



Justice

# JUST Connect

## On the Job Workbook

Legal Aid



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## Introduction

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### Aim

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

### Objectives

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

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

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

### Using Workbook

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

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

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

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

## JUST Connect

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### What is JUST Connect?

JUST Connect is a web-based system enabling video conferencing collaboration, coordination and connection to the Department of Justice. It is used for the booking and management of video and telephone sessions, professional interviews, visits, meetings, conferences and court appearances.

### About the AVL Project

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

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

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

#### **The Project expanded the AVL network to:**

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

The AVL Project closed in June 2018 and ongoing maintenance and support of JUST Connect transitioned to the JUST Connect Service Support team under Corrective Services NSW.

### System requirements

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



Google Chrome v56 or above



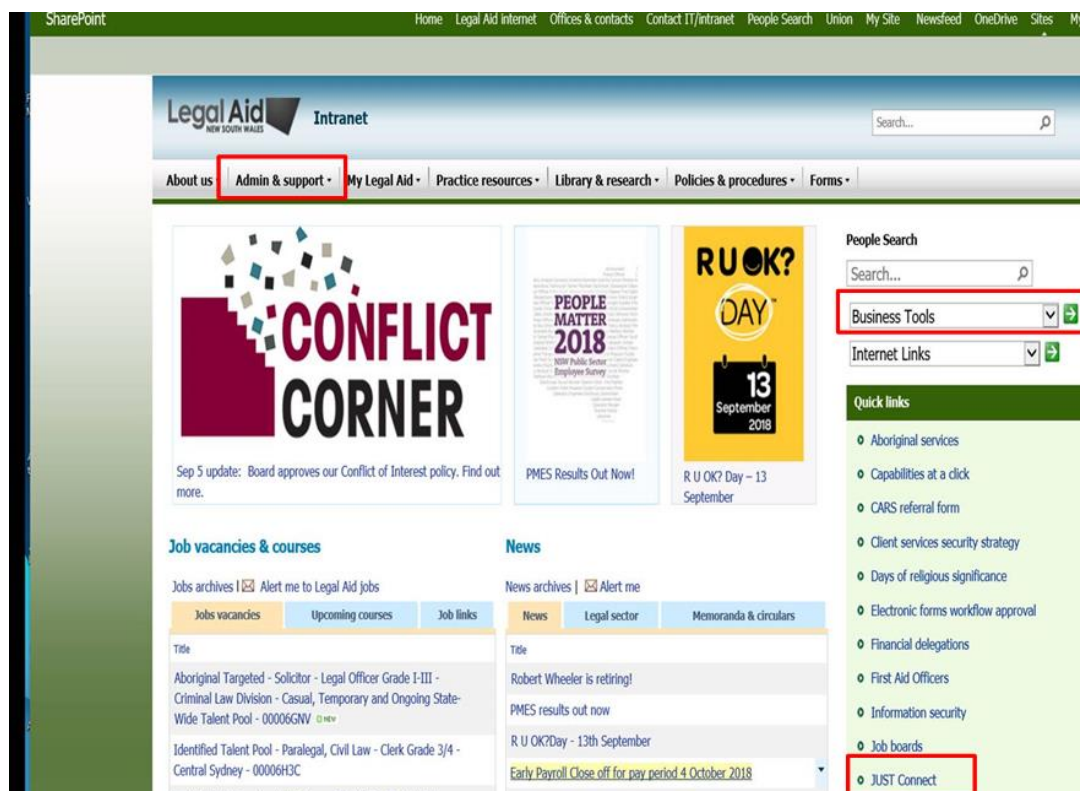
Internet explorer v11 or above

## Logging into JUST Connect

Your Office Manager can onboard new users and manage roles and permissions for JUST Connect access.

Once onboarded JUST Connect can be accessed by Legal Aid staff:

- On the Legal Aid NSW Intranet
  - Through “Quick Links”
  - Through “Business Tools”
  - AVL tab accessed through the “Admin & Support”



The JUST Connect system requires authentication through a username and password. If accessing JUST Connect through the Legal Aid NSW Intranet authentication will happen automatically through single sign on linked to your network login and password.

Internal users will be timed-out **after 1 hour** if there is no interaction with JUST Connect.

## Re-set your password:

There should be no reason to reset your password. Your JUST Connect log-in is linked to your network password. This will automatically update whenever you change your Legal Aid password

## Roles and Permissions

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

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

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



## Home Page

### View the Home page

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

### The Home page contains the following:

- **JUST Connect bar** will always display at the top of every page regardless of which area you are viewing and contains links to the following;
  - **Home** – returns to the Home page
  - **Schedule** – displays the schedule page enabling you to view and manage appointments
  - **Account** – update your personal account settings
  - **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 **agency**
- **View Schedule** button – displays the schedule page with all appointments.
- **Create Appointment** button – displays New Appointment page enabling you to schedule an appointment
- **Upcoming** – provides a snapshot of your appointments for today and tomorrow.
- **Appointments needing attention** – Displays appointments that require your attention (eg pending) in the next 7 days. To view appointment details click on the appointment.

## Activity 1 – Log-in and Navigate

Refer to Appendix 1 for Training Accounts log-ins

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

### Notes:

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## Appointments

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### Appointment Types

Legal Aid staff are able to book and/or manage the following types of appointments:

Types of Appointments	Description
Correctional Meeting	<ul style="list-style-type: none"><li>• Book and/or manage appointments on behalf of a legal professional with a person in custody.</li><li>• Book and/or appointments with a person-in-custody which includes yourself and/or a colleague</li></ul>
Correctional Assessment	Book and/or manage appointments on behalf of a medical practitioner with a person in-custody.
Mandatory Case Conference	Book and/or manage appointments to hold conferences for legislated Early Appropriate Guilty Plea. Mandatory Case Conference appointments can be made by: <ul style="list-style-type: none"><li>• Legal Aid staff Lawyers</li><li>• Legal Aid Location Managers</li><li>• Aboriginal Legal Services (ALS)</li><li>• ODPP and CDPP staff</li></ul>
Peer	Use to book an appointment with colleagues and/or peers, e.g. meetings, conference, interviews, training etc. Appointment can be within an agency (intra-agency) or with any other agency (inter-agency) at any time of the day within the agencies specified time frames.
Compassionate Visit	A Correctional Officer is able to book and/or manage on behalf of family and friends with a person in-custody

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

### Person in-custody 'in transit'

If you are making an appointment and the person in-custody is in transit between correctional centres, you will be prompted to call the JUST Connect Support Team when you enter the MIN or CIMS number. JUST Connect will not be able to retrieve the location until the person in-custody reaches their final destination.

If a person in-custody has future bookings in JUST Connect and goes into transit the appointment will be cancelled and notifications sent to all participants.

When OIMS has been updated with the new location JUST Connect will be able to access the information and users can make a new booking.

## Interpreter service

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

This **does not book** an interpreter for the appointment; you **must follow your existing business process to book an interpreter**.

## 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									
<b>Pending</b>	Appointments made with a person-in-custody at <b>short notice</b> (see below) will be given a status of Pending. These appointments must be accepted or declined by a Correctional Services or 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 <b>after 3pm</b></td> <td>Next day</td> <td>Pending</td> </tr> </tbody> </table>	Created/made:	Booked to Occur:	Status	Today	Today (same day)	Pending	Today <b>after 3pm</b>	Next day	Pending
	Created/made:	Booked to Occur:	Status							
	Today	Today (same day)	Pending							
Today <b>after 3pm</b>	Next day	Pending								
<ul style="list-style-type: none"> <li>• If Correctional centre is defined as a <b>high risk</b> location then all appointments are <b>assigned a status of Pending</b> and will need to be approved by a Correctives Officer at that location.</li> </ul>										
<b>Scheduled</b>	<ul style="list-style-type: none"> <li>• Appointments with a person-in-custody made <b>before 3pm</b> to occur the next day or greater are automatically given a status of Scheduled.</li> <li>• Any appointments made which does not include a person in-custody are given a status of Scheduled regardless of when the appointment is made.</li> </ul>									
<b>Cancelled</b>	<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>									
<b>Accepted</b>	The Pending appointment (with a person-in-custody) has been <b>accepted</b> by the Correctional Services or Juvenile Justice Officer.									

