JUST Connect

On the Job Workbook

Supreme Court, SPA, NCAT and ACCSO

Table of Contents

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.	✓	✗	✗	✗
Mange 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><tr><th>Created/made:</th><th>Booked to Occur:</th><th>Status</th></tr><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></table>
	Pending status **does not apply to court appointments** regardless of when the appointment is made, ie court appointments are always automatically given a status of **Scheduled**.
	Appointments which are always **assigned a status of Pending** regardless of how far in advance the appointment is made include:
	Appointments with a Juvenile detainee; appointments with a correctional inmate housed at **a high risk** location; all Family and Friends appointments.
Scheduled	Appointments with a person-in-custody made **before 3pm** to occur the next day or greater are automatically given a status of Scheduled.
	Court, Supreme Court, and NCAT are automatically given a status of Scheduled (includes appointments made at short notice).
	Any appointments made which **do not** include a person in-custody are given a status of Scheduled regardless of when the appointment is made.
Cancelled	A scheduled or pending appointment has been cancelled.
	All attendees (excluding person in-custody) will receive notification via email and/or SMS (provided their email address and mobile number has been recorded in JUST Connect) which includes the reason for the cancellation.
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.

Appointment Status	Description
Did not Occur	A scheduled appointment that **did not take place** can be marked by a Correctional Services officer as 'Did not occur'.

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Home Page Overview

View the Home page

Once you have logged into JUST Connect the Home page is displayed.
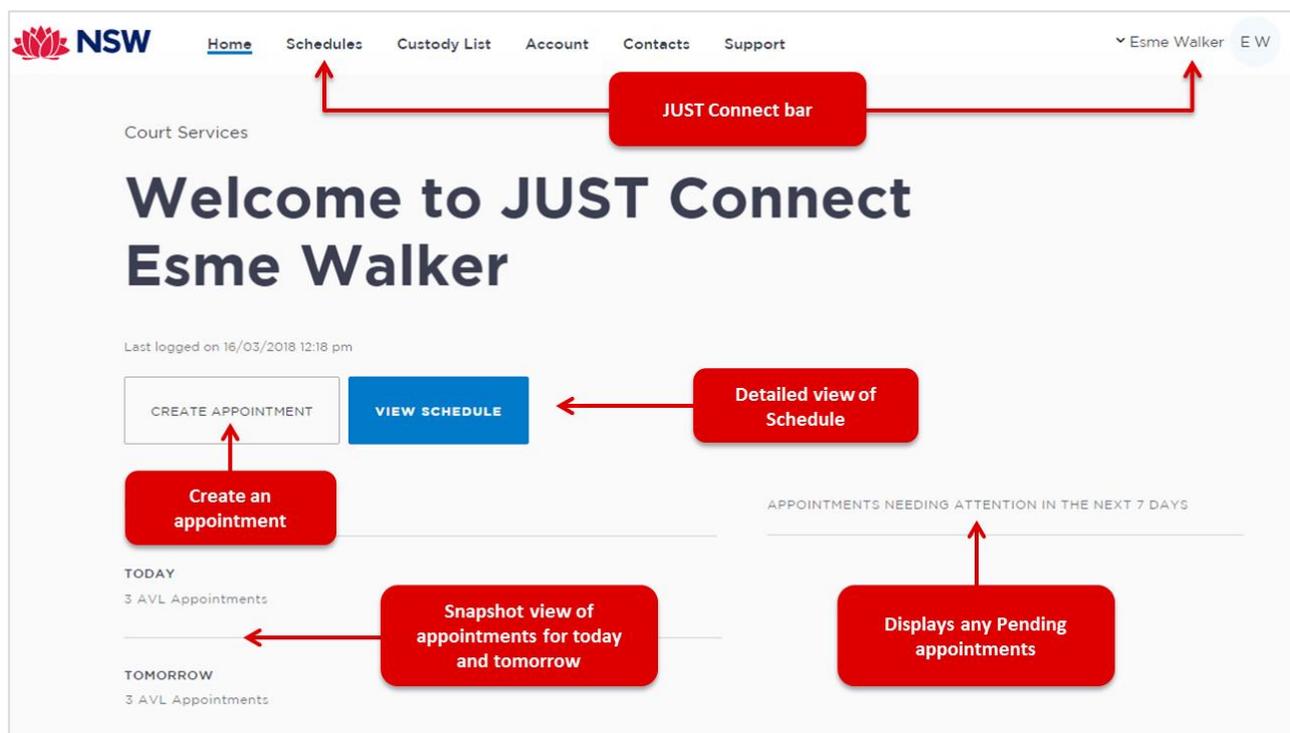
The Home page contains the following:

