

Booking a Remote Witness of Multipurpose Suite

AV, Strategy and Business Links

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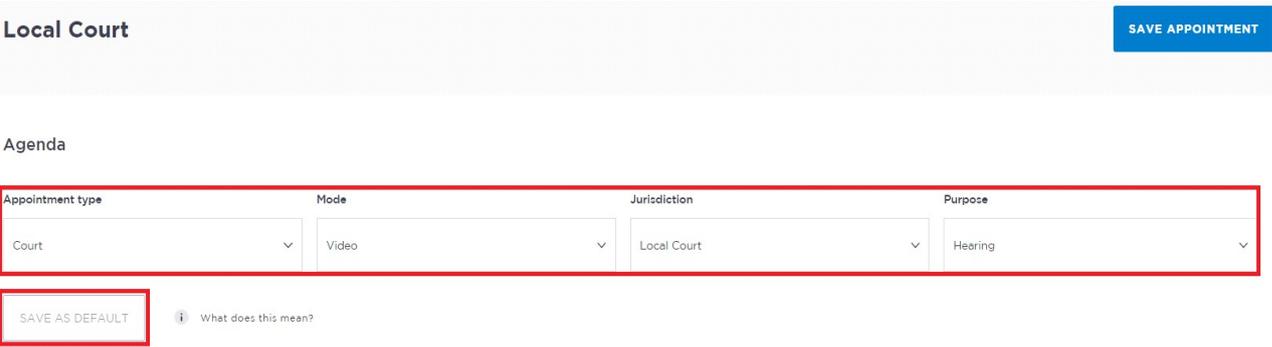
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Introduction

JUST Connect enables you to generate a Cisco Jabber weblink for vulnerable witnesses to give evidence from a place other than a courtroom. This guide will step you through creating an appointment to generate a remote link for the witness.

Creating an Appointment for a Remote Witness Room or MPS

Step	Action
1	<p>From the Home or Schedule page, click the Create Appointment button</p> 
2	<p>The new appointment screen displays, complete the Agenda details by clicking the drop-down arrow and select the following option for:</p> <ul style="list-style-type: none">• Appointment Type – select Court• Mode – select Video• Jurisdiction – eg Local Court• Purpose – eg Hearing 
	<ul style="list-style-type: none">• If your appointments have common agenda types, you can save these options by clicking the Save as Default button. JUST Connect will then pre-select these options each time you create an appointment.• The Appointment owner defaults to your name.

Step Action

- 3** The *Date and Time* defaults to today's date and current time.
Select required **Date**, then adjust the **From and To** time fields to book the room for the **full day**.

- 4** **Location and Rooms:** The location and rooms will appear.
Select the **hearing court** from the drop-down menu
Select the **courtroom** from the drop-down menu. If the courtroom is unknown or has not yet been allocated, leave the courtroom **Unassigned**

- 5** **Add Attendee:** To generate the link, the witness details are required.
Select **Add Attendee**. A pop-up box will appear.
Select **Remote Witness**

Step Action

6 Enter details for the Witness: These details will appear on the appointment and will be included in the information sent to the remote witness.

Enter the **Case Name**, **Witness Name** and **Case Number**, **Email** and **Mobile Number** into the relevant fields.

Enter **case information or booking details** into the free text field. The information required here may differ between court locations.

Select **Finish** once all appropriate details are entered. The **Remote Witness** details will appear.

< Add Attendee: Remote Witness Details ×

Enter details for this Witness

These details will be temporarily stored in JUST Connect for the purposes of contacting the witness. The details will be deleted from the system after the court appearance has occurred.

* these fields are mandatory

Case Name or Witness Name*	Case number
<input type="text" value="P v Smith - Witness: Jane Doe"/>	<input type="text" value="2021/0000000"/>
Email	Mobile number
<input type="text" value="jane.doe@mailinator.com"/>	<input type="text" value="0429236972"/>

[Clear](#)

FINISH



If the details of the witness are not known, enquires must be made before proceeding with the appointment. The **email** and **mobile number** are required so the witness can be notified of the appointment and sent the weblink.

