

JUST Connect and Video Conferencing

Create and Conduct an Appointment with a person in custody – Private Professional

The screenshot displays the JUST Connect web interface for creating an appointment. The user is logged in as Richard Gomes. The appointment is for Brett Green at John Morony CC. The appointment type is 'Correctional Assessment', the mode is 'VIDEO', and the purpose is 'ASSESSMENT'. The appointment is scheduled for 11:04/2019 from 11:30 am to 12:00 pm. The attendees list includes Richard Gomes (Appointment owner) and Brett Green (Correctional inmate at John Morony CC). The interface also shows a calendar view for Wednesday, 11 April, with a green block indicating the appointment time slot.

Creating a 'Professional Appointment' using JUST Connect

As a private professional (for example a private lawyer or medical practitioner), you can use JUST Connect to make AVL appointments with a person in-custody. To make or manage an appointment yourself using JUST Connect you will need to be a registered user of the JUST Connect system.

If you are not yet registered, you can request access by providing your name, VIN and/or CIMS, individual email (not a common office email) and phone number (preferably a mobile number) to the JUST Connect team at: justconnect@justice.nsw.gov.au.

Once registered, JUST Connect will send you a welcome email, requesting logon within 24 hours. Clicking logon from the welcome email will take you to JUST Connect and will prompt you to set a unique password on first login.

Professional appointments in JUST Connect may include the following (depending on your user profile):

- Correctional Meetings (legal practitioners only)
- Correctional Assessments
- Peer to Peer (option to book the AVL room however it doesn't require an inmate, and may or may not use the AVL equipment. Examples include meetings, training or interviews)

Appointment status

- Appointments requested earlier than one business day in advance will be automatically accepted by JUST Connect.
- Appointments for next business day requested before 3pm will be automatically scheduled by JUST Connect.
- Appointments for next business day requested after 3pm, or appointments requested for the same business day, are considered last minute requests and will NOT be automatically scheduled. These requests will be in 'Pending' status and require a Correctional Services Officer or Juvenile Justice Officer to review and then Accept or Decline the appointment

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Step	Action – Creating an appointment through JUST Connect
1	Log onto the JUST Connect system
2	From the Home page, click create Appointment 
3	The <i>New Appointment</i> screen displays. Complete the Agenda details by selecting the Appointment Type, Mode (Either Video or Phone), and the Purpose . Then click Add Attendee . 
4	The <i>Add Attendee</i> pop-up displays. Select the Type of attendee. Note that attendees can be added to the appointment in any order. If you select an Inmate or Detainee, you will then need to enter either their MIN number or CIMS number. 

Step	Action – Creating an appointment through JUST Connect
5	The attendee has been added. Click Add Attendee until you have added all attendees to the appointment. The system will automatically assign a date, time and room at the relevant location. Edit the date or time by clicking the relevant box, or the location or room number by selecting the arrow beside the default selection. If required, you can change the appointment owner, or indicate an interpreter will be present in the appointment from this screen. Please note that if you are using a personal device to conduct your conference, please choose “own device” from your location drop down menu. 
6	If required, enter any appointment notes into the Appointment Notes field. These will be visible to all attendees and noted on the appointment reminders. Once you have completed all the details, click Save Appointment . The appointment will now display in the schedule. Attendees will be notified of the appointment by email.