

# JUST Connect

## On the Job Workbook

Office of the Director of Public  
Prosecutions and

Commonwealth Director of Public  
Prosecutions



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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.

# 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.

JUST Connect will enable booking of video and telephone sessions, professional interviews, visits, meetings, conferences and booked court appearances (used for Supreme Court arraignments and NCAT), as well as the management of custody list for court appearances.

## Who uses JUST Connect?

JUST Connect now has over 10,000 profiles; this includes users from Legal Aid, Corrective Services, Juvenile Justice, Courts and Tribunals, State Parole Authority, Supreme Court (arraignment), NCAT (Guardianship Division), Aboriginal Service Unit (ACCSO), Aboriginal Legal Service and limited Private legal and medical professionals. Upcoming releases may see more users receive access to JUST Connect as well as the roll out of additional functionality and enhancements for both AVL bookings and custody list management.

## About the AVL Project

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

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

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

## System requirements

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

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



## Logging into JUST Connect

The JUST Connect system requires you to enter a username and password:

### **ODPP staff:**

- Use their work email address for username and their normal network password.

### **CDPP staff**

- Use their work email address for username and need to follow the prompts to set a password.

## Re-set your password (ODPP only):

Your JUST Connect log-in is linked to your network password. If it needs to be reset, you should contact your IT Support branch for ODPP on (02) 9285 8923.

If CDPP need to reset their password, then you simply need to click on 'Forgot Password' and follow the prompts.

## Roles and Permissions

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

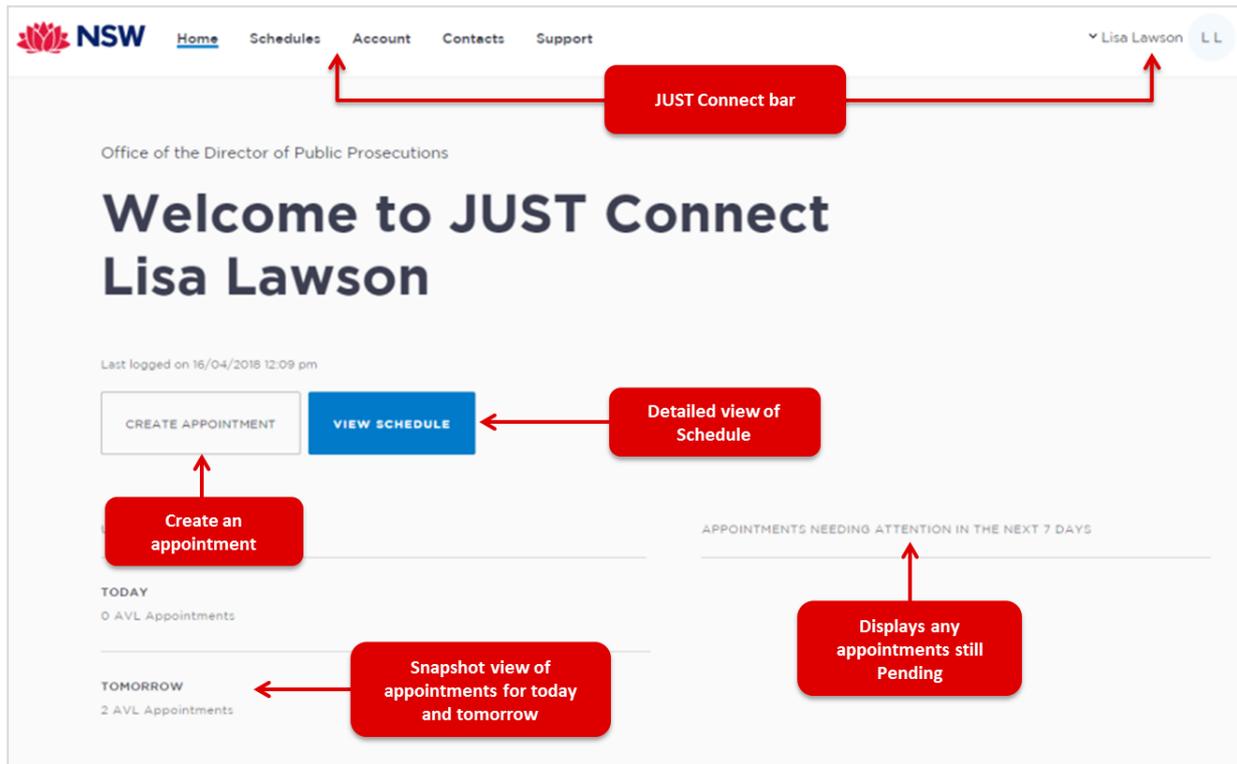
JUST Connect Roles	Assigned to Position
System Administrator	AVL Project
Location(s) Manager	Registrar (CaTS), Deputy Registrar (CaTS), Office Manager (LA); Regional Co-ordinator (ALS); Senior Officer in Charge (CorrSer); ODPP and CDPP location manager.
Agency Staff	Court Registry staff (CaTS, Court officers (CaTS), NCAT Registry officers (CaTS), Legal Support Officer (LA); Corrective Services AVL Officer (CS), Juvenile Justice, ACCSO, ALS, ODPP and CDPP staff
Agency Professional	Professional Lawyer; Medical Practitioner
Guest Professional	Guest Professionals who will not use (log in to) JUST Connect. Guest users may receive email and SMS notifications but will not otherwise interact with JUST Connect.

Permissions	System Admin	Location Manager	Location Staff	User
Manage facilities (rooms/devices) for all locations across any agency.	✓	✗	✗	✗
Manage users – allocating locations and roles to any user (from any agency)	✓	✗	✗	✗
Manage all users for all locations within their agency.	✓	✗	✗	✗
Manage facilities (rooms/devices) for all locations within their agency.	✓	✓	✗	✗
Manage users – allocating locations and roles for any user within their agency.	✓	✓	✗	✗
View, create, edit or cancel appointment for any location within an agency.	✓	✗	✗	✗
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 Overview

## View the Home page

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



### The Home page contains the following:

- **JUST Connect bar** will always display at the top of every page regardless of which area you are viewing and contains links to the following;
  - **Home** – returns to the Home page
  - **Schedule** – displays the schedule page enabling you to view and manage appointments
  - **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 any Pending appointments for the next 7 days. To view appointment details click on the appointment.

## Activity 1 – Log-in and Navigate

**Objective:** Log-in to JUST Connect as a ODPP staff to navigate links on home page.

**Resources:** Use the **ODDP** login details refer to Appendix 1.

<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.
	Log-in to training environment using training account 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

ODPP and CDDP staff are able to book and/or manage the following types of appointments:

Types of Appointments	Description
Mandatory Case Conference	<p>The 'Mandatory Case Conference' appointment type to allow for legislated Early Appropriate Guilty Plea conferences to be held.</p> <p>Legal Aid Location Managers, Legal Aid lawyers, Aboriginal Legal Services (ALS), ODPP and CDPP staff can make appointments for a Mandatory Case Conference.</p>
Professional and Appearance	<p>ODPP staff can create a Professional and Appearance appointments for a Prosecutor appearance at Courts or for when a Remote Witness appearance is required.</p> <p>ODPP can also book appointments for Professional Conferences with Witness.</p> <p>ODPP can also book their rooms for Interstate Jurisdiction.</p>
Correctional Meeting	<p>Book and/or manage appointments on behalf of a legal professional with a person in custody.</p> <p>Book and/or attend appointments with a person-in-custody which includes yourself and/or a colleague.</p>
Correctional Assessment	<p>Book and/or manage appointments on behalf of a medical practitioner with a person in-custody.</p>
Peer	<p>Book an appointment with colleagues and/or peers, can be used for meetings, conference, interviews, training etc.</p> <p>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.</p>

**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, you will not be able to save the appointment as the location of the person in-custody is not able to be retrieved from OIMS. The location will not be updated until the person in-custody reaches their final destination. JUST Connect will return a message telling you to contact Sentence Admin in these instances.

If a person in-custody goes into transit at a time when the appointment is scheduled, the appointment will remain in place within JUST Connect until the new location is updated in OIMS.

When OIMS has been updated, the information will automatically be transferred to JUST Connect, and the appointment will be cancelled (as the location for the appointment is no longer correct). This also applies to court appointments where multiple persons in-custody are attendees on the one appointment, and at least one of these person in-custody has gone into transit.

## Interpreter service

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

This **does not book** an interpreter for the appointment; you **must follow your existing business process to book an interpreter**. This action only adds a record to the attendee list denoting an interpreter will also be attending the appointment.

## 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 AVL Correctional Services or AVL 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							
Pending status <b>does not apply to court appointments</b> regardless of when the appointment is made, ie court appointments are always automatically given a status of <b>Scheduled</b> .										
Appointments which are always <b>assigned a status of Pending</b> regardless of how far in advance the appointment is made include: <p style="text-align: center;">Appointments with a Juvenile detainee; appointments with a correctional inmate housed at a <b>high risk</b> location; all Family and Friends appointments.</p>										
<b>Scheduled</b>	<p>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.</p> <p>Court, Supreme Court, and NCAT are automatically given a status of Scheduled (includes appointments made at short notice).</p> <p>Any appointments made which do not include a person in-custody are given a status of Scheduled regardless of when the appointment is made.</p>									
<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.									
<b>Declined</b>	The Pending appointment (with a person-in-custody) has been <b>declined</b> by the Correctional Services or Juvenile Justice Officer.									



## Creating Appointments

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### Create a Mandatory Case Conference Appointment

The Mandatory Case Conference appointment type 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.

#### **Mandatory Case Conference appointments can be created by:**

- Legal Aid Administration staff and Location Managers;
- Legal Aid lawyers;
- Aboriginal Legal Services (ALS) staff;
- Office of the Director of Public Prosecutions (ODPP) staff and Location Managers;
- Commonwealth Director of Public Prosecutions (CDPP) staff;
- Private defence lawyers who have access to JUST Connect.

