

JUST Connect

On the Job Workbook

Supreme Court, SPA, NCAT and ACCSO



JUST Connect Versions 4.5

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Introduction

Aim

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

Objectives

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

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

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

JUST Connect

What is JUST Connect?

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

JUST Connect will enable booking of video and telephone sessions, professional interviews, visits, meetings, conferences and booked court appearances (used for Supreme Court arraignments and NCAT), as well as the management of custody list for court appearances.

Who uses JUST Connect?

JUST Connect now has over 10,000 profiles; this includes users from Legal Aid, Corrective Services, Juvenile Justice, Courts and Tribunals, State Parole Authority, Supreme Court (arraignment), NCAT (Guardianship Division), Aboriginal Service Unit (ACCSO), Aboriginal Legal Service and limited Private legal and medical professionals. Upcoming releases may see more users receive access to JUST Connect as well as the roll out of additional functionality and enhancements for both AVL bookings and custody list management.

About the AVL Project

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

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

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

System requirements

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

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



Logging into JUST Connect

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

Court and Tribunal Registry staff, SPA and ACCSO:

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

Re-set your password

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

Roles and Permissions

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

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

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

Appointments

Appointment Types

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

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

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

Person in-custody 'in transit'

If you are making an appointment and the person in-custody is in transit, you will not be able to save the appointment as the location of the person in-custody is not able to be retrieved from 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. It **does not book** the interpreter, or notify anyone that an interpreter is required.

Therefore you must follow your usual business processes to order an interpreter for an appointment.

Appointment Status

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

- Type of appointment, if appointment includes an 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 AVL Correctional Services Officer or AVL Juvenile Justice Officer.									
	<table border="1"> <thead> <tr> <th>Created/made:</th> <th>Booked to Occur:</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Today</td> <td>Today (same day)</td> <td>Pending</td> </tr> <tr> <td>Today after 3pm</td> <td>Next day</td> <td>Pending</td> </tr> </tbody> </table>	Created/made:	Booked to Occur:	Status	Today	Today (same day)	Pending	Today after 3pm	Next day	Pending
	Created/made:	Booked to Occur:	Status							
	Today	Today (same day)	Pending							
	Today after 3pm	Next day	Pending							
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	<p>Appointments with a person-in-custody made before 3pm to occur the next day or greater are automatically given a status of Scheduled.</p> <p>Court, Supreme Court, and NCAT are automatically given a status of Scheduled (includes appointments made at short notice).</p> <p>Any appointments made which do not include a person in-custody are given a status of Scheduled regardless of when the appointment is made.</p>									
Cancelled	<p>A scheduled or pending appointment has been cancelled.</p> <p>All attendees (excluding person in-custody) will receive notification via email and/or SMS (provided their email address and mobile number has been recorded in JUST Connect) which includes the reason for the cancellation.</p>									
Accepted	The Pending appointment (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.									

Home Page Overview

View the Home page

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

The screenshot shows the JUST Connect Home page for user Esme Walker. At the top is the NSW logo and a navigation bar with links: Home, Schedules, Custody List, Account, Contacts, and Support. The user's name 'Esme Walker' and initials 'E W' are in the top right. Below the navigation bar is a 'JUST Connect bar' (highlighted in red) containing the navigation links. The main heading reads 'Welcome to JUST Connect Esme Walker'. Below this, it says 'Last logged on 16/03/2018 12:18 pm'. There are two buttons: 'CREATE APPOINTMENT' and 'VIEW SCHEDULE'. A red box labeled 'Create an appointment' points to the 'CREATE APPOINTMENT' button. A red box labeled 'Detailed view of Schedule' points to the 'VIEW SCHEDULE' button. Below the buttons, there are two sections: 'TODAY' and 'TOMORROW', each showing '3 AVL Appointments'. A red box labeled 'Snapshot view of appointments for today and tomorrow' points to the 'TODAY' section. To the right, there is a section titled 'APPOINTMENTS NEEDING ATTENTION IN THE NEXT 7 DAYS'. A red box labeled 'Displays any Pending appointments' points to this section.

The Home page contains the following:

- **JUST Connect bar** will always display at the top of every page regardless of which area you are viewing and contains links to the following;
 - **Home** – returns to the Home page
 - **Schedule** – displays the schedule page enabling you to view and manage appointments
 - **Custody List** – displays all custody matters for the selected court location.
 - **Contacts** – displays a list of location names, their address, map and contact details
 - **Log-in Name** – click drop-down arrow to log out
- Shows your **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 any Pending appointments for the next 7 days. To view appointment details click on the appointment.

Activity 1 – Log-in and Navigate

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

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

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

Notes:

Creating Appointments

Creating a Court appointment as a Supreme Court/SPA Registry Officer

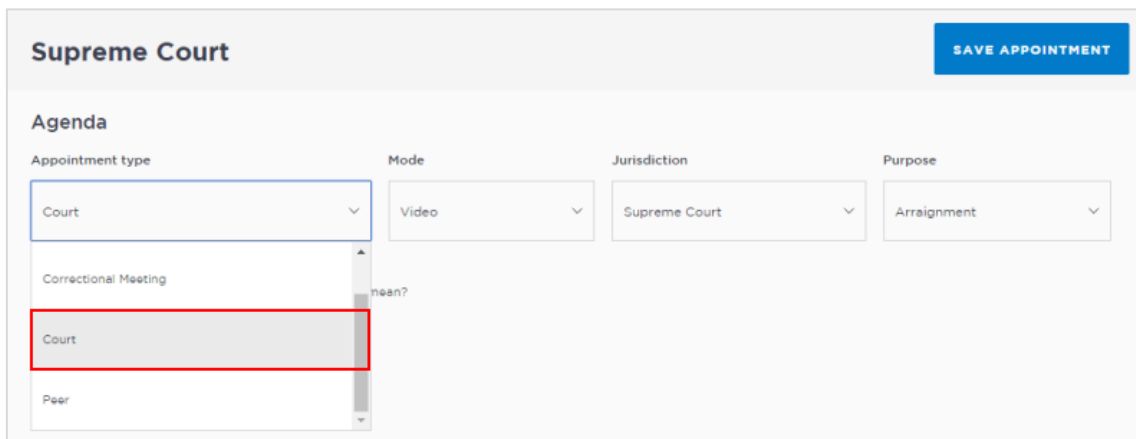
Supreme Court Registry Officers can use JUST Connect to make AVL appointments for arraignments. SPA Registry Officers make AVL appointments for parole hearings using the same steps as a Supreme Court registry officer.

Court appointments made by a Supreme Court/SPA Registry Officer for a Court appearance will always be given a status of **Scheduled** regardless of when the appointment is made, ie appointments made at short notice **will not** be given a status of **Pending**.

Book Court Appointment for an Arraignment/Parole hearing:

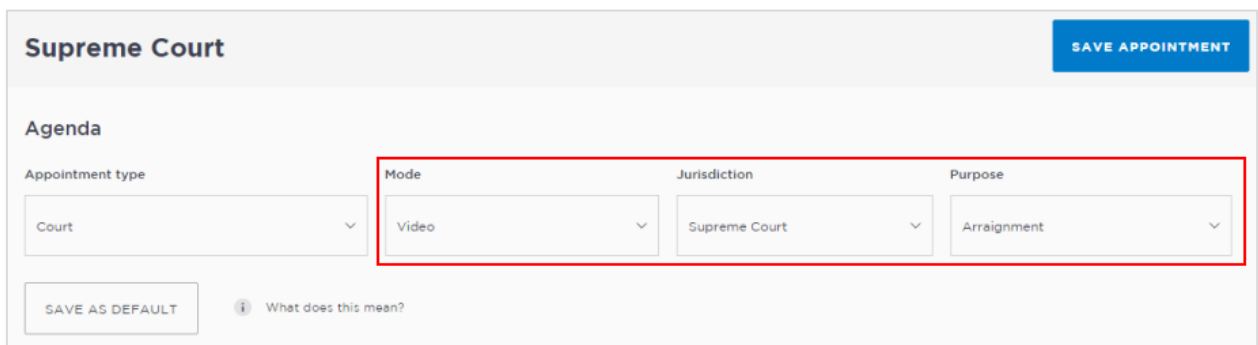
1. From the **Home** page or **Schedule** page click on the **Create Appointment** button:
2. In the **Appointment type** field click on **down arrow** and select **Court**

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



The screenshot shows the 'Supreme Court' appointment form. The 'Appointment type' dropdown menu is open, showing options: 'Court', 'Correctional Meeting', 'Court', and 'Peer'. The 'Court' option is highlighted with a red box. Other fields include 'Mode' (Video), 'Jurisdiction' (Supreme Court), and 'Purpose' (Arraignment). A 'SAVE APPOINTMENT' button is visible in the top right corner.

