

Participants Workbook

Custody List

Document Version: 1.5

JUST Connect Version: 4.5

Last Saved Date: 27 February 2019

© 2018 Copyright Department of Justice

This document has been prepared by the Department of Justice for internal training purposes only. It must not be copied, reproduced, sold, modified or distributed to external parties, electronically or otherwise, in any way except with the express written consent of the Department. It contains highly confidential information which must be kept confidential by the recipient at all times. The recipient must ensure that at all times the information remains within the custody and control of the Department, its staff and its contractors. The recipient is only authorised by the Department to make a copy of the material for personal use only provided this copyright notice appears on any copy material. The recipient must immediately return the material to the Department if the recipient ceased to be employed or engaged by the Department.

Table of Contents

Introduction	4
Aim	4
Objectives.....	4
JUST Connect	5
What is JUST Connect?.....	5
Who uses JUST Connect?.....	5
How will JUST Connect impact my role – Court Officers.....	5
System requirements	6
Login and View the Custody List	7
Logging into JUST Connect	7
Viewing the Custody List.....	7
Managing the Custody List	9
Custody List Overview	9
Mode types	11
Appearance Options	12
Actioning the Custody List	14
Make requests	14
Send Results	16
Result options	17
Frequently Asked Questions	18
Support	19
Contacts details	19
Support materials.....	19

Introduction

Aim

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

Objectives

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

- Understand what the AVL project is (at a high level)
- Log in and navigate JUST Connect
- Operate and manage the digital custody list
- Explain the end to end work flow between court officers, correctional services and Juvenile Justice in JUST Connect
- Know where to find support material and contacts

JUST Connect

What is JUST Connect?

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

JUST Connect will enable booking of video and telephone sessions, professional interviews, visits, meetings, conferences and booked court appearances (for Supreme Court arraignments and NCAT), as well as the management of digital custody lists management 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 (arraignments), NCAT (Guardianship Division), Aboriginal Service Unit (ACCSO), Aboriginal Legal Service and 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.

How will JUST Connect impact my role – Court Officers

Court Officers, Correctional Officers and Juvenile Justice Staff will now be able to electronically manage custody through the use of real time electronic notifications. This will reduce the need for phone calls within the court room.

Court Officers can use JUST Connect inside the court room to:

- Make requests for a person in-custody to appear via AVL
- View and monitor the status of AVL requests as updated in real time by Correctional Officers and Juvenile Justice staff (for example person in custody 'placed in AVL suite' or is 'unavailable')
- Add basic court results. The results are then visible in real time to Correctional Officers and Juvenile Justice Staff, who can then manage the movement of inmates and detainees back to their cells or accommodation. (This does not replace outcoming in JusticeLink).

Please note that Court Registries will continue to receive the daily emailed custody list, in addition to the digital version on JUST Connect.

System requirements

JUST Connect is only supported by the following web browsers:

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

As part of the JUST Connect roll out, DTS will be upgrading court computers with Chrome 56.



Login and View the Custody List

Logging into JUST Connect

Court Officers using JUST Connect will have a single sign on. This means when you log into a Justice network PC for the day, you will automatically be logged into JUST Connect as well.

If a Court Officer is logged out of JUST Connect for any reason, the login details will be your Justice email address (as the user name) and your network password as your JUST Connect password.