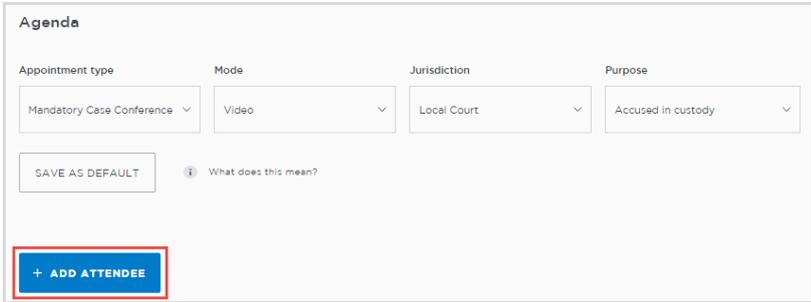
When booking this type of appointment, only the appointment owner, creator, or associated Location Manager, will be able to view the name or contact details of the ODPP or CDPP attendee listed in the appointment. The ODPP or CDPP details will be masked and will appear as 'ODPP' or 'CDPP', i.e. their name and contact information will not be displayed.

If a Legal Aid Location Manager creates an appointment on behalf of a Legal Aid or Private Lawyer, the Location Manager will only see the appointment in their schedule if the Legal Aid or Private Lawyer is booked at the same location as the Location Manager, or is using their "own device". ODPP Location Managers will only be able to see an appointment, if the ODPP Lawyer is booked at the same location as the Location Manager.

#### **Book a Mandatory Case Conference (MCC) at a Court Location:**

- Email the relevant Court Register requesting they book a Multi-Purpose Suite, or Remote Witness Room (in JUST Connect) at their location to be used for Mandatory Case Conference. No attendees are to be added to the court room appointment. In the JUST Connect appointment, the Court Register can use the Appointment Notes field to enter text advising that the Court room is being used for a MCC appointment.
- Create a Mandatory Case Conference (MCC) appointment.  
For attendees appearing from the Court location, ensure you select "Own Device" in the location field (refer to following steps to create the MCC). Advise attendees of the Court location, this information can be entered into the Appointment Notes field.

To create an appointment for a Mandatory Case Conference, follow the steps below:

Step	Action
1	Log on to the JUST Connect system.
2	<p>The <i>Home page</i> will display. Click <b>Create appointment</b>.</p> 
3	<p>The <i>New Appointment</i> screen displays, complete the Agenda details by selecting:</p> <ul style="list-style-type: none"><li>• Appointment Type: Mandatory Case Conference</li><li>• Mode: select Video or Phone</li><li>• Jurisdiction: select Local Court or Children's Court</li><li>• Purpose: select from accused in custody; accused not present; accused on bail</li></ul> 
	<p><b>Save as Default</b> button: If your appointments have common agenda types, you can set those types as your default.</p> <ul style="list-style-type: none"><li>• Select options from various agenda drop down arrows, and then click the <b>Save as Default</b> button.</li></ul>
4	<p><b>Interpreting Services required?</b></p> <p>If an interpreter is required, click <b>Interpreting Service required</b> link. Note this <b>will not book</b> the interpreter; rather it will flag that an interpreter will be present in the appointment. You <b>must</b> follow your existing business processes to book the interpreter.</p> 

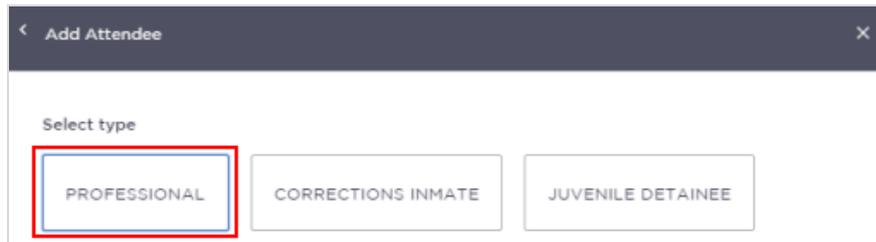
**Step Action**

**5** Click **Add attendee**, displays the *Add attendee* pop-up window.

**a. Adding a Professional:**

JUST Connect automatically **adds the appointment creator** (yourself) to the appointment. You can add more than one professional to the appointment if required:

- Click **Professional** button, click in field and enter the Name, Email, VIN or CIMS number.



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

If the attendee is already registered with the system, they should appear below the search field. Select the attendee from the list below the search bar.



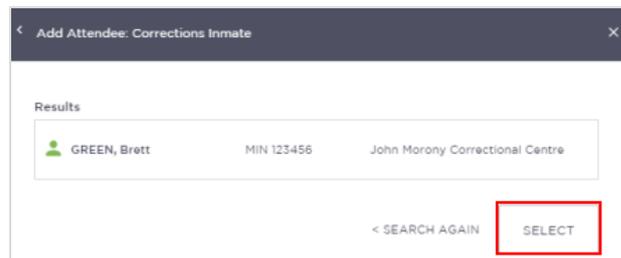
- If you are unable to find the professional you can add them as a **Guest Attendee** (refer to the section Add a 'Guest Attendee') to an appointment within this document.
- More than one professional can added to an appointment; repeat this step to add another professional.
- The system automatically assigns a Professional as the Appointment Owner; this can be changed to another professional if required.

**Step Action**

**b. Adding a Correctional Inmate or Juvenile Detainee**

**Note:** If you selected **Accused Not Present** or **Accused on bail** in the **Purpose** field, then the Corrections Inmate and Juvenile Detainee buttons will **not be available**.

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



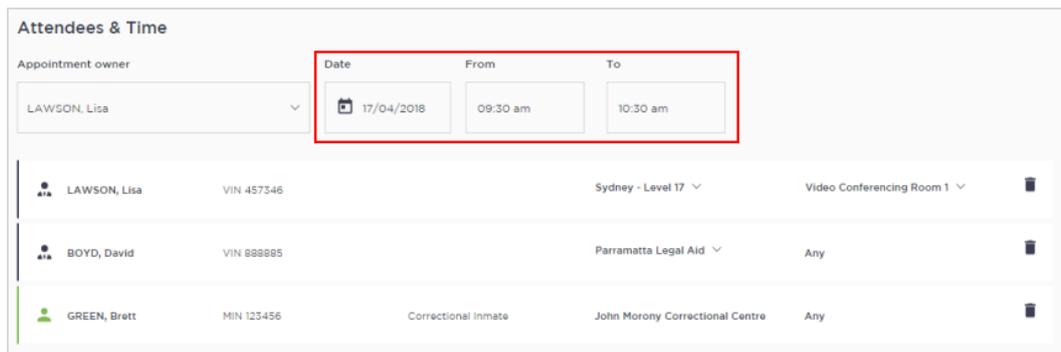
Ensure you check that the **correct** inmate details are returned, if it is **incorrect** click **Search Again** button and enter the correct MIN.



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

**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.



## Step Action

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**.

Attendee	8:00 am	8:15 am	8:30 am	8:45 am	9:00 am	9:15 am	9:30 am	9:45 am	10:00 am	10:15 am	10:30 am	10:45 am	11:00 am	11:15 am
LAWSON, Lisa							Available	Available	Available	Available				
> Sydney - Level 17	Not available													
BOYD, David	Not available	Available	Available	Available	Available									
> Parramatta Legal Aid														
> John Morony Correctio...														

## 7 Location and Rooms:

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

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

**Note:** if the attendee is appearing from a Court Location, change the location to “Own Device”. Advise the attendee of the Court’s location, this information can be entered into the Appointment Notes field.

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	Any

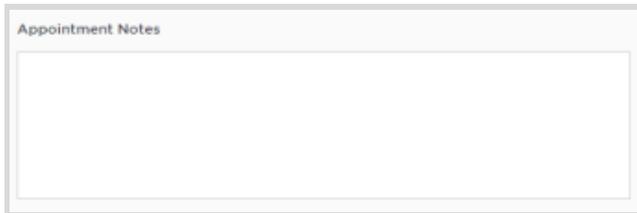


If there are no rooms available, you could select another location or own device from the drop down location field for the professional. If you select ‘own device’ this would mean that they are not assigned a room but will use their own device to make the AVL connection.

**Step Action**

**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.



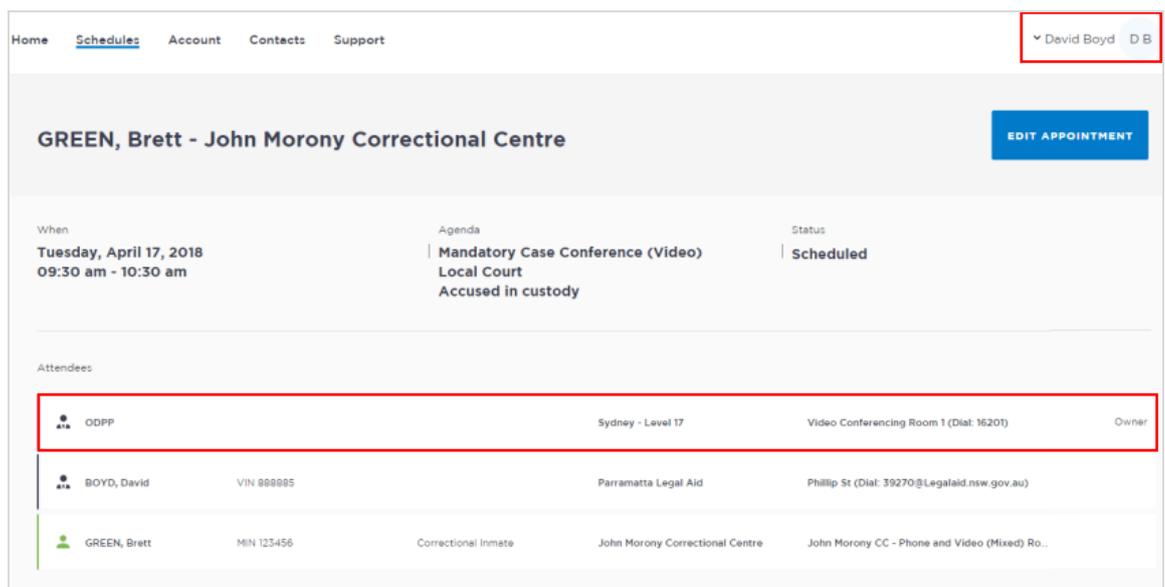
**9 Save appointment:**

- Check you have selected and/or entered all the required appointment details, when complete.
  - 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.
- The *Appointment scheduled* screen displays, then click **OK** button.