3. In **Mode** button click on down arrow select **Video**.
4. Click the **down arrow** on **Jurisdiction** button, select the option required from the drop-down, eg **Supreme Court**.
5. Click down arrow in **Purpose** field and select **Arraignment**.



The screenshot shows the 'Supreme Court' appointment form with the 'Mode', 'Jurisdiction', and 'Purpose' fields highlighted with a red box. The 'Appointment type' field is set to 'Court'. The 'Mode' field is set to 'Video', 'Jurisdiction' is set to 'Supreme Court', and 'Purpose' is set to 'Arraignment'. A 'SAVE AS DEFAULT' button and an information icon with the text 'What does this mean?' are visible below the form.

6. Date and Time fields.

- Select the **Date** and click in the **From and/or To** field and select from drop down list or manually enter time.

The screenshot shows the 'Attendees & Time' form. The 'Appointment owner' field contains 'WALKER, Esme'. The 'Date' field is set to '19/03/2018', the 'From' field is '09:00 am', and the 'To' field is '10:00 am'. Below these fields, the 'Court' is set to 'Supreme Court' and the 'Allocated Court room' is 'QSLC SC13A A - 91387'. A blue '+ ADD ATTENDEE' button is visible. A red box highlights the Date, From, and To fields. A red arrow points from the 'Interpreting Services required?' link to the text: 'Indicates an Interpreter will be attending, does not book an Interpreter'.

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

7. The Location defaults to **Supreme Court** and a room is automatically allocated based on availability for the selected date and time.

Note: To change click on the **drop down arrow** next to the **allocated room** and select another room from drop-down list.

8. Interpreting Services required?

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

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

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

Select from the following options:

- **Corrections Inmate:**
Enter the **Inmate's MIN** (6 digits)
- **Juvenile Detainee:**
Enter the **Detainee's CIMS** (7 digits)

The screenshot shows the 'Attendees & Time' form with the 'Add Attendee' pop-up displayed. The pop-up has a 'Select type' section with four buttons: 'PROFESSIONAL', 'CORRECTIONS INMATE', 'JUVENILE DETAINEE', and 'REMOTE WITNESS'. The 'CORRECTIONS INMATE' button is highlighted with a red box. The background form shows the 'Appointment owner' as 'WALKER, Esme', the 'Date' as '19/03/2018', the 'From' as '09:00 am', and the 'To' as '10:00 am'. The 'Court' is 'Supreme Court' and the 'Allocated Court room' is 'QSLC SC13A A - 91387'. A blue '+ ADD ATTENDEE' button is visible at the bottom left of the form.

10. Enter MIN or CIMS number and the click **Search** button, displays inmate/detainee name, **MIN/CIMS** number and Location, check result.

- If correct click the **Select** button.
- If incorrect click **Search Again** and re-enter MIN/CIMS.

Note:

- An **arraignment appointment** may include **more than one person in-custody** (ie multiple co-accused). Repeat step 9 and 10 to add additional person in-custody.
- If the person in-custody is in **transit** when creating the appointment the system will **not** be able to find them. If the person in-custody is in an existing appointment which includes other persons in-custody, and then they go into transit JUST Connect automatically cancels the appointment (this includes cancellation of all other persons in-custody within the appointment).

11. **Attendee and Location availability:**

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

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

- **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**.

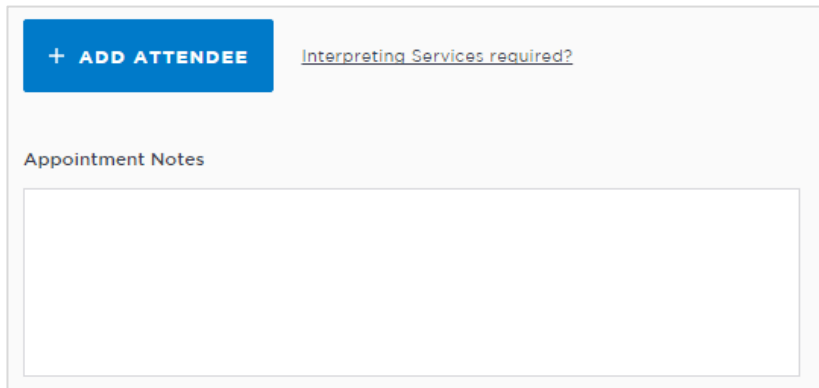
Note:

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

12. Appointment Notes

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

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



The screenshot shows a software interface with a blue button labeled '+ ADD ATTENDEE' on the left and a link labeled 'Interpreting Services required?' on the right. Below these is a section titled 'Appointment Notes' containing a large, empty white text box for entering information.

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

13. Save appointment:

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

Activity 2 – Create Court appointments as a Supreme Court Registry Officer

Objective: Create Court appointment in JUST Connect as a Supreme Court Registry Officer

Resources: Use the **Supreme Court** login details and correctional inmate name and MIN refer to Appendix 1.

Appointment type	Court
Mode:	Video
Jurisdiction:	Supreme Court
Purpose:	Arraignment
Location	Use default location
Attendee	Add two Correctional Inmate (refer to Appendix 1)
Date and time	Date: Select the tomorrow's (next business day) date Time: Select an available time before 3:00pm
Interpreter Service	Not required.

Notes:

Create a Court appointment as an NCAT Registry Officer

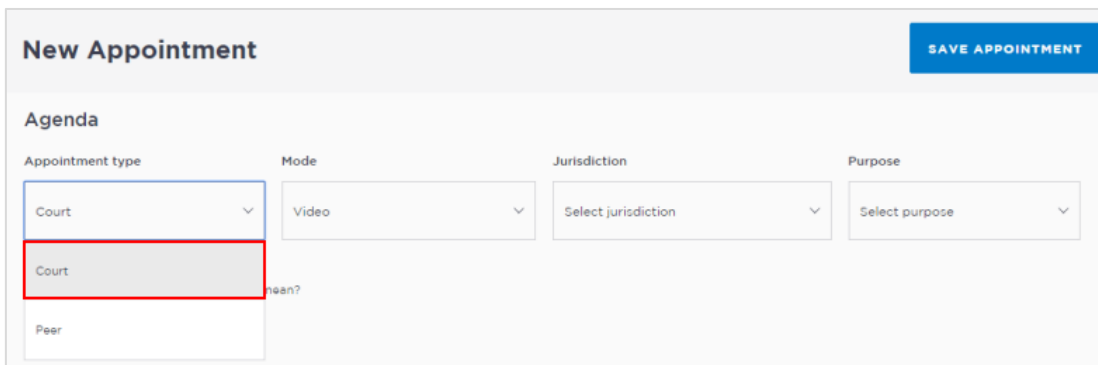
As an NCAT Registry Officer you can create the following types of appointments:

- Court appointments with a person in-custody for a court appearance.
- Peer appointments to book the AVL room which can be used for meetings, interviews, training or conference etc.

Note: Court appointments made by an NCAT Registry officer will always be given a status of **Scheduled** regardless of when the appointment is made, ie appointments made at short notice **will not** be given a status of **Pending**.

Book a Court Appointment for an NCAT hearing

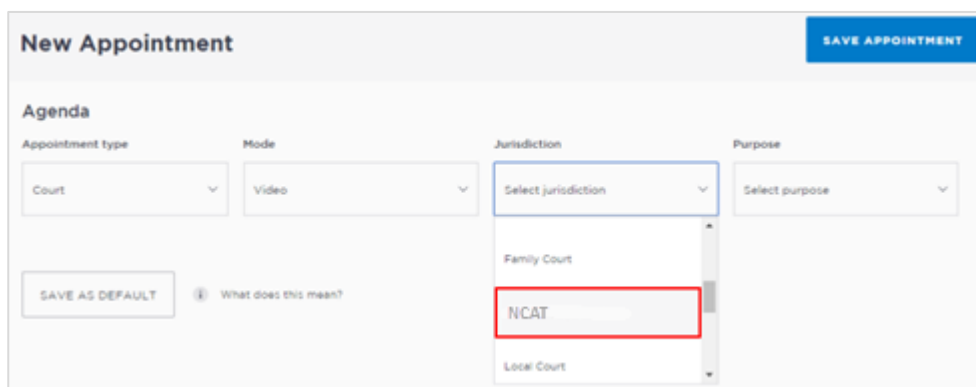
1. From the **Home page** or **Schedule** page click on the **Create Appointment** button.
2. In the **Appointment type** field click on **down arrow** and select **Court**.