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

## Creating Appointments – Legal Aid Staff

### Correctional Meeting Appointments

Legal Aid staff are able to create and manage appointments on behalf of a professional (lawyer or medical) with a person in-custody.

When booking an appointment you need to select the type of mode that will be used to conduct the appointment, e.g. via Video (AVL), In-Person or Phone.

#### In-person Appointments:

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

**Currently in-person appointments can only be made with inmates at the Metropolitan Remand and Reception Centre (MRRC) facility**

**TIMES for Bookings: Between 9:00AM and 5:00PM**

#### Note:

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

### Correctional Meeting Appointments

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

NSW Home Schedules Account Contacts Support Kim Fletcher KF

Legal Aid NSW

## Welcome to JUST Connect Kim Fletcher

Last logged on 14/05/2018 11:04 am

CREATE APPOINTMENT VIEW SCHEDULE

UPCOMING

TODAY  
1 AVL Appointment

TOMORROW  
4 AVL Appointments

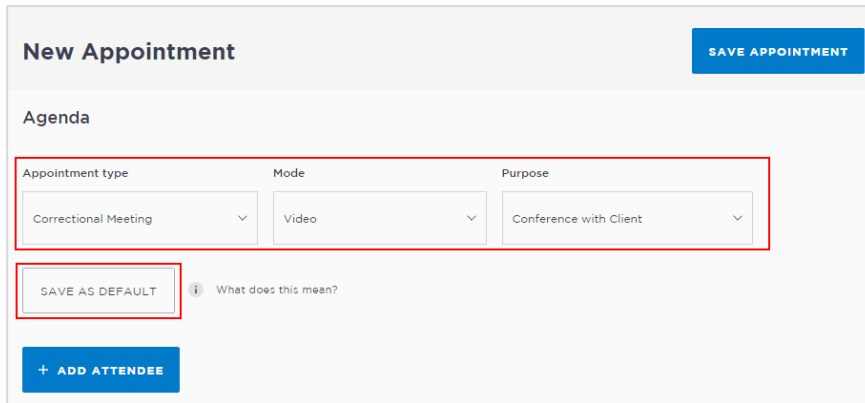
APPOINTMENTS NEEDING ATTENTION IN THE NEXT 7 DAYS

Pending: GREEN, Brett - John Morony Correctional Centre  
Legal Aid NSW • Tuesday 15 May, 04:00pm

## Correctional Meeting Appointments

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

- Appointment Type - Correctional Meeting
- Mode – Video for AVL (or Phone; or In person)
- Purpose – select an item from drop-down list



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

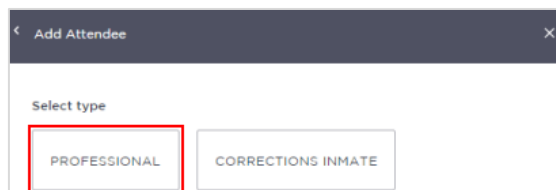
- Select options from various agenda drop down arrows, and then click the **Save as Default** button.

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

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

**a. Adding a Professional:**

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



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



## Correctional Meeting Appointments

### Note:

- If you are unable to find the professional you can add them as a **Guest Attendee** provided they have a **valid VIN** number (refer to the section Add a 'Guest Attendee' to an appointment within this document).
- More than one professional can added to an appointment; repeat this step to add another professional.

The system automatically assigns a Professional as the Appointment Owner; this can be changed to another professional if required.

### b. Adding a Correctional Inmate:

- Click **Add Attendee** button, then click **Corrections Inmate** button.
- Enter the Inmate's **MIN** Displays drop down list with Inmate's name, MIN and location, click **Select** button.

The screenshot shows a dialog box titled "Add Attendee: Corrections Inmate". Under the "Results" section, there is a single entry for "GREEN, Brett" with a MIN number of "123456" and a location of "John Morony Correctional Centre". At the bottom of the dialog, there are two buttons: "< SEARCH AGAIN" and "SELECT". The "SELECT" button is highlighted with a red rectangular box.

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

The screenshot shows the appointment details page for "GREEN, Brett - John Morony Correctional Centre". The page includes a "SAVE APPOINTMENT" button in the top right. Under the "Attendees & Time" section, there are fields for "Appointment owner" (BOYD, David), "Date" (30/03/2018), "From" (10:00 am), and "To" (10:30 am). Below these fields is a table of attendees:

Name	VIN	Location	Room	Action
BOYD, David	VIN 888885	Parramatta Legal Aid	Any	[Bin icon]
GREEN, Brett	MIN 123456	Correctional Inmate	John Morony Correctional Centre	Professional Studio 2 [Bin icon]

At the bottom of the attendees list, there is a "+ ADD ATTENDEE" button and a link for "Interpreting Services required?". A red rectangular box highlights the entire attendees list table.

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



## Correctional Meeting Appointments

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

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

**Attendees & Time**

Appointment owner: BOYD, David

Date: 30/03/2018

From: 10:00 am

To: 10:30 am

Attendees: BOYD, David (VIN 888885), GREEN, Brett (MIN 123456)

Room: Parramatta Legal Aid

**The schedule timeline will show:**

- **Available** – displays the time in **green**.
- **Not available** - displays the time in **grey diagonal lines**.
- **Clash** – displays the time in **red**.

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

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

Appointment owner: BOYD, David

Date: 30/03/2018

From: 10:00 am

To: 10:30 am

Attendees: BOYD, David (VIN 888885), GREEN, Brett (MIN 123456)

Room: Parramatta Legal Aid

Room dropdown: Professional Studio 2 (selected), John Morony CC - Phone, and Video (Mixed)

6. **Appointment Notes**

This is a free text field where relevant case information can be entered if required.

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

+ ADD ATTENDEE

Appointment Notes

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

## Correctional Meeting Appointments

### 7. Save appointment:

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

#### Note:

To delete any of the attendees, click the **rubbish bin** icon at the end of the row containing attendee's name.

- **Click the Save Appointment** button.  
Displays prompt advising Appointment has been **scheduled**.
- **Click OK** button.

### GREEN, Brett - John Morony Correctional Centre

SAVE APPOINTMENT

#### Attendees & Time

Appointment owner

BOYD, David peter

Date: 13/12/2018  
From: 10:00 am  
To: 10:45 am

BOYD, David peter	VIN 888885	CMS 9870001	Professional	Sydney Legal Aid	Any	
GREEN, Brett	MIN 123456		Correctional Inmate	John Morony Correctional Centre	Any	

+ ADD ATTENDEE Interpreting Services required?

Thursday, 13 December	-45 am	08:00 am	08:15 am	08:30 am	08:45 am	09:00 am	09:15 am	09:30 am	09:45 am	10:00 am	10:15 am	10:30 am	10:45 am	11:00 am	11:15 am	11:30 am	11:45 am	12:00 pm	12:15 pm	
BOYD, David Peter																				
Sydney Legal Aid																				
GREEN, Brett																				

## Activity 2 – Create an appointment for Correctional Meeting on behalf of Legal Aid Lawyer

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

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

### Notes:

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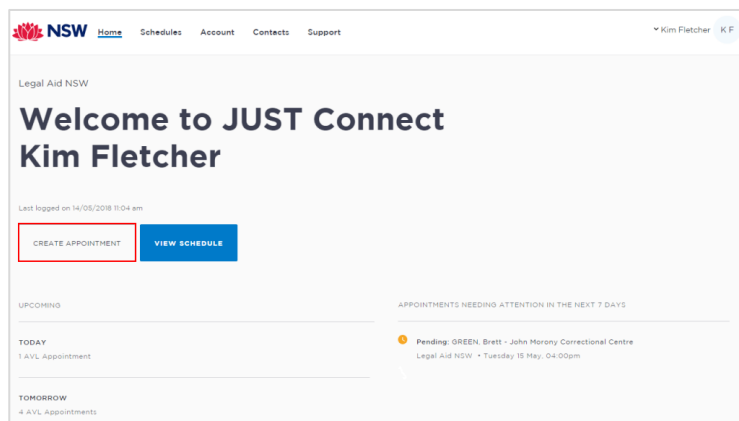
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Book and/or manage appointments on behalf of a medical practitioner with a person in-custody.