The Legal Aid Lawyer or any other **non ODPP or CDPP** attendees that are **not** the owner or creator of the appointment will **not be able to see** the name or contact details of the ODPP attendee (masked).

If for example one of the locations for the appointment is taking place at Legal Aid Sydney office then the Location Manager at Sydney will see all the details in the appointment.



Attendees
ODPP Sydney - Level 17 Video Conferencing Room 1 (Dial: 16201) Owner
BOYD, David VIN 888885 Parramatta Legal Aid Phillip St (Dial: 39270@Legalaid.nsw.gov.au)
GREEN, Brett MIN 123456 Correctional Inmate John Morony Correctional Centre John Morony CC - Phone and Video (Mixed) Ro...



## Create a Professional and Appearances Appointment

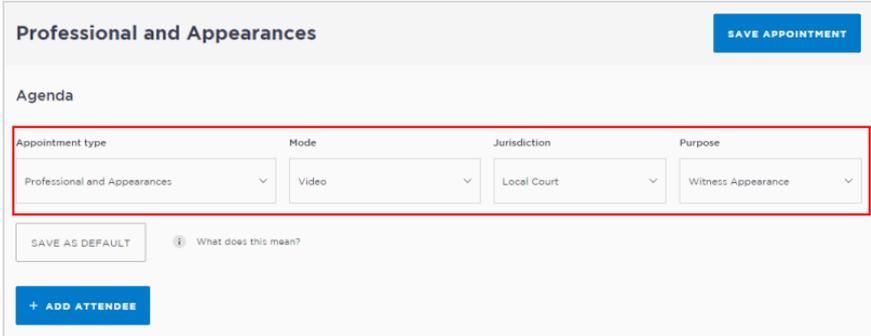
The Office of the Director of Public Prosecutions (ODPP) staff are able to create Professional and Appearances appointments:

- for when a Prosecutor appearance is required in court; or
- to book a professional conference with witnesses, or
- for conducting professional conferences and/or Interstate Jurisdiction
- for booking a remote witness

### Booking a Remote Witness

Creating a booking for a remote witness is used for witnesses who can come to an ODPP location or a Court location (or can use their 'Own Device') to give their evidence.

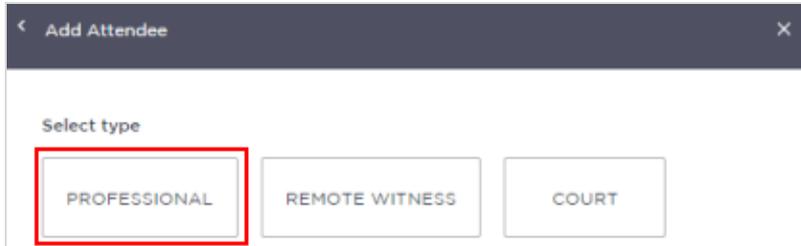
There is **no change** to the existing business guidelines and policy in requesting a remote witness room at a Court location. You must follow your **existing operational guidelines** when booking and using a remote witness room.

Step	Action
1	<p>From the <b>Home page</b> or Schedule page; click on the <b>Create Appointment</b> button</p>  <p>The screenshot shows a user interface for 'Office of the Director of Public Prosecutions'. It displays 'Welcome to JUST Connect Alex Miller' and 'Last logged on 11/04/2018 03:12 pm'. At the bottom, there are two buttons: 'CREATE APPOINTMENT' (highlighted with a red box) and 'VIEW SCHEDULE'.</p>
2	<p>New appointment screen displays:</p> <p>Complete the <b>Agenda details</b> by clicking the <b>drop-down</b> arrow and select the following option for:</p> <ul style="list-style-type: none"><li>• Appointment Type: select Professional and Appearances</li><li>• Mode: select Video / Phone</li><li>• Jurisdiction: select required option e.g. Local Court</li><li>• Purpose: select required option, e.g. Witness Appearance</li></ul>  <p>The screenshot shows the 'Professional and Appearances' appointment screen. It has a 'SAVE APPOINTMENT' button at the top right. Below it is the 'Agenda' section, which is highlighted with a red box. It contains four dropdown menus: 'Appointment type' (set to 'Professional and Appearances'), 'Mode' (set to 'Video'), 'Jurisdiction' (set to 'Local Court'), and 'Purpose' (set to 'Witness Appearance'). Below the dropdowns are buttons for 'SAVE AS DEFAULT', 'What does this mean?', and '+ ADD ATTENDEE'.</p>

**Step Action**

**3 Add Professional**

- Click **Add Attendee** button, then click **Professional** button.



- Click in field and start entering the professional's name or enter their VIN number or email address.
- Displays drop down list, click on **name** required.



- Repeat this step to add remaining professionals required for this appointment.

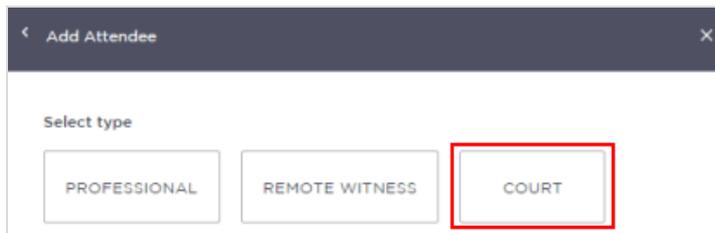
4 Add Remote Witness

a) Remote Witness appearing from ODPD Location for a court hearing:

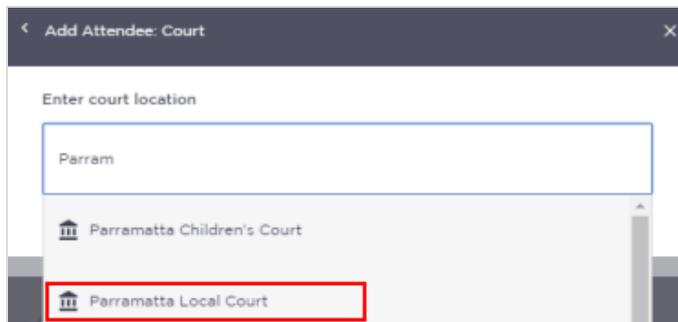
- Click **Add Attendee** button, displays **Add Attendee** pop up window.
- Click **Remote Witness** button, adds the Remote Witness selection to the appointment.



- Select an **ODPD** location
- Click **Add Attendee** button, then click **Court** button.



- Displays, **Add Attendee Court** prompt, enter name of **Court** then select from drop-down list.



**Note:** When the appointment is saved an email is sent to the Court Registrar.

**Step Action**

**b) Remote Witness appearing from a Court Location**

If the witness is appearing from a Remote Witness room at a Court location, the booking for the Remote Witness room is made by the Court Registrar.

ODPP staff must notify (via email) **the Court Registrar** (at the relevant Local Court) that you require a remote witness room to be booked, including required details.

**c) Remote Witness is appearing via their “Own Device”**

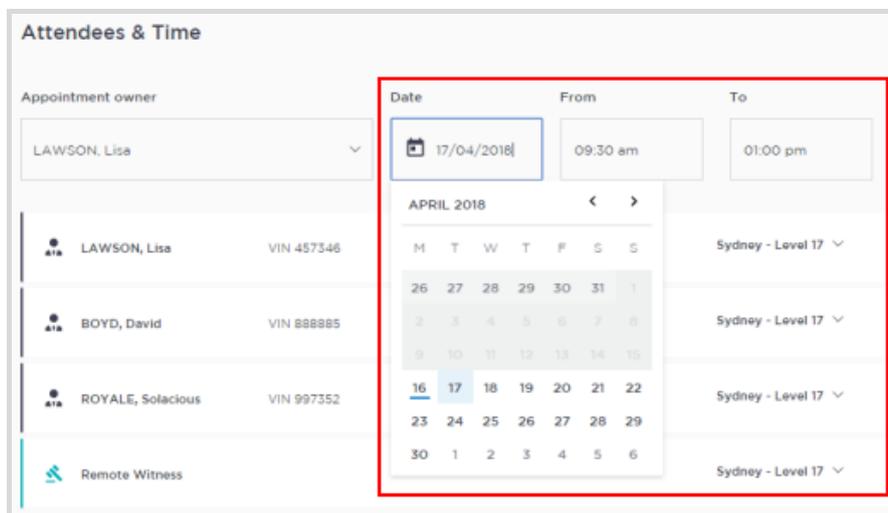
If the witness will be using their “Own Device” during the appointment then it is the responsibility of the ODPP prosecutor (or staff) to arrange (outside of JUST Connect) the dial in details for the witness. This should be done through Multi-Media Support (‘MOPS’)

- Click **Add Attendee** button, displays **Add Attendee** pop up window.
- Click **Remote Witness** button, select **“Own Device”** from **Location drop-down** menu.

**Note:** If the Remote Witness is a professional and/or an expert in their field, you will need to also add them as a Professional attendee. If the professional attendee is not already listed within JUST Connect they can be added as a Guest Attendee.

**5 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**.



**6 Location and Rooms:**

- If required you can allocate other rooms at your location depending on availability, or change to own device.

## Step Action

### 7 Appointment Notes:

- This is a free text field and it is important that the relevant case information is entered. For example: enter **case information** into the **Appointment notes** field.

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.



The screenshot shows a software interface for entering appointment details. At the top left, there is a blue button with a white plus sign and the text '+ ADD ATTENDEE'. To its right is a link that says 'Interpreting Services required?'. Below these elements is a section titled 'Appointment Notes'. Inside this section is a text input field containing the following text: 'JusticeLink Case No. 2018/00067349', 'Police v John Smith', 'Legal representative: Mary Jones', 'Hearing Duration: 1 hour', and 'Offence: Common assault'.