The screenshot shows the 'New Appointment' form. The 'Appointment type' dropdown menu is open, showing 'Court' as the selected option, which is highlighted with a red box. Other options visible are 'Peer'. The 'Mode' dropdown is set to 'Video'. The 'Jurisdiction' and 'Purpose' dropdowns are both set to 'Select jurisdiction' and 'Select purpose' respectively. A 'SAVE AS DEFAULT' button and a help icon are visible below the 'Appointment type' dropdown.

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

3. Displays additional fields (Jurisdiction and Purpose), complete Agenda details:
 - Mode: select Video
 - Jurisdiction: select NCAT
 - Purpose: select Hearing or required option

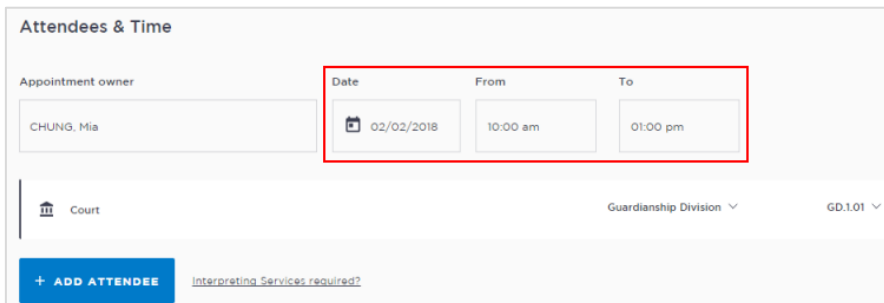


The screenshot shows the 'New Appointment' form with the 'Jurisdiction' dropdown menu open. 'NCAT' is selected and highlighted with a red box. Other options visible are 'Family Court' and 'Local Court'. The 'Appointment type' is set to 'Court', 'Mode' is 'Video', and 'Purpose' is 'Select purpose'. A 'SAVE AS DEFAULT' button and a help icon are visible below the 'Appointment type' dropdown.

4. Date and Time

By default, the system will automatically assign today's date and current time.

- To change, click in the **Date** field and select from drop-down options, then click in the **From** and/or **To** field to select required times (or manually enter the time required).

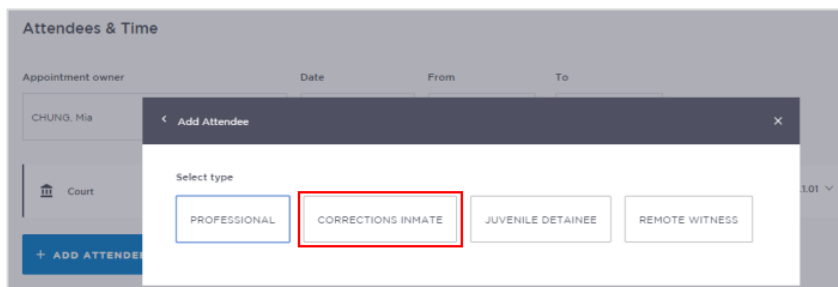


The screenshot shows the 'Attendees & Time' form. The 'Appointment owner' field is set to 'CHUNG, Mia'. The 'Date' field is '02/02/2018', the 'From' field is '10:00 am', and the 'To' field is '01:00 pm'. These three fields are highlighted with a red box. Below the date and time fields, there are dropdown menus for 'Court' (set to 'Court'), 'Guardianship Division' (set to 'Guardianship Division'), and 'GD.1.01' (set to 'GD.1.01'). At the bottom, there is a blue '+ ADD ATTENDEE' button and a link for 'Interpreting Services required?'.

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

5. Add a person in-custody:

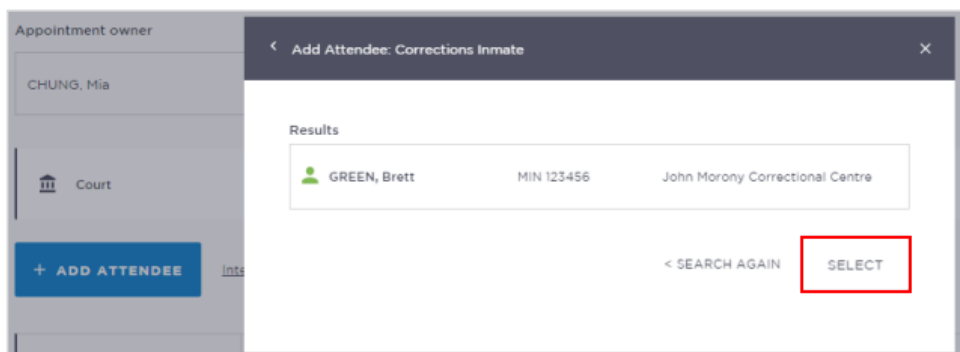
- Click **Add Attendee** button, displays **Add Attendee** pop-up displays
- Select **Corrections Inmate**



The screenshot shows the 'Add Attendee' pop-up form. The 'Select type' section has four options: 'PROFESSIONAL', 'CORRECTIONS INMATE', 'JUVENILE DETAINEE', and 'REMOTE WITNESS'. The 'CORRECTIONS INMATE' option is highlighted with a red box. The background shows the 'Attendees & Time' form with the 'Appointment owner' field set to 'CHUNG, Mia' and the 'Date', 'From', and 'To' fields visible.

6. Enter **MIN number** and then click **Search** button, displays inmate's name, **MIN** number and Location, check result.

- If correct click the **Select** button.
- If incorrect click **Search Again** and re-enter MIN.



The screenshot shows the 'Add Attendee: Corrections Inmate' pop-up form. The 'Results' section displays a search result for 'GREEN, Brett' with 'MIN 123456' and 'John Morony Correctional Centre'. The 'SELECT' button is highlighted with a red box. The background shows the 'Add Attendee' pop-up form with the 'CORRECTIONS INMATE' option selected.

Note: If a person in-custody is in **transit** the system will **not** be able to find them. If the person-in-custody is in a multiple booking and they are in transit the whole appointment will be cancelled.

7. Attendee and Location availability:

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

The screenshot displays the 'Attendees & Time' interface. At the top, there are fields for 'Appointment owner' (CHUNG, Mia), 'Date' (02/02/2018), 'From' (10:00 am), and 'To' (01:00 pm). Below this, a location dropdown is set to 'Court', with a note 'Location displays as your division' pointing to 'Guardianship Division'. A room dropdown is set to 'GD.1.01', with a note 'Shows allocated room in your Division'. An attendee 'GREEN, Brett' is listed with ID 'MIN 123456', role 'Correctional Inmate', and location 'John Morony Correctional Centre'. A '+ ADD ATTENDEE' button is present, with a link 'Interpreting Services required?'. The main part of the interface is a timeline for 'Friday, 02 February' from 08:30 am to 11:45 am. The timeline shows 'Room and Attendees Available' (green) from 10:00 am onwards and 'Room Unavailable' (grey diagonal lines) from 08:30 am to 09:45 am.

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

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

Note:

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

8. Interpreting Services required?

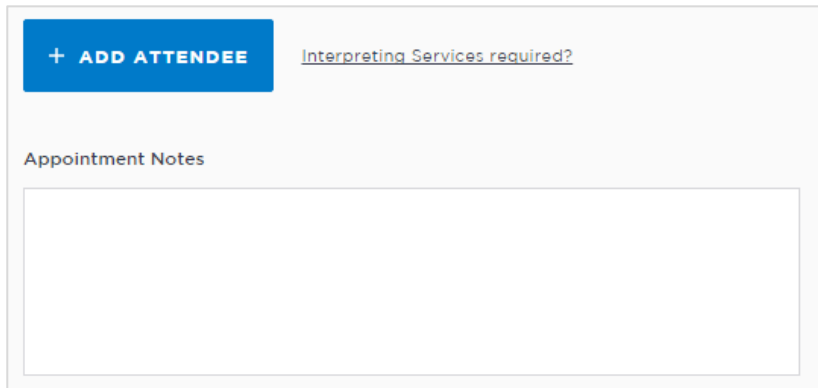
This **does not book** an interpreter for the appointment; you **must follow your existing business process to book an interpreter**. This action only adds a record to the attendee list denoting an interpreter will also be attending the arraignment appointment.

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

9. 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.



