

# JUST Connect

## Family and Friends of Inmates

## User Guide

A large, stylized lotus flower graphic in light blue and white, positioned on the left side of the page.

For JUST Connect Release 5.8

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**Need help?**

Email: [justconnect@justice.nsw.gov.au](mailto:justconnect@justice.nsw.gov.au)

Phone: 02 8759 0010

## Introduction

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Correctives Services NSW has temporarily suspended in-person visits within centres to minimise the risk of transmitting the COVID-19 virus. The Department recognises the importance of maintaining a connection between people in custody and their loved ones and is now offering video calls.

This User Guide has been developed to explain the JUST Connect features available to family and friends.

### What is JUST Connect?

As a family and friend user, you can use JUST Connect to:

- Make new requests for video appointments
- View upcoming appointments
- Receive email notifications of your appointments when they are scheduled
- Receive SMS reminders the day before your video appointments
- Receive SMS reminders 15 minutes before video appointments

## Request a video visit

### How to request a video visit with an inmate

There are 2 ways to request a video visit:



#### Online

Online using JUST Connect as explained in this User Guide.



#### Phone

Call the correctional centre where the inmate is located. If you are not sure which correctional centre the inmate is located in, first call Sentence Administration on (02) 8346 1000 between 8:30am-4:30pm Monday - Friday. Phone numbers for correctional centres can be found [here](#).

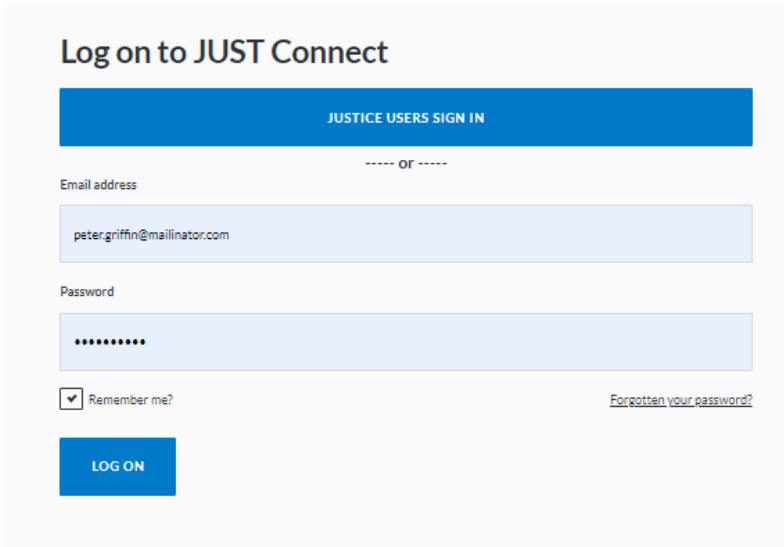

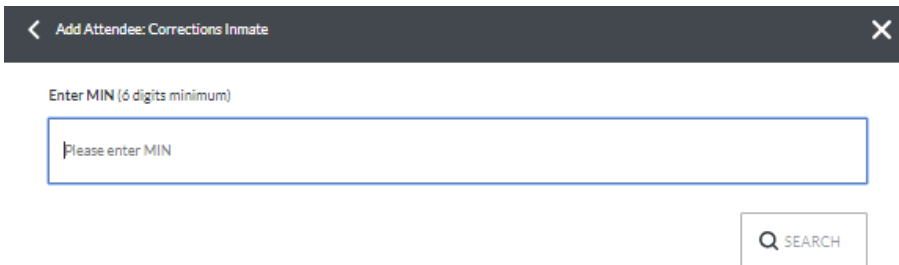
If you are attempting to book a video visit with a Young Person in a Youth Justice Centre, online bookings are not yet permitted, and you must call the centre.