### 8 Save appointment:

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

### Activity 3 – Create a Professional and Appearance Appointment

Refer to Appendix 1 for Training Accounts log-ins

<b>Login</b>	Use ODPP Location Staff login
<b>Appointment type</b>	Professional and Appearance Appointment
<b>Mode:</b>	Video
<b>Jurisdiction:</b>	Local court
<b>Purpose:</b>	Witness Appearance
<b>Attendee</b>	Add professional – lawyer (refer to Appendix 1) Add CDPP Professional Add a Remote Witness
<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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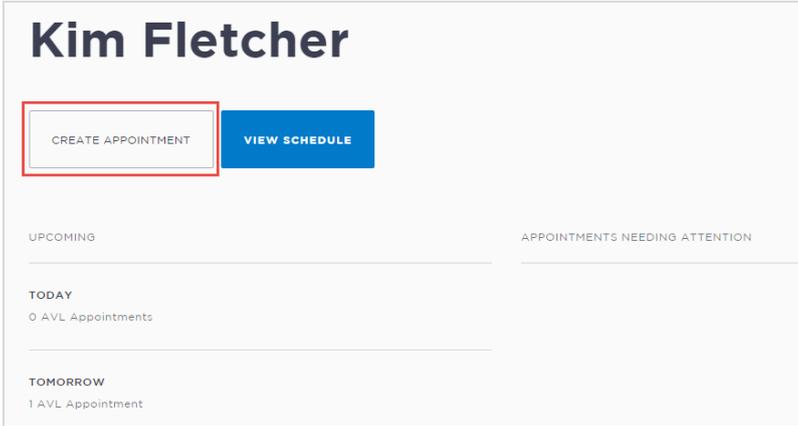
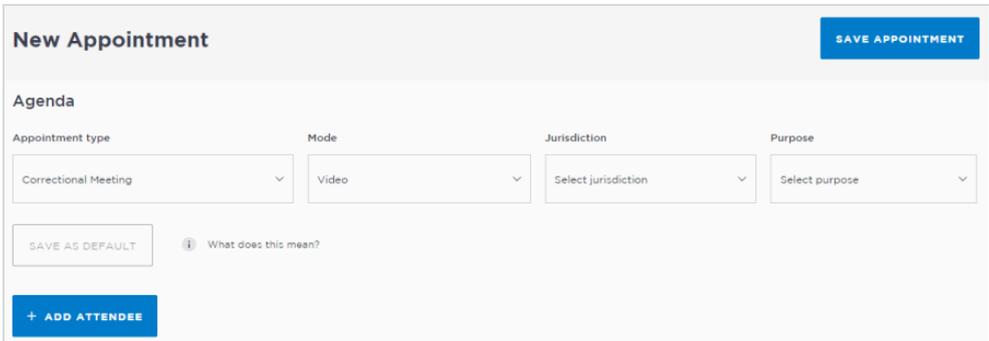
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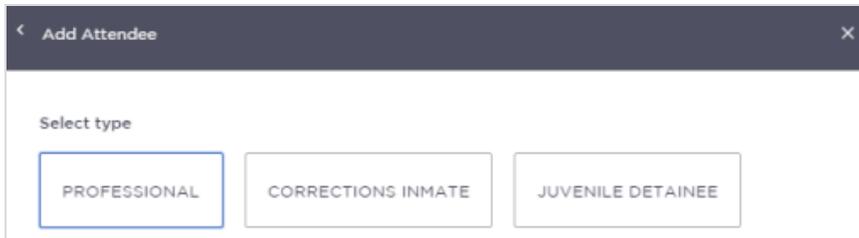
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## Create Correctional Meeting and/or Assessment

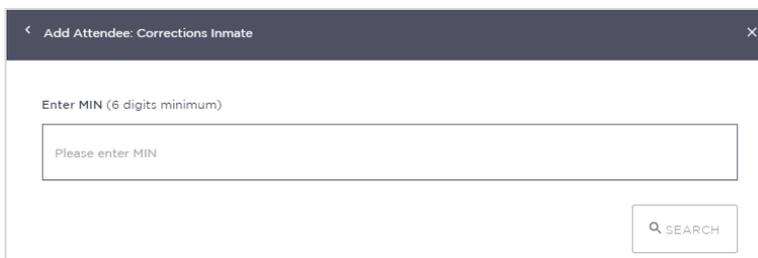
Step	Action
1	Log on to the JUST Connect system.
2	<p>The <i>Home page</i> will display. Click <b>Create appointment</b>.</p> 
3	<p>The <i>New Appointment</i> screen displays.</p> <p>Complete the <i>Agenda</i> details by selecting the <b>Appointment Type</b>, <b>Mode</b> (either Video or Phone), the relevant <b>Jurisdiction</b>, and the <b>Purpose</b>.</p> <p>Click <b>Add Attendee</b>.</p> 
	<p>The <i>Jurisdiction</i> field only displays for certain <i>Appointment types</i> for a Legal Aid AVL Officer (i.e. Correctional Meeting).</p> <p><b>Save as Default button:</b> If your appointments have common agenda types, you can set those types as your default.</p> <ul style="list-style-type: none"><li>• Select options from various agenda drop down menus, and then click the <b>Save as Default</b> button.</li></ul>

**Step Action**

- 4** The *Add Attendee* pop-up displays.  
Select the type of attendee from the options available onscreen.



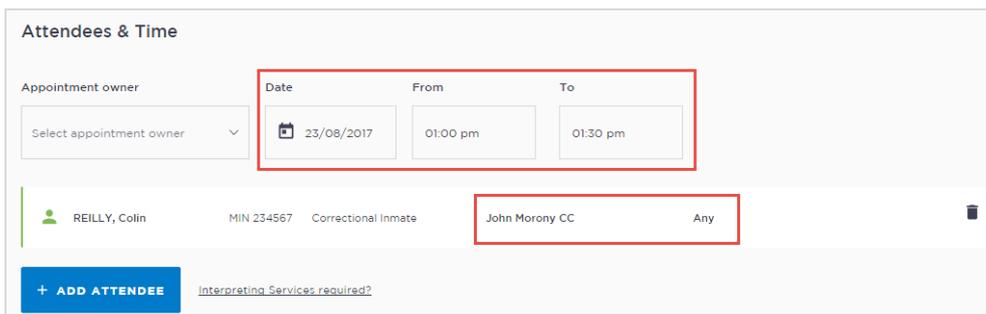
- 5** If you selected a Corrections Inmate attendee, you will then need to enter the **MIN**  
If you selected a Juvenile Detainee you will then need to enter the **CIMS**.  
This example uses a Corrections Inmate attendee. Enter the **MIN** then click **Search**.



- 6** In the *Add Attendee* pop-up, the results from your search will display.  
Ensure that the results displayed matches the correct name for whom you want to make an appointment with. If the incorrect details display, click **<Search Again**.  
Click **Select**.



- 7** The attendee has been added.  
By default, the system will automatically assign a date, time and room number. Adjust these by clicking the **Date**, **From**, **To** and **location** fields as necessary. Note that correctional locations will always display the room as 'any'.



**Step Action**



If the date and time for the appointment with a person in custody is at short notice, the appointment will need to be accepted or rejected by the correctional facility, and a warning message will display onscreen.

⌚ Appointments with People in Custody made at short notice are required to be accepted by the Correctional facility. You will be notified when a determination is made.

**Attendees & Time**

Appointment owner	Date	From	To
Select appointment owner	18/08/2017	11:30 am	12:00 pm

**8** Add additional attendees as required.  
In this example, we'll add a professional attendee to this appointment.  
Click **Add attendee**.

**Attendees & Time**

Appointment owner	Date	From	To
Select appointment owner	23/08/2017	01:00 pm	01:30 pm

REILLY, Colin	MIN 234567	Correctional Inmate	John Morony CC	Any	
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**+ ADD ATTENDEE** [Interpreting Services required?](#)



You cannot add more than one in custody attendee, so those options will now be greyed out if selected previously. If you need to change the person in custody in this appointment, you must first remove the existing one, then you will have the option to add a new one.

**9** The *Add attendee* pop-up window displays.  
Click **Professional**

**Add Attendee**

Select type

<b>PROFESSIONAL</b>	CORRECTIONS INMATE	JUVENILE DETAINEE
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**Step Action**

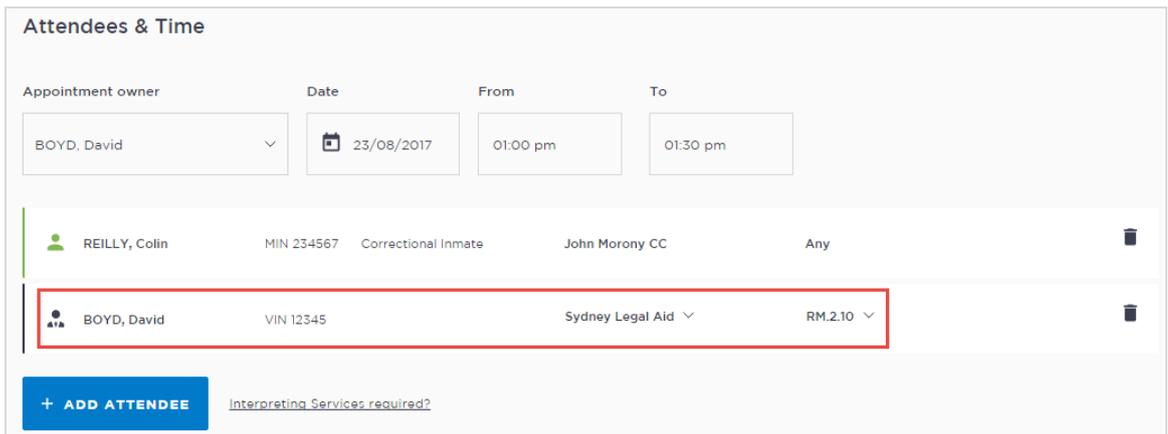
**10** Enter the **Name, Email, VIN** or **CIMS** number.