7 Add location: Enter the **location** details by clicking the **drop-down** arrow and selecting the option for:

Location: **Own device**

i A Jabber Guest link will be automatically created on the day of the hearing

Attendees & Time

Appointment owner	Date	From	To	
<input type="text" value="SMITH, Aaron"/>	<input type="text" value="22/10/2021"/>	<input type="text" value="09:30 am"/>	<input type="text" value="04:00 pm"/>	<input type="checkbox"/> Full day

<input type="text" value="Court"/>	<input type="text" value="Burwood Court"/>	<input type="text" value="Unassigned"/>
------------------------------------	--	---

<input type="text" value="P v Smith - Witness: Jane Doe"/>	Remote Witness	<input type="text" value="Own device"/>
--	----------------	---



A notification will appear advising that a **Jabber Guest link** will be automatically created on the day of hearing. This link is emailed directly to the Remote Witness.

8

Appointment Notes:

The Appointment Notes is a free text field and it is important that the relevant case information is entered.

Enter **case information or booking details** into the **Appointment Notes** field.

The information required here may differ between court locations.

Appointment Notes

Information entered into this section will be included in notifications to attendees

Justicelink Case No: 2021/0000000
Police v James Smith
Legal Representative: Susan Boyle
Hearing duration: 3 hours
Offence: Contravene AVO

9 Save appointment:

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

Click the Save Appointment button.

Displays prompt asking to **Confirm Action**. Tick the box and click **Yes**.

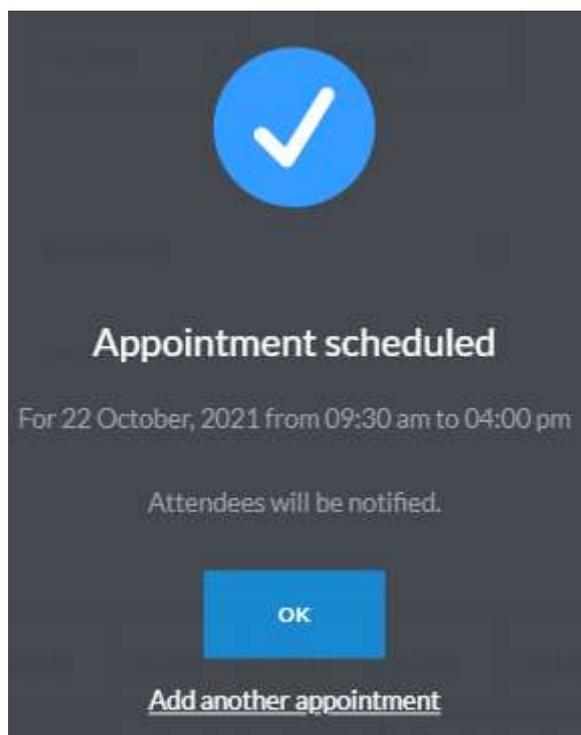
Displays prompt advising Appointment has been **Scheduled**.

Click **OK** button.