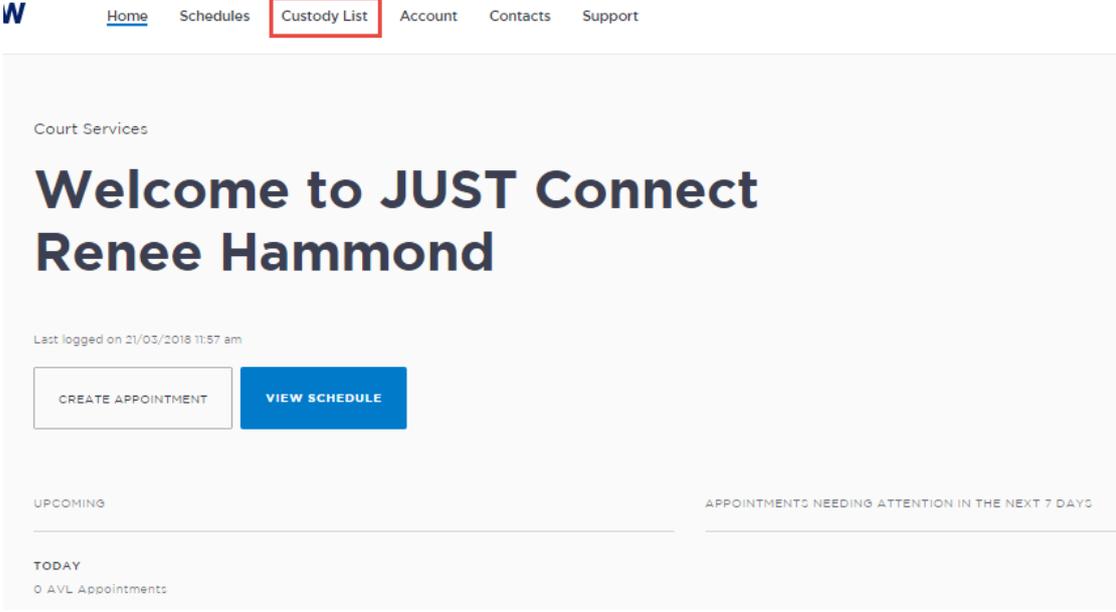
If a password needs to be reset, you should contact DTS service desk on (02) 8688 1111 (or 81111) – then choose option 3.

Viewing the Custody List

The Custody List page is used by Court Officers during court sessions to manage inmates and detainees appearing in court, either in person (cells/docs) or via AVL (phone / video). Data for the Custody List page is retrieved from Correctional Services (OIMS), and Juvenile Justice (CIMS) once each morning, at approximately 5am.

To view the Custody List page in JUST Connect, Court Officers will need to:

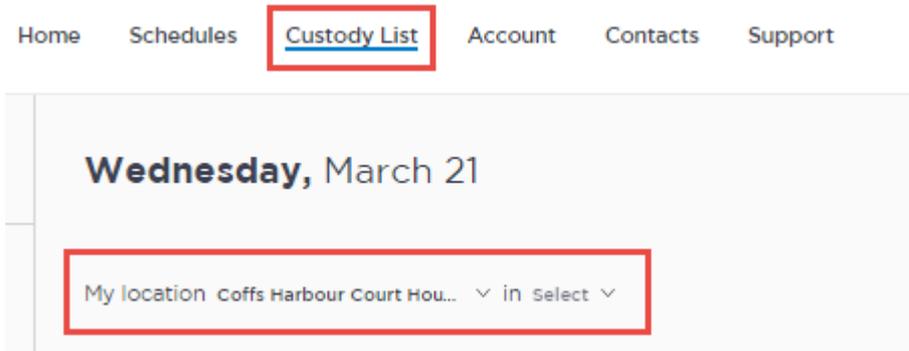
Step	Action
1	Log into JUST Connect, and then select the Custody List page at the top of the screen



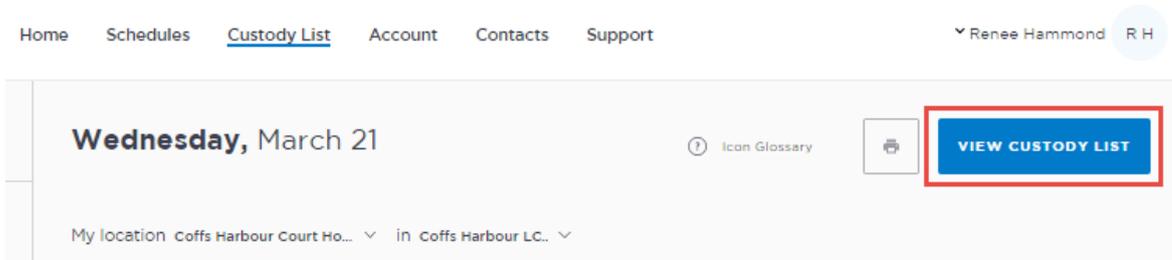
The screenshot shows the JUST Connect user interface. At the top, there is a navigation menu with the following items: Home, Schedules, Custody List (highlighted with a red box), Account, Contacts, and Support. Below the navigation menu, the main content area displays "Court Services" and a large heading "Welcome to JUST Connect" followed by the user's name "Renee Hammond". Below this, it shows "Last logged on 21/03/2018 11:57 am". There are two buttons: "CREATE APPOINTMENT" and "VIEW SCHEDULE". At the bottom, there are sections for "UPCOMING" and "APPOINTMENTS NEEDING ATTENTION IN THE NEXT 7 DAYS". Under "UPCOMING", it shows "TODAY" and "0 AVL Appointments".