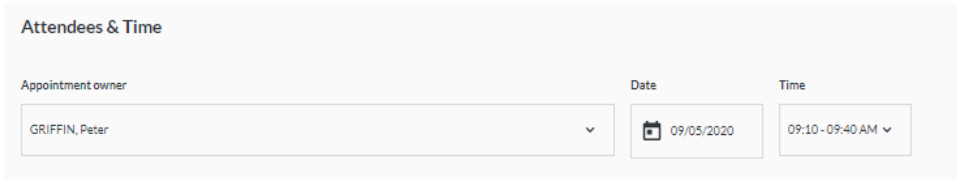
Some centres will also only permit online and phone requests to be made within a selected **booking window**. This is to ensure that those visitors without access to a computer and internet are not unfairly disadvantaged.

To make the request **online** using JUST Connect you must:

Requirement	What to do you don't met this requirement:
<input type="checkbox"/> Be a registered JUST Connect user	If you are not yet registered, you can request access by providing your name, VIN, individual email (not a common office email) and phone number (preferably a mobile number) to the JUST Connect team at: <a href="mailto:justconnect@justice.nsw.gov.au">justconnect@justice.nsw.gov.au</a>
<input type="checkbox"/> Have a Visitor Identity Number (VIN)	If you do not have a VIN, make your first booking over the phone. When making a booking for the first time, you will be allocated a VIN, provided you give suitable form of identification (ID), such as a Drivers Licence or Medicare card number.
<input type="checkbox"/> Be over 18 years old	-
<input type="checkbox"/> Know the inmates Master Index Number (MIN)	If you don't know the MIN you should contact Sentence Administration on (02) 8346 1000 between 8:30am-4:30pm Monday – Friday.
<input type="checkbox"/> Have an authorised association with the inmate according to the Corrective Services database	If this is your first time visiting the inmate, make the booking over the phone. The centre will ask you for details of your relationship. You will be able to book online for your next appointment.

To make the request online complete the following steps:

Step	Action
1	<p>Log onto the JUST Connect system by entering your <b>email address</b> and <b>password</b>. Click <b>LOG ON</b>.</p> 
2	<p>The <i>Homepage</i> will display a list of your upcoming appointments. Click <b>Create Appointment</b>.</p> 
3	<p>The <i>Create Visit</i> page will display. Enter the <b>MIN</b> of the inmate that you wish to make the video visit with. Click <b>Search</b>.</p> 

Step	Action
4	<p>Only those inmates who you have an authorised association to will appear in your search. Click on the Inmate or <b>Select</b>.</p> 
	<p>If the inmate does not appear, call the Correctional Centre to:</p> <ul style="list-style-type: none"> <li>• Ask to be added to the inmates authorised association contact list so that you can continue to create the booking request online; and/or</li> <li>• If you wish, you can complete the booking over the phone for this instance.</li> </ul>
5	<p>Once you have selected the Inmate you wish to visit, the system will check that:</p> <ul style="list-style-type: none"> <li>• You do not have any restrictions on you that should prevent the request from being made</li> <li>• You are over 18 years old</li> <li>• You have an authorised association with the inmate</li> <li>• You are making a request within the booking window of the correctional centre</li> <li>• The inmate has not used up their allocated video visits this period</li> </ul> <p>If you can't continue, an error message will provide you with one of the above reasons.</p>
6	<p>If you are permitted to continue, the inmate will appear under Attendees and Time. You will be automatically added as an attendee and be the Appointment Owner.</p> <p>An Appointment Owner is the person who is responsible for the appointment and might be contacted if staff have any questions.</p> <p>Select the <b>Date</b> and <b>Time</b>.</p> <p>Only available date and times are shown.</p> 

## Step Action

7 Next, you can add up to 7 additional family and friends, however this is limited to 4 adults over 18 years old, including yourself.

Each of the additional visitors must also have an authorised association with the inmate according to the Corrective Services database.

All visitors **MUST** call from one device in the same location together.

Click **ADD ATTENDEE**.