- **JUST Connect bar** will always display at the top of every page regardless of which area you are viewing and contains links to the following;
    - **Home** – returns to the Home page
    - **Schedule** – displays the schedule page enabling you to view and manage appointments
    - **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:
	
	 • Home page
	
	 • Custody List – select a court location
	
	 • Schedule
	      o Appointment list
	      o Day view
	      o Week view
	
	 Note:
	
	 • There may be limited data in the system depending on when the latest data refresh occurred.
	
	 • You will revisit viewing and using schedule after you have created appointments.

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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.
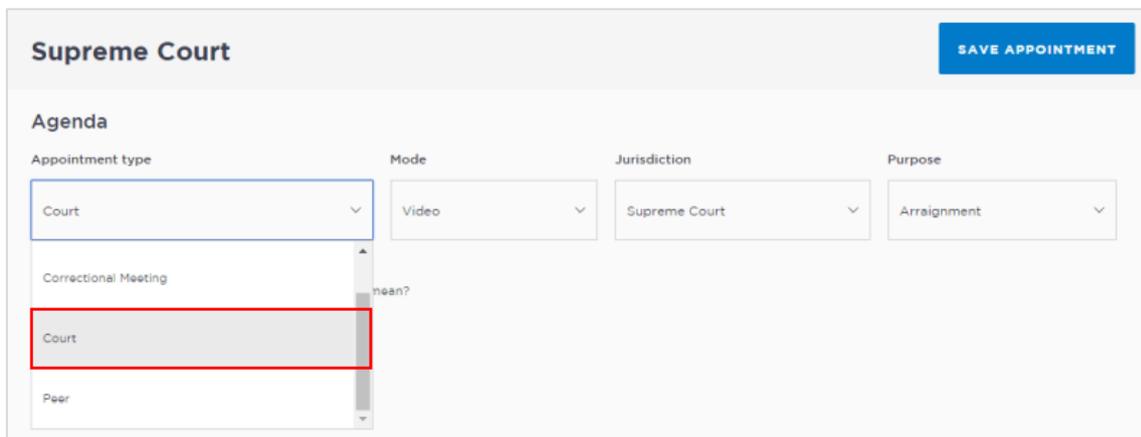
3. In **Mode** button click on down arrow select **Video**.

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**.
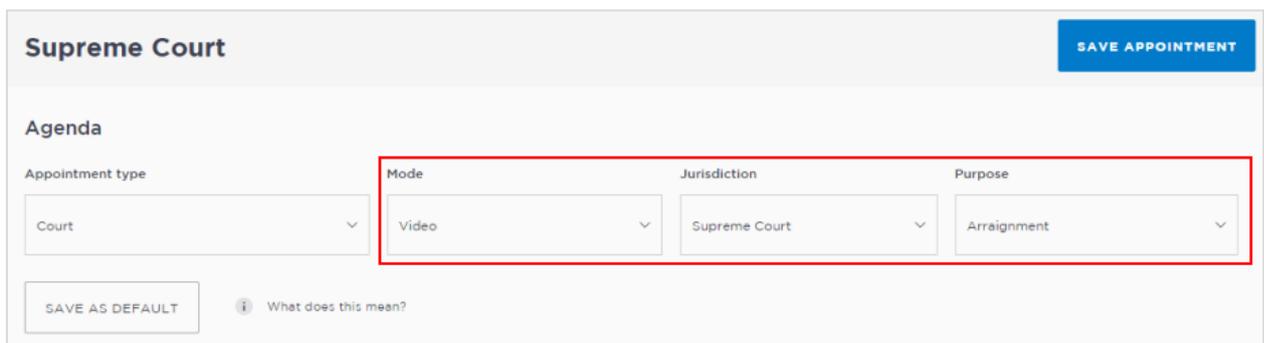
6. **Date and Time** fields.