If the attendee is already registered with the system, they should appear below the search field. Select the attendee from the list below the search bar.



**11** The attendee has been added to the appointment.

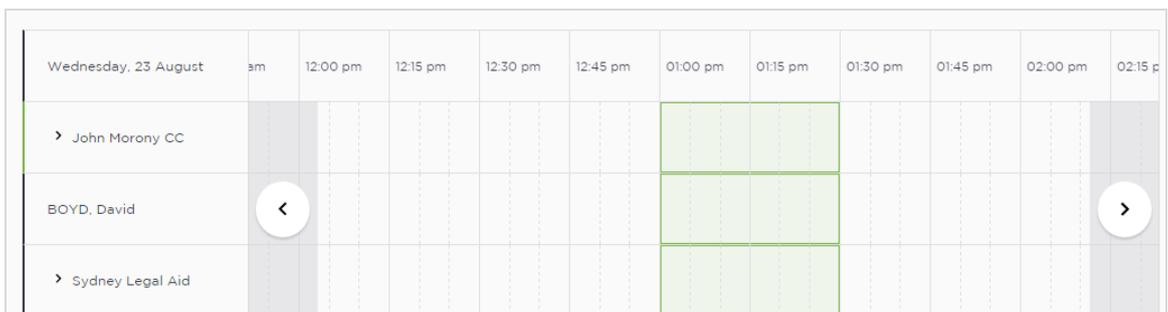
The system will automatically assign a room at the relevant default location if it is available.



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

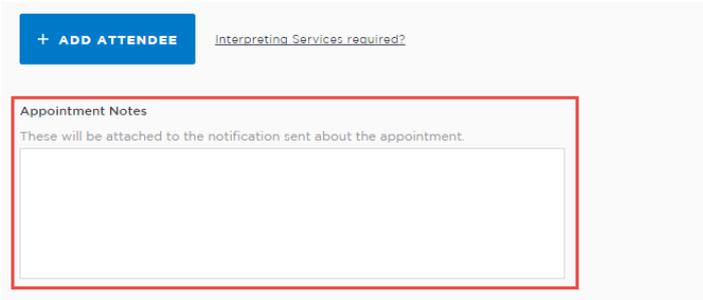
The following can display for the required time period:

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

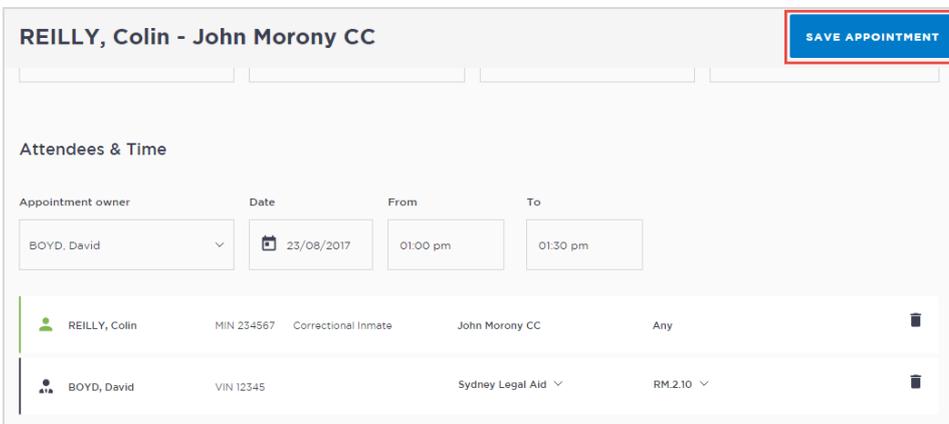


**Step Action**

- 12** If required, enter any notes relevant to the appointment. Note that these notes will be visible to all attendees and will also display on appointment notifications.



- 13** Once you have added all attendees to the appointment, click **Save Appointment**.



Attendees & Time				
Appointment owner	Date	From	To	
BOYD, David	23/08/2017	01:00 pm	01:30 pm	
REILLY, Colin	MIN 234567	Correctional Inmate	John Morony CC	Any
BOYD, David	VIN 12345		Sydney Legal Aid	RM.2.10

- 14** The *Appointment scheduled* screen displays.  
Click **OK**.



The appointment will now display in the Schedule. As an AVL Officer you will be able to see all appointments at your assigned locations, whether you have created them or not.

## Activity 4 – Create a Correctional Meeting Appointment

Refer to Appendix 1 for Training Accounts log-ins

<b>Login</b>	Use ODPP Location Staff login
<b>Appointment type</b>	Correctional Meeting
<b>Mode:</b>	Video
<b>Jurisdiction:</b>	Local court
<b>Purpose:</b>	Conference with client
<b>Attendee</b>	Add professional – lawyer (refer to Appendix 1) Add 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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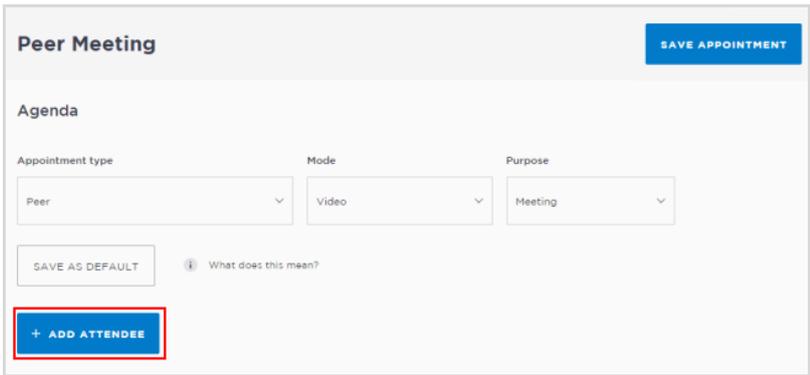
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## Create a Peer Appointment

Create a peer appointment when you need to organise, a meeting, conference, interviews, or training with your colleagues and/or other professionals.

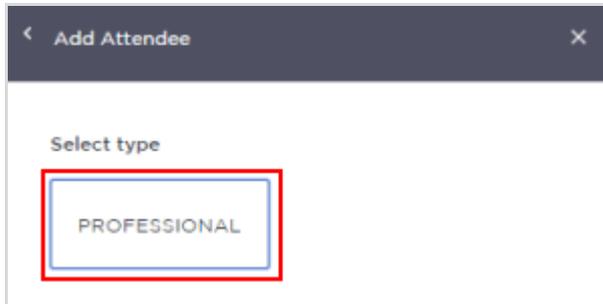
Peer appointments can be made within an agency (intra-agency) or with any other agency (inter-agency) at any time of the day within the agencies specified time frames.

To create a Peer appointment with colleague and/or professionals:

Step	Action
1	Log on to the JUST Connect system.
2	<p>The <i>Home page</i> will display. Click <b>Create appointment</b>.</p> 
3	<p>The <i>New Appointment</i> screen displays.</p> <ul style="list-style-type: none"><li>Complete the Agenda details by selecting:<ul style="list-style-type: none"><li>- Appointment Type: Peer</li><li>- Mode: select Video or Phone</li><li>- Purpose: select from listed options, e.g. Meeting</li></ul></li></ul> 
	<p> <b>Save as Default</b> button: If your appointments have common agenda types, you can set those types as your default.</p> <p>Select options from various agenda drop down arrows, and then click the <b>Save as Default</b> button.</p>

**Step Action**

- 4
- Click **Add Attendee** button, displays Add Attendee prompt.
- Click **Professional** button



- Click in field and start entering the professional's name or email address.
- Displays drop down list, click on **name** required.



- More than one professional can added to an appointment; repeat Step 4 to add additional professionals.
- If you are unable to find the professional you can add them as a **Guest Attendee**.
- The system automatically assigns a Professional as the Appointment Owner; this can be changed to another professional if required (based on the professionals added to the appointment).
- To **remove** an attendee from appointment click on the **bin icon** at the end of the record.

**Step Action**

**5 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**

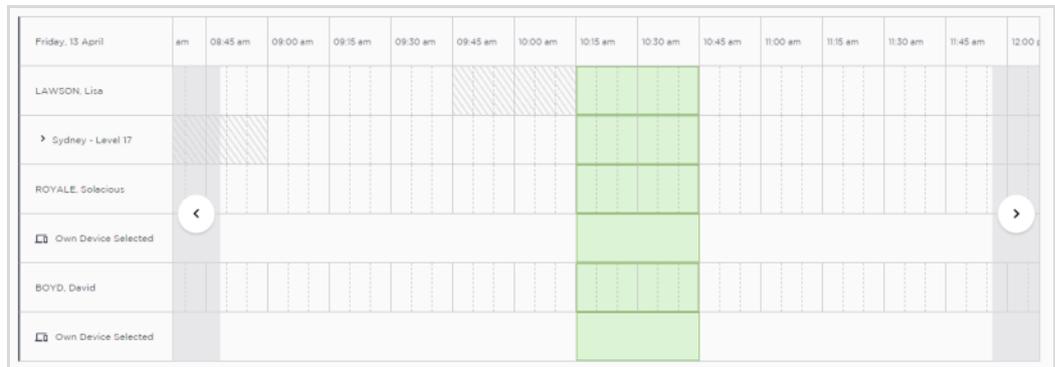
Appointment owner: LAWSON, Lisa

Date: 17/04/2018 | From: 02:00 pm | To: 03:15 pm

Attendee	VIN	Location	Room
LAWSON, Lisa	VIN 457346	Sydney - Level 17	Video Conferencing Room 1
BOYD, David	VIN 888885	Sydney - Level 17	Video Conferencing Room 1
ROYALE, Solacious	VIN 997352	Own device	