Attendees & Time

Appointment owner
Date
Time

GRIFFIN, Peter
09/05/2020
09:10 - 09:40 AM

GREEN, Brett	MIN 123456	Correctional Inmate
GRIFFIN, Peter	VIN 9000016 CIMS 9100016	Family/Friend

+ ADD ATTENDEE



If there is an **i** next to your name, this means that the JUST Connect system has a different date of birth recorded for you than the corrective services database. Date of birth is used by the JUST Connect system to:

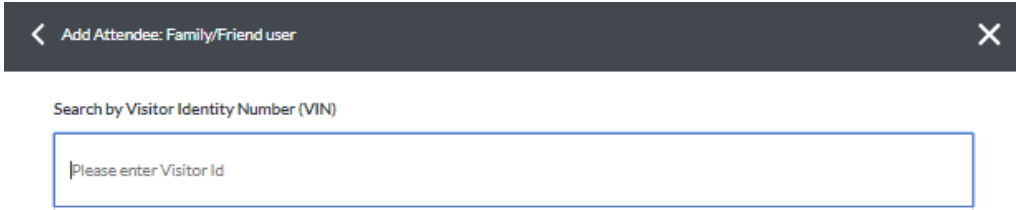
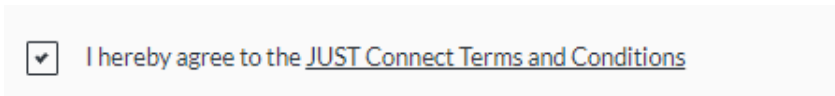
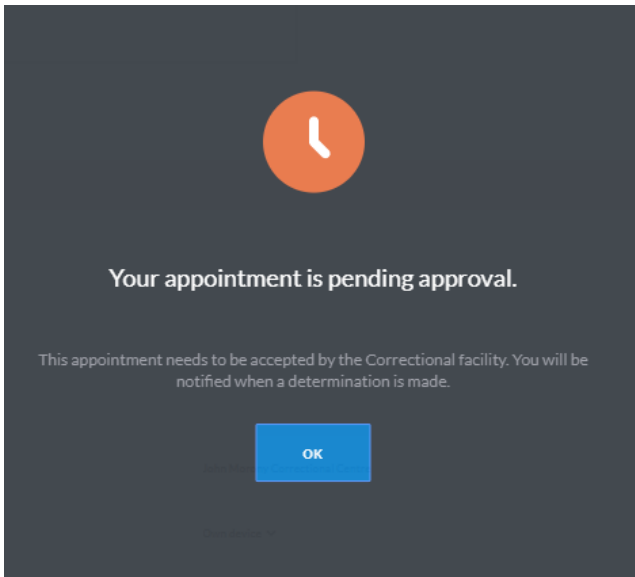
- Only allow adults to create video visits
- Only allow a maximum of 4 adults on each video visit

If you have an **i** next to your name, you can contact the Support team who will validate your date of birth and update which ever system is incorrect.

[GRIFFIN, Peter](#)

Email: [justconnect@justice.nsw.gov.au](mailto:justconnect@justice.nsw.gov.au)

Phone: 02 8759 0010

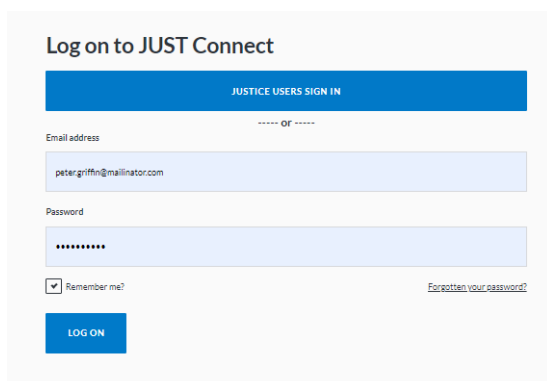
Step	Action
8	<p>The <i>Add Attendee: Family/Friend user</i> screen will display.</p> <p>Enter the VIN to search for other family and friends that are authorised to contact this inmate.</p>  <p>On the next occasion you will not have to search for other family and friends again as they will appear as a 'previously added visitor'.</p>
9	<p>Scroll to the bottom of the page.</p> <p>Review the Terms and Conditions by clicking on the <a href="#">JUST Connect Terms and Conditions</a> link.</p> <p>If accept the terms and conditions, select the tick box.</p> 
10	<p>Click <b>Save Appointment</b> at the top of the screen.</p> <p>Your request will go into a pending status and reviewed by Corrective Services staff.</p> 
11	<p>Once Corrective Services staff have reviewed your request, they will either Accept or Decline it and you will receive an email from JUST Connect. Please allow up to 3 days for the appointment to be reviewed.</p> <p>If accepted, the email confirming the booking will provide you with information on the next steps to prepare for the video visit.</p>