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

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)

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.**

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.

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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.**

Note: The type of appointments listed in this field is dependent on your user profile, role and permissions.
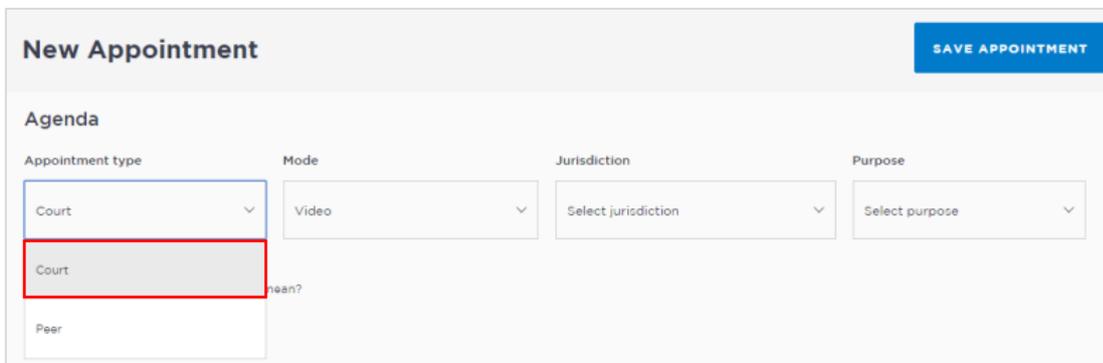
3. Displays additional fields (Jurisdiction and Purpose), complete Agenda details:
   - Mode: select Video
   - Jurisdiction: select NCAT
   - Purpose: select Hearing or required option
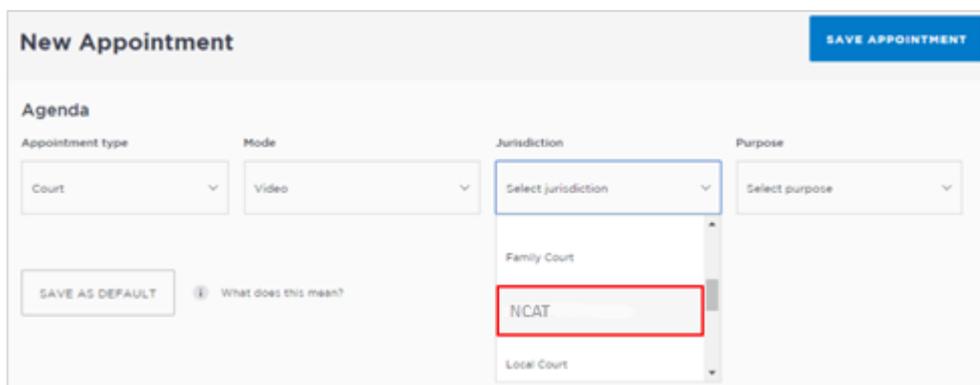
4. **Date and Time**

    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).