## Correctional Assessment Appointment

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



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

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

The 'Agenda' form contains three dropdown menus: 'Appointment type' (set to 'Correctional Assessment'), 'Mode' (set to 'Phone'), and 'Purpose' (set to 'Assessment'). Below these is a 'SAVE AS DEFAULT' button and a link 'What does this mean?'.

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

**a. Adding a Professional:**

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

The 'Add Attendee: Professional' dialog box has a search input field containing 'ray'. Below the input field, a dropdown list shows search results: 'PSYCHOLOGIST, Ray...' with associated details 'VIN 333331', 'CIMS 1777520', and 'raymond.psychologist@mailinator...'. A blue hand cursor is pointing at the first result.

## Correctional Assessment Appointment

### b. Adding a Correctional Inmate:

- Click **Add Attendee**, then click **Corrections Inmate** or **Juvenile Detainee** button.
- Enter their **MIN** or **CIMS** (
- Displays drop down list with their name, MIN/CIMS and location, click **Select** button.

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

The screenshot shows the 'Attendees & Time' section of a software interface. At the top right is a blue 'SAVE APPOINTMENT' button. Below it, there are fields for 'Appointment owner' (PSYCHOLOGIST, Raymond), 'Date' (09/03/2016), 'From' (09:30 am), and 'To' (10:30 am). A table lists attendees: 'PSYCHOLOGIST, Raymond' with VIN 333331 and CIMS 1777520, located at 'City Community Corrections' in 'Professional Studio 1'; and 'GREEN, Brett' with MIN 123456, located at 'John Morony Correctional Centre' in 'John Morony Telephone 1 (Dial: 245726881)'. A red box highlights the second row. At the bottom left is a blue '+ ADD ATTENDEE' button with a link 'Interpreting Services required?'.



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

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

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

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

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

This screenshot shows the same interface as above, but with a dropdown menu open for the 'City Community Corrections' location. The menu lists 'Own device', 'Criminal Psychiatry Consulting', and 'City Community Corrections'. Another dropdown menu is open for 'Professional Studio 1', showing 'Professional Studio 1' and 'Professional Studio 2'. A red box highlights these two dropdown menus.

## Correctional Assessment Appointment



You may select **Own device** for Private Medical practitioner or Lawyers location. Use this option when using a mobile or office phone for telephone appointments or webcam attached to a computer in an office that does not require a scheduled booking.

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

### 6. Save appointment:

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

**GREEN, Brett - John Morony Correctional Centre** SAVE APPOINTMENT

Appointment owner: PSYCHOLOGIST, Raymond | Date: 09/03/2018 | From: 09:30 am | To: 10:30 am

PSYCHOLOGIST, Raymond | VIN 333331 | CHS 177520 | Own device

GREEN, Brett | MIN 123456 | Correctional Inmate | John Morony Correctional Centre | John Morony Telephone 1 (Dial: 24572688)

**+ ADD ATTENDEE** Interpreting Services required?

Friday, 09 March	am	08:00 am	08:15 am	08:30 am	08:45 am	09:00 am	09:15 am	09:30 am	09:45 am	10:00 am	10:15 am	10:30 am	10:45 am	11:00 am	11:15 am
PSYCHOLOGIST, Raymond															
Own Device Selected															
John Morony Correctio...															

### Activity 3 – Create an Appointment for Correctional Assessment

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

<b>Appointment type</b>	Correctional Assessment
<b>Mode:</b>	Video
<b>Purpose:</b>	Assessment
<b>Attendee</b>	Add Medical Practitioner (refer to Appendix 1) Add Inmate (refer to Appendix 1)
<b>Location</b>	Select the Legal Aid location
<b>Date and time</b>	Date: Select the next business day Time: Select an available time before 3:00pm
<b>Interpreter Service</b>	Not required.

**Notes:**

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## Mandatory Case Conference Appointment

The Mandatory Case Conference appointment must only be used for committal proceedings in the Local Court, or for a Serious Children's Indictable Offence in the Children's Court, where the Magistrate has made an order that a case conference certificate be filed.

Legal Aid administration staff and location managers are able to create appointments on behalf of private defence lawyers who do not already have access to JUSTConnect and who wish to use Legal Aid facilities for the case conference.

When booking this type of appointment, only the appointment owner, creator, or associated location manager, will be able to view the name or contact details of an ODPP or CDPP attendee in the appointment. To other attendees, the ODPP or CDPP details will be masked, and will appear as 'ODPP' or 'CDPP', i.e. their name will be masked.

### Masking Example:

When	Agenda	Status
Tuesday, April 17, 2018 09:30 am - 10:30 am	Mandatory Case Conference (Video) Local Court Accused in custody	Scheduled

Attendees				
ODPP		Sydney - Level 17	Video Conferencing Room 1 (Dial: 86201)	Owner
BOYD, David	V/N 888885	Parramatta Legal Aid	Phillip St (Dial: 392708@Legalaid.nsw.gov.au)	
GREEN, Brett	MIN 123456	Correctional Inmate	John Morony Correctional Centre	John Morony CC - Phone and Video (Mixed) Ro...

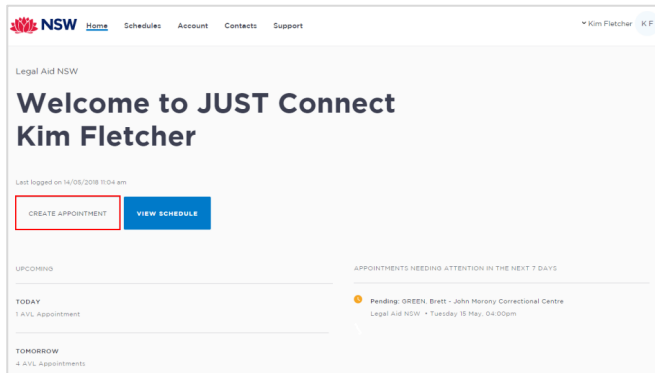
### If the appointment for the Mandatory Case Conference is taking place at a Court location, you must:

- Email the Court Registrar (at the required Court location) and request that they book a court room using JUST Connect for the Mandatory Case Conference. No attendees should be added to the court room appointment, i.e. the booking will only be for the court room required.
- Create the Mandatory Case Conference appointment (refer to following steps). Include details of the court room (eg location and dial in number) in the Appointment notes of the appointment.



# Mandatory Case Conference

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



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

- Appointment Type: Mandatory Case Conference
- Mode: Video
- Jurisdiction: Local Court; or Children's Court
- Purpose: Accused in Custody (Accused Not Present; Accused on Bail)

**Note:**

If the person in-custody is **not** required to attend this appointment, then in the **Purpose** field select **Accused Not Present** or **Accused on Bail**.

3. **Add a Professional:**

- Click **Add Attendee** button
- Click **Professional** button
- Enter their Name, Email VIN or CIMS number in the search field
- Displays drop-down list (if the attendee is already registered with the system, they should appear below the search field).



- **Click on name** required.

## Mandatory Case Conference



- If you are **unable** to find the professional within JUST Connect, then you can add them as a **Guest Attendee** (refer to the section Add a 'Guest Attendee' to an appointment within this document).
- More than one professional can added to an appointment; **repeat this step to add** another professional.