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

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

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

Activity 3 – Create a court appointment as a NCAT Registry Officer

Aim: Create Court appointment in JUST Connect as a NCAT Registry Officer

Resources: Use the **NCAT Officer** login details, refer to Appendix 1

Appointment type	Court
Mode:	Video
Jurisdiction:	NCAT
Purpose:	Hearing
Location	Use default location
Attendee	Add Correctional inmate (refer to Appendix 1)
Date and time	Date: Select the tomorrow's (next business day) date Time: Select an available time before 3:00pm
Interpreter Service	Not required.

Notes:

Creating a Family/Friends Appointment as an ACCSO

Aboriginal Client Community Service Officers (ACCSO) are able to create and manage appointments on **behalf of Family and Friends** with a person in-custody.

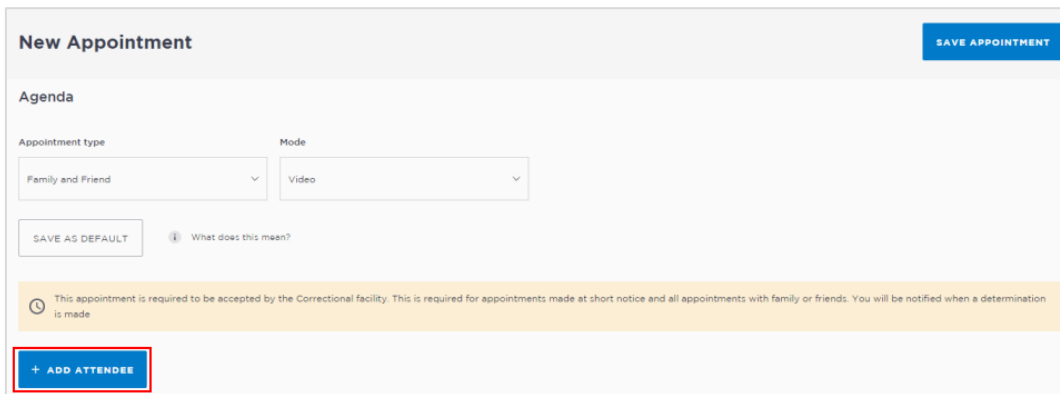
The existing application and approval process for Family visits and requesting VINs remains the same and is to be completed prior to the JUST Connect appointment request process.

A Family/Friend appointment:

- Can only include **one** person in-custody.
- Can include **up to four** previously approved **adults** and **four** previously approved **children**.
- If a family and/or friend has **not previously** been added in JUST Connect, then they need to be added as a Guest attendee.
- Is always assigned a status of '**Pending**' and **must be accepted or declined** by an AVL Correctional Service Officer.

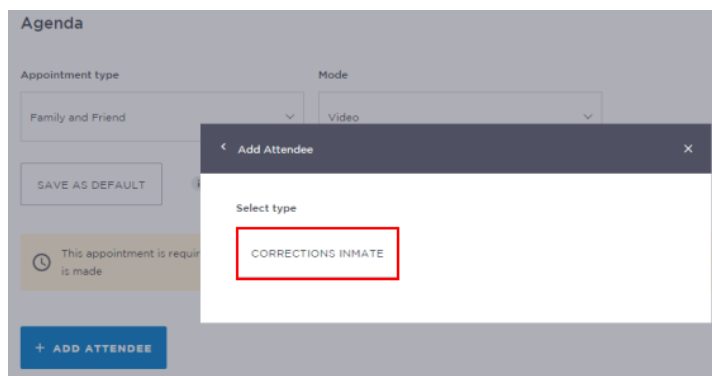
Book a Family and/or Friend appointment with person in-custody:

1. From the **Home** page or **Schedule** page click on the **Create Appointment** button:
2. Displays New Appointment screen, click **Add Attendee** button.



3. Add a Corrections Inmate Attendee

- Click the **Add Attendee** button, and then click **Corrections Inmate** button.



- Enter **MIN number** for Corrections Inmate and then click **Search** button.

Check that the results displayed matches the correct name for whom you want to make an appointment with.

- If correct click **Select**
- If the details displayed are incorrect click **<Search Again** and re-enter **MIN** number.

5. Family/Friend attendee

- Click the **Add Attendee** button, and then click **Family/Friend** button.

- Search for the Family/Friend by entering their Name, Email, or VIN number. If the attendee is already registered within the system, they should appear below the search field.
- Click on the **attendee** from the list below the search bar.

Note:

- Repeat this step (Step 5) to **add** additional family and/or friend attendee.
- The Family and Friend Attendee must have a valid **VIN or CIMS** number. The Family and Friend person **does not** have access to JUST Connect.

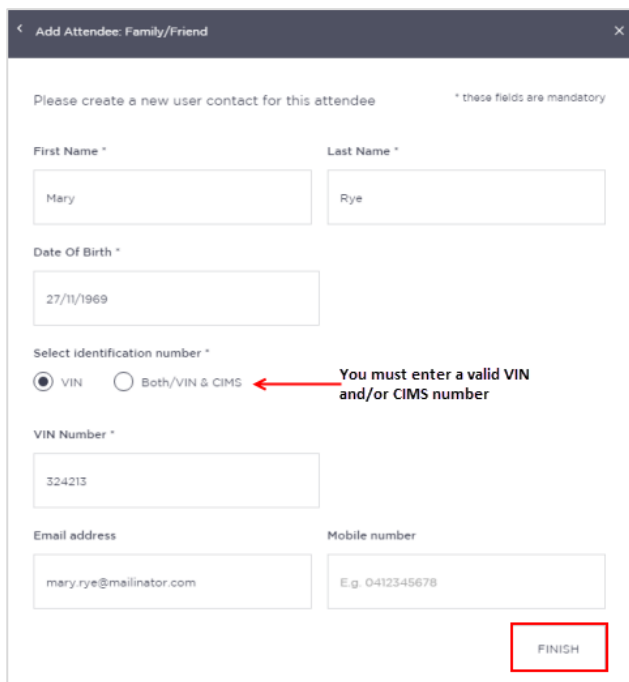
6. Add a Guest Attendee (if required)

A Guest Attendee is someone who is **not a registered** in JUST Connect and needs to be added to an appointment. A **Guest Attendee** has **no access** to JUST Connect.

- Click **Add New Attendee** button and then click Family/Friends button
- Enter person's name, or VIN, displays **"No Record found"**
- Click **Add New Attendee** button, the **Add Attendee: Family /Friend** pop-up screen displays.



- **Enter** required details for new user. You **must enter a valid VIN or CIMS** for the guest attendee.



- Click **Finish** button

Note:

- The Guest Attendee will receive email and/or SMS notifications provided their email address and/or mobile number has been entered into JUST Connect.
- Once a Guest Attendee has been entered into JUST Connect, the system will store their details enabling them to be added to any other future appointments.
- JUST Connect will allocate an available room for the Guest Attendee based at the same location of the appointment creator.

7. Date and Time

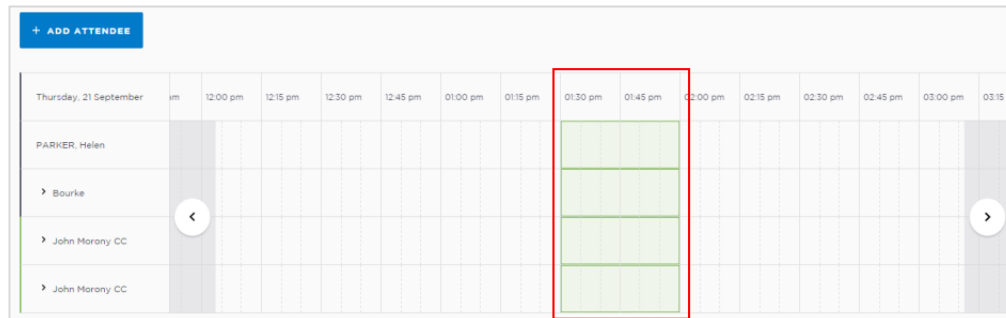
By default, the system will automatically assign a date and time. The timeline shows availability of the attendees and the location (including rooms).

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



A screenshot of the appointment form for 'GREEN, Brett - John Morony CC'. The 'Appointment owner' field contains 'KINGSLEY, Tony'. The 'Date' field is '21/09/2017', the 'From' field is '01:30 pm', and the 'To' field is '02:00 pm'. These three fields are highlighted with a red border.

- Available** - selected time displays in **green**; **Not available** – selected time displays in **red**.