Step Action

- 2** The *Custody List* page displays
 Select your **location** and **room** from the **drop down list**.
 Note that if you have only one location assigned to your profile, this will display by default.



- 3** Once the location and room have been entered, the View Custody List button will become active. Click **View Custody List**.



Once you have clicked 'View Custody List', you will **not** be able to change the location or room. If you need to change one or both of these during the day, you will need to log out of JUST Connect, and then log back in again.

- 4** The Custody List for the current day, at your chosen location, will display below.
 Note this is not the list for each court room, rather it displays the list for all courtrooms at that location.

Active (45)

Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Wait Time	Appearance	
	ABBAS, Ali	2018/00333608	Local Court		-	MRRC			Result
10:39 am	ABOL, Fath	2018/00370432	Local Court	Sydney Central 1	Video	Surry Hills Police Cells	1-5 mins	Request	↔
	ARNOLD, Rohan	2018/00017343	Local Court	Sydney Central 1	Video	Long Bay Hospital	1-5 mins	Not required	🗑️
10:40 am	BILES, David	2018/00370433	Local Court	Sydney Central 1	Video	Surry Hills Police Cells	1-5 mins	Request	↔
11:01 am	BRIGGS, Bronwyn	2018/00178083	Local Court	Sydney Central 2	Video	Dillwynie Correctional_	1-5 mins	Request	↔
10:59 am	BUCHANAN, Kane	2018/00294214	Local Court	Sydney Central 1	-	Dawn De Loes Correcti_		Still required	.
10:59 am	BUCHANAN, Kane	2018/00294214	Local Court	Sydney Central 1	Video	Dawn De Loes Correcti_	1-5 mins	Still required	.
11:01 am	BURNS, James	2018/00304831	Local Court	Sydney Central 2	Video	South Coast Correction_	1-5 mins	Request	↔
11:01 am	CAMPBELL, David	2018/00235666	Local Court	Sydney Central 3	Video	Shortland Correctional_	1-5 mins	Request	↔ Result
11:01 am	CARROLL, Jamal	2018/00260254	Local Court	Sydney Central 3	Video	MRRC	1-5 mins	Request	↔ Result

Managing the Custody List

Custody List Overview

The Custody List page has several columns, which can be sorted using the arrows at the top of selected columns.

Active (46)

Time ↕	Name ↕	Case No.	Jurisdiction ↕	Courtroom ↕	Mode ↕	Location ↕	Wait Time	Appearance
	ABBAS, All	2018/00333608	Local Court		-	MRRC		- Result
🕒 10:39 am	ABOL, Fath	2018/00370432	Local Court	Sydney Central 1	Video	Surry Hills Police Cells	1-5 mins	Request ▾ ⚡ Result
🕒 10:40 am	ARNOLD, Rohan	2018/00017343	Local Court	Sydney Central 1	Video	Long Bay Hospital	1-5 mins	Request ▾ ⚡ Result
🕒 10:40 am	BAZZI, Mahmoud	2018/00081595	Local Court	Sydney Central 1	Video	Cessnock Correctional_	1-5 mins	Request ▾ ⚡ Result
🕒 10:40 am	BILES, David	2018/00370433	Local Court	Sydney Central 1	Video	Surry Hills Police Cells	1-5 mins	Request ▾ ⚡ Result
🕒 10:40 am	BRIGGS, Bronwyn	2018/00178083	Local Court	Sydney Central 1	Video	Dillwynia Correctional_	1-5 mins	Request ▾ ⚡ Result
🕒 10:40 am	BUCHANAN, Kane	2018/00294214	Local Court	Sydney Central 1	-	Dawn De Loos Correcti_		⚡ Result
🕒 10:40 am	BUCHANAN, Kane	2018/00294214	Local Court	Sydney Central 1	Video	Dawn De Loos Correcti_	1-5 mins	Request ▾ ⚡ Result
🕒 10:40 am	BURNS, James	2018/00304831	Local Court	Sydney Central 1	Video	South Coast Correction_	1-5 mins	Request ▾ ⚡ Result
	CAMPBELL, David	2018/00235666	Local Court		Video	Shortland Correctional_	1-5 mins	Select ▾ - Result
	CARROLL, Jamal	2018/00260254	Local Court		Video	MRRC	1-5 mins	Select ▾ - Result

The data in each column is outlined below.

