advance they are made.
- All appointments made at the High Risk Management Correction Centre (HRMCC) **are always assigned a status of Pending** regardless of how far in advance they are made.
- Court appointments always automatically scheduled regardless of when the appointment is made, ie **pending does not apply to court** appointments.

Accept an Appointment

1. From the **Home page** (or from Schedule page) click on the **Pending** appointment to display the appointment details.
2. Click the **Accept Appointment** button.
3. Displays **Appointment Scheduled** prompt, click the **OK** button.

A notification email will be sent to appointment creator, appointment owner and attendee's (excluding person-in-custody) advising the appointment has been accepted.

Decline an Appointment

When a Corrective Services officer declines an appointment the appointment is **removed** from the calendar (day and week). An email notification is sent to the appointment owner and attendee's.

1. From the **Home page** (or from Schedule page) click on the **Pending** appointment, opens the appointment details page.
2. Click the **Decline Appointment** button.
3. Displays **Decline prompt** window, click on the **down arrow** in the **Reason field** and select from the available options.
4. Click **Yes** button
5. Displays prompt advising appointment has been **declined**, click the **OK** button.

Cancel an Appointment:

Appointments can only be cancelled by:

- The person who created the appointment; or
- Appointment owner; or
- AVL Officer at a Correctional facility
- Location Manager – can cancel any appointment in their assigned locations.

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

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

The screenshot shows a web interface for managing appointments. At the top, it says 'REYNOLDS, John - Junee Correctional Centre'. There are two buttons: 'CANCEL APPOINTMENT' (highlighted with a red box) and 'EDIT APPOINTMENT'. Below this, the appointment details are shown: 'When: Friday, March 09, 2018, 11:30 am - 12:00 pm', 'Agenda: Correctional Meeting (Video), District Court, Conference with Client', and 'Status: Scheduled'. A 'Cancel Appointment?' dialog box is open in the center. It has a 'Reason' dropdown menu with the following options: 'Select...', 'Emergency Lockdown', 'Equipment Failure', and 'Industrial Action'. The 'YES' button is highlighted with a red box. The background shows a list of attendees: 'COROWA, Colin' and 'REYNOLDS, John'. There are also links for 'Show history' and 'Professional Studio 1 (Dial: 61000)' and 'Professional Studio 2 (Dial: 90419)'.

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

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

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

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

Activity 8 – Cancel an appointment as Corrective Services Officer or Community Corrections Officer

Refer to Appendix 1 for Training Accounts log-ins.

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

[illegible]

Did Not Occur Appointment

This only applies to Correctives Service Officer

Appointments which were scheduled but **did not** go ahead at the allocated time need to be marked as “**Did Not Occur**” by a Corrective Services officer.

The **Did Not Occur** option will only be visible after the scheduled appointment time has passed.

1. From Scheduler page open the appointment, then click the **Did not Occur** button.
2. Displays the **DID NOT OCCUR** dialog box, click down arrow and **select reason** that the appointment did not go ahead.
3. Click **Yes** button to confirm.
4. Displays the Did Not Occur prompt, click **OK** button.

History log

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

Hide history ▾				
Date & time	Previous status	Action taken	Edited by	Agency
🕒 19/03/2018 15:02 pm		Pending appointment created	Tom MRRC	Corrective Services NSW
Changelog				
Participant added			Sam Blacktown	
Participant added			Andy Coombs	
Owner set			Sam Blacktown	
Start date set			20/03/2018 11:15 am	
End date set			20/03/2018 12:00 pm	
Interpreter set			Not required	
Purpose set			Conference with Client	
Mode set			In person	

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

Edit an appointment

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

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

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

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

Editing an appointment can include:

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

You can navigate to the Edit Appointment page from various points, including the Appointment List, Day or Week view. Open the appointment details to access the Edit Appointment button.