    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**
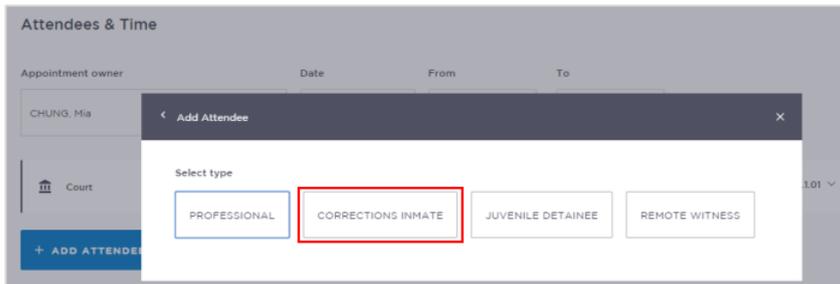
6. Enter **MIN number** and then click **Search** button, displays inmate's name, **MIN** number and Location, check result.
    - If correct click the **Select** button.
    - If incorrect click **Search Again** and re-enter MIN.
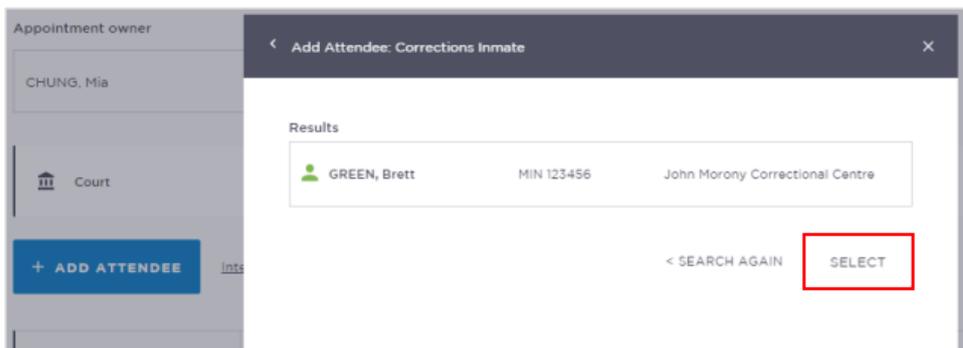
    Note: If a person in-custody is in **transit** the system will **not** be able to find them. If the person-in-custody is in a multiple booking and they are in transit the whole appointment will be cancelled.

7. **Attendee and Location availability:**

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

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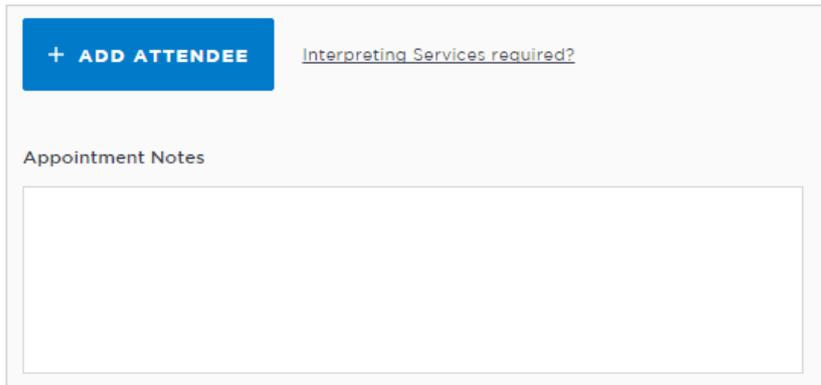
Note: The appointment note becomes part of the appointment and can be viewed by any of the attendees who have access to JUST Connect. The text entered will also appear in notifications, please do not enter any confidential information.

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.

