JUST Connect – Quick Guide
Custody List Management for Court Officers

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Before Court

Logging on to JUST Connect
- Open JUST Connect in Google Chrome (**https://justconnect.justice.nsw.gov.au/**)
- Enter your **email address** and **network password**

Viewing the Custody List
- Select **Custody List** at the top of the screen
- Select your **location** and **court room** from the drop down list
  It is important that you select the correct courtroom you are sitting in for the day
- Click **View Custody List**
  - the list will display all persons in custody for your location.
  - fresh custody matters will not display in the list.

Sort and Search the Custody List
- The custody list may be **sorted using the arrows** at the top of selected columns
- The **search function** (top right of screen) may be used in large lists to locate a person or refine the views to display Local, District or Children's Court matters or specific correctional centres.

During Court

JUST Connect Requests for AVL custody matters
- When the court requires a person in custody to appear via AVL, go to the row for the relevant person
- In the **Appearance** column, select and click **Request** from the drop down

  *Once received, the AVL Unit, at the Centre, will change the Appearance column to "**In progress**".*
  If the person in custody does not appear on AVL, within 5 minutes of the wait time, then telephone the Correctional Centre.

- The **Wait Time** column indicates the estimated time for AVL Unit staff to place the person in the AVL suite and connect to the courtroom (1-5 mins, 6-10 mins or 11-20 mins).

Telephone requests for matters listed as **"please call"**
- If the **Wait Time** column displays '*Please Call*' requests for court appearances will need to be made by telephoning the AVL Unit at the Correctional or Juvenile Justice Centre.

Notifying if a person is Not Required
- If a person is not required to appear on the screen – in the **Appearance** column select **Not Required**

Completing a result
- When the AVL matter is completed - locate the person in custody list and click **Result**.
  Select result from: **Adjourned**, **Complete**, **Still required**
  The matter will move to the bottom of the screen and display in a completed list.

Hints and tips

- Missed a result or different outcomes for person in custody - select **Result** > **Completed** > **Other**
- If the matter is stood in list - select **Result** > **Still Required**
- If the matter is recalled after it has been completed – select **Edit** > **Still Required** > **Save** and this will return the matter into the **active list** for you to Request again
- If **Result required** is displayed in the appearance column, and the matter has not been dealt with, select **Result** > **Still required**. Then click **Request** when the person in custody is needed on AVL.
- If you have requested the wrong person to appear, select **Reset**
- If you are using an ipad – remember to scroll to the right of the screen to see the result column