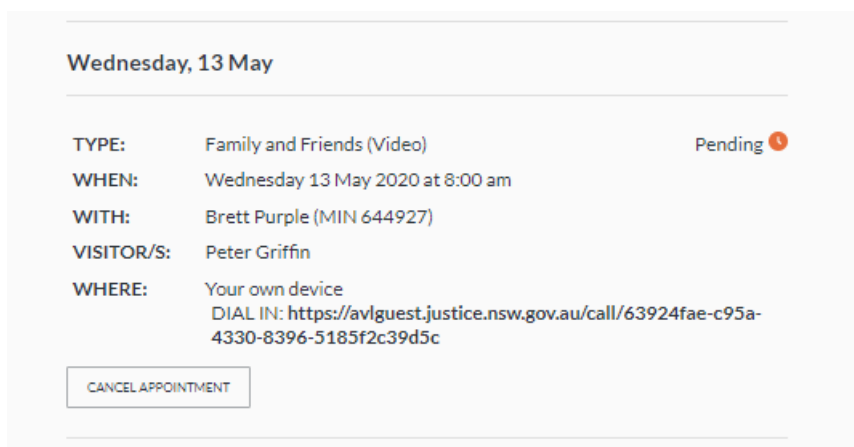
## How to view your video visit on your dashboard

Step	Action
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- |   |   |
|---|---|
| 1 | Log onto the JUST Connect system by entering your <b>email address</b> and <b>password</b> .<br>Click <b>LOG ON</b> . |
|---|---|






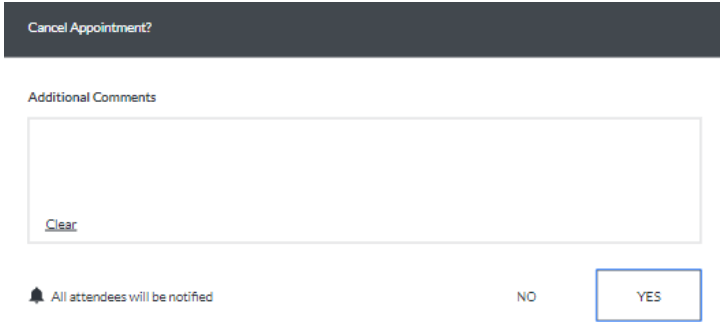
- |   |  |
|---|--|
| 2 | <p>The Homepage will display a list of your upcoming appointments.<br/>Information will be displayed for each appointment such as</p> <ul style="list-style-type: none"><li>• Status – pending, scheduled or cancelled</li><li>• Type – This will be a Family and Friend appointment and conducted by video. When in person visits are permitted again, this could instead indicate Family and Friend (in person).</li><li>• When – the date and time of the appointment</li><li>• With – the name and MIN of the inmate</li><li>• Visitors - all the people that have been approved to attend the appointment</li><li>• Where – this might be a physical location that you need to attend, or indicate that you can call using your own personal device</li></ul> |
|---|--|