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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.
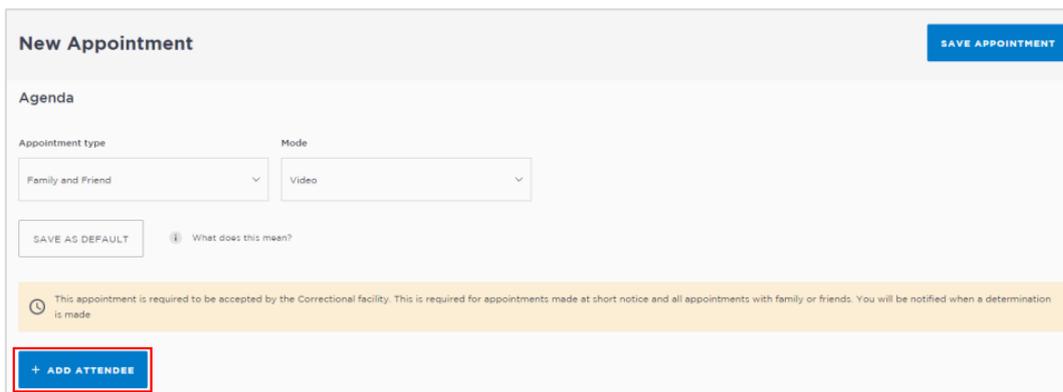
3. **Add a Corrections Inmate Attendee**
   - Click the **Add Attendee** button, and then click **Corrections Inmate** button.
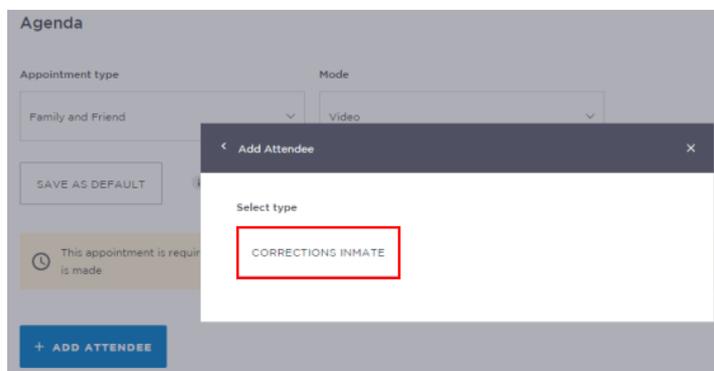
4. Enter **MIN number** for Corrections Inmate and then click **Search** button.
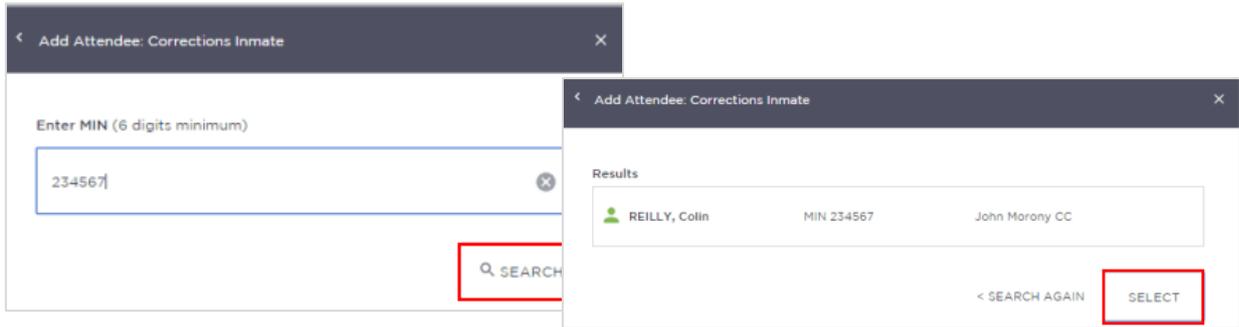
Check that the results displayed matches the correct name for whom you want to make an appointment with.

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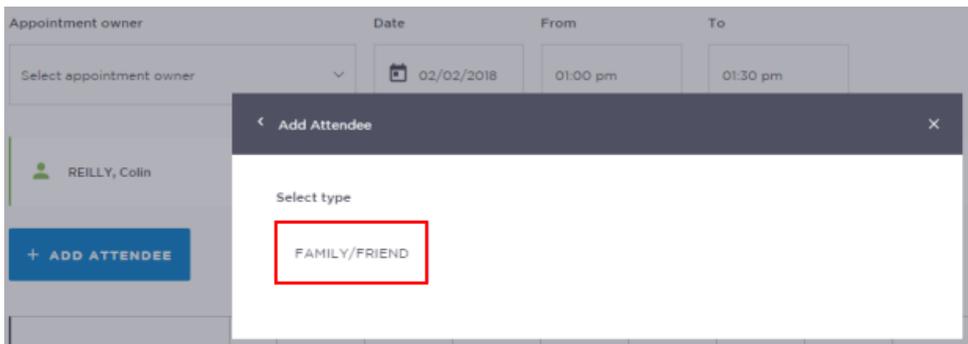
- Search for the Family/Friend by entering their Name, Email, or VIN number. If the attendee is already registered within the system, they should appear below the search field.