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

The screenshot displays the 'Edit Appointment' interface for an appointment titled 'REYNOLDS, John - Junee Correctional Centre'. At the top, there are navigation links: Schedules, Account, Contacts, and Support. On the right, there are links for Terms & Conditions, a user profile for Colin Corowa, and a 'C.C.' icon. Below the title, there are two buttons: 'CANCEL APPOINTMENT' and 'EDIT APPOINTMENT' (highlighted in red). The appointment details are organized into three columns: 'When' (Friday, March 09, 2018, 11:30 am - 12:00 pm), 'Agenda' (Correctional Meeting (Video), District Court, Conference with Client), and 'Status' (Scheduled). Below this, the 'Attendees' section lists three participants: COLCOWA, Colin (City Community Corrections, Professional Studio 1), REYNOLDS, John (Junee Correctional Centre, Professional Studio 2), and FELDON, Sara (City Community Corrections, Professional Studio 1). A 'Hide history' button with a dropdown arrow is highlighted in red. Below the attendees, there is a table with columns: Date & time, Previous status, Action taken, Edited by, and Agency. The table shows two entries: one for the initial creation of the appointment and another for an edit. Below the table, there is a 'Changelog' section with a list of changes, including 'Participant added', 'Owner set', 'Start date set', 'End date set', 'Interpreter set', 'Jurisdiction set', 'Purpose set', and 'Mode set'. The 'Changelog' section is also highlighted in red.

Date & time	Previous status	Action taken	Edited by	Agency
08/03/2018 11:56 am		Scheduled appointment created	Colin Corowa	CSNSW Community Corrections
Changelog				
Participant added			Colin Corowa	
Participant added			John Reynolds	
Owner set			Colin Corowa	
Start date set			09/03/2018 11:30 am	
End date set			09/03/2018 12:00 pm	
Interpreter set			Not required	
Jurisdiction set			District Court	
Purpose set			Conference with Client	
Mode set			Video	
08/03/2018 16:14 pm	Scheduled	Appointment edited	Colin Corowa	CSNSW Community Corrections
Changelog				
Participant added			Sara Feldon	

Activity 9 – Edit an Appointment

Refer to Appendix 1 for Training Accounts log-ins.

Instructions	Open appointment you created in Activity 1 (Correctional Meeting)
	Edit Appointment • Add a Guest Attendee • Remove yourself from the appointment

Notes:

[illegible]

Print Appointment List

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

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

The screenshot shows the JUST Connect interface. On the left is a sidebar with a calendar for March 2018. The main area displays the 'Appointment List' for 'Tuesday, March 20' at 'HRRC'. It shows a table of appointments for 'Professional (4)'. In the top right corner, there is a 'Print' icon (a printer) highlighted with a red box and a red arrow pointing to it. Next to it is a 'CREATE APPOINTMENT' button.

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

APPOINTMENT LIST			DATE	LOCATION
			20/03/2018	MRRC
Professional (4)				
10:00 am	COOMBS, Andy MIN 911097	Suite 1 MRR-M BLOCK-20 POD-584 CELL-B1	Correctional Meeting (In person)	BLACKTOWN, Sam (Owner)
11:15 am Pending	COOMBS, Andy MIN 911097	Suite 2 MRR-M BLOCK-20 POD-584 CELL-B1	Correctional Meeting (In person)	BLACKTOWN, Sam (Owner)
12:00 pm	COOMBS, Andy MIN 911097	Suite 1 MRR-M BLOCK-20 POD-584 CELL-B1	Correctional Meeting (In person)	BURWOOD, Sam (Owner)
1:45 pm	MEDEIROS, Richie MIN 911098	Suite 1 MRR-M BLOCK-20 POD-585 CELL-B1	Correctional Meeting (In person)	BLACKTOWN, Sam (Owner)

Notifications and Reminders

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

Email notifications are sent:

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

SMS Notifications

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

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

An SMS is sent to the above attendees:

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

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

Schedules **Account** Contacts Support Terms & Conditions David Boyd D B

Account settings: David Boyd
Legal Aid NSW • Sydney Legal Aid • VIN: 123457 • CIMS: 9876543 [UPDATE SETTINGS](#)

Manage your system notification preferences here

☐ Receive only SMS notifications
☒ Receive only email notifications
☐ Receive both email and SMS notifications
☐ Receive no notifications

Email notification address*
david.boyd@mailinator.com

Examples:

Appointment is Created	Pending Appointment Accepted
YOU HAVE A NEW APPOINTMENT WITH Brett GREEN (MIN 123456) WHEN Tuesday, 28/08/2018 - 11:45am to 12:15pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 DIAL IN You will receive dial-in details in the appointment reminder email on the day of appointment. Please come to Sydney Legal Aid 789, 50 Phillip St, Sydney, NSW, 2000 Contact: 02 9219 5020 Click here to view map APPOINTMENT NOTES Booked by Kim FLETCHER, Legal Aid NSW kim.fletcher@mailinator.com To view or edit this appointment, visit: https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5fd6ad57d8000fab298e For instructions on dialling in, visit: http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx	PENDING APPOINTMENT HAS BEEN ACCEPTED AND IS NOW SCHEDULED Updated by Keith TRUBRIDGE, Corrective Services NSW keith.trubridge@mailinator.com WITH Brett GREEN (MIN 123456) WHEN Friday, 24/08/2018 - 11:30am to 12:00pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 Please come to Sydney Legal Aid 789, 50 Phillip St, Sydney, NSW, 2000 Contact: 02 9219 5020 Click here to view map APPOINTMENT NOTES To view or edit this appointment, visit: https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5edba6098d000f926eb1 For instructions on dialling in, visit: http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx

Appointment has been edited	Cancelled Appointment
 APPOINTMENT UPDATED Updated by Keith TRUBRIDGE, Corrective Services NSW keith.trubridge@mailinator.com WITH Brett GREEN (MIN 123456) WHEN Wednesday, 29/08/2018 - 11:45am to 12:15pm Tuesday, 28/08/2018 - 11:45am to 12:15pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 Please come to Sydney Legal Aid 789, 50 Phillip St, Sydney, NSW, 2000 Contact: 02 9219 5020 Click here to view map APPOINTMENT NOTES To view or edit this appointment, visit: https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5fd6ad57d8000fab298e For instructions on dialling in, visit: http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx	 APPOINTMENT CANCELLED Cancelled by Keith TRUBRIDGE, Corrective Services NSW keith.trubridge@mailinator.com WITH Brett GREEN (MIN 123456) WHEN Saturday, 25/08/2018 - 11:30am to 12:00pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 APPOINTMENT NOTES Cancellation Reason Emergency Lockdown

Manage Personal Account Settings

Personal Account Settings

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

From this page you can update your:

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

To make changes to your details:

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

Changing your password:

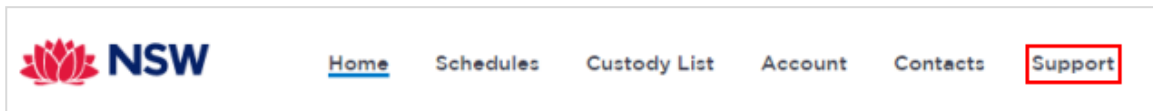
Your JUST Connect log-in is linked to your network password. If it needs to be changed, you should contact your normal IT support.