Column:	Description :
Time	A timestamp will appear when a person in-custody is requested.
Name	This is the name of the person in-custody who has a court appearance at your nominated location.
Case number	This is the case number being dealt with during the day's court session. If a person in-custody is appearing for several cases within the same jurisdiction, only one case number will display alongside their name, and only one entry for that person in custody will display in the custody list.
Jurisdiction	Lists the court jurisdiction the matter is being heard in, for example Local Court or District Court.
Courtroom	When a person in-custody is requested by a Court Officer, the court room assigned to that Court Officer will display in this column. This column will remain blank until a court officer has requested the person in-custody. If a Court Officer from a different court room has requested the inmate / detainee, then this will display with their assigned courtroom number, and will appear in light grey text.

Column:	Description :
Mode	Identifies whether the session will take place by video, cells (docs) or by phone (further details are noted after this table)
Location	Lists the physical location of the person in-custody, for example, MRRC.
Wait time	<p>This refers to the amount of time it will take a Correctives Officer or Juvenile Justice Staff to place the person in-custody into the AVL suite after receiving the JUST Connect request from the Court Officer. This only applies to AVL appearances.</p> <p>An option to 'Please call' is also available for Correctional Staff in this column. This option will notify the Court Officer to call the Correctional facility.</p>
Appearance	<p>Contains a drop down list beside each person in-custody with appearance options. For Court Officers, these appearance options include</p> <ul style="list-style-type: none"> • Request <ul style="list-style-type: none"> ○ Once selected, a Correctional Officer or Juvenile Justice Staff will place the person in-custody into the AVL suite, and then change the appearance to 'Placed in suite' • Not required <ul style="list-style-type: none"> ○ If the person in-custody is no longer required in court, the court officer can set the appearance status to 'Not required'. This will notify the Correctional Officer or Juvenile Justice Staff, who can then remove the person in-custody from the holding cell <p>Note: these options are outlined in the following table</p>
Result	<p>When a person in-custody has completed their court session, the court officer is required to enter their court results into JUST Connect. The Court Officer has three options to select from:</p> <ol style="list-style-type: none"> 1. Adjourned 2. Complete 3. Still required <p>Once the selection is saved, the results will be sent to Correctives or Juvenile Justice via JUST Connect, who will then remove the inmate / detainee from the holding cell. Court Officers will then follow standard procedures and enter the outcomes into JusticeLink.</p>

Mode types

Appearance type	Mode	Meaning
VIDEO	"Video"	By AVL
DOCS	"Cells"	In person in custody
NOT	"Not"	Not required to attend
NPOL	"NPol"	In NSW Police Custody
UNES	"Unes"	Unescorted - bringing themselves to Court
Any other value	"-"	If the appearanceType is any other value then set it to Dash

Appearance Options

The Appearance column on the Custody List page contains a drop down list with appearance options. Court Officers, Correctional Officers or Juvenile Justice Staff can select from a range of options, which will then notify the other agencies about the appearance of the person in-custody.

My location Burwood Court ▾ in Burwood 2 ▾ 🔍

Active (37)

Name ▾	Case No.	Jurisdiction ▾	Courtroom ▾	Mode ▾	Location ▾	Wait Time	Appearance	Result
BATZIOLAS, Ahmad	2018/00089056	Local Court	Burwood 2	Video	John Morony Correc...	6-10 mins	Request ▾	↔ Result
AHMED, Fernando	2018/00143673	Local Court	Burwood 2	Video	MRRRC	1-5 mins	Request ▾	↔ Result
ATOR, Aaron	2018/00098642	Local Court		Video	Bathurst Correctiona...	1-5 mins	Select ▾	- Result
AUELUA, Michael	2018/00090772	Local Court		Video	MRRRC	11-20 mins	In progress ▾	— Result
BOBAK, Nathan	2017/00333811	Local Court	Burwood 2	Video	Cessnock Correction...	1-5 mins	Not required ▾	🚫 Result
BOULOS, Shane	2018/00125221	Local Court		Video	Silverwater Women'...	1-5 mins	Select ▾	- Result
CALLEJA, Grant	2018/00133397	Local Court	Burwood 2	Video	Silverwater Women'...	1-5 mins	Still required ▾	- Result