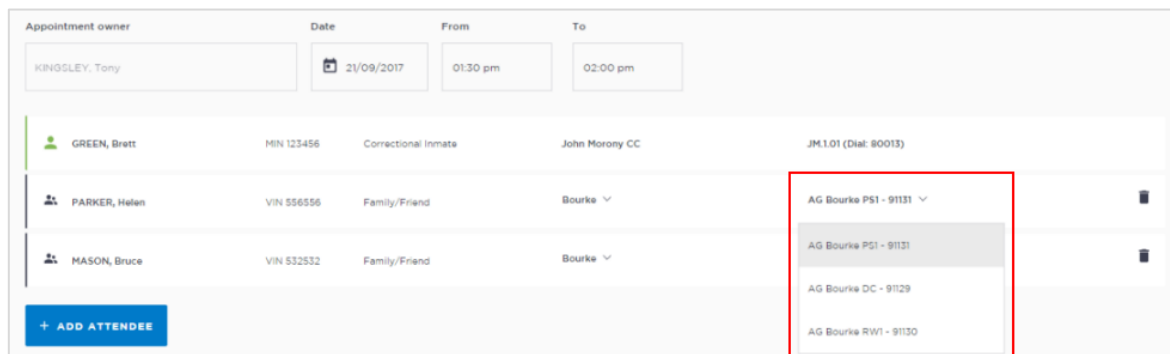


A screenshot of a timeline interface for Thursday, 21 September. The timeline shows time slots from 12:00 pm to 03:15 pm. A red box highlights the 01:30 pm to 01:45 pm slot, which is currently green, indicating it is available. The attendees listed are PARKER, Helen; Bourke; John Morony CC; and John Morony CC.

8. Location

The **Location** is automatically selected based on the court location assigned to the ACCSO making the appointment, and the rooms based on eligibility and availability.

- To change, click on the **drop down arrow** next to the allocated room and select the desired option.



A screenshot of the appointment form showing the location selection for attendees. The appointment owner is 'KINGSLEY, Tony' on '21/09/2017' from '01:30 pm' to '02:00 pm'. The attendees are: GREEN, Brett (MIN 123456, Correctional Inmate, John Morony CC, JM.1.01 (Dial: 80013)); PARKER, Helen (VIN 556556, Family/Friend, Bourke, AG Bourke PS1 - 91131); and HASON, Bruce (VIN 532532, Family/Friend, Bourke, AG Bourke PS1 - 91131). A red box highlights the dropdown menu for the room selection, showing options: AG Bourke PS1 - 91131, AG Bourke DC - 91129, and AG Bourke RW1 - 91130.

9. 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 **relevant information**.

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

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

Appointment Notes

10. Once you have added all attendees and check you have selected and/or entered all the required information, click the **Save Appointment** button.

REILLY, Colin - John Morony CC
SAVE APPOINTMENT

This appointment is required to be accepted by the Correctional facility. This is required for appointments made at short notice and all appointments with family or friends. You will be notified when a determination is made

Prompt advising all appointments made with family or friends is required to be accepted by the Correctional facility.

Attendees & Time

Appointment owner

FRITZ, Kelly

Date

02/02/2018

From

12:15 pm

To

12:45 pm

	Name	ID	Relationship	Location	Room
	REILLY, Colin	MIN 234567	Correctional Inmate	John Morony CC	Any
	FRITZ, Kelly	VIN 567567	Family/Friend	Bourke	AG Bourke P51 - 9101

+ ADD ATTENDEE

Monday, 05 February	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	01:45 pm	02:00
> John Morony CC															
> FRITZ, Kelly															
> Bourke															

11. The Appointment scheduled screen displays, click **OK** button.
The appointment is saved and given a status of **Pending**.

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Activity 4 – Creating a Family/Friends Appointment as an ACCSO

Aim: Create Court appointment in JUST Connect as an ACCSO

Resources: Use the **ACCSO** login details, refer to Appendix 1

Appointment Type	Family and Friend
Mode	Video
Attendee	<ul style="list-style-type: none">• Add Correctional inmate (refer to Appendix 1)• Add Family/Friend Attendee (refer to Appendix 1)• Add Guest Attendee - create your own details, ie name, VIN, etc Please ensure when entering an email address it ends in @mailinator.com (eg fred.woodlawn@mailinator.com).
Date and time	Date: Select the tomorrow's (next business day) date Time: Select an available time before 3:00pm
Interpreter Service	Not required.

Notes:

Peer Appointment:

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

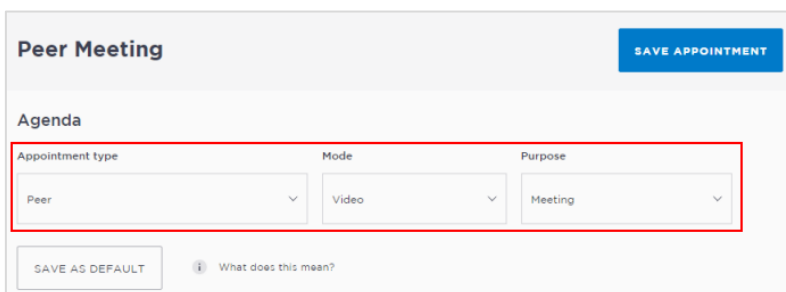
Peer appointments can be made within an agency (intra-agency) or with any other agency (inter-agency) at any time of the day within the agencies specified time frames.

Book an appointment with colleague and/or professional:

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

2 Agenda details:

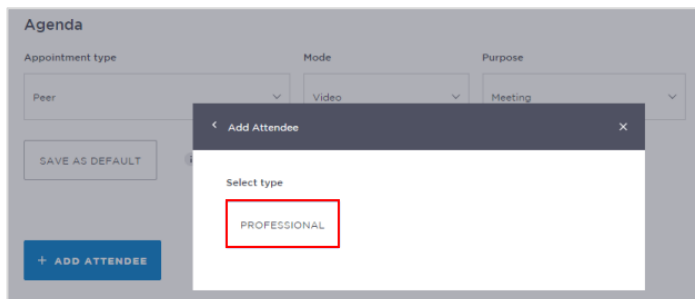
- Appointment Type: click drop down arrow and select **Peer**
- Mode: Video
- Purpose: select from Interview / Training / Meeting



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

3 Add Professional Attendee:

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



The screenshot shows the "Add Attendee" pop-up window overlaid on the "Agenda" form. The pop-up has a "Select type" section with a red box around the "PROFESSIONAL" option. The background form shows the "Appointment type" dropdown set to "Peer" and the "Mode" dropdown set to "Video".

- Click the **Professional** button:

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

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



The screenshot shows the "Add Attendee: Professional" pop-up window. It has a search bar with the text "Enter Name, Email, VIN or CIMS Number". Below the search bar, a list of search results is displayed, with a red box around the first result: "REGISTRAR, Jane" with the email address "jane.registrar@mailinator.com".

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

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

Attendees & Time

Appointment owner: REGISTRAR, Bobby

Date: 21/03/2018

From: 10:30 am

To: 11:00 am

REGISTRAR, Bobby	Port Macquarie Court House	Port Macquarie PS 1
REGISTRAR, Jane	Broken Hill Court House	Broken Hill DC

4 Date and Time fields:

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

Attendees & Time

Appointment owner: REGISTRAR, Bobby

Date: 21/03/2018

From: 10:30 am

To: 11:00 am

5 Attendee and Location availability:

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

Peer Meeting SAVE APPOINTMENT

Attendees & Time

Appointment owner: REGISTRAR, Bobby

Date: 21/03/2018

From: 10:30 am

To: 11:00 am

REGISTRAR, Bobby	Port Macquarie Court House	Port Macquarie PS 1	Click Bin to remove attendee
REGISTRAR, Jane	Broken Hill Court House	Broken Hill DC	Allocated Room

+ ADD ATTENDEE Interpreting Services required?

Wednesday, 21 March	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
REGISTRAR, Bobby															
Port Macquarie Court H.															
REGISTRAR, Jane															
Broken Hill Court House															

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

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

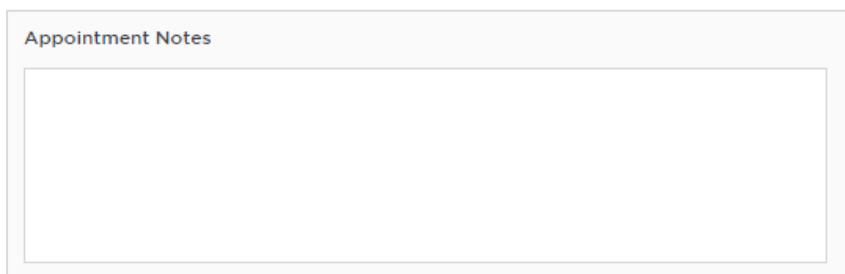
Note:

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

6 Appointment Notes

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

- Click in the **Appointment Notes** field and enter any relevant information required.