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

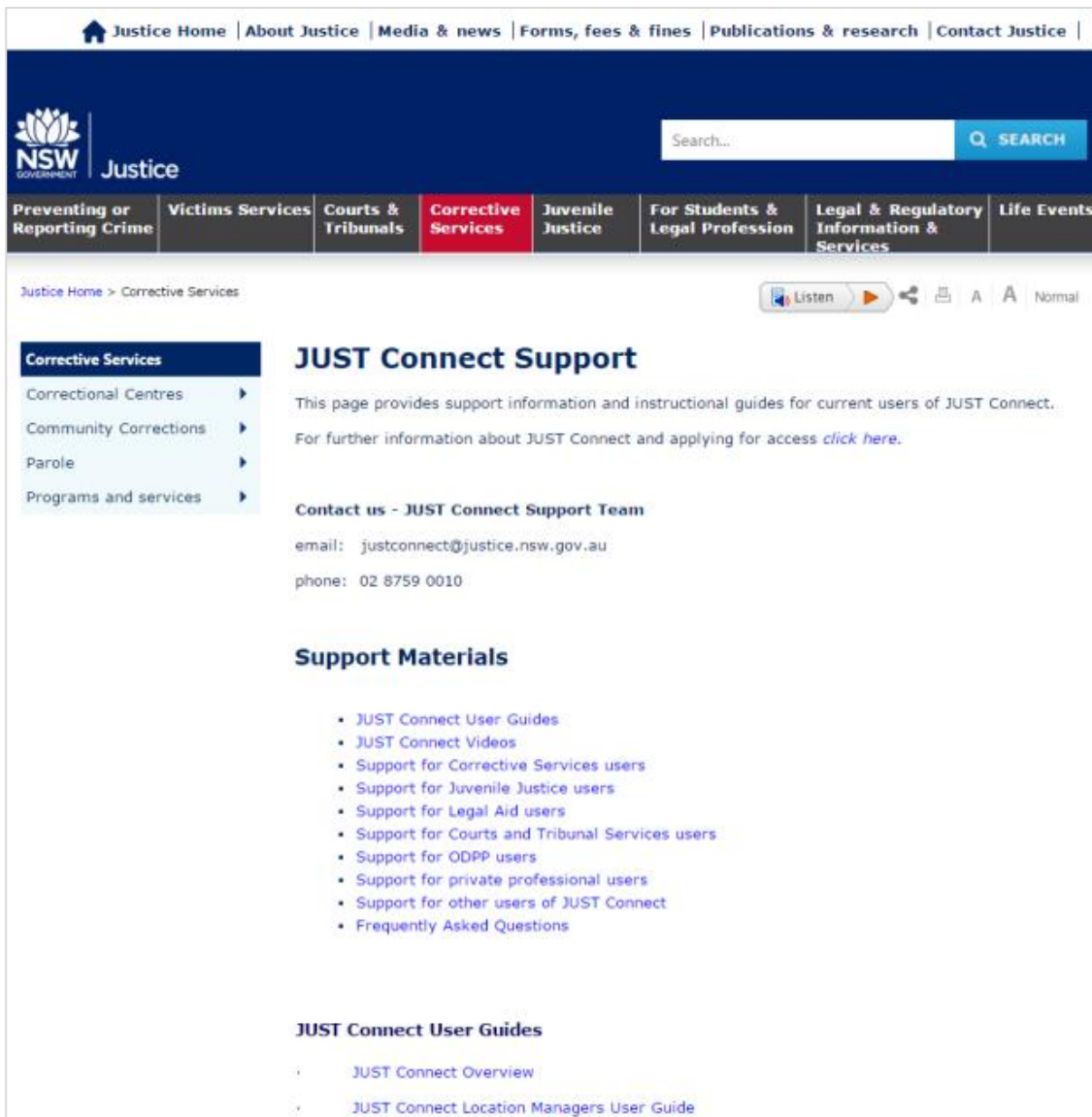
Support

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

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



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



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

Appendix 1 – Training Accounts

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

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

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

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

Community Corrections Training Accounts

Community Corrections - Training Account 1			
User Login:	sara.feldon@mailinator.com		Password: abc1234!
User name:	Sara Feldon		Role: Community Corrections Officer
Location:	City Community Corrections		
Person in-custody	Mark Winter	MIN: 911016	Location: CessnockMin
Person in-custody	Eddie Johnson	MIN: 911017	Location: CessnockMin
Medical Practitioner User name	Alice Psychologist From: Criminal Pschiatry Consulting		

Community Corrections - Training Account 2			
User Login:	ray.hamilton@mailinator.com	Password: abc1234!	
User name:	Ray Hamilton		Role: Community Corrections Officer
Location:	City Community Corrections		
Person in-custody	Sam Thompson	MIN: 911006	Location: Bathurst
Person in-custody	Hassan Ahmad	MIN: 911007	Location: Bathurst
Medical Practitioner User name	Chan Psychologist From: Criminal Pschiatry Consulting		

Community Corrections - Training Account 3			
User Login:	andy.hertzog@mailinator.com	Password: abc1234!	
User name:	Andy Hertzog	Role: Community Corrections Officer	
Location:	City Community Corrections		
Person in-custody	Sam Perez	MIN: 911030	Location: Dawn de Loas
Person in-custody	Bart Oliveri	MIN: 911031	Location: Dawn de Loas
Medical Practitioner User name	Coral Psychologist From: Criminal Pschiatry Consulting		

Community Corrections - Training Account 4			
User Login:	alex.williams@mailinator.com	Password: abc1234!	
User name:	Alex Williams	Role: Community Corrections Officer	
Location:	City Community Corrections		
Person in-custody	Nikita Wittmore	MIN: 911113	Location: Silverwater
Person in-custody	Suni Jayasakeran	MIN: 911114	Location: Silverwater
Medical Practitioner User name	Fahad Psychologist From: Criminal Pschiatry Consulting		

Community Corrections - Training Account 5			
User Login:	kerry.fitzpatrick@mailinator.com	Password: abc1234!	
User name:	Kerry Fitzpatrick	Role: Community Corrections Officer	
Location:	City Community Corrections		
Person in-custody	Alice Manning	MIN: 911034	Location: Dillwyna
Person in-custody	Rangi Williams	MIN: 911035	Location: Dillwyna
Medical Practitioner User name	Fatima Psychologist From: Criminal Pschiatry Consulting		