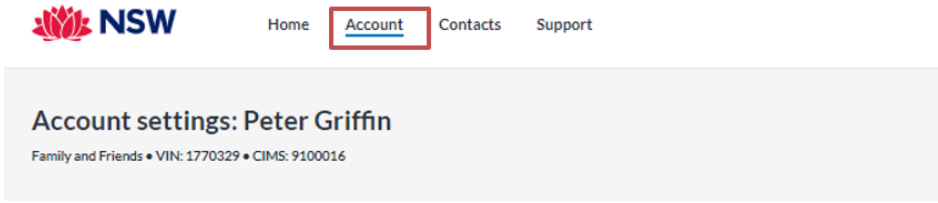
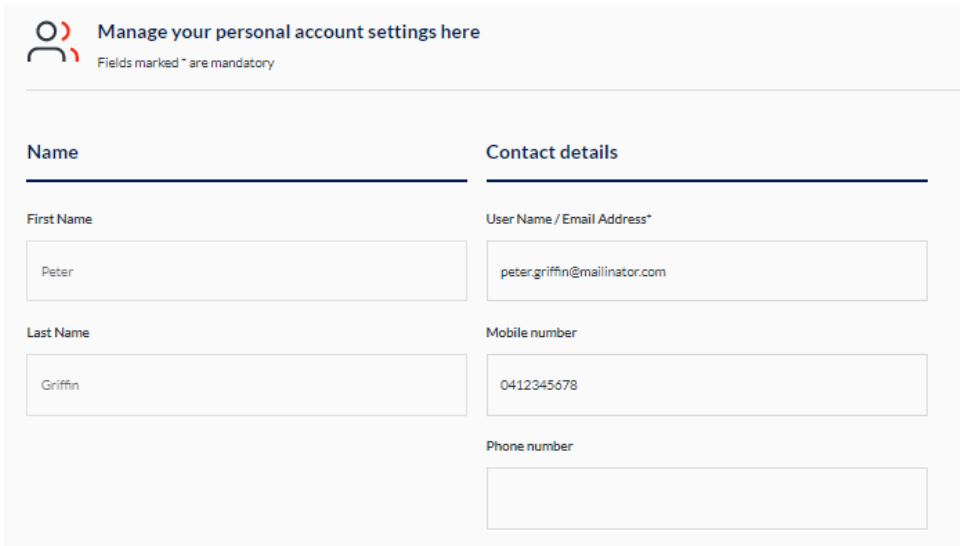
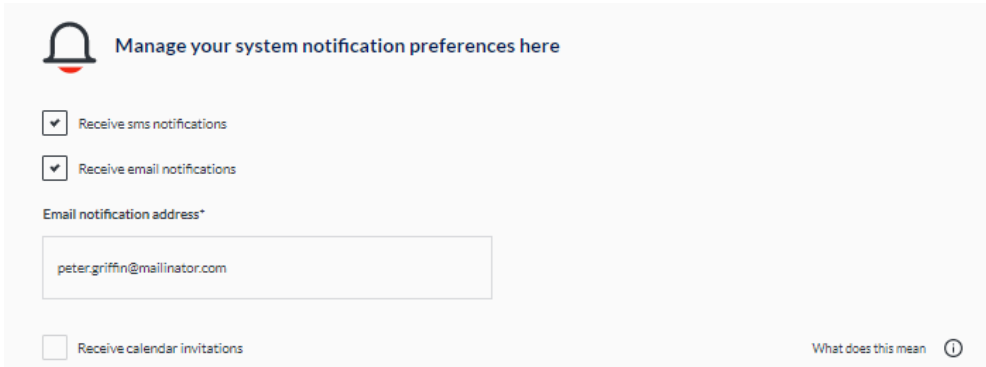
The **DIAL IN** will either be a link like the one seen above, or a short number.  
Refer to the email notification that you received for instructions on downloading the appropriate Application that will be required to connect to your appointment.