- 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 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.

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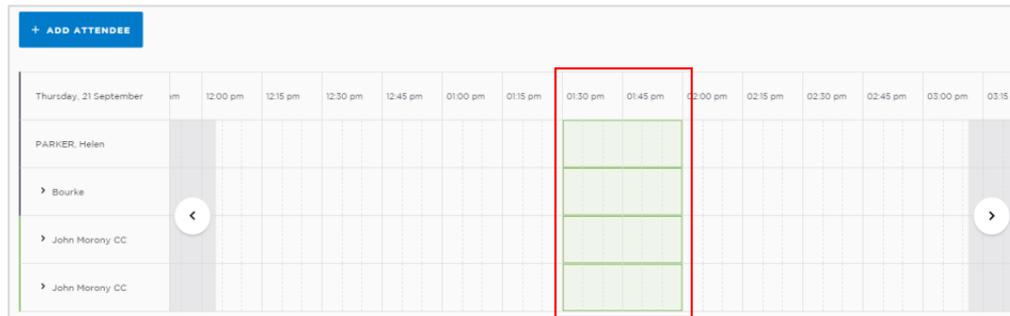
8. Location

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.

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.

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

11. The Appointment scheduled screen displays, click **OK** button.

The appointment is saved and given a status of **Pending**.

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	- 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.

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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
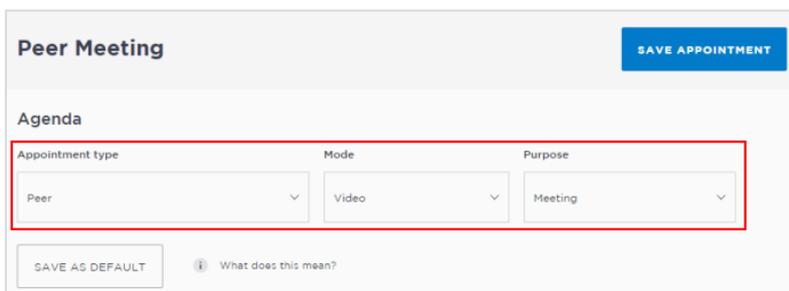
3   **Add Professional Attendee:**

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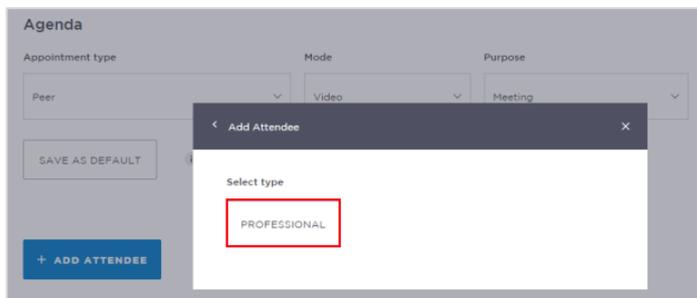
- Click the **Professional** button:

    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**

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.

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.

