

JUST Connect – Quick Guide Court Custody List Management Corrective Services AV Units

If you do not have access to JUST Connect, or, are not trained, please contact JUST Connect Support on 02 8759 0010 or justconnect@justice.nsw.gov.au

THINGS TO REMEMBER

Morning set-up on JUST Connect - for court custody list management

- Logon to JUST Connect and open Appointment List
- Set “*wait time/s*” for each inmate appearance (1-5 mins / 6-10 mins / 11-20 mins)
- If you need a court to call you – set “*wait time/s*” to “*please call*”
- Set “*appearance*” to “**Available**” for each inmate appearance
- If an inmate has been moved from your centre, or, is unavailable , set the “*wait-time*” to “*please call*” and set “*appearance*” to “**unavailable**”


During court operations - open JUST Connect Appointment List

- Ensure an officer is monitoring the screen for “**Request**” court appearances
- Ensure the PC and speaker volume is turned up so that the audio request sound may be heard clearly in the AV unit.

When a “Request” is received from a court location -

- Check the “*wait time*” is correct and change if required
- Change appearance from “*request*” to “*in progress*”
- Check the “*court room*” displayed on the screen
- Place inmate into court AV suite
- Connect to the courtroom on AV system (using AV address book or codec number)

Other options and messages

- If all court suites are busy – set the *wait-time* to “**11-20 minutes**” or “**please call**”
- If it is late in the day and you require a result– set *appearance* to “**result required**”
- Court officers will advise if inmates are “**not required**” or “**still required**”
- Court officers will advise of an inmate’s basic results by sending “**complete**” status
(This is a basic court result, please check OIMS for full details of all completed cases)
- Click on inmates name to view “**completed**” results – line will become light grey after viewing. Use *back* option to return to appointment list.
- To sort the list in time ascending order, click on the arrows  next to the Time column

JUST Connect Custody List Management commenced Monday 16th April 2018

- All Corrective Service AV Units commenced using JUST Connect Custody List Management from 16th April 2018. Courts commenced, in stages, from 16 April 2018. Some Courts will continue to use phones until bought on-line to use JUST Connect.