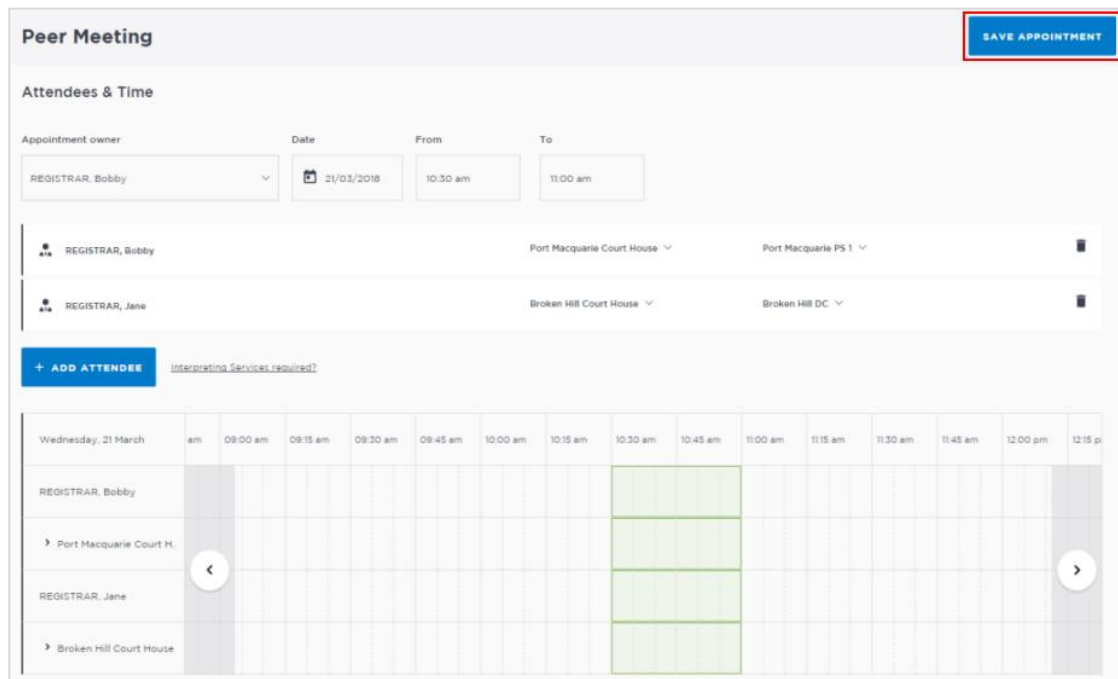


The screenshot shows a form titled "Appointment Notes" with a large, empty rectangular text input area below the title.

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

7 Save appointment: check you have selected and/or entered all the required appointment details, when complete click the **Save Appointment** button.

- Displays prompt advising Appointment has been scheduled click **OK** button.



The screenshot displays the "Peer Meeting" scheduling interface. At the top right, a blue "SAVE APPOINTMENT" button is highlighted with a red box. Below the title, the "Attendees & Time" section includes fields for "Appointment owner" (REGISTRAR, Bobby), "Date" (21/03/2018), "From" (10:30 am), and "To" (11:00 am). Two attendees are listed: REGISTRAR, Bobby (Port Macquarie Court House, Port Macquarie PS 1) and REGISTRAR, Jane (Broken Hill Court House, Broken Hill DC). A blue "+ ADD ATTENDEE" button is visible with a link for "Interpreting Services required?". At the bottom, a calendar grid for Wednesday, 21 March shows the appointment time slot from 10:30 am to 11:00 am highlighted in green.

Activity 5 – Create a Peer Appointment

Aim: Create Peer appointment

Resources: Use **any** of the training logins, refer to Appendix 1

Appointment Type	Peer
Mode	Video
Purpose	Meeting
Location	Use default location
Attendee	<ul style="list-style-type: none">• Add yourself into the peer meeting (refer to Appendix 1)• Add a colleague and/or lawyer(refer to Appendix 1)
Date and time	Date: Select the tomorrow's (next business day) date Time: Select an available time before 3:00pm
Interpreter Service	Not required.

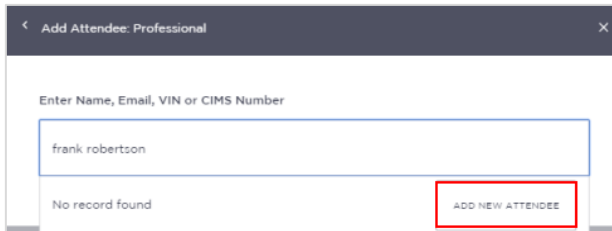
Notes:

Add a Guest Attendee

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

Add a Guest Attendee to an appointment:

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



Enter Name, Email, VIN or CIMS Number

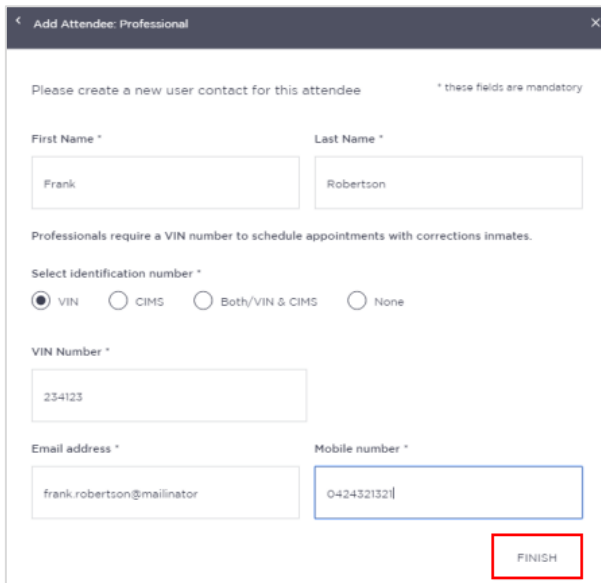
frank robertson

No record found

ADD NEW ATTENDEE

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

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



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

First Name * Last Name *

Frank Robertson

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

Select identification number *

VIN CIMS Both/VIN & CIMS None

VIN Number *

234123

Email address * Mobile number *

frank.robertson@mailinator 0424321321

FINISH

4. Click the **Finish** button.

Note:

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

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.

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

1. Viewing options:

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

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

3. **Location AVL:** select a specific location to view appointments and/rooms for that location.
Note: This option **may not be available**; access is dependent on your role and permissions.

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

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

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

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

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

Week view

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

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

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

Notes:

Day View

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

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

The screenshot shows the JUST Connect Day View interface for Griffith on Tuesday, March 06. The interface is divided into several sections:

- Top Navigation:** NSW logo, Home, Schedules, Account, Contacts, Support, and user profile (Carla Courtservices).
- Left Sidebar:**
 - Appointment List: A list of appointments for the selected day and location.
 - Day: A dropdown menu to select the current day.
 - Week: A calendar view to select a specific date.
 - LOCATION AVL: Radio buttons to select between Griffith and Coffs Harbour.
- Main Grid:** A grid showing appointment slots for various rooms (District court, Local court, Professional suite, Remote witness room) over time (09:00 am to 10:40 am). Shaded areas indicate unavailable slots. A vertical line indicates the current time. Appointment boxes show details like attendees (e.g., GREEN, Brett; PINACOLADA, Carla; THOMPSON, David; SANTINI, Mary; JOHNSON, Eddie; BOYD, David) and icons representing appointment types.

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

Notes:

Appointment List

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

You may also have the option to view scheduled appointments at various locations (based on your role and permissions). 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 a ppointment list will automatically update to reflect the changes.

Time	Name	Case No.	Location	Type	Attendees	Location	Actions
12:30 pm	GREEN, Brett	MIN 123456	John Morony CC	Family and Friend (Video)	COURTSERVICES, Carla	Griffith LC	...
12:45 pm	GREEN, Brett	MIN 123456	John Morony CC	Court (Video)	COURTSERVICES, Carla +1	Griffith DC	...
2:50 pm	GREEN, Brett	MIN 123456	John Morony CC	Court (Video)	COURTSERVICES, Carla +1	Griffith LC	...
Cancelled (1)							
1:30 pm	PANIA, Johnny	MIN 911020		Court (Video)	COURTSERVICES, Carla +1	Emergency Lockdown	...

