

AVL Scheduler

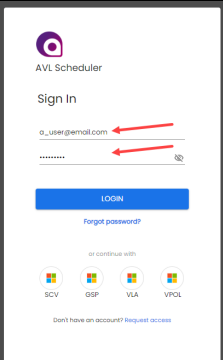
Quick Reference Guide

CREATE A NEW CONFERENCE BOOKING

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Logging in

AVLS GUIDE – LOGGING IN	
<p>Logging in</p> <p>Open Google Chrome and navigate to</p> <p>portal.avlbookings.justice.vic.gov.au</p> <p>Enter your email and password to log in</p>	

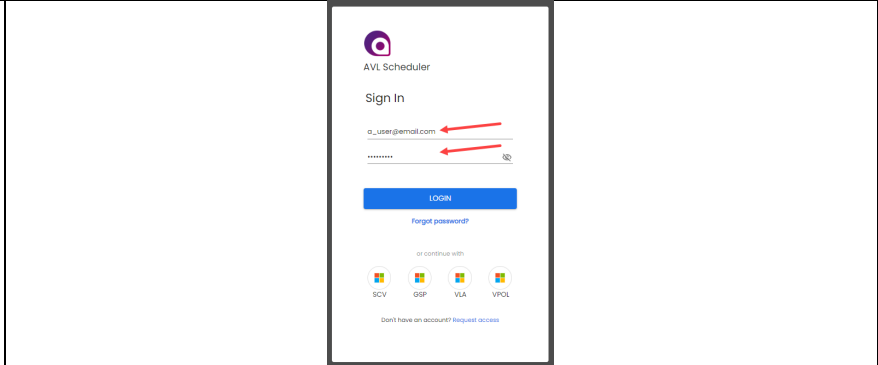
Creating a Conference

AVLS GUIDE – CREATING A CONFERENCE BOOKING

Logging in

Open Google Chrome and navigate to portal.avlbookings.justice.vic.gov.au

Enter your email and password to log in



From the landing page, click on the suitcase icon to view conferences.



Creating a new conference request

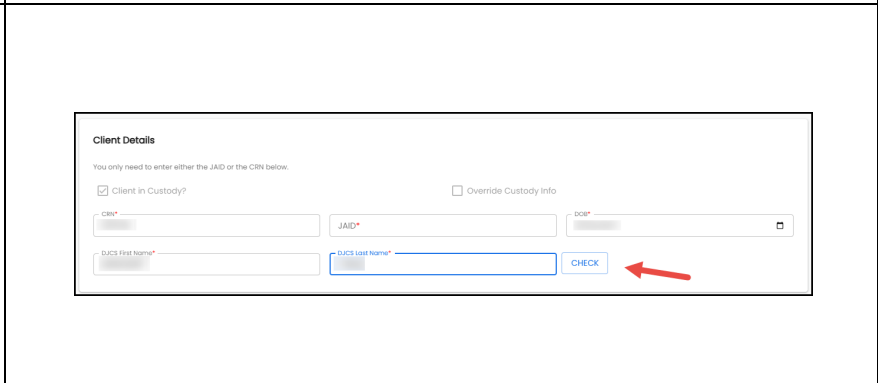
To create a new conference, click the **plus (+)** icon in the top-right corner of the screen.



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.



AVLS GUIDE – CREATING A CONFERENCE BOOKING

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

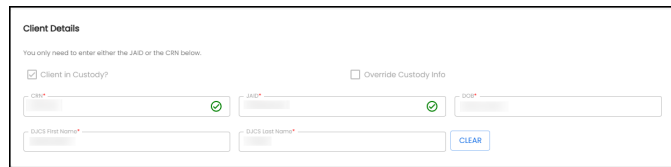
Double-check the information and try again.

Can't find your client?

Contact Sentence Calculation and Warrant Administration at scwa@justice.vic.gov.au for assistance in obtaining the correct details.

 No results were located using the data you provided. Please check your data and try again. DISMISS

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.



The screenshot shows the 'Client Details' form. It includes a note: 'You only need to enter either the JAID or the CRN below.' There are two checkboxes: 'Client in Custody?' (checked) and 'Override Custody Info' (unchecked). Below these are input fields for 'CRN*', 'JAID*', and 'DOB*'. The 'CRN*' and 'JAID*' fields have green checkmarks next to them. At the bottom, there are fields for 'DJCS First Name*' and 'DJCS Last Name*', and a 'CLEAR' button.

Enter the Conference Details.

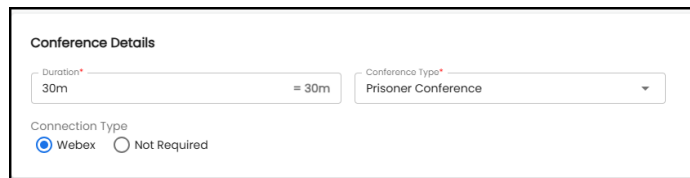
Duration:

- Minimum 30 min
- Maximum
 - 90 min (Mon-Fri)
 - 240 min (Sat-Sun)

Select the **Conference Type**.

Connection type is Webex.

Before choosing **Not Required**, please contact VCCU to discuss your requirements.



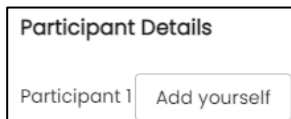
The screenshot shows the 'Conference Details' form. It has a 'Duration*' field with '30m' entered and '= 30m' displayed next to it. The 'Conference Type*' dropdown menu is set to 'Prisoner Conference'. Below this is the 'Connection Type' section with two radio buttons: 'Webex' (selected) and 'Not Required'.

AVLS GUIDE – CREATING A CONFERENCE BOOKING

There are two ways to add participant/s.

1. 'Add Yourself'

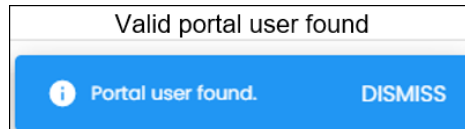
- a) You can click on the **Add Yourself** button or enter participant details manually.
- b) Select the appropriate **Participant Type** from the drop-down list.



The screenshot shows a form titled 'Participant Details'. It has a text input field labeled 'Participant 1' and a button labeled 'Add yourself'.

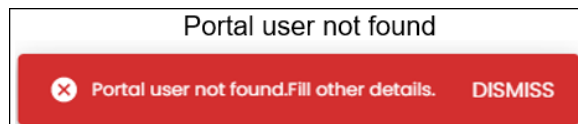
2. Manually add participant information

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



The screenshot shows a notification box titled 'Valid portal user found'. It contains a blue button with an information icon, the text 'Portal user found.', and a 'DISMISS' button.

- ii) Where a valid portal user is not found the 'First name' and 'Last name' then can be manually completed.



The screenshot shows a notification box titled 'Portal user not found'. It contains a red button with an 'x' icon, the text 'Portal user not found.Fill other details.', and a 'DISMISS' button.