The table below outlines the appearance options for each agency:

Appearance Status:	Actioned by:	Description :
Request	Court Officers	Used by Court Officers to request the inmate / detainee be placed in the AVL suite. This request should be made in line with the lead time required for each inmate / detainee as listed on screen.
Not required	Court Officers	Used by Court Officers to inform Corrective or Juvenile Justice staff that the inmate / detainee is not required to attend the AVL session. For example, a legal representative may advise the court their client is not required on screen.
In Progress	Correctives or Juvenile Justice	Used by Correctives or Juvenile Justice to notify Court Officers that the inmate / detainee has been placed in the AVL suite and the session is now in progress.
Unavailable	Correctives or Juvenile Justice	Used by Correctives or Juvenile Justice to notify Court Officers that the person in custody is temporarily available and will be placed in the suite when they become available. No further details are provided about the availability of the person in custody.

Actioning the Custody List

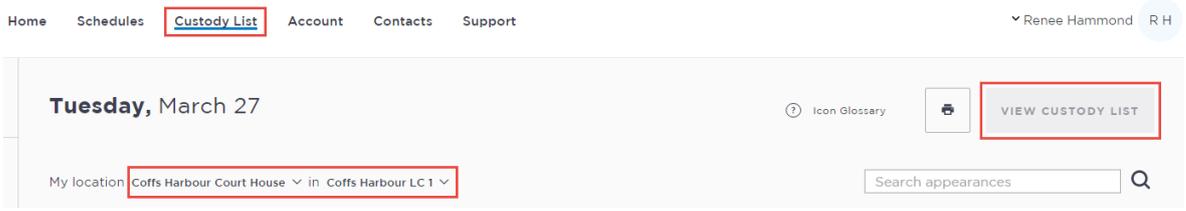
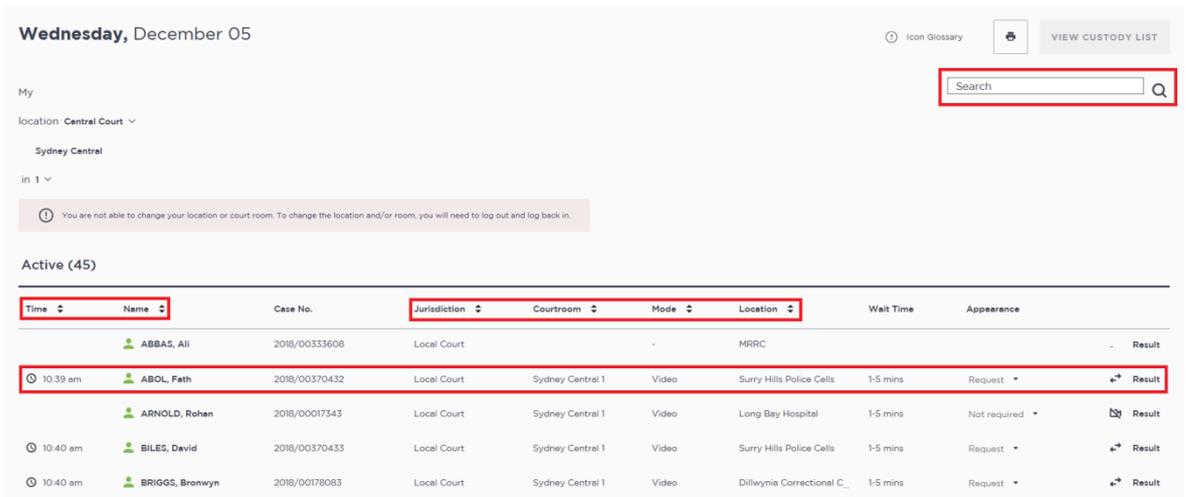
Make requests

As a Court Officer your role will be to use the Custody List to:

- Make requests for an inmate or detainee to appear in court
- Provide the court results

These processes are outlined below.