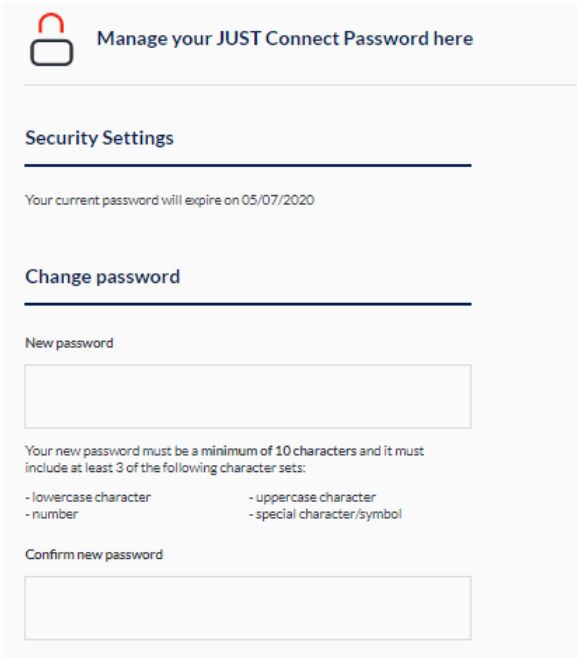
## How to cancel a video visit

Step	Action
	<p> Only the “Appointment Owner” can cancel a video visit.</p> <p>The Appointment Owner is the first Visitor listed on the appointment on the Homepage.</p> <p>If you’re still unsure you can click on the Print Appointment List button at the bottom of the page and find the visitor name with (Owner) next to him/her.</p> <div> PRINT APPOINTMENT LIST      GRIFFIN, Peter (Owner)</div>
1	<p>Log onto the JUST Connect system by entering your <b>email address</b> and <b>password</b>. Click <b>LOG ON</b>.</p> <div><p>Log on to JUST Connect</p><p>JUSTICE USERS SIGN IN</p><p>----- or -----</p><p>Email address</p><p>petergriffin@mailinator.com</p><p>Password</p><p>*****</p><p><input checked="" type="checkbox"/> Remember me?      <a href="#">Forgotten your password?</a></p><p>LOG ON</p></div>
2	<p>The Homepage will display a list of your upcoming appointments. Find the relevant video visit and click <b>CANCEL APPOINTMENT</b>.</p> <div><p>Wednesday, 13 May</p><p>TYPE: Family and Friends (Video) Pending </p><p>WHEN: Wednesday 13 May 2020 at 8:00 am</p><p>WITH: Brett Purple (MIN 644927)</p><p>VISITOR/S: Peter Griffin</p><p>WHERE: Your own device</p><p>DIAL IN: <a href="https://avlguest.justice.nsw.gov.au/call/63924fae-c95a-4330-8396-5185f2c39d5c">https://avlguest.justice.nsw.gov.au/call/63924fae-c95a-4330-8396-5185f2c39d5c</a></p><p>CANCEL APPOINTMENT</p></div>

Step	Action
3	<p>The <i>Cancel Appointment?</i> screen will display</p> <p>Enter a reason why you want to cancel the appointment.</p> <p>Click <b>YES</b>.</p> 
4	You will receive an email confirmation of the cancellation.

## Manage my account

Step	Action
1	<p>Once logged onto your JUST Connect account, Click on the accounts tab in the top menu</p> 
2	<p>In the <b>personal account settings</b> section, you may make changes to your contact details being your email address, mobile number and phone number.</p> 
3	<p>In the <b>system notification preferences</b> section, you may edit the way you are notified of your appointments including the option to:</p> <ul style="list-style-type: none"><li>• receive SMS notifications;</li><li>• receive email notifications; and</li><li>• receive calendar invitations attached to the emails.</li></ul> 

Step	Action
4	<p>In the <b>password settings</b> section you may change the password you use to log into JUST Connect</p> 
5	<p>If you make any changes, click <b>UPDATE SETTINGS</b> at the top of the page to save them</p> 