### 4. Add a person in-custody:

**Note:** If you selected either **Accused Not Present** or **Accused on Bail** in the **Purpose** field then the Corrections Inmate and Juvenile Detainee buttons will not be available, as their attendance is not required.

- Click **Add Attendee** button, then click **Corrections Inmate** or **Juvenile Detainee** button.
- In search field enter their **MIN** (inmate) or **CIMS** (Detainee), displays drop-down list with inmate's name, click **Select** button.

A screenshot of a web application dialog box titled "Add Attendee: Corrections Inmate". The dialog shows a search result for "GREEN, Brett" with the ID "MIN 123456" and the location "John Morony Correctional Centre". At the bottom of the dialog, there are two buttons: "< SEARCH AGAIN" and "SELECT". The "SELECT" button is highlighted with a red rectangular box.

You cannot add more than one in custody attendee, so those options will now be greyed out if selected previously.

### 5. Appointment Owner:

The appointment owner defaults to the first professional added to the appointment.

- To change, click on **drop down** arrow in the Appointment Owner field and select another professional attendee.

A screenshot of the "Attendees & Time" section in a web application. It shows a form with fields for "Appointment owner", "Date", "From", and "To". The "Appointment owner" field is set to "BOYD, David" and is highlighted with a red rectangular box. Below the form, there is a list of attendees. The first two attendees are "BOYD, David" (VIN 888885) and "LAWSON, Lisa" (VIN 457346). The third attendee is "GREEN, Brett" (MIN 123456). Each attendee entry includes their name, ID, location, and a trash icon.

## Mandatory Case Conference

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

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

**Attendees & Time**

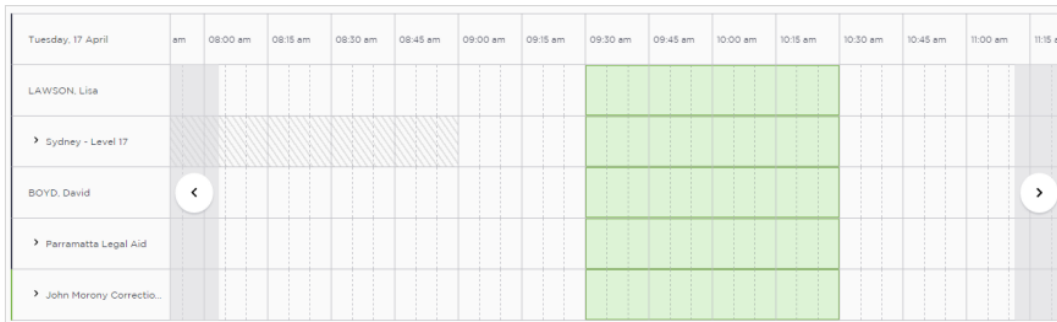
Appointment owner: LAWSON, Lisa

Date: 17/04/2018 | From: 09:30 am | To: 10:30 am

Attendee	VIN	Location	Room
LAWSON, Lisa	VIN 457346	Sydney - Level 17	Video Conferencing Room 1
BOYD, David	VIN 888885	Parramatta Legal Aid	Any
GREEN, Brett	MIN 123456	Correctional Inmate	John Morony Correctional Centre

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

- Available** – displays the time in **green**.
- Not available** - displays the time in **grey diagonal lines**.
- Clash** – displays the time in **red**.



7. **Location and Rooms:**

JUST Connect will automatically assign a room at the relevant default location if it is available.

- To change click on **down arrow** next to the room name and number and select required room from the list.

Attendee: BOYD, David | VIN: 888885 | Location: Parramatta Legal Aid

Room selection dropdown: Own device, Parramatta Legal Aid, Central Sydney Legal



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

## Mandatory Case Conference

team(02 8759 0010).

### 8. **Appointment Notes**

Please do not enter any confidential information into the appointment notes, as these notes will be visible to all attendees, and will also display in the appointment reminder notifications.



### 9. **Save appointment:**

Check you have selected and/or entered all the required appointment details, when complete.

- Click the **Save Appointment** button.
- The *Appointment scheduled* screen displays, then click **OK** button.

### Notes:

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## Activity 4 – Create a Mandatory Case Conference Appointment

Refer to Appendix 1 for Training Accounts log-ins and details

<b>Login</b>	Use ODPP Professional login
<b>Appointment type</b>	Mandatory Case Conference
<b>Mode:</b>	Video
<b>Jurisdiction:</b>	Local court
<b>Purpose:</b>	Accused in Custody
<b>Attendee</b>	Add Legal Aid Lawyer (refer to Appendix 1) Add ODPP Professional Add Correctional Inmate (refer to Appendix 1)
<b>Location</b>	Use default location
<b>Date and time</b>	Date: Select the next business day Time: Select an available time before 3:00pm
<b>Interpreter Service</b>	Not required.

### Notes:

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## Peer Appointment

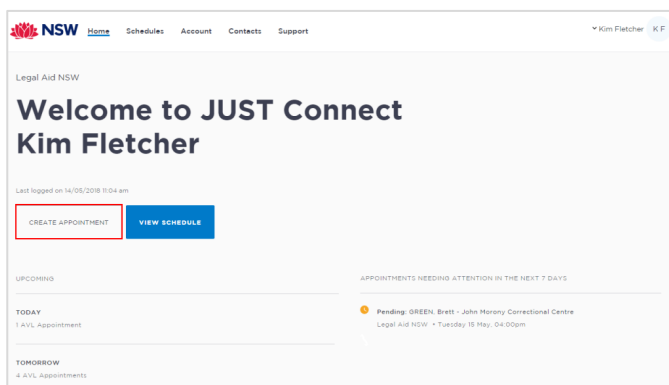
Book an appointment with colleagues and/or peers, to be used for meetings, conference, interviews, training etc or to block out an AVL suite if it is unavailable for reasons other than AVL (eg. Mediation)

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

Persons in custody cannot be added to a Peer appointment. Attendees should be listed as Professional attendees.

## Peer Appointment

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

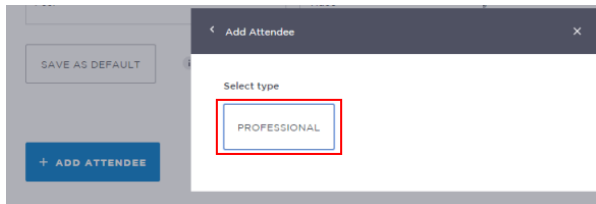


2. Complete the Agenda details by clicking the **drop-down** arrow and selecting the required option for:

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

## Peer Appointment

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



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



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

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

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

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

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

## Peer Appointment

### 6. Save appointment:

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

The screenshot shows a 'Peer Meeting' form with a 'SAVE APPOINTMENT' button highlighted in a red box. The form includes fields for 'Appointment owner' (COROWA, Colin), 'Date' (07/02/2018), 'From' (10:00 am), and 'To' (11:00 am). Below these are two attendee entries: COROWA, Colin (City Community Corrections, Professional Studio 1) and BOYD, David (VIN 12345, Sydney Legal Aid, Any). A '+ ADD ATTENDEE' button is present with a note 'Interpreting Services required?'. At the bottom is a calendar grid for Wednesday, 07 February, with a green highlighted area from 10:00 am to 11:00 am.

Wednesday, 07 February		am	08:30 am	08:45 am	09:00 am	09:15 am	09:30 am	09:45 am	10:00 am	10:15 am	10:30 am	10:45 am	11:00 am	11:15 am	11:30 am	11:45 am
COROWA, Colin																
> City Community Correc.																
BOYD, David																
Sydney Legal Aid																



## Activity 5 – Create an appointment for a Peer Meeting

Refer to Appendix 1 for Training Accounts log-ins.