Please note the steps below only refer to a person in custody who is appearing by video. If the person in custody is appearing by 'Cells' (docs), or by phone (shown onscreen with a '-' symbol in the Mode column), you will need to call the Corrective Services cells or Police cells depending on your court location

Step	Action																																																												
1	<p>Go to the Custody List page, and then select your location and room (you only do this when you log in, or if you change courtrooms). Click View Custody List to display the custody list for your location below.</p> 																																																												
2	<p>Locate the person in custody from the list. You can use the arrows at the top of each column, or the search field at the top of the screen to locate the person in custody quickly.</p>  <table border="1"><thead><tr><th>Time</th><th>Name</th><th>Case No.</th><th>Jurisdiction</th><th>Courtroom</th><th>Mode</th><th>Location</th><th>Wait Time</th><th>Appearance</th><th>Result</th></tr></thead><tbody><tr><td></td><td>ABBAS, Aii</td><td>2018/00333608</td><td>Local Court</td><td></td><td>-</td><td>MRRC</td><td></td><td></td><td>-</td></tr><tr><td>10:39 am</td><td>ABOL, Fath</td><td>2018/00370432</td><td>Local Court</td><td>Sydney Central 1</td><td>Video</td><td>Surry Hills Police Cells</td><td>1-5 mins</td><td>Request</td><td>Result</td></tr><tr><td></td><td>ARNOLD, Rohan</td><td>2018/00017343</td><td>Local Court</td><td>Sydney Central 1</td><td>Video</td><td>Long Bay Hospital</td><td>1-5 mins</td><td>Not required</td><td>Result</td></tr><tr><td>10:40 am</td><td>BILES, David</td><td>2018/00370433</td><td>Local Court</td><td>Sydney Central 1</td><td>Video</td><td>Surry Hills Police Cells</td><td>1-5 mins</td><td>Request</td><td>Result</td></tr><tr><td>10:40 am</td><td>BRIGGS, Bronwyn</td><td>2018/00178083</td><td>Local Court</td><td>Sydney Central 1</td><td>Video</td><td>Dillwynia Correctional C_</td><td>1-5 mins</td><td>Request</td><td>Result</td></tr></tbody></table>	Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Wait Time	Appearance	Result		ABBAS, Aii	2018/00333608	Local Court		-	MRRC			-	10:39 am	ABOL, Fath	2018/00370432	Local Court	Sydney Central 1	Video	Surry Hills Police Cells	1-5 mins	Request	Result		ARNOLD, Rohan	2018/00017343	Local Court	Sydney Central 1	Video	Long Bay Hospital	1-5 mins	Not required	Result	10:40 am	BILES, David	2018/00370433	Local Court	Sydney Central 1	Video	Surry Hills Police Cells	1-5 mins	Request	Result	10:40 am	BRIGGS, Bronwyn	2018/00178083	Local Court	Sydney Central 1	Video	Dillwynia Correctional C_	1-5 mins	Request	Result
Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Wait Time	Appearance	Result																																																				
	ABBAS, Aii	2018/00333608	Local Court		-	MRRC			-																																																				
10:39 am	ABOL, Fath	2018/00370432	Local Court	Sydney Central 1	Video	Surry Hills Police Cells	1-5 mins	Request	Result																																																				
	ARNOLD, Rohan	2018/00017343	Local Court	Sydney Central 1	Video	Long Bay Hospital	1-5 mins	Not required	Result																																																				
10:40 am	BILES, David	2018/00370433	Local Court	Sydney Central 1	Video	Surry Hills Police Cells	1-5 mins	Request	Result																																																				
10:40 am	BRIGGS, Bronwyn	2018/00178083	Local Court	Sydney Central 1	Video	Dillwynia Correctional C_	1-5 mins	Request	Result																																																				

Step Action

- 3** Select the **drop down arrow** in the **Appearance column** for the person in custody. Then click **Request**.

REILLY, Colin	Local Court	Coffs Harbour LC 1	Video	John Morony CC	1-5 mins	Select
SIMS, Dwayne	Local Court	Coffs Harbour LC 1	Video	John Morony CC	1-5 mins	Request
WILSON, Mark	Local Court	Coffs Harbour LC 1	Video	Goulburn Correctional Centre	Not required	
BUCHANAN, Peter	2018/00020134	Local Court	Video	Mid North Coast Correctional Centre	Still required	



A Correctional Officer or Juvenile Justice Staff member will view this request, and then place the person in custody into the AVL suite within the wait time noted onscreen. Court Officers may need to manually note down the time each request is made. If the Correctional Officer or Juvenile Justice Staff member does not place the person in custody into the suite within the specified wait time, you may need to manually call them.