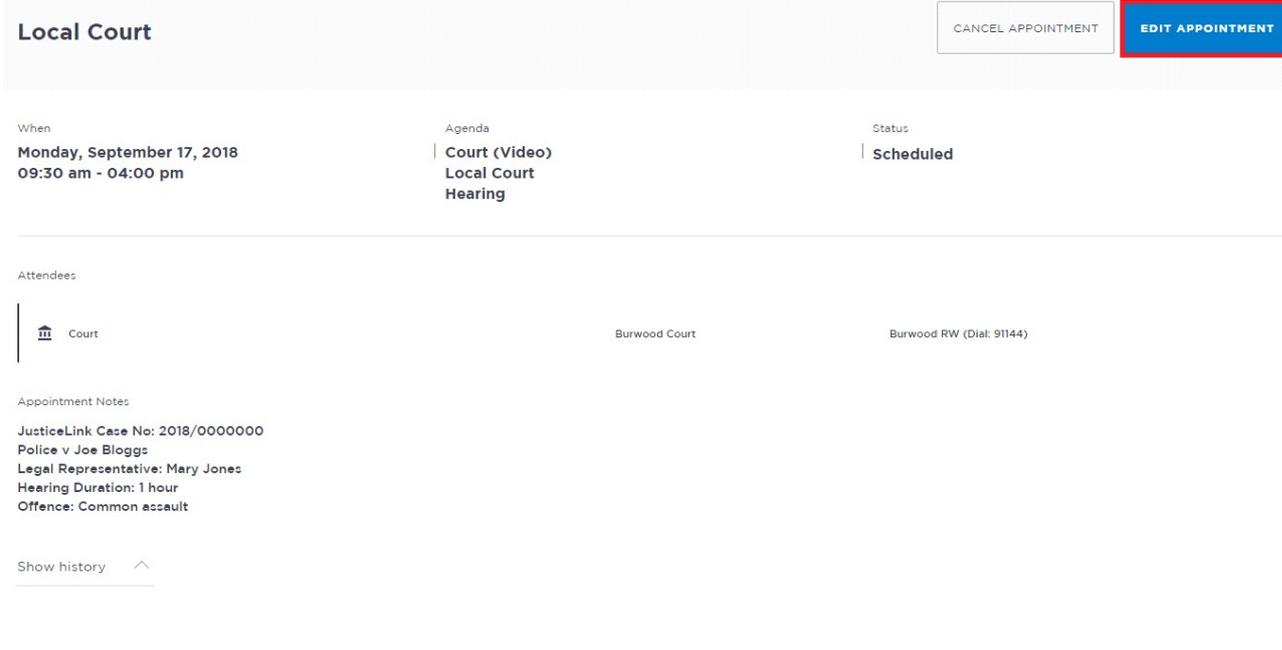


By ticking this checkbox you are confirming that the court has granted leave for the party to appear from their own device.

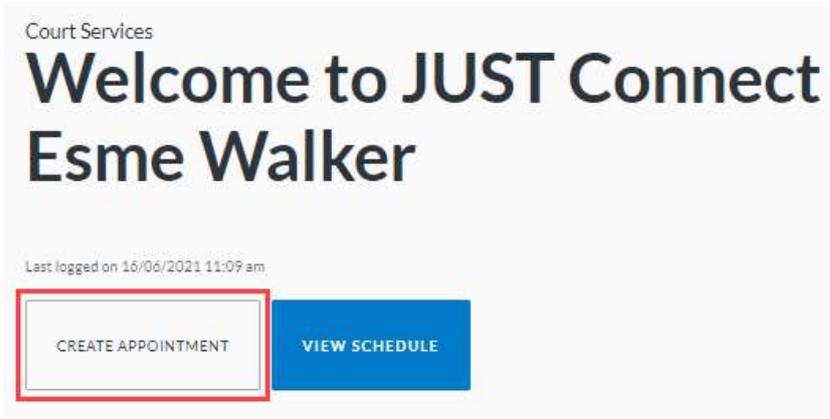
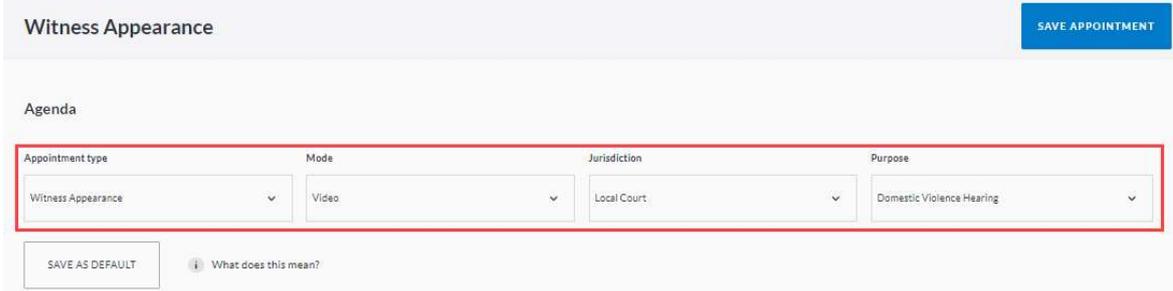
NO YES



Editing a Remote Witness or MPS Appointment

Step	Action
1	From the Schedule page (or from Appointment List, Day or Week view)
2	Click on the appointment to open the <i>appointment details page</i> .
3	<p>Click the Edit Appointment button;</p> <p>Click in the required field to make changes (e.g. edit witness information; change date and/or time, change room, remove an entry, add an attendees).</p> 
4	When complete, ensure to check details are correct, then click the Save Appointment button to keep the changes.
5	<p>The appointment updated screen displays, click the OK button.</p> <p>The Appointment details page will display again showing the new details.</p>
	If the remote witness room or multi-purpose suite appointment is no longer required select 'Cancel appointment'