<b>Appointment type</b>	Peer
<b>Mode:</b>	AVL
<b>Purpose:</b>	Meeting
<b>Attendee</b>	Add yourself (Legal Aid staff) Add colleague / professional; eg Legal Aid Lawyer
<b>Location</b>	Use default location
<b>Date and time</b>	Date: Select the next business day Time: Select an available time before 3:00pm
<b>Interpreter Service</b>	Required

**Notes:**

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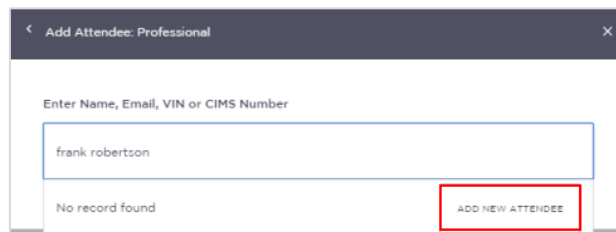
## Add a Guest Attendee to an Appointment

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).

### Adding a Guest Attendee

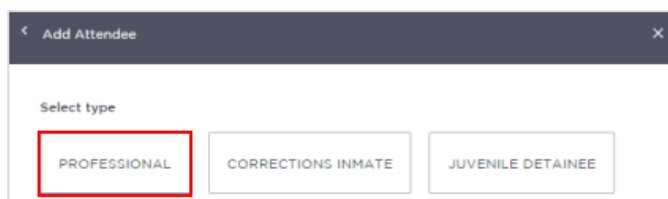
1. Create an appointment (e.g. Correctional Meeting or Correctional Assessment appointment)
2. Select Date and Time required.
3. Click **Add Attendee** button, and then select **Professional** button.

4. Enter name, email, or VIN, displays **“No Record found”**



The screenshot shows a mobile application interface for adding a professional attendee. At the top, there is a title bar with a back arrow and a close 'X' button, labeled 'Add Attendee: Professional'. Below the title bar, there is a text prompt 'Enter Name, Email, VIN or CIMS Number'. A text input field contains the name 'frank robertson'. Below the input field, the text 'No record found' is displayed. A red rectangular box highlights a button labeled 'ADD NEW ATTENDEE' in the bottom right corner of the screen.

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



The screenshot shows a mobile application interface for selecting the type of attendee. At the top, there is a title bar with a back arrow and a close 'X' button, labeled 'Add Attendee'. Below the title bar, there is a section titled 'Select type'. There are three buttons: 'PROFESSIONAL', 'CORRECTIONS INMATE', and 'JUVENILE DETAINEE'. A red rectangular box highlights the 'PROFESSIONAL' button.

6. **Enter** required details for new user details, you **must enter a valid VIN** and/or **CIMS** number for the guest attendee if they are likely to attend appointments with persons in custody on this or any future occasion. .
  - Click the **Finish** button

## Adding a Guest Attendee

← Add Attendee: Professional ×

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 \*

254123

Email address \*      Mobile number \*

frank.robertson@mailinator      042452132

FINISH

### Note:

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

### Notes:

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## Activity 6 – Add a Guest attendee to Correctional Assessment

Refer to Appendix 1 for Training Accounts log-ins.

<b>Appointment type</b>	Correctional Assessment
<b>Mode:</b>	AVL
<b>Purpose:</b>	Assessment
<b>Attendee</b>	Add medical practitioner; make up your own fictitious name; VIN and email address. Add an inmate (refer to Appendix 1)
<b>Location</b>	Use default location
<b>Date and time</b>	Date: Select the next business day Time: Select an available time before 3:00pm
<b>Interpreter Service</b>	Required

### Notes:

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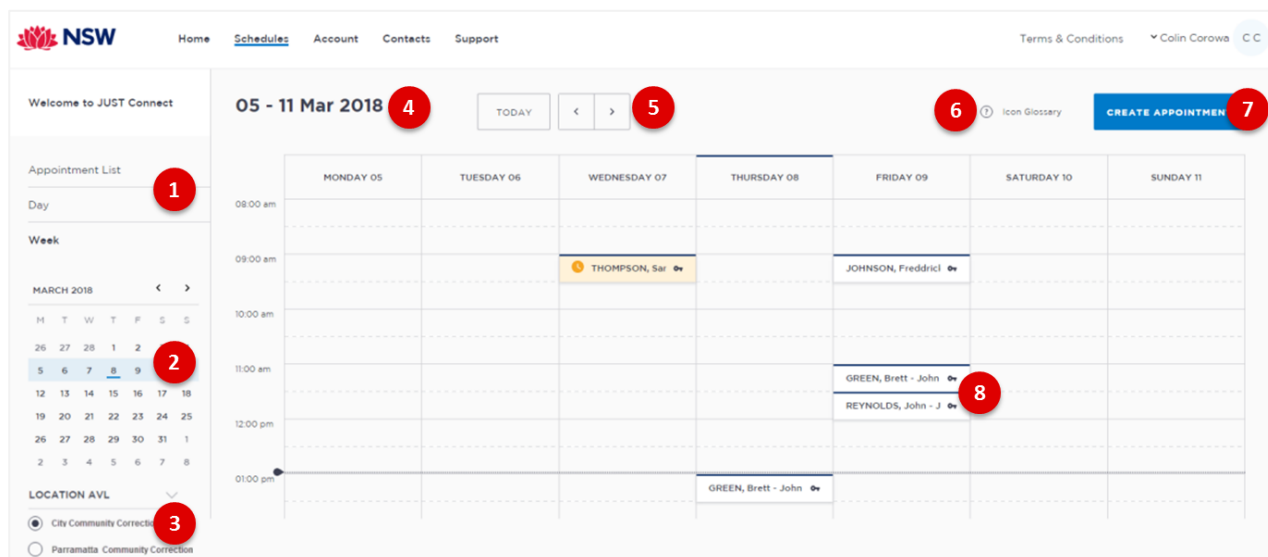
# Schedule

## View the Schedule

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

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

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



### 1. Viewing options:

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

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

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

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

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

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

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

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

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

## Appointment List view

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

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

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

The screenshot displays the 'Appointment List' view in the JUST Connect system. The page title is 'City Community Corrections' and the date is 'Friday, March 09'. The interface includes a navigation menu with 'Home', 'Schedules', 'Account', 'Contacts', and 'Support'. A 'CREATE APPOINTMENT' button is visible in the top right. The main content area shows a list of appointments for the selected day. The appointments are as follows:

Time	Attendee	Location	Activity	Staff	Room
9:00 am	JOHNSON, Fred	MIN 911068	Junee Correctional C.	COROWA, Colin	Professional Studio 1
9:30 am	GREEN, Brett	MIN 123456	John Morony Correc...	PSYCHOLOGIST	
11:00 am	GREEN, Brett	MIN 123456	John Morony Correc...	COROWA, Colin	Professional Studio 1
11:30 am	REYNOLDS, John	MIN 911067	Junee Correctional C.	COROWA, Colin	Professional Studio 1

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

### Note:

Appointment list will also display:

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

## 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 **appointment details**; for example attendees, location, time

### Notes:

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## Week view

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

The screenshot shows the NSW JUST Connect Week View interface. The main calendar displays appointments for the week of 05 - 11 Mar 2018. The interface includes a sidebar with navigation options and a main calendar grid. Red circles with numbers 1-5 highlight specific UI elements: 1. 'Week' button in the sidebar, 2. Date '8' in the calendar, 3. 'City Community Corrections' radio button, 4. '>' navigation button, and 5. Appointment 'REYNOLDS, John - J'.

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

### Notes:

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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.