- 4** When the person in custody has been placed in the AVL suite, a **Correctional Officer or Juvenile Justice Staff** will **update the Appearance column** to read **'in Progress'**. The person in custody is now ready to appear.

Active (23)

Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Wait Time	Appearance
GREEN, Brett		Local Court	Coffs Harbour LC 1	Video	John Morony CC	6-10 mins	Select
JOHNSON, Eddie		Local Court	Coffs Harbour DC2	Video	Goulburn Correctional Centre	1-5 mins	
REILLY, Colin		Local Court	Coffs Harbour LC 1	Video	John Morony CC	1-5 mins	In progress

Send Results

When a person in custody has completed their appearance, you are required to send a result via JUST Connect. This result notifies the Correctional or Detention facility of the basic result for that case, they can then move the person in custody from the AVL holding area back to their cells or room.

Please note this does not replace outcoming in JusticeLink. As per current procedures, outcomes will still be entered for all cases into JusticeLink and Corrective Officers, Juvenile Justice or Court staff should still check OIMS, CIMS or JusticeLink, for the official final court outcomes for all cases and proceedings.

Step Action

- 1 Locate the person in custody from the list.
You can use the arrows at the top of each column, or the search field at the top of the screen to locate the person in custody quickly.

Click **Result**.

Wednesday, December 05

My location Central Court ▾
Sydney Central
in 1 ▾

Icon Glossary VIEW CUSTODY LIST

Search

Active (45)

Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Wait Time	Appearance	Result
	ABBAS, Ali	2018/00333608	Local Court		-	MRRRC			Result
10:39 am	ABOL, Fath	2018/00370432	Local Court	Sydney Central 1	Video	Surry Hills Police Cells	1-5 mins	Request	Result
	ARNOLD, Rohan	2018/00017343	Local Court	Sydney Central 1	Video	Long Bay Hospital	1-5 mins	Not required	Result
10:40 am	BILES, David	2018/00370433	Local Court	Sydney Central 1	Video	Surry Hills Police Cells	1-5 mins	Request	Result
10:40 am	BRIGGS, Bronwyn	2018/00178083	Local Court	Sydney Central 1	Video	Dillwynia Correctional C_	1-5 mins	Request	Result

- 2 A pop up window will display.
Select the result from the options on screen: **Adjourned, Complete, Still required**.
Click **Save**.

CALDERWOOD, Jon 2017/00001234-000 District Court 4 Video MRRRC 1-5 mins Requested Result

IGNATOWSKI, Jon 2017/00001234-000 Local Court 1-5 mins Requested Result

INNOCENT, Jon 2017/00001234-000 Local Court 1-5 mins Requested Result

JOHNSTON, Jon 2017/00001234-000 Supreme Court 2 1-5 mins Requested Result

MANN, Jon 2017/00001234-000 Local Court 1-5 mins Requested Result

MACFARLANE, Jon 2017/00001234-000 District Court 1 1-5 mins Requested Result

QUESENBERRY, Jon 2017/00001234-000 Local Court 1 1-5 mins Requested Result

Add Result

Please select a result below

Adjourned Complete Still required

SAVE

Step	Action
------	--------

3 The results have been saved to JUST Connect.

Correctional Officers or Juvenile Justice Staff can then move the person in custody from the AVL holding area back to their cells or room.

Please note this does not replace outcoming in JusticeLink. As per current procedures, outcomes will still be entered for all cases into JusticeLink and Corrective Officers, Juvenile Justice or Court staff should still check OIMS, CIMS or JusticeLink, for the official final court outcomes for all cases and proceedings.



If you did not obtain the result from the court papers then select completed > other result.

In some instances, for example the inmate is required back before the court to re-mention their matter; you may need to make a person in custody active after entering a result. You can only edit your own result, in which case, you'd need to edit the completed appearance and set the result to 'Still Required'. When the matter is re-mentioned, you would then set the appearance status to 'Request'.