Requesting a Remote Witness Room at another Court Location

Step	Action
1	<p>From the <i>Home</i> or <i>Schedule</i> page, click on the Create Appointment button</p>  <p>Court Services Welcome to JUST Connect Esme Walker</p> <p>Last logged on 16/06/2021 11:09 am</p> <p>CREATE APPOINTMENT VIEW SCHEDULE</p>
2	<p>The new appointment screen displays, complete the Agenda details by clicking the drop-down arrow and select the following option for:</p> <ul style="list-style-type: none">• Appointment Type – select Witness Appearance• Mode – select Video• Jurisdiction – e.g. Local Court• Purpose – Domestic Violence Hearing  <p>Witness Appearance SAVE APPOINTMENT</p> <p>Agenda</p> <p>Appointment type Mode Jurisdiction Purpose</p> <p>Witness Appearance Video Local Court Domestic Violence Hearing</p> <p>SAVE AS DEFAULT What does this mean?</p>
	<p> If your appointments have common agenda types, you can save these options by clicking the Save as Default button. JUST Connect will then pre-select these options each time you create an appointment.</p> <p>The Appointment owner defaults to your name.</p>
6	<p>Date and Time: defaults to today's date and current time.</p> <p>Select required Date, then adjust the From and To time fields to book the room for the full day.</p>  <p>Attendees & Time</p> <p>Appointment owner</p> <p>WALKER, Esme</p> <p>Date From To</p> <p>17/11/2021 09:30 am 04:00 pm</p>

Step Action

7 Location and Rooms: Remote witness rooms can be identified by the letters **'RW'** that are included at the end of the room name, e.g. Burwood RW.

Select the **courtroom** where the hearing will be heard

Appointment owner: WALKER, Esmé
Date: 17/11/2021
From: 09:30 am
To: 04:00 pm
Full day:
Court: Burwood Court
Room: Unassigned (dropdown menu open showing: Unassigned, Burwood LC 1, Burwood LC 2, Burwood LC 3, Burwood LC 4, Burwood LC 5, Burwood LC 6, MPS 1 Burwood, RW 2 Burwood)
+ ADD ATTENDEE Interpreting Services required?



If the courtroom has not been allocated, select **Unassigned**. The courtroom can be allocated at a later time.

8 Add Attendee: Requests can be made for witnesses to give evidence from another court location.

Select **Add Attendee**. A pop-up box will appear.

Select **Remote Witness**

Court: Burwood Court
Room: Unassigned
+ ADD ATTENDEE Interpreting Services required?

Step Action

9 Enter details for the Witness: These details will appear on the appointment and will be sent in the booking request to the remote court location.

Enter the **Case Name, Witness Name** and **Case Number** into the relevant fields.

Enter **case information or booking details** into the free text field. The information required here may differ between court locations.

Select **Finish** once all appropriate details are entered. The **Remote Witness** details will appear.

← Add Attendee: Remote Witness Details ×

Enter details for this Witness

These details will be temporarily stored in JUST Connect for the purposes of contacting the witness. The details will be deleted from the system after the court appearance has occurred.

* these fields are mandatory

Case Name or Witness Name* Case number

P v Smith - Witness: Jane Doe 2021/0000000

Email Mobile number

Enter email address E.g. 0412345678

Police witness and complainant.

Clear

FINISH



If the details of the witness are not known, the **email** and **mobile number** should be left blank

10 Select remote courthouse location: The **Remote Witness** details will appear.

Select the **court location** where the witness will attend to give evidence. The room will appear **unassigned**.

Appointment owner Date From To Full day

WALKER, Esme 17/11/2021 09:30 am 04:00 pm

Court	Room	Status
Burwood Court		Unassigned
P v Smith - Witness: Jane Doe	Remote Witness	Coffs Harbour Court

Step Action



The room will be **unassigned** until the booking request is managed by the remote court location.

11 The Appointments Notes is a free text field and it is important that the relevant case information is entered.

Enter **case information or booking details** into the **Appointment Notes** field. The information required here may differ between court locations.