**REYNOLDS, John - Junee Correctional Centre** CANCEL APPOINTMENT EDIT APPOINTMENT

When: **Friday, March 09, 2018** 11:30 am - 12:00 pm **1**

Agenda: **Correctional Meeting (Video)**  
District Court  
Conference with Client

Status: **Scheduled** **2**

Attendees:

Name	Phone	Role	Location	Room	Role
COROWA, Colin		City Community Corrections	Professional Studio 1 (Dial: 61000)	Owner	
REYNOLDS, John <b>3</b>	MIN 911067	Correctional Inmate	Junee Correctional Centre	Professional Studio 2 (Dial: 90419)	
FELDON, Sara		City Community Corrections	Professional Studio 1 (Dial: 61000)		

Hide history **4**

Date & time	Previous status	Action taken	Edited by	Agency
08/03/2018 11:56 am		Scheduled appointment created	Colin Corowa	CSNSW Community Corrections

**Changelog**

Participant added	Colin Corowa
Participant added	John Reynolds
Owner set	Colin Corowa
Start date set	09/03/2018 11:30 am
End date set	09/03/2018 12:00 pm
Interpreter set	Not required
Jurisdiction set	District Court
Purpose set	Conference with Client
Mode set	Video

08/03/2018 16:14 pm	Scheduled	Appointment edited	Colin Corowa	CSNSW Community Corrections
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**Changelog**

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

## Activity 7 – Viewing the Schedule

Refer to Appendix 1 for Training Accounts log-ins.

<p><b>Instructions</b></p>	<p>Review the appointments you have created using the following schedule views:</p> <ul style="list-style-type: none"> <li>• Appointment list</li> <li>• Day view</li> <li>• Week view</li> </ul>
	<p>View the appointment list:</p> <ul style="list-style-type: none"> <li>• Select a day containing appointments</li> <li>• Download the appointment list</li> </ul>

**Notes:**

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## Managing Appointments

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### Managing an appointment includes the following functions for:

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

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

Only a Correctional Service Officer or Juvenile Justice 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.

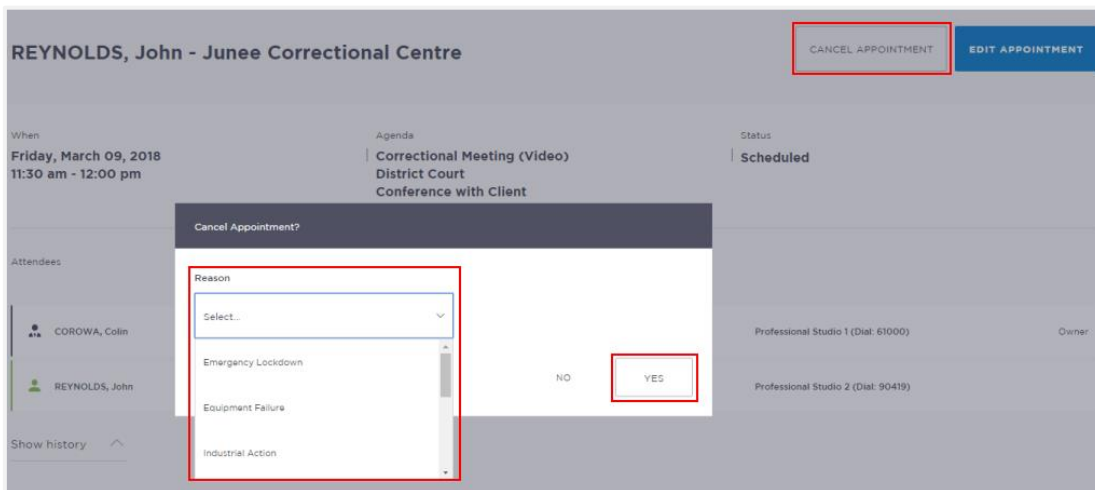
## Cancel an Appointment:

Appointments can only be cancelled by:

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

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

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



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, it can still be viewed in the **Appointment list**

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

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

## Activity 8 – Cancel an Appointment

Refer to Appendix 1 for Training Accounts log-ins.

<b>Instructions</b>	Open appointment created in Activity 3 (Correctional Assessment) <ul style="list-style-type: none"><li>• Cancel Appointment</li><li>• Viewing the cancelled appointment in the Appointment List</li></ul>
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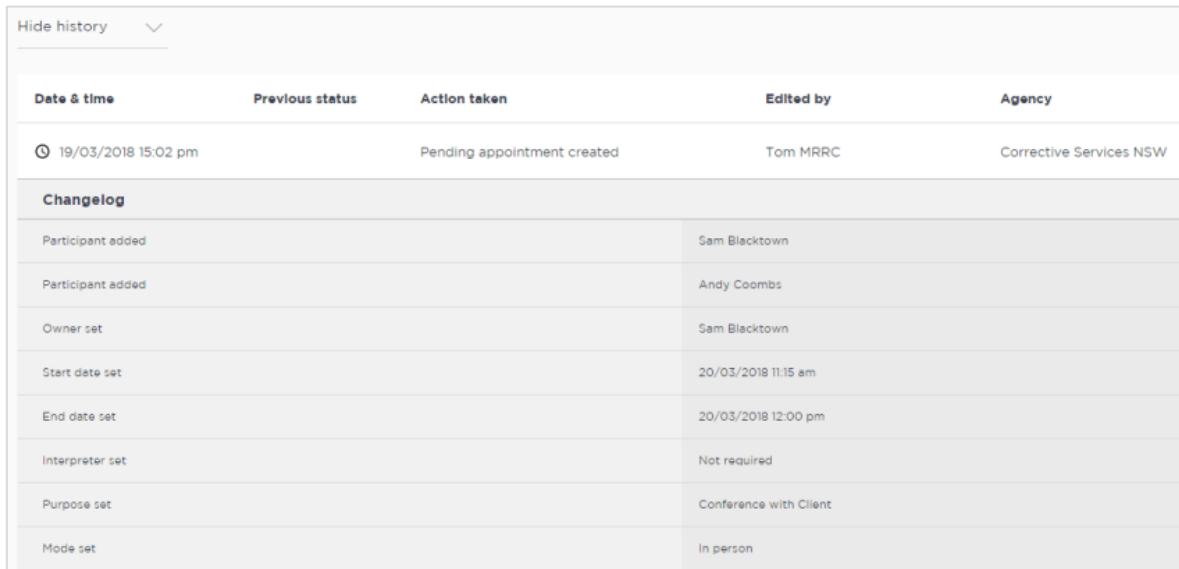
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## History log

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



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

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

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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 and/or sms notification when any changes are made to the appointment.

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

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

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

### Editing an appointment can include:

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

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

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

The screenshot displays the appointment details for 'REYNOLDS, John - Junee Correctional Centre'. At the top right, there are two buttons: 'CANCEL APPOINTMENT' and 'EDIT APPOINTMENT', with the latter highlighted by a red box. The appointment details include the date and time (Friday, March 09, 2018, 11:30 am - 12:00 pm), the agenda (Correctional Meeting (Video) District Court Conference with Client), and the status (Scheduled). Below this, the attendees list includes COLROWA, Colin; REYNOLDS, John; and FELDON, Sara. A 'Hide history' dropdown menu is highlighted with a red box. The history log shows two entries: one for the appointment being created on 08/03/2018 at 11:56 am, and another for the appointment being edited on 08/03/2018 at 16:14 pm. Each entry has a corresponding 'Changelog' section listing various settings like participant added, owner set, start/end dates, interpreter, jurisdiction, purpose, and mode.

## Activity 9 – Edit an Appointment

Refer to Appendix 1 for Training Accounts log-ins.

<b>Instructions</b>	Open appointment you created in Activity 1 (Correctional Meeting)
	Edit Appointment <ul style="list-style-type: none"><li>• Add a Guest Attendee</li><li>• Change date to the next business day</li></ul>

### Notes:

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## Print Appointment List

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

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

The screenshot shows the 'Appointment List' for Tuesday, March 20. The interface includes a calendar on the left, a list of appointments in the center, and a 'CREATE APPOINTMENT' button on the right. A red box highlights the 'Print' icon in the top right corner, with an arrow pointing to it.