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

Notes:

View an appointment

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

The screenshot displays the 'Local Court - GREEN, Brett' appointment page. It features a navigation bar at the top with links for Home, Schedules, Custody List, Account, Contacts, and Support. The appointment details are organized into several sections:

- When:** Thursday, March 08, 2018, 12:45 pm - 01:00 pm (marked with a red circle 1).
- Agenda:** Court (Video), Local Court, Bail.
- Status:** Scheduled (marked with a red circle 2).
- Attendees:** A list of participants including Court, BOYD, David (marked with a red circle 3), and GREEN, Brett, each with their respective details and contact information.
- Hide history:** A dropdown menu (marked with a red circle 4) to toggle the history view.
- History Table:** A table showing the appointment's creation on 08/03/2018 at 12:42 pm by Carla Courtservices at Court Services.
- Changelog:** A list of changes made to the appointment, such as adding participants (David Boyd, Brett Green), setting the owner (Carla Pinacolada), and configuring dates and modes.

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

Managing Appointments

Managing an appointment includes:

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

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

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

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

Pending Appointments

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

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

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

The screenshot displays an appointment management interface. At the top, the appointment title is "SIMS, Dwayne - John Morony CC". Below the title are three buttons: "EDIT APPOINTMENT", "DECLINE APPOINTMENT", and "ACCEPT APPOINTMENT". The "DECLINE APPOINTMENT" and "ACCEPT APPOINTMENT" buttons are highlighted with a red box. Below the buttons, the appointment details are shown in a table format:

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

Below the details, the attendees are listed in a table:

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

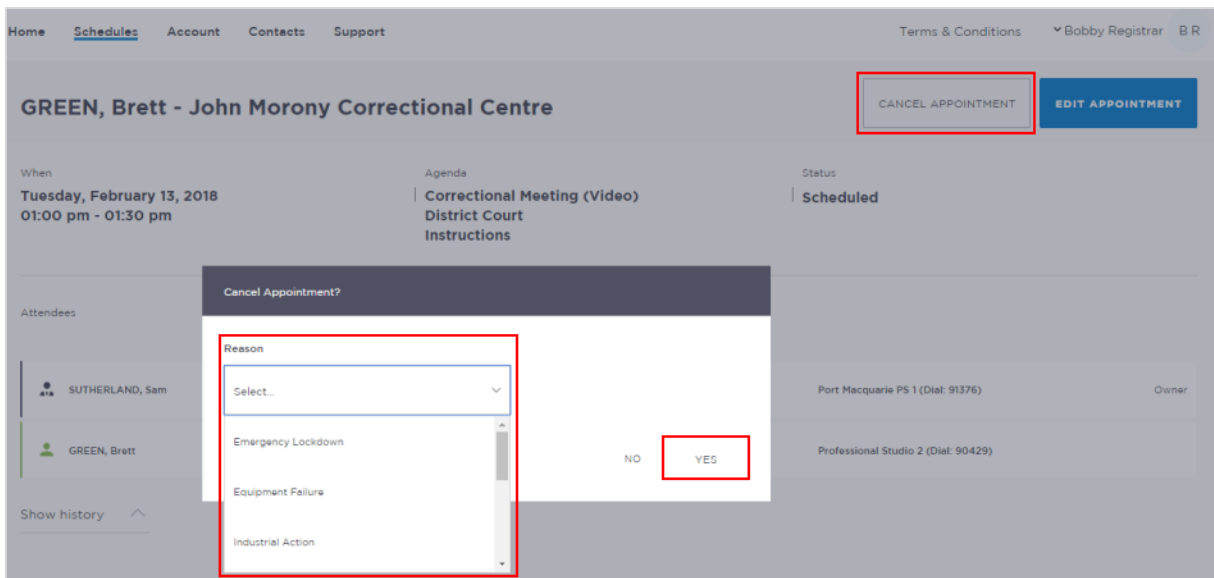
Cancel an Appointment

Appointments can only be cancelled by:

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

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

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



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

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

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

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

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 notification when any changes are made to the appointment.

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

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

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

Editing an appointment can include:

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

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

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

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

The screenshot displays the 'Edit Appointment' interface for an appointment titled 'KING, Ben - Broken Hill Correctional Centre'. At the top right, there are two buttons: 'CANCEL APPOINTMENT' and 'EDIT APPOINTMENT', with the latter being highlighted in red. The appointment details are as follows:

- When:** Friday, December 08, 2017, 12:30 pm - 01:00 pm
- Agenda:** Correctional Meeting (Video), Local Court, ALS Assigned Matter
- Status:** Scheduled

The attendees list includes:

- BOYD, David:** VIN 123457, CIMS 987654, Sydney Legal Aid, RM 2.10 (Dial: 10210), Owner
- KING, Ben:** MIN 911008, Correctional Inmate, Broken Hill Correctional Centre, Professional Studio 1 (Dial: 91714)

A 'Hide history' dropdown menu is visible. Below it is a table showing the appointment's history:

Date & time	Previous status	Action taken	Edited by	Agency
05/12/2017 12:23 pm		Scheduled appointment created	Kim Fletcher	Legal Aid NSW
Changelog				
Participant added			David Boyd	
Participant added			Ben King	
Owner set			David Boyd	
Start date set			07/12/2017 12:00 pm	
End date set			07/12/2017 12:30 pm	
Interpreter set			Not required	
Jurisdiction set			Local Court	
Purpose set			ALS Assigned Matter	
Mode set			Video	
06/12/2017 16:08 pm	Scheduled	Appointment edited	David Boyd	Legal Aid NSW
Changelog				
Start date changed	07/12/2017 12:00 pm		08/12/2017 12:30 pm	
End date changed	07/12/2017 12:30 pm		08/12/2017 13:00 pm	

Notifications and Reminders

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

Email notifications are sent:

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

SMS Notifications

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

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



An SMS is sent to the above attendees:

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

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

Examples:

Appointment is Created	Pending Appointment Accepted

Appointment has been edited	Cancelled Appointment
<div data-bbox="161 271 201 309">  </div> <h2 data-bbox="161 344 539 456">APPOINTMENT UPDATED</h2> <hr data-bbox="161 510 201 521"/> <p data-bbox="161 546 478 607"> Updated by Keith TRUBRIDGE, Corrective Services NSW keith.trubridge@mailinator.com </p> <hr data-bbox="161 645 177 656"/> <p data-bbox="161 667 614 790"> WITH Brett GREEN (MIN 123456) WHEN Wednesday, 29/08/2018 - 11:45am to 12:15pm Tuesday, 28/08/2018 - 11:46am to 12:16pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 </p> <hr data-bbox="161 806 177 817"/> <p data-bbox="161 828 438 936"> Please come to Sydney Legal Aid 789, 50 Phillip St, Sydney, NSW, 2000 Contact: 02 9219 5020 Click here to view map </p> <hr data-bbox="161 974 177 985"/> <p data-bbox="161 996 331 1008">APPOINTMENT NOTES</p> <p data-bbox="161 1052 614 1115"> To view or edit this appointment, visit: https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b77f6d6ad57d8000fab298e </p> <p data-bbox="161 1160 726 1223"> For instructions on dialling in, visit: http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx </p>	<div data-bbox="786 271 842 331">  </div> <h2 data-bbox="786 367 1315 524">APPOINTMENT CANCELLED</h2> <hr data-bbox="786 600 842 611"/> <p data-bbox="786 656 1228 739"> Cancelled by Keith TRUBRIDGE, Corrective Services NSW keith.trubridge@mailinator.com </p> <hr data-bbox="786 790 802 801"/> <p data-bbox="786 824 1372 969"> WITH Brett GREEN (MIN 123456) WHEN Saturday, 25/08/2018 - 11:30am to 12:00pm TYPE Correctional Meeting (Video) PURPOSE Instructions WHERE Sydney Legal Aid, RM.1.10 </p> <hr data-bbox="786 1014 802 1025"/> <p data-bbox="786 1048 1021 1059">APPOINTMENT NOTES</p> <hr data-bbox="786 1126 802 1137"/> <p data-bbox="786 1160 1005 1209"> Cancellation Reason Emergency Lockdown </p>

Manage Personal Account Settings

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

From this page you can update your:

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

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

To make changes to your details:

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

Changing your password:

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

Home Schedules **Account** Contacts Support Terms & Conditions Colin Corowa CC

Account settings: Colin Corowa

CSNSW Community Corrections • City Community Corrections

UPDATE SETTINGS

Manage your personal account settings here
Fields marked * are mandatory

Name	Contact details
First Name Colin	User Name / Email Address* colin.corowa@mailinator.com
Last Name Corowa	Phone number
	Mobile number