A screenshot of a software interface showing an "Appointment Notes" field. At the top, there is a header "Appointment Notes" and a small information icon with the text "Information entered into this section will be included in notifications to attendees". Below this is a text input area containing the following text:

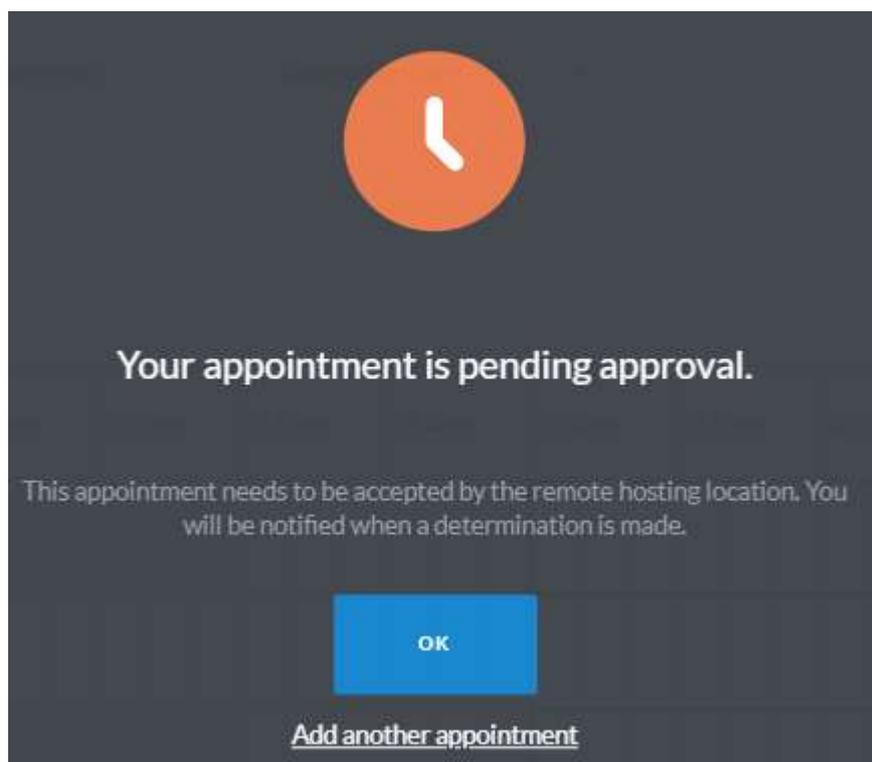
Justicelink Case No: 2021/0000000
Police v James Smith
Legal Representative: Susan Boyle
Hearing duration: 3 hours
Offence: Contravene AVO

12 Check you have selected and/or entered all the required appointment details.

Click the Save Appointment button.

A prompt advising Appointment is **pending approval will be displayed.**

Click **OK** button.



Step Action

1

Appointments can be made to request **remote witness rooms** at other court locations. If an external request is made, Courts are notified by email generic mailbox. The email will notify you of:

- The person who created the appointment
- The purpose of the request
- The date, time and place
- Appointment notes



NEW PENDING APPOINTMENT NEEDS ATTENTION

Updated by
Esmé WALKER, Court Services
esme.walker@mailinator.com

PURPOSE Domestic Violence Hearing
TYPE Witness Appearance (Video)
WHEN Wednesday, 17/11/2021 - 9:30am to 4:30pm
WHERE Coffs Harbour Court, please assign a room

APPOINTMENT NOTES
Justicelink Case No: 2021/0000000 Police v James Smith Legal Representative: Susan Boyle
Hearing duration: 3 hours Offence: Contravene AVO

To view or edit this appointment, visit:
<https://ust.justconnect.justice.nsw.gov.au/schedules/summary?id=80caa987e8c5e10012ae190b>

All times are in the Australia/Sydney time zone and are subject to change.

Step Action

- 2 Accessing the appointment:** The booking request must be approved or rejected in JUST Connect. The booking can be accessed by locating the matter in the Court's **Schedule** or by clicking the **hyperlink** at the foot of the email. An example of the link is shown below.

To view or edit this appointment, visit:
<https://uat.justconnect.justice.nsw.gov.au/schedules/summary?id=60caa987e8c5e10012ae190b>



Clicking on the **hyperlink** will take you directly to the booking request in your Court's schedule.