Community Corrections - Training Account 6

User Login:	tom.greystone@mailinator.com	Password: abc1234!	
User name:	Tom Greystone	Role: Community Corrections Officer	
Location:	City Community Corrections		
Person in-custody	John Reynolds	MIN: 911067	Location: Junee
Person in-custody	Freddrick Johnson	MIN: 911068	Location: Junee
Medical Practitioner User name	Fergal Psychologist From: Criminal Pschiatry Consulting		

Community Corrections - Training Account 7

User Login:	joe.ambrosia@mailinator.com	Password: abc1234!	
User name:	Joe Ambrosia	Role: Community Corrections Officer	
Location:	City Community Corrections		
Person in-custody	Ahmed Merhi	MIN: 911101	Location: Oberon
Person in-custody	Gerhard Schmidt	MIN: 911102	Location: Oberon
Medical Practitioner User name	Harris Psychologist From: Criminal Pschiatry Consulting		

Community Corrections - Training Account 8

User Login:	george.schmidt@mailinator.com	Password: abc1234!	
User name:	George Schmidt	Role: Community Corrections Officer	
Location:	City Community Corrections		
Person in-custody	Tomas Marin	MIN: 911050	Location: Grafton
Person in-custody	Tony Souza	MIN: 911051	Location: Grafton
Medical Practitioner User name	Helen Psychologist From: Criminal Pschiatry Consulting		

Community Corrections - Training Account 9			
User Login:	kenny.gallagher@mailinator.com	Password: abc1234!	
User name:	Kenny Gallagher	Role: Community Corrections Officer	
Location:	City Community Corrections		
Person in-custody	Tom Redrick	MIN: 911012	Location: CessnockMax
Person in-custody	Riely Jones	MIN: 911013	Location: CessnockMax
Medical Practitioner User name	John Psychologist From: Criminal Pschiatry Consulting		

Community Corrections - Training Account 10			
User Login:	rosa.santini@mailinator.com	Password: abc1234!	
User name:	Rosa Santini	Role: Community Corrections Officer	
Location:	City Community Corrections		
Person in-custody	David Thompson	MIN: 911046	Location: Goulburn
Person in-custody	Chris Cunningham	MIN: 911047	Location: Goulburn
Medical Practitioner User name	Julie Psychologist From: Criminal Pschiatry Consulting		

Corrective Services Officer Training Accounts

Corrective Services Officer - Training Account 1			
User Login:	adrian.mrrc@mailinator.com		Password: abc1234!
User name:	Adrian Mrrc		
Role:	Corrective Services Officer		Location: MRRC
Lawyer Name	Frances Burwood		Location: Burwood
Person in-custody	Andy Coombs	MIN: 911097	Location: MRRC

Corrective Services Officer - Training Account 2			
User Login:	jules.mrrc@mailinator.com	Password: abc1234!	
User name:	Jules Mrrc		
Role:	Corrective Services Officer	Location: MRRC	
Lawyer Name	Sam Blacktown	Location: Blacktown	
Person in-custody	Tom Harris	MIN: 911095	Location: MRRC

Corrective Services Officer - Training Account 3			
User Login:	joe.mrrc@mailinator.com	Password: abc1234!	
User name:	Joe Mrrc		
Role:	Corrective Services Officer	Location: MRRC	
Lawyer Name	Sam Burwood	Location: Burwood	
Person in-custody	Richie Medeiros	MIN: 911098	Location: MRRC

Corrective Services Officer - Training Account 4			
User Login:	ralph.mrrc@mailinator.com	Password: abc1234!	
User name:	Ralph MRRC		
Role:	Corrective Services Officer	Location: MRRC	
Lawyer Name	Frances Campbelltown	Location: Campbelltown	
Person in-custody	Axel Stevens	MIN: 911096	Location: MRRC

Corrective Services Officer - Training Account 5			
User Login:	tom.mrrc@mailinator.com		Password: abc1234!
User name:	Tom MRRC		
Role:	Corrective Services Officer		Location: MRRC
Lawyer Name	Sam Bankstown		Location: Bankstown
Person in-custody	Andy Coombs	MIN: 911097	Location: MRRC

Corrective Services Officer - Training Account 6			
User Login:	andy.silverwater@mailinator.com		Password: abc1234!
User name:	Andy Silverwater		
Role:	Corrective Services Officer		Location: Silverwater
Lawyer Name	Sam Bankstown		Location: Bankstown
Person in-custody	Nikita Wittmore	MIN: 911113	Location: Sliverwater