Time	Professional	Location	Meeting Type	Owner
10:00 am	COOMBS, Andy MIN 911097	Suite 1 MRR-M BLOCK-20 POD-584 CELL-B1	Correctional Meeting (In person)	BLACKTOWN, Sam (Owner)
11:15 am	COOMBS, Andy MIN 911097	Suite 2 MRR-M BLOCK-20 POD-584 CELL-B1	Correctional Meeting (In person)	BLACKTOWN, Sam (Owner)
12:00 pm	COOMBS, Andy MIN 911097	Suite 1 MRR-M BLOCK-20 POD-584 CELL-B1	Correctional Meeting (In person)	BURWOOD, Sam (Owner)
1:45 pm	MEDEIROS, Richie MIN 911098	Suite 1 MRR-M BLOCK-20 POD-585 CELL-B1	Correctional Meeting (In person)	BLACKTOWN, Sam (Owner)

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

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

## Notifications and Reminders

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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**

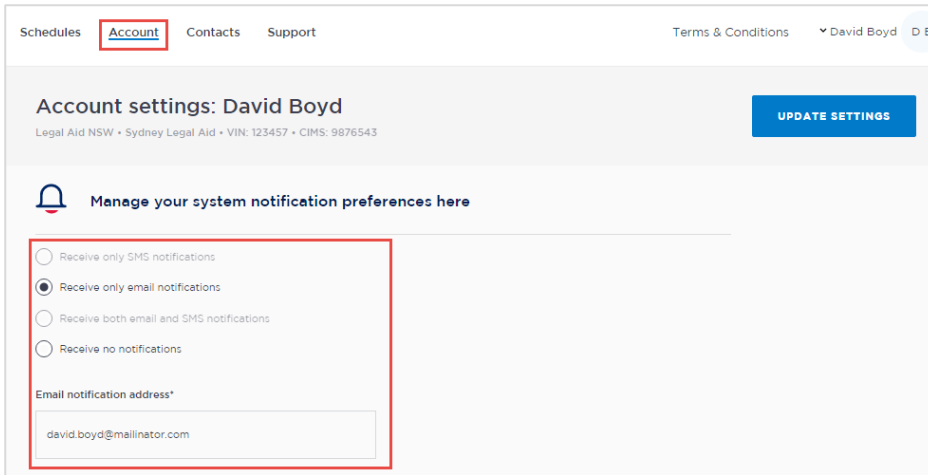
SMSs are only sent on the day of the appointment to appointment attendees. They are only sent to:

- 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
<p></p> <h2>YOU HAVE A NEW APPOINTMENT</h2> <p><b>WITH</b> Brett GREEN (MIN 123456)  <b>WHEN</b> Tuesday, 28/08/2018 - 11:45am to 12:15pm  <b>TYPE</b> Correctional Meeting (Video)  <b>PURPOSE</b> Instructions  <b>WHERE</b> Sydney Legal Aid, RM.1.10  <b>DIAL IN</b> You will receive dial-in details in the appointment reminder email on the day of appointment.</p> <p><b>Please come to</b>          Sydney Legal Aid          789, 50 Phillip St, Sydney, NSW, 2000          Contact: 02 9219 5020  <a href="#">Click here to view map</a></p> <p><b>APPOINTMENT NOTES</b></p> <p><b>Booked by</b>          Kim FLETCHER, Legal Aid NSW  <a href="mailto:kim.fletcher@mailinator.com">kim.fletcher@mailinator.com</a></p> <p>To view or edit this appointment, visit:  <a href="https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5fd6ad57d8000fab298e">https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5fd6ad57d8000fab298e</a></p> <p>For instructions on dialling in, visit:  <a href="http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx">http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx</a></p>	<p></p> <h2>PENDING APPOINTMENT HAS BEEN ACCEPTED AND IS NOW SCHEDULED</h2> <p><b>Updated by</b>          Keith TRUBRIDGE, Corrective Services NSW  <a href="mailto:keith.trubridge@mailinator.com">keith.trubridge@mailinator.com</a></p> <p><b>WITH</b> Brett GREEN (MIN 123456)  <b>WHEN</b> Friday, 24/08/2018 - 11:30am to 12:00pm  <b>TYPE</b> Correctional Meeting (Video)  <b>PURPOSE</b> Instructions  <b>WHERE</b> Sydney Legal Aid, RM.1.10</p> <p><b>Please come to</b>          Sydney Legal Aid          789, 50 Phillip St, Sydney, NSW, 2000          Contact: 02 9219 5020  <a href="#">Click here to view map</a></p> <p><b>APPOINTMENT NOTES</b></p> <p>To view or edit this appointment, visit:  <a href="https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5edba6098d000f926eb1">https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5edba6098d000f926eb1</a></p> <p>For instructions on dialling in, visit:  <a href="http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx">http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx</a></p>

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"> <b>Updated by</b>            Keith TRUBRIDGE, Corrective Services NSW  <a href="mailto:keith.trubridge@mailinator.com">keith.trubridge@mailinator.com</a> </p> <hr data-bbox="161 645 177 656"/> <p data-bbox="161 667 612 790"> <b>WITH</b> Brett GREEN (MIN 123456)  <b>WHEN</b> Wednesday, 29/08/2018 - 11:45am to 12:15pm  <del>Tuesday, 28/08/2018 - 11:46am to 12:16pm</del>  <b>TYPE</b> Correctional Meeting (Video)  <b>PURPOSE</b> Instructions  <b>WHERE</b> Sydney Legal Aid, RM.1.10         </p> <hr data-bbox="161 806 177 817"/> <p data-bbox="161 828 437 936"> <b>Please come to</b>            Sydney Legal Aid            789, 50 Phillip St, Sydney, NSW, 2000            Contact: 02 9219 5020  <a href="#">Click here to view map</a> </p> <hr data-bbox="161 974 177 985"/> <p data-bbox="161 996 331 1008"><b>APPOINTMENT NOTES</b></p> <p data-bbox="161 1052 609 1115">           To view or edit this appointment, visit:  <a href="https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b77f6d6ad57d8000fab298e">https://test.justconnect.justice.nsw.gov.au/schedules/summary?id=5b77f6d6ad57d8000fab298e</a> </p> <p data-bbox="161 1160 721 1223">           For instructions on dialling in, visit:  <a href="http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx">http://www.correctiveservices.justice.nsw.gov.au/Pages/CorrectiveServices/AVL-Video-Conferencing/Instructions-to-Connect.aspx</a> </p>	<div data-bbox="783 271 839 331">  </div> <h2 data-bbox="783 367 1315 524">APPOINTMENT CANCELLED</h2> <hr data-bbox="783 600 839 611"/> <p data-bbox="783 656 1225 739"> <b>Cancelled by</b>            Keith TRUBRIDGE, Corrective Services NSW  <a href="mailto:keith.trubridge@mailinator.com">keith.trubridge@mailinator.com</a> </p> <hr data-bbox="783 790 807 801"/> <p data-bbox="783 824 1369 965"> <b>WITH</b> Brett GREEN (MIN 123456)  <b>WHEN</b> Saturday, 25/08/2018 - 11:30am to 12:00pm  <b>TYPE</b> Correctional Meeting (Video)  <b>PURPOSE</b> Instructions  <b>WHERE</b> Sydney Legal Aid, RM.1.10         </p> <hr data-bbox="783 1016 807 1028"/> <p data-bbox="783 1050 1021 1061"><b>APPOINTMENT NOTES</b></p> <hr data-bbox="783 1122 807 1133"/> <p data-bbox="783 1155 1002 1207"> <b>Cancellation Reason</b>            Emergency Lockdown         </p>

# Manage Personal Account Settings

## Personal Account Settings

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

**From this page you can update your:**

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

**To make changes to your details:**

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

## Changing your password:

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

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

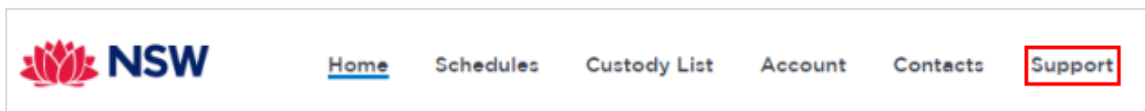
- One lowercase character
- One uppercase character
- One number
- Special character