**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**.



**6 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 option.

**Attendees & Time**

Appointment owner: LAWSON, Lisa

Date: 13/04/2018 | From: 10:00 am | To: 11:00 am

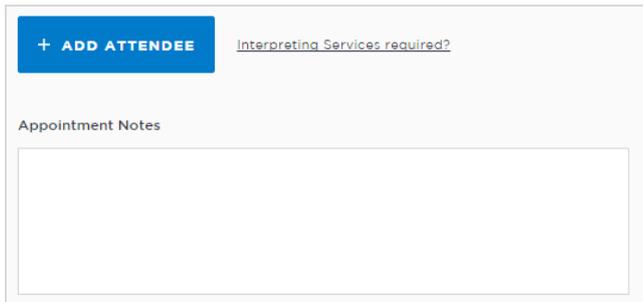
Attendee	VIN	Location	Room
LAWSON, Lisa	VIN 457346	Sydney - Level 17	Video Conferencing Room 1
ROYALE, Solacious	VIN 997352	Own device	
BOYD, David	VIN 888885	Own device	

**Step Action**

**7 Appointment Notes**

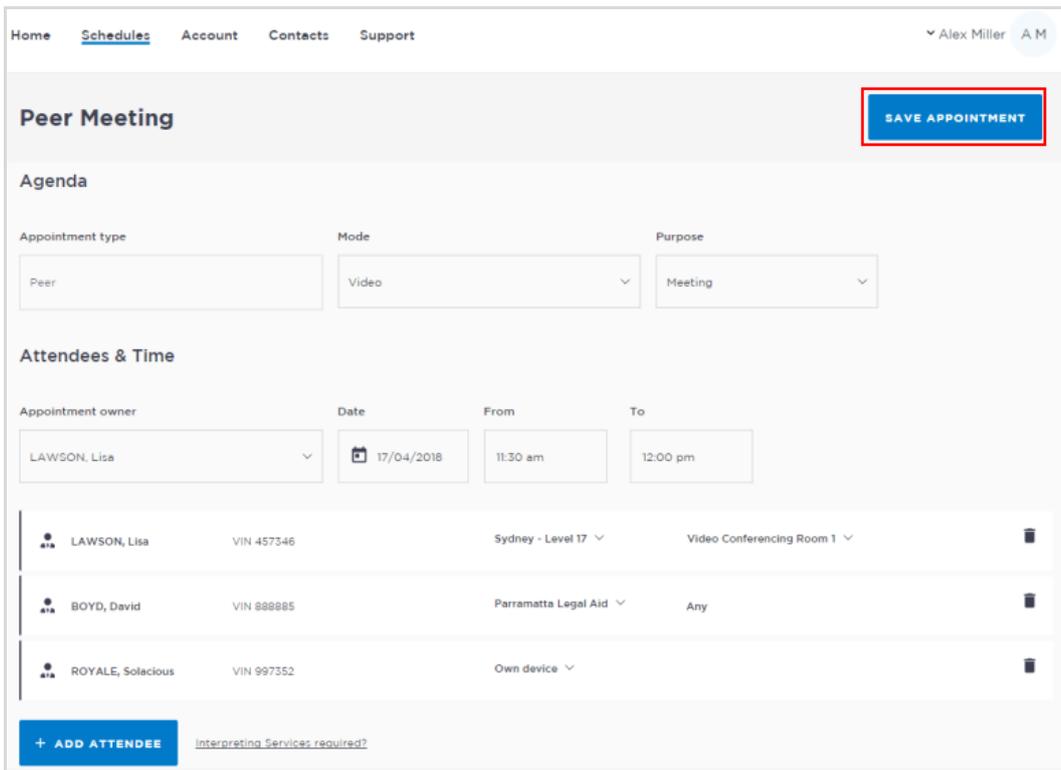
This is a free text field and it is important that the relevant case information is entered.

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.



**8 Save Appointment**

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



Appointment owner	Date	From	To
LAWSON, Lisa	17/04/2018	11:30 am	12:00 pm

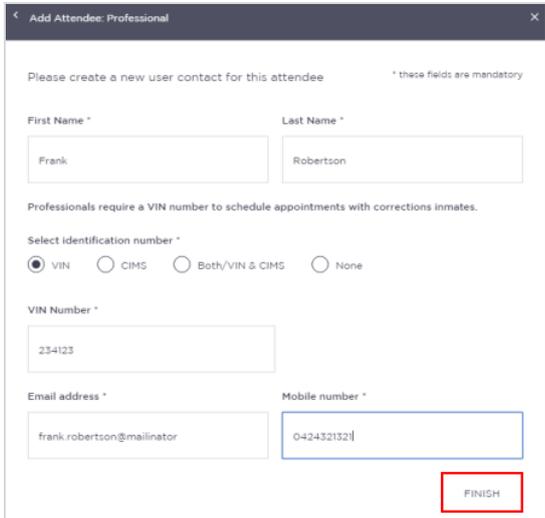
Name	VIN	Location	Device
LAWSON, Lisa	VIN 457346	Sydney - Level 17	Video Conferencing Room 1
BOYD, David	VIN 888885	Parramatta Legal Aid	Any
ROYALE, Solacious	VIN 997352	Own device	

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

## Adding a Guest Attendee

A Guest Attendee is someone who is **not a registered** JUST Connect user who needs to be added to an appointment (e.g. barrister/solicitor/medical). ODPP and CDPP staff are not to be added as a Guest Attendee.

A Guest Attendee has **no access** to JUST Connect, however they will receive notifications in regards to the appointment, provided their email address and/or mobile phone number has been entered in JUST connect.

Step	Action
1	From the <b>Home</b> page click <b>Create Appointment</b>
2	Complete the Agenda details by selecting the Appointment Type, Mode, the relevant Jurisdiction, and the Purpose.
3	Click <b>Add Attendee</b> button, and then select <b>Professional</b> button
4	Enter name, email, or VIN, displays <b>“No Record found”</b> 
5	Click <b>Add New Attendee</b> button, displays <i>Add Attendee</i> pop-up screen <ul style="list-style-type: none"><li>• <b>Enter</b> required details for new user details. If the appointment includes a person in-custody you <b>must enter a valid VIN</b> and/or <b>CIMS</b> number for the guest attendee.</li></ul> 

Step	Action
6	Click the <b>Finish</b> button, the Guest Attendee is added to the appointment.
 <b>NOTE</b>	Once you have entered a Guest Attendee, JUST Connect will save the record for future use. To add them to any other appointments you can search for them by entering their name, VIN/CIMS or email address.



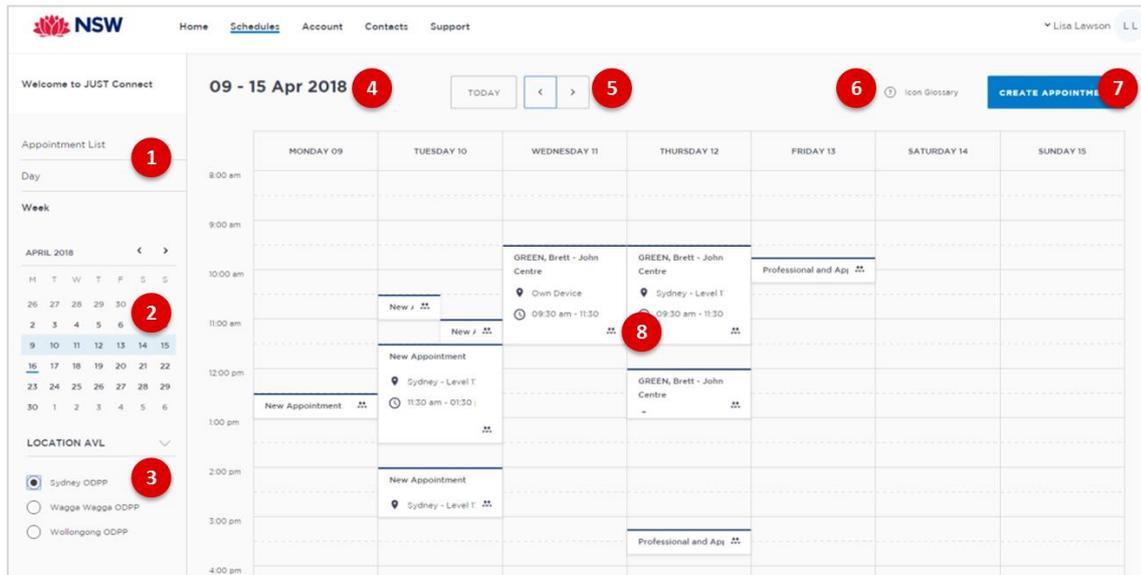
# Schedule

## 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 local. 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.

ODDP and CDPD staff may also have the option to select different locations where appointments are scheduled; this can be done by selecting the radio button below the Location AVL section on the left of the screen. By default, the first location in the list will display automatically.

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

The screenshot displays the 'Appointment List View' for Thursday, April 05. The interface includes a navigation bar with 'Home', 'Schedules', 'Account', 'Contacts', and 'Support'. A user profile 'Lisa Lawson' is visible in the top right. The main content area is titled 'Thursday, April 05' and shows a 'Scheduled (7)' list of appointments. A 'Cancelled (2)' list is also visible below. A calendar on the left shows the current date selected. Red circles with numbers 1-4 highlight specific UI elements: 1 points to the 'Day' selector, 2 points to an appointment row, 3 points to the '...' menu button, and 4 points to the 'CREATE APPOINTMENT' button.

Time	Attendee	Location	Appointment Type	Staff	Location	Notes	Actions	
9:15 am			Professional and Appearance	MCLONE-LAWS	Sydney - Level 17	Video Conferencing	...	
10:00 am	GREEN, Brett	MIN 123456	John Morony Correc	Mandatory Case Conference	LAWSON, Lisa +	Sydney - Level 17	Video Conferencing	...
10:30 am	GREEN, Brett	MIN 123456	John Morony Correc	Mandatory Case Conference	LAWSON, Lisa +	Sydney - Level 17	Video Conferencing	...
11:30 am	GREEN, Brett	MIN 123456	John Morony Correc	Mandatory Case Conference	GOMES, Richard	Sydney - Level 17	Video Conferencing	...
12:00 pm	GREEN, Brett	MIN 123456	John Morony Correc	Mandatory Case Conference	GOMES, Richard	Sydney - Level 17	Video Conferencing	...
2:15 pm			Professional and Appearance	LAWSON, Lisa +1	Sydney - Level 17	Video Conferencing	...	
3:00 pm	GREEN, Brett	MIN 123456	John Morony Correc	Correctional Meeting (Video)	LAWSON, Lisa +1	Sydney - Level 17	Video Conferencing	...