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*
colin.corowa@mailinator.com

Manage your JUST Connect Password here

Change password

Old password

New password

Your password should have 7 characters minimum and 3 of the following characters

- One lowercase character
- One uppercase character
- One number
- Special character

Confirm new password

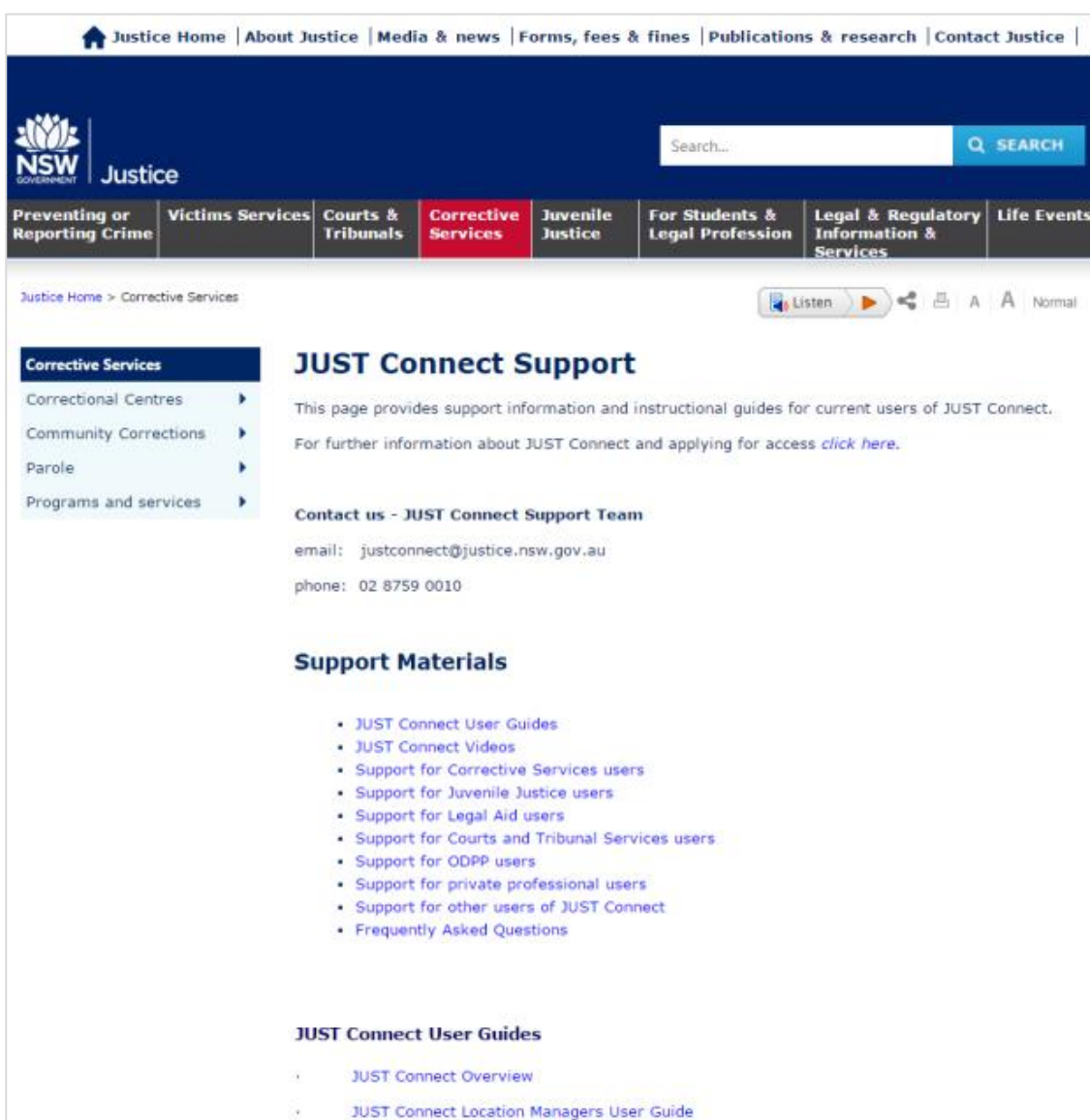
Support

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

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



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

A screenshot of the JUST Connect Support page on the NSW Justice website. The page features a dark blue header with the NSW Government logo and 'Justice' text. A search bar is located in the top right. Below the header is a navigation menu with categories like Preventing or Reporting Crime, Victims Services, Courts & Tribunals, Corrective Services (highlighted in red), Juvenile Justice, For Students & Legal Profession, Legal & Regulatory Information & Services, and Life Events. The main content area is titled 'JUST Connect Support' and includes a breadcrumb trail 'Justice Home > Corrective Services'. The page provides support information and instructional guides for current users of JUST Connect. It includes contact information for the JUST Connect Support Team (email: justconnect@justice.nsw.gov.au, phone: 02 8759 0010) and a list of support materials such as user guides, videos, and frequently asked questions. There are also links to 'JUST Connect User Guides' including an overview and a location managers user guide.

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

Appendix 1 – Training Accounts

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

Each account lists username log-in and password, as well as person's in-custody which can be added when creating appointments (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>

TRAINING ACCOUNT 1			
Role	Log-in	Password	Location
Supreme Court / SPA	judith.supremecourt@mailinator.com	abc1234!	Supreme Court
NCAT	lisa.ncat@mailinator.com	abc1234!	Newcastle
ACCISO	lou.acciso@mailinator.com	abc1234!	Cooma
Attendees:			
Lawyer	Phillip Sydney	Location: Sydney Legal Aid; Downing Centre; Broken Hill Court House	
Family/Friends	Denise Redrick	Adam Jones	
Person in-custody	911024 Mark Redrick	911025	Eddie Jones
Person in-custody	911129 Charlie Johnson	911130	Jack Pham

TRAINING ACCOUNT 2			
Role	Log-in	Password	Location
Supreme Court / SAP	robert.supremecourt@mailinator.com	abc1234!	Supreme Court
NCAT	fred.ncat@mailinator.com	abc1234!	Bankstown
ACCISO	mary.acciso@mailinator.com	abc1234!	Moree
Attendees:			
Lawyer	Francis Portmacquarie	Location: Port Macquarie Court House; Port Macquarie Legal Aid; Broken Hill Court House	
Family/Friends	Nancy Balford	Jessie Parker	
Person in-custody	911079 Peter Balford	911080	Tom Parker
Person in-custody	911004 John Wilson	911006	Sam Thompson

TRAINING ACCOUNT 3			
Role	Log-in	Password	Location
Supreme Court / SAP	kathryn.supremecourt@mailinator.com	abc1234!	Supreme Court
NCAT	julie.ncat@mailinator.com	abc1234!	Lithgow
ACCISO	dave.acciso@mailinator.com	abc1234!	Coffs Harbour
Attendees:			
Lawyer	Brodie Orange	Location: Orange; Downing Centre; Orange Court House	
Family/Friends	Kay Talbot	Sarah Pearson	
Person in-custody	911040 Tom Talbot	911041	Riley Pearson
Person in-custody	911030 Sam Perez	911031	Bart Oliveri

TRAINING ACCOUNT 4			
Role	Log-in	Password	Location
Supreme Court / SAP	sophia.supremecourt@mailinator.com	abc1234!	Supreme Court
NCAT	pat.ncat@mailinator.com	abc1234!	Gosford
ACCISO	tess.acciso@mailinator.com	abc1234!	Tamworth
Attendees:			
Lawyer	kim.grafton@mailinator.com	Location: Grafton Court House; Port Macquarie Legal Aid; Port Macquarie Court House	
Family/Friends	Jon Reynolds	Peter Johnson	
Person in-custody	911036 Julie Reynolds	911036 Kate Johnson	
Person in-custody	911111 Majorie Reynolds	911112 Helen Jension	

TRAINING ACCOUNT 5			
Role	Log-in	Password	Location
Supreme Court / SAP	george.supremecourt@mailinator.com	abc1234!	Supreme Court
NCAT	jon.ncat@mailintor.com	abc1234!	Gosford
ACCISO	franco.acciso@mailinator.com	abc1234!	Taree
Attendees:			
Lawyer	peter.taree@mailinator.com	Location: Taree Court House; Taree ALS; Broken Hill Court House	
Family/Friends	Jose Rosa	Sandra Merhi	
Person in-custody	911072 Glenn Rosa	911101 Ahmed Merhi	
Person in-custody	911050 Tomas Marin	911018 David Desilva	