Confirm new password

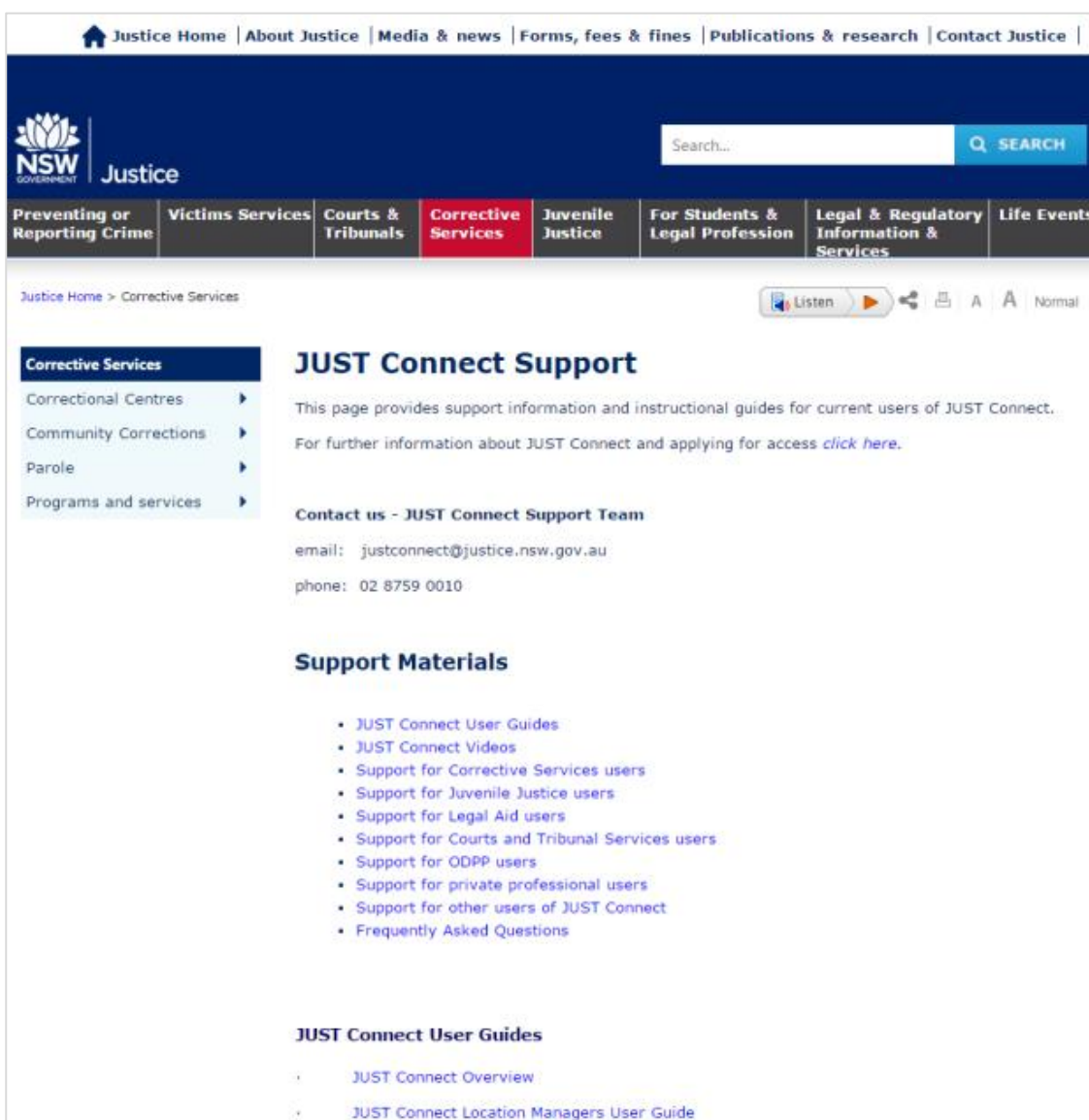
## Support

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 Government website. The page has a dark blue header with the NSW Government logo and 'Justice' text. A search bar is visible. 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 shows the breadcrumb 'Justice Home > Corrective Services' and the title 'JUST Connect Support'. The text states: 'This page provides support information and instructional guides for current users of JUST Connect. For further information about JUST Connect and applying for access click here.' Below this is contact information for the JUST Connect Support Team, including an email address (justconnect@justice.nsw.gov.au) and a phone number (02 8759 0010). There is a section for 'Support Materials' with a list of links: JUST Connect User Guides, JUST Connect Videos, Support for Corrective Services users, Support for Juvenile Justice users, Support for Legal Aid users, Support for Courts and Tribunal Services users, Support for ODPP users, Support for private professional users, Support for other users of JUST Connect, and Frequently Asked Questions. At the bottom, there is a section for 'JUST Connect User Guides' with links to 'JUST Connect Overview' and 'JUST Connect 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

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

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

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>

### Legal Aid Training Accounts

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Legal Aid - Training Account 1		
User Login:	alex.parramatta@mailinator.com	<b>Password: abc1234!</b>
User name:	Alex Parramatta	Role: Legal Aid Administration
Location:	Legal Aid Parramatta	
Legal Aid Lawyer:	Lalawyer Parrmatta	
ODPP Lawyer:	Anna ODPP	
Medical Practitioner:	Alice Psychologist	
Person in-custody	Tom Stevens	MIN 911062
Person in-custody	Rangi Williams	911035

Legal Aid - Training Account 2		
User Login:	morgan.sutherland@mailinator.com	<b>Password: abc1234!</b>
User name:	Morgan Sutherland	Role: Legal Aid Administration
Location:	Legal Aid Sutherland	
Legal Aid Lawyer:	Lalawyer Sutherland	
ODPP Lawyer:	Catherine ODPP	
Medical Practitioner:	Chan Psychologist	
Person in-custody	Mason Holmes	MIN: 911103
Person in-custody	Sam Johnson	MIN: 911104

Legal Aid - Training Account 3		
User Login:	pat.gosford@mailinator.com	<b>Password: abc1234!</b>
User name:	Pat Gosford	Role: Legal Aid Administration
Location:	Legal Aid Gosford	
Legal Aid Lawyer:	Lalawyer Gosford	
ODPP Lawyer:	Britney ODPP	
Medical Practitioner:	Coral Psychologist	
Person in-custody	Tom Redrick	MIN: 911012
Person in-custody	Riely Jones	MIN: 911013

Legal Aid - Training Account 4		
User Login:	ash.sydney@mailinator.com	<b>Password: abc1234!</b>
User name:	Ash Sydney	Role: Legal Aid Administration
Location:	Legal Aid Central Sydney Head Office	
Legal Aid Lawyer:	Lalawyer Sydney	
ODPP Lawyer:	Steve ODPP	
Medical Practitioner:	Fahad Psychologist	
Person in-custody	Nikita Wittmore	MIN: 911113
Person in-custody	Suni Jayasakeran	MIN: 911114



**Legal Aid - Training Account 5**

User Login:	sam.lismore@mailinator.com	<b>Password: abc1234!</b>
User name:	Sam Lismore	Role: Legal Aid Administration
Location:	Legal Aid Lismore	
Legal Aid Lawyer:	Lalawyer Lismore	
ODPP Lawyer:	Laurette ODPP	
Medical Practitioner:	Harris Psychologist	
Person in-custody	Colin Manning	MIN: 911042
Person in-custody	Chad Kelley	MIN: 911043

**Legal Aid - Training Account 6**

User Login:	francis.tamworth@mailinator.com	<b>Password: abc1234!</b>
User name:	Francis Tamworth	Role: Legal Aid Administration
Location:	Legal Aid Tamworth	
Legal Aid Lawyer:	Lalawyer Tamworth	
ODPP Lawyer:	Sally ODPP	
Medical Practitioner:	John Psychologist	
Person in-custody	Min Le	MIN: 911127
Person in-custody	Joe Roberts	MIN: 911128