- 5 Approving the appointment request:** The booking request will be in a **pending** status until the Appointment is approved or rejected. To **approve** the booking:

Select **Edit Appointment**

The screenshot shows the JUST Connect user interface. At the top, there is a navigation bar with links for Home, Schedules, Court AVL Lists, Account, Contacts, and Support. On the right, the user's name 'Carla Pinacolada' and initials 'C.P.' are displayed. The main content area is titled 'Witness Appearance - P v Smith - Witness: Jane Doe'. Below the title, there are two buttons: 'CANCEL APPOINTMENT' and 'EDIT APPOINTMENT', with the latter being highlighted by a red box. The appointment details are organized into sections: 'When' (Wednesday, November 17, 2021, 09:30 am - 04:30 pm), 'Agenda' (Witness Appearance (Video), Local Court, Domestic Violence Hearing), and 'Status' (Pending). Below this is an 'Attendees' section with a table listing participants and their assigned courts. At the bottom, there is an 'Appointment Notes' section with a note about the case and hearing details, and a 'Show history' link.

Attendees	When	Agenda	Status
Court	Wednesday, November 17, 2021 09:30 am - 04:30 pm	Witness Appearance (Video) Local Court Domestic Violence Hearing	Pending
P v Smith - Witness: Jane Doe		Remote Witness	

Appointment Notes
JusticeLink Case No: 2021/0000000 Police v James Smith Legal Representative: Susan Boyle Hearing duration: 3 hours Offence: Contravene AVO

Step Action

- 6 Location and Rooms:** The booking will appear, showing details of the requesting court and other information included in the email. The booking will need to be assigned to a **Remote Witness** room to be approved.

Select the **room** where the witness will give evidence

Appointment owner: WALKER, Esme
Date: 17/11/2021
From: 09:30 am
To: 04:30 pm
 Full day

Court: Burwood Court
Remote Witness: Coffs Harbour Court

Unassigned
Unassigned
Coffs Harbour RW1

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

Click the **Save Appointment** button.

A prompt will be displayed advising Appointment has been **updated**.

Click **OK** button.

NSW Home Schedules Court AVL Lists Account Contacts Support
Carla Pinacolada C.P.

Witness Appearance - P v Smith - Witness: Jane Doe

SAVE APPOINTMENT

Agenda

Appointment type: Witness Appearance
Mode: Video
Jurisdiction: Local Court
Purpose: Domestic Violence Hearing

Attendees & Time

Appointment owner: WALKER, Esme
Date: 17/11/2021
From: 09:30 am
To: 04:30 pm
 Full day

Court: Burwood Court
Remote Witness: Coffs Harbour Court



The booking will appear in the **Schedules** on the allocated date once it has been **approved**.

