



AVL Scheduler

Quick Reference Guide

CREATE A NEW CONFERENCE BOOKING

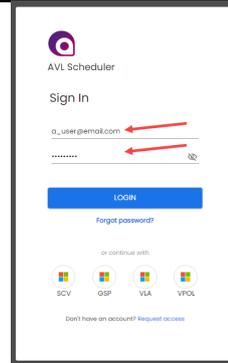


AVLS GUIDE – MAKING A CONFERENCE BOOKING

Open Google Chrome and navigate to

portal.avlbookings.justice.vic.gov.au

Enter your email and password to login.



Once logged in you will be taken to the landing page

Click on the suitcase icon to view conferences.



AVL Scheduler



To create a new conference, click on the plus icon in the top right corner of the screen.



In the 'Prisoner Details' section you will need to enter the following information for the system to find the prisoner.

- CRN **or** JAID, and
- Date of Birth, and
- First Name, and
- Last Name

After entering all the information, select the 'Check' button.

Prisoner Details

<input type="text" value="CRN* 2"/>	<input type="text" value="JAID*"/>	<input type="text" value="DOB* 5"/>
<input type="text" value="First Name* Tr"/>	<input type="text" value="Last Name* M"/>	<input type="button" value="CHECK"/>

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The information entered must match DJCS records exactly. If the information is not an exact match you will receive the error message displayed à

Double check the information and try again.

Where the information matches a prisoner in custody, the unused CRN or JAID field will populate, and green ticks will appear. The prisoner information will no longer be editable.

You can now enter the Conference Details.

Duration default and minimum is 30 minutes. The maximum conference varies based on the demand at the specific prison location.

Select the 'Conference Type'.

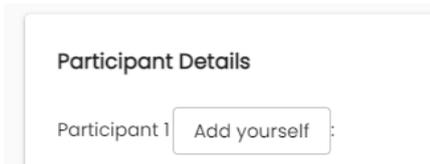
Select the 'Connection Type'. The default and most common is Jabber Guest.

There are two ways to add participant/s

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1. 'Add Yourself'

- You can click on the 'Add Yourself' button or enter participant details manually.
- Select the appropriate 'Participant Type' from the drop-down list.

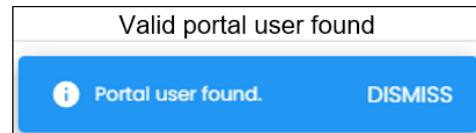


Participant Details

Participant 1

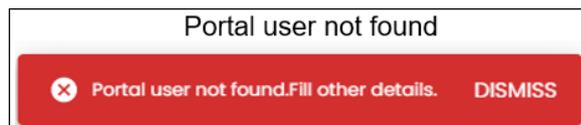
2. Manually add participant information

- 'Add participants email address and select 'check'
- Where a valid portal user is found, the 'First name' and 'Last name' will be populated and cannot be edited.



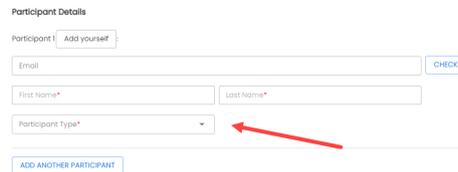
Valid portal user found

- Where a valid portal user is not found, a display message. The 'First name' and 'Last name' then can be manually completed



Portal user not found

- Select the appropriate 'Participant Type' from the drop-down list.



Participant Details

Participant 1

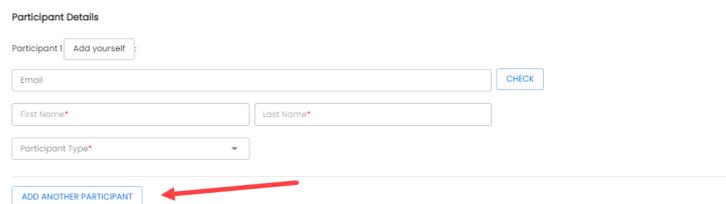
Email

First Name* Last Name*

Participant Type*

If you require more than one participant select the 'Add Another Participant' button and repeat the process.

Once all participants are added. Click Next to continue.



Participant Details

Participant 1

Email

First Name* Last Name*

Participant Type*

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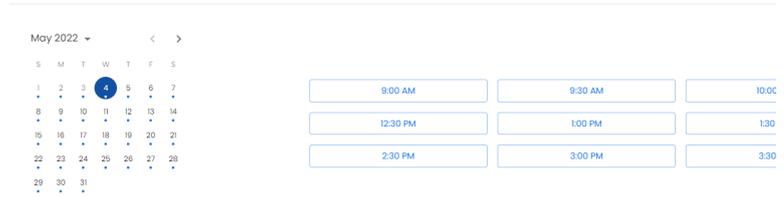
Select the date for the conference. Available times are displayed based on existing availability, the duration you have requested and the maximum duration at the location.

If there are no times displayed, you may need to reduce the duration length. If this occurs, click 'Back' and modify the duration.

Contact VCCU directly for assistance with booking a conference longer than the maximum allowed duration.

Click on the desired available time and then click 'Preview & Submit'.

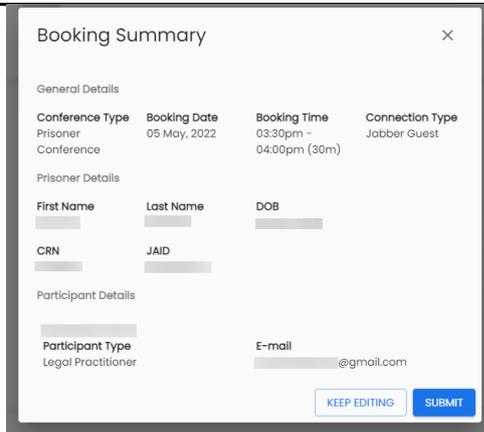
NB: A booking will not be able to be requested to start within three hours of the current time.



The Booking Summary is now displayed.

If you need to go back and make changes, click on 'Keep Editing'.

If everything is correct click on 'Submit'.



After pressing the Submit button, the Conference will now display in your list of Upcoming conferences.

You will also receive an email with the conference details.



AVL Scheduler Assistance

Contact the VCCU team with any feedback or queries relating to Prisoner Conferences:

- **Phone:** 1300 160 214
- **Email:** vc.prisons@justice.vic.gov.au
- If you experience technical issues with the AVL Scheduler application, contact the support team:
AVL-Scheduler-Support@courts.vic.gov.au