5 **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 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.
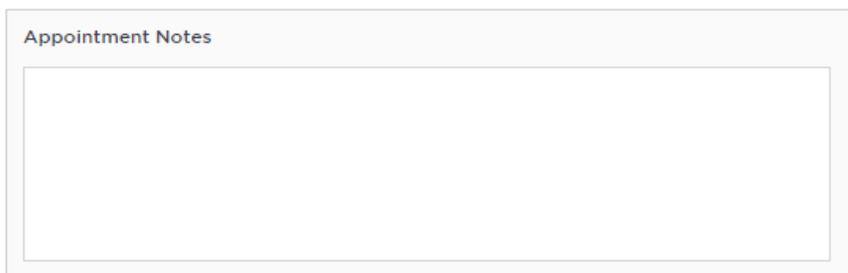
Note: The appointment note becomes part of the appointment and can be viewed by any of the attendees who have access to JUST Connect. The text entered will also appear in notifications, please do not enter any confidential information.

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.

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	• 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.

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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"**
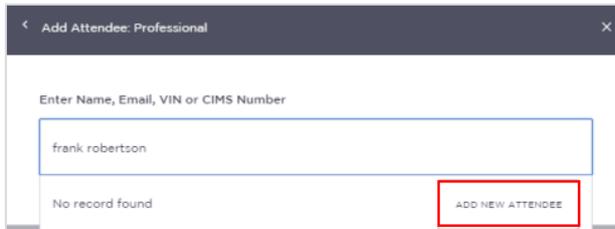
3. Click **Add New Attendee** button, displays *Add Attendee* pop-up screen

   Enter required details for new user details.

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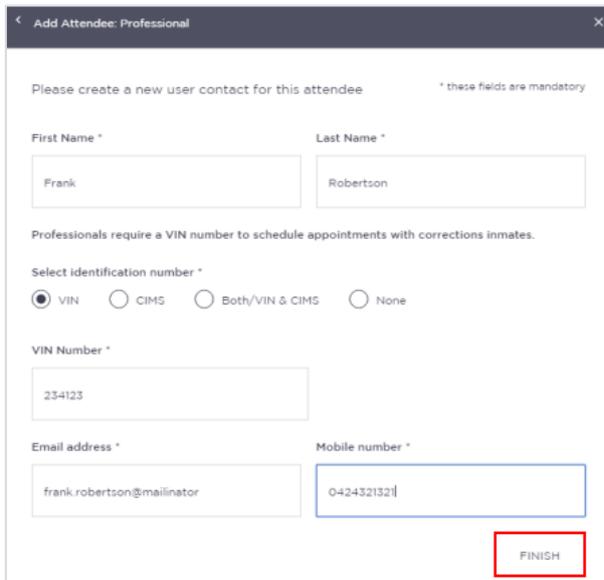
4. Click the **Finish** button.

   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.

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/or 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.

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

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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.

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.

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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 ppoint list will automatically update to reflect the changes.

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.

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View an appointment

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

1. Shows the **Date, Time** and **Agenda** for the appointment

2. Shows the **Status** of the appointment

3. Lists **attendees** and their details

4. Click **Show/Hide History** down arrow to show or hide history of any changes made to appointment.

Activity 6 – Viewing Schedule

Objective: View Schedule using various viewing options

Resources: Use any of the Training Logins, refer to Appendix 1.

Instructions	View Schedule using the following views:
	• Appointment list
	• Day view
	• Week view
	Note:
	There may be limited data in the system depending on when the latest data refresh occurred.

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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 weather the appointment has been accepted or declined (includes reason why appoint was declined).