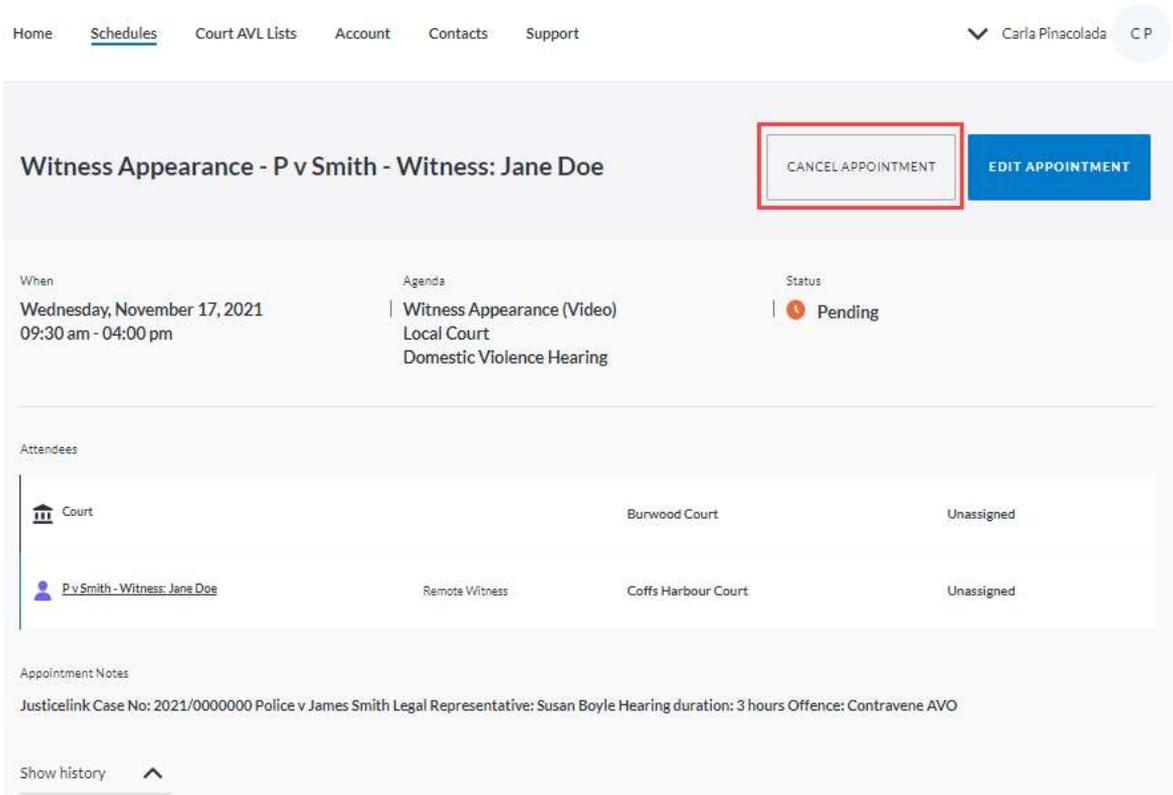
Step Action

Coffs Harbour Court
15 - 21 Nov 2021

TODAY < >

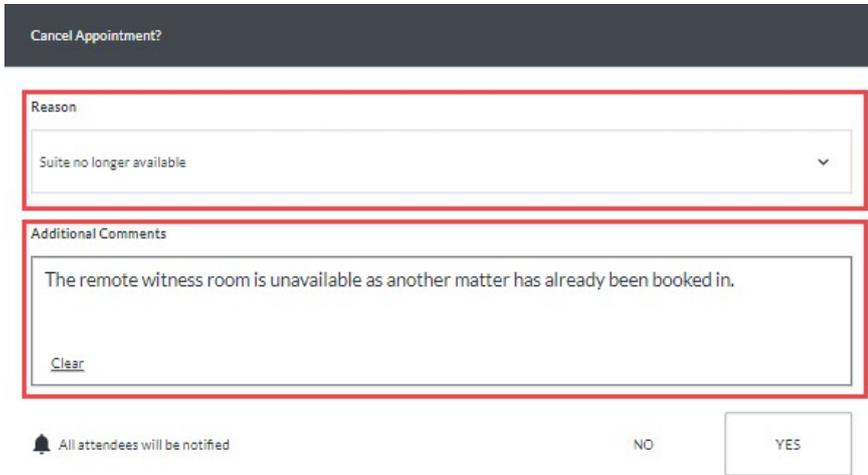
	MONDAY 15	TUESDAY 16	WEDNESDAY 17	THURSDAY 18	FRIDAY 19
Coffs Harbour LC 3					
Coffs Harbour LC 5					
Coffs Harbour PS 1					
Coffs Harbour RW1		09:30 am Local Court	09:30 am Witness Appearance -		

Rejecting a Pending Appointment

Step	Action
	<p>As with all court appearances, you will receive a request for the inmate to appear using the JUST Connect Scheduling System.</p> <p>A list of Court Meeting Space addresses is located at the end of this document.</p>
1	<p>Rejecting the appointment request: The booking request will be in a pending status until the Appointment is approved or rejected. To reject the booking:</p> <p>Select Cancel Appointment</p>  <p>The screenshot shows a user interface with a navigation bar (Home, Schedules, Court AVL Lists, Account, Contacts, Support) and a user profile (Carla Pinacolada, CP). The main content area displays the appointment details for 'Witness Appearance - P v Smith - Witness: Jane Doe'. The appointment is in a 'Pending' status. The 'CANCEL APPOINTMENT' button is highlighted with a red box. Below the appointment details, there is a table of attendees with columns for Court, Name, and Status. The attendees are 'Court' (Burwood Court, Unassigned) and 'P v Smith - Witness: Jane Doe' (Remote Witness, Coffs Harbour Court, Unassigned). The appointment notes include 'Justicelink Case No: 2021/0000000 Police v James Smith Legal Representative: Susan Boyle Hearing duration: 3 hours Offence: Contravene AVO'. A 'Show history' link is also visible.</p>

Step Action

- 2 Reasons for rejection:** A pop up box will appear seeking reasons for refusal. Select the **reason** from the drop-down box Enter any **additional comments**



- 5 Reject appointment:** Check you have selected and/or entered all the required rejection details, when complete. Click the **Yes** button. A prompt will be displayed advising Appointment has been **cancelled**. Click the **OK** button.