	TUBRIDY, Robert	2016/00078476	Local Court	Video	Dawn De Loas Corr...	1-5 mins	Select	-	Result
	URDANEGUI, Bruce	2018/00277534	Local Court	Video	MSPC	1-5 mins	Select	-	Result
	YILMAZ, Vedet	2018/00313075	Local Court	Video	Bathurst Correction...	1-5 mins	Select	-	Result
	ZISIS, George	2018/00357527	Local Court	Video	MRRC	1-5 mins	Select	-	Result

Complete (1)

Time	Name	Case No.	Jurisdiction	Courtroom	Mode	Location	Wait Time	Appearance	
🕒 10:45 am	BAZZI, Mahmoud	2018/00081595	Local Court	Sydney Central 1	Video	Cessnock Correctio...	1-5 mins	Complete	Edit

Result options

Result:	Additional options:	Notes:
Adjourned	Bail refused Bail granted Non bail matter	Then select the adjournment date from the calendar on screen
Complete	Sentenced Other result	
Still required	(No further options)	

Frequently Asked Questions

What do I do if the person in custody is listed as cells, however they've been changed to video on the day (e.g. they've missed the truck)

In the instance where the Custody List states the inmate or detainee will be attending via cells (docs), however they're changed on the day, you will need to manually phone the correctional or Juvenile Justice location.

Can I change my location or room number during the day?

If you need to change your location and/or room, you must log out of JUST Connect, and then log back in again. Once logged back in, you can re-set your location or room on the Custody List page.

When is the Custody List data retrieved from both OIMS and CIMS?

At approximately 5am each morning, JUST Connect receives the Custody List information from OIMS, the Correctives system, and CIMS, the Juvenile Justice system. This is the only update JUST Connect receives per day.

Any changes that occur after this time will need to be manually dealt with, as per previous business procedures.

What is the process when the Appearance Type is listed as 'Cells'?

When the Appearance type is listed as 'Cells', you follow the previous business procedure by calling the cells downstairs/in the building or police cells.

What happens if JUST Connect crashes or I lose internet connection?

In the rare event that you may lose internet connect or access to JUST Connect, you will need to revert to manual processes by calling the Correctional or Detention centre.

What circumstances do I phone the correctional facility?

You will need to phone the correctional or detention facility when the Mode is listed as 'Cells' or 'Phone'. For any 'Video' appearances, you should use JUST Connect. You may also be required to call if requested by the correctional or detention facility.

Processes to phone correctional facilities do not change following the implementation of JUST Connect.

Support

Contacts details

The JUST Connect support team can be contacted via:

Phone: 02 8759 0010 (extension 90010)

Email: justconnect@justice.nsw.gov.au

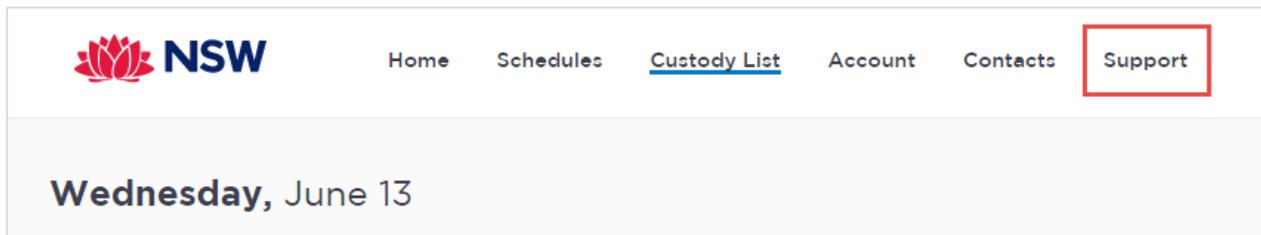
End-point technical support will remain with your current IT department.

Support materials

Support materials will be progressively available on the JUST Connect support website, including:

- A comprehensive user guide
- Demonstration videos
- Quick reference guides

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



The screenshot shows the top navigation bar of the JUST Connect support website. On the left is the NSW logo, which consists of a red stylized flower icon followed by the letters 'NSW' in blue. To the right of the logo are several navigation links: 'Home', 'Schedules', 'Custody List' (which is underlined in blue), 'Account', 'Contacts', and 'Support'. The 'Support' link is highlighted with a red rectangular border. Below the navigation bar, a grey bar displays the date 'Wednesday, June 13' in a dark blue font.