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.
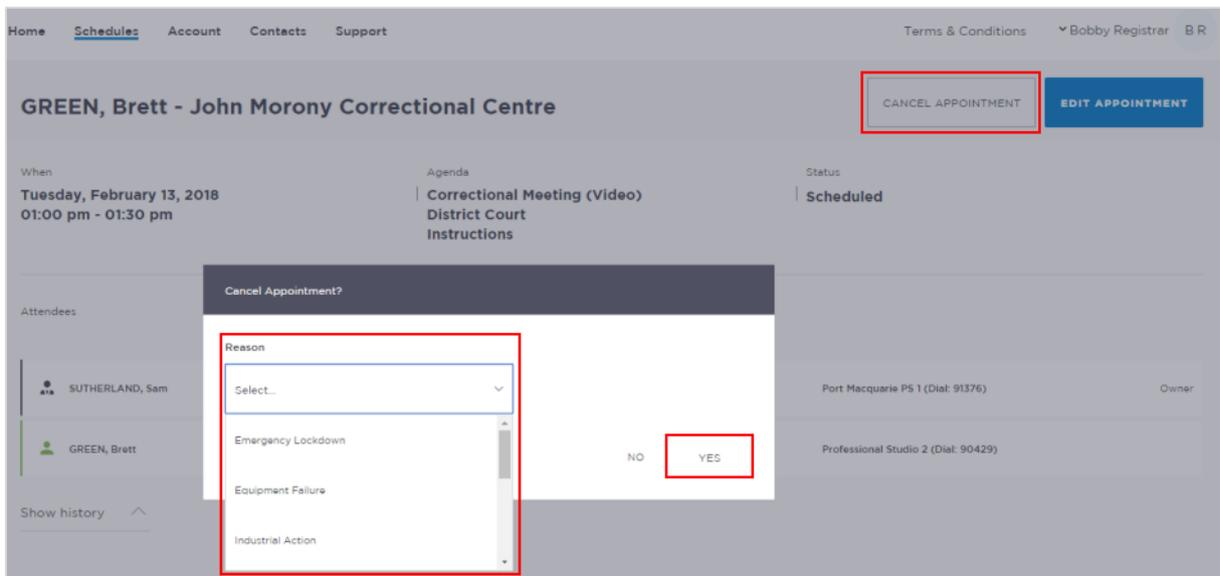
3. Click **Yes** button to confirm.

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.

Activity 7 – Cancel Appointments

Objective: Cancel Appointment

Resources: Use any of the Training Logins, refer to Appendix 1.

Instructions	Select a viewing option for Schedule
	- open an appointment - cancel the appointment

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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.

Activity 8 – Edit Appointments

Objective: Edit Appointment

Resources: Login as a Supreme Court Officer, refer to Appendix 1.

Instructions	Select a viewing option for Schedule:
	- Open appointment created in Activity 2 - Change date and time of appointment to the following day - Remove one of the inmates from appointment - Add a another inmate to the appointment

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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

Appointment has been edited:

(J-C)

APPOINTMENT UPDATED

—

Updated by
Keith TRUBRIDGE, Corrective Services NSW
keith.trubridge@mailinator.com

—

WITH	Brett GREEN (MIN 123456)
WHEN	Wednesday, 29/08/2018 - 11:45am to 12:15pm
	~~Tuesday, 28/08/2018 - 11:45am to 12:15pm~~
TYPE	Correctional Meeting (Video)
PURPOSE	Instructions
WHERE	Sydney Legal Aid, RM.1.10

—

Please come to
Sydney Legal Aid
789, 50 Phillip St, Sydney, NSW, 2000
Contact: 02 9219 5020
Click here to view map

—

APPOINTMENT NOTES

To view or edit this appointment, visit:
https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5fd6ad57d8000fab298e

For instructions on dialling in, visit:
http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx

Cancelled Appointment:

(!)

APPOINTMENT CANCELLED

—

Cancelled by
Keith TRUBRIDGE, Corrective Services NSW
keith.trubridge@mailinator.com

—

WITH	Brett GREEN (MIN 123456)
WHEN	Saturday, 25/08/2018 - 11:30am to 12:00pm
TYPE	Correctional Meeting (Video)
PURPOSE	Instructions
WHERE	Sydney Legal Aid, RM.1.10

—

APPOINTMENT NOTES

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Cancellation Reason
Emergency Lockdown

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.

Support

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

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

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

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

Appendix 1 – Training Accounts

Please find listed below 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
ACCSO	lou.accso@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
ACCSO	mary.accso@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
ACCSO	dave.accso@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
ACCSO	tess.accso@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
ACCSO	franco.accso@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	