Cancelled (2)

1:00 pm	GREEN, Brett	MIN 123456	Mandatory Case Conference	LAWSON, Lisa +		Industrial Action	...
2:30 pm			Professional and Appearance	MCLONE-LAWS		Equipment Failure	...

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.

The screenshot shows the 'JUST Connect' interface for NSW. The top navigation bar includes 'Home', 'Schedules', 'Account', 'Contacts', and 'Support'. The user is logged in as 'Lise Lawson'. The main content area is titled 'Friday, April 06' and features a 'TODAY' button and navigation arrows. A calendar on the left shows the date '6' selected. The appointment list displays three appointments: REILLY, Colin (11:00 am - 11:30 am), GREEN, Brett (11:30 am - 12:00 pm), and a 'New Appointment' (03:00 pm - 03:30 pm). All appointments are at 'Sydney - Level 17'. A 'CREATE APPOINTMENT' button is visible in the top right.

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.
3. Use **< or >** buttons to move forward or backwards to view a different day.

### 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 'Week View' interface for '09 - 15 Apr 2018'. The interface includes a navigation bar, a 'Welcome to JUST Connect' message, and a main calendar grid. The calendar grid displays appointments for each day of the week. The appointments are listed with details such as the attendee name, location, and time. The interface also includes a 'LOCATION AVL' section with radio buttons for selecting the location. Red circles with numbers 1 through 5 highlight specific UI elements: 1 points to the 'Week' section, 2 points to the calendar date selection, 3 points to the 'LOCATION AVL' section, 4 points to the navigation arrows, and 5 points to an appointment card.

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.

**GREEN, Brett - John Morony Correctional Centre** CANCEL APPOINTMENT EDIT APPOINTMENT

**When**  
Tuesday, April 17, 2018  
09:30 am - 10:30 am

**Agenda**  
Mandatory Case Conference (Video)  
Local Court  
Accused in custody

**Status**  
Scheduled

**Attendees**

Name	Phone	Role	Location	Agency	Role
LAWSON, Lisa	37346		Sydney - Level 17	Video Conferencing Room 1 (Dial: 16201)	Owner
BOYD, David	VIN 888885		Parramatta Legal Aid	Phillip St (Dial: 39270@Legalaid.nsw.gov.au)	
GREEN, Brett	MIN 123456	Correctional Inmate	John Morony Correctional Centre	John Morony CC - Phone and Video (Mixed) R...	

**Hide history** ▾

Date & time	Previous status	Action taken	Edited by	Agency
16/04/2018 12:11 pm		Scheduled appointment created	Lisa Lawson	Office of the Director of Public Prosecutions

**Changelog**

Participant added	Lisa Lawson
Participant added	David Boyd
Participant added	Brett Green
Owner set	Lisa Lawson
Start date set	17/04/2018 09:30 am
End date set	17/04/2018 10:30 am
Interpreter set	Not required

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.



## 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 Servicer Officer or an attendee (excluding person in-custody) can **Cancel** an appointment.

Only a Correctional Service Officer has the functionality to **Accept or Decline** pending 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.

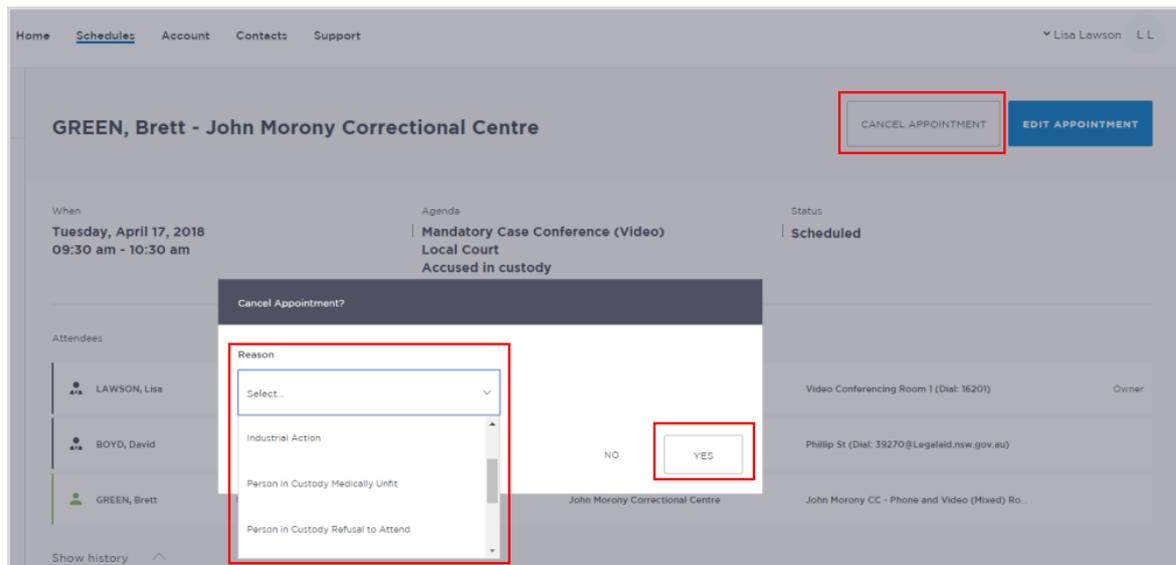
### Cancel an Appointment

**Appointments can only be cancelled by:**

- The person who created the appointment; or
- Appointment owner; or
- Corrective Services Officer or Juvenile Justice Officer
- Location Manager – can cancel any appointment in their assigned locations.

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

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



3. Click **Yes** button to confirm.
4. Displays cancelled prompt, click **OK** button.

The appointment's status will be changed to **cancelled** and **removed** from the appointment owner's and attendee's calendar (day and week) views. However, they can still be viewed in the **Appointment list** (under the heading "Cancelled" marked in red).

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

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



## 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, then click **Edit Appointment** button.
- Any changes made to an appointment will display in the **History log** on the Appointment details screen.

The screenshot shows the 'Edit Appointment' interface for an appointment titled 'GREEN, Brett - John Morony Correctional Centre'. At the top right, there are two buttons: 'CANCEL APPOINTMENT' and 'EDIT APPOINTMENT' (highlighted with a red box). The appointment details are as follows:

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

Attendees:

Name	Phone Number	Location	Room/Location	Role
LAWSON, Lisa	VIN 457346	Sydney - Level 17	Video Conferencing Room 1 (Dial: 16201)	Owner
BOYD, David	VIN 888885	Parramatta Legal Aid	Phillip St (Dial: 39270@Legalaid.nsw.gov.au)	
GREEN, Brett	MIN 123456	Correctional Inmate	John Morony Correctional Centre	John Morony CC - Phone and Video (Mixed) R...

Below the attendees list is a 'Hide history' button (highlighted with a red box) and a history log table:

Date & time	Previous status	Action taken	Edited by	Agency
16/04/2018 12:11 pm		Scheduled appointment created	Lisa Lawson	Office of the Director of Public Prosecutions



## 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 JUST Connect web interface. At the top, there is a navigation menu with 'Home', 'Schedules', 'Account', 'Contacts', and 'Support'. The user is logged in as 'Lisa Lawson'. The main content area displays the date 'Friday, April 06' and a 'CREATE APPOINTMENT' button. Below this, there is a section for 'Appointment List' with a calendar view on the left and a list of appointments on the right. The list is divided into 'Scheduled (3)' and 'Cancelled (3)' sections. A red box highlights the print icon in the top right corner of the appointment list section.

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		SYDNEY - LEVEL 17		06/04/2018	
<b>Scheduled (3)</b>					
11:00 am	REILLY, Colin	MIN 234567	Mandatory Case Conference (Video)	LAWSON, Lisa +2 Sydney - Level 17	Video Conferencing Room 2
11:30 am	GREEN, Brett	MIN 123456	Mandatory Case Conference (Video)	BOYD, David +4 Sydney - Level 17	Video Conferencing Room 1
3:00 pm			Mandatory Case Conference (Video)	GOMES, Richard +5 Sydney - Level 17	Video Conferencing Room 1
<b>Cancelled (3)</b>					
10:45 am			Peer (Video)	GOMES, Richard +1 Dubbo ALS	Meeting Cancelled
12:00 pm			Mandatory Case Conference (Video)	GOMES, Richard +4 Dubbo ALS	Person in Custody Refusal to Attend
1:30 pm			Mandatory Case Conference (Video)	GOMES, Richard +4 Dubbo ALS	Person in Custody Medically Unfit

## 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) UNLESS you are the solicitor and have made the booking yourself
- 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

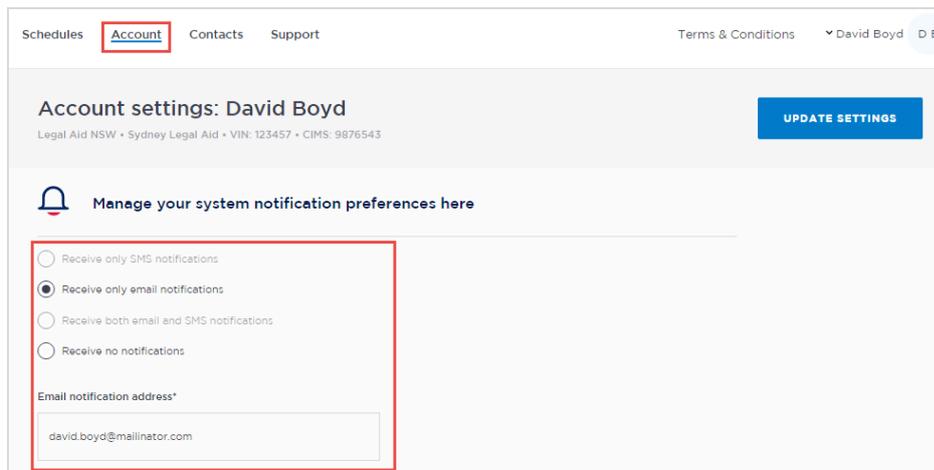
SMSs are only sent on the day of the appointment to appointment attendees. They are only sent to:

- 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> <b>YOU HAVE A NEW APPOINTMENT</b></p> <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>Please come to          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> <b>PENDING APPOINTMENT HAS BEEN ACCEPTED AND IS NOW SCHEDULED</b></p> <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>Please come to          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



# APPOINTMENT UPDATED



Updated by  
Keith TRUBRIDGE, Corrective Services NSW  
[keith.trubridge@mailinator.com](mailto:keith.trubridge@mailinator.com)



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

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



### APPOINTMENT NOTES

To view or edit this appointment, visit:  
<https://test.iustconnect.justice.nsw.gov.au/schedules/summary?id=5b7f5fd6ad57d8000feb298e>

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



# APPOINTMENT CANCELLED



Cancelled by  
Keith TRUBRIDGE, Corrective Services NSW  
[keith.trubridge@mailinator.com](mailto:keith.trubridge@mailinator.com)



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



### APPOINTMENT NOTES



**Cancellation Reason**  
Emergency Lockdown

# 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 C C

### 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

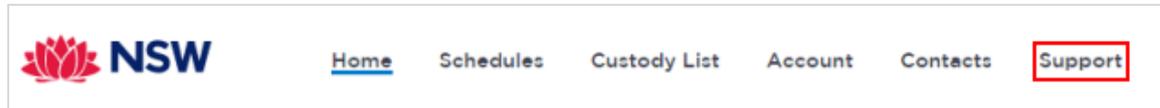
- One lowercase character
- One uppercase character
- One number
- Special character

Confirm new password

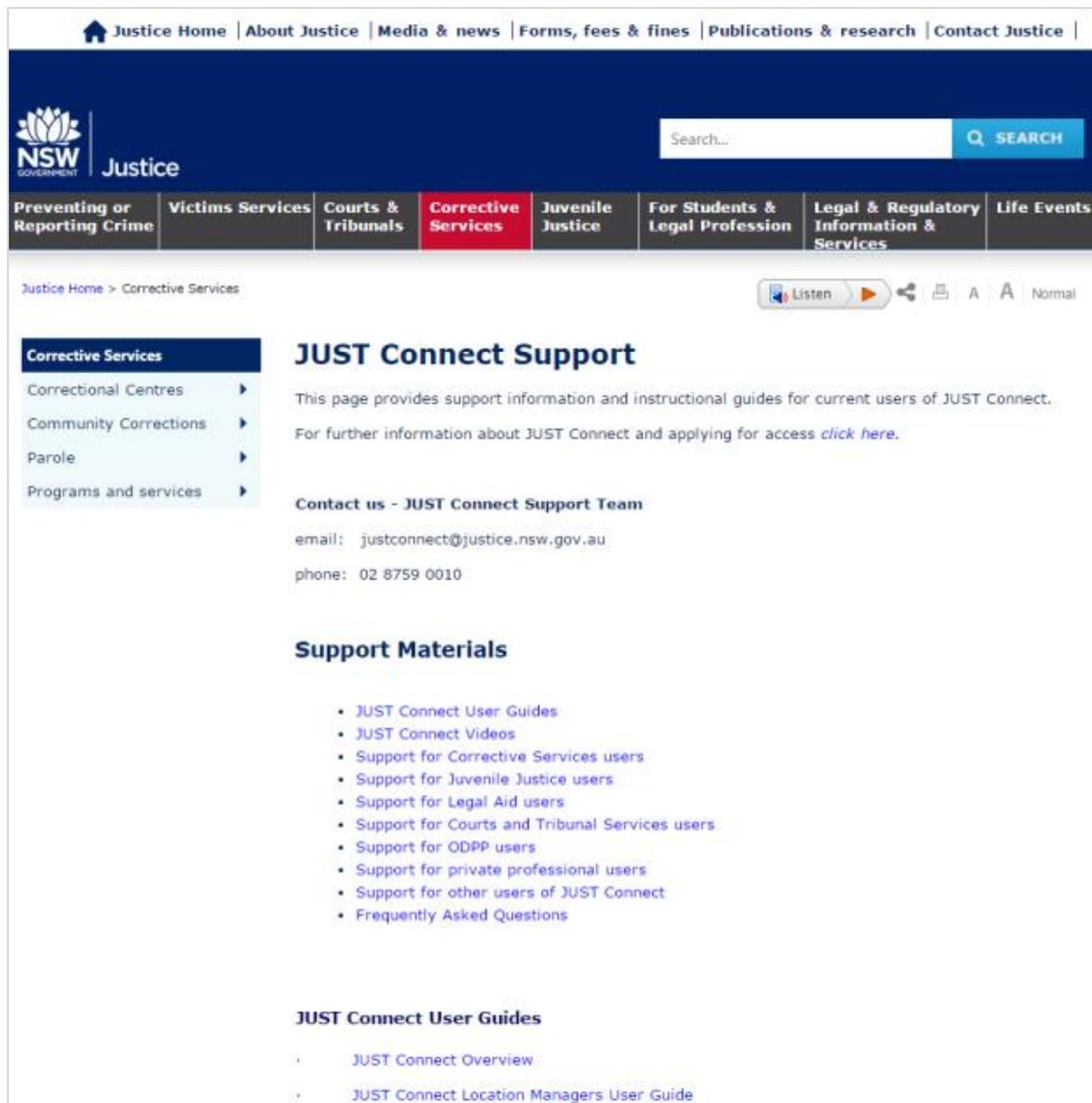
## Support

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. 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 includes a search bar, a breadcrumb trail 'Justice Home > Corrective Services', and a 'Listen' button. The page title is 'JUST Connect Support'. The main 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 'Support Materials' section 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 'JUST Connect User Guides' section 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

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 & assessments).

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

**Training Link:** <https://training.justconnect.justice.nsw.gov.au/login>

ODDP & CDPP - Training Account 1			
User Login	Role	Default Location	Password
<a href="mailto:chris.odpp@mailinator.com">chris.odpp@mailinator.com</a>	Location Staff	Campbelltown ODPP	abc1234!
<a href="mailto:Catherine.odpp@mailinator.com">Catherine.odpp@mailinator.com</a>	ODPP Professional	Campbelltown ODPP	abc1234!
<a href="mailto:Kristina.cdpp@mailinator.com">Kristina.cdpp@mailinator.com</a>	CDPP Professional	Woden CDPP	abc1234!
Legal Aid Lawyer	Michael Cooper	Location: Burwood LA	
Person in-custody	Ahmed Merhi	MIN: 911101	Location: Oberon CC
Person in-custody	Brooke Pitman	MIN: 911038	Location: Emu Plains CC

ODDP & CDPP - Training Account 2			
User Login	Role	Default Location	Password
<a href="mailto:tom.odpp@mailinator.com">tom.odpp@mailinator.com</a>	Location Staff	Gosford ODPP	abc1234!
<a href="mailto:sally.odpp@mailinator.com">sally.odpp@mailinator.com</a>	ODPP Professional	Newcastle ODPP	abc1234!
<a href="mailto:renie.cdpp@mailinator.com">renie.cdpp@mailinator.com</a>	CDPP Professional	Woden CDPP	abc1234!
Legal Aid Lawyer	Peter Tran	Location: Gosford LA	
Person in-custody	Marjorie Reynolds	MIN: 911111	Location: Silverwater CC
Person in-custody	Norman DeSilva	MIN: 911093	Location: Mid North Coast CC

ODDP & CDPP - Training Account 3			
User Login	Role	Default Location	Password
<a href="mailto:alister.odpp@mailinator.com">alister.odpp@mailinator.com</a>	Location Staff	Campbelltown ODPP	abc1234!
<a href="mailto:anna.odpp@mailinator.com">anna.odpp@mailinator.com</a>	ODPP Professional	Campbelltown ODPP	abc1234!
<a href="mailto:rita.cdpp@mailinator.com">rita.cdpp@mailinator.com</a>	CDPP Professional	Woden CDPP	abc1234!
Legal Aid Lawyer	Carol Recco		Location: Parramatta LA
Person in-custody	Sam Thompson	MIN: 911006	Location: Bathurst CC
Person in-custody	Tomas Marin	MIN: 911050	Location: Grafton CC

ODDP & CDPP - Training Account 4			
User Login	Role	Default Location	Password
<a href="mailto:ethann.odpp@mailinator.com">ethann.odpp@mailinator.com</a>	Location Staff	Lismore ODPP	abc1234!
<a href="mailto:laurette.odpp@mailinator.com">laurette.odpp@mailinator.com</a>	ODPP Professional	Lismore ODPP	abc1234!
<a href="mailto:katrina.cdpp@mailinator.com">katrina.cdpp@mailinator.com</a>	CDPP Professional	Woden CDPP	abc1234!
Legal Aid Lawyer	Emma Marston		Location: Sydney LA
Person in-custody	Saurabh Eswan	MIN: 911119	Location: St Helliers CC
Person in-custody	Keith Trimmer	MIN: 911073	Location: Kariiong CC

ODDP & CDPP - Training Account 5			
User Login	Role	Default Location	Password
<a href="mailto:damian.odpp@mailinator.com">damian.odpp@mailinator.com</a>	Location Staff	Gosford ODPP	abc1234!
<a href="mailto:britney.odpp@mailinator.com">britney.odpp@mailinator.com</a>	ODPP Professional	Gosford ODPP	abc1234!
<a href="mailto:diane.cdpp@mailinator.com">diane.cdpp@mailinator.com</a>	CDPP Professional	Woden CDPP	abc1234!
Legal Aid Lawyer	Amanda Thomas		Location Wollongong LA
Person in-custody	Tom Talbot	MIN: 911040	Location: Glenn Innes CC
Person in-custody	Paul Winter	MIN: 911115	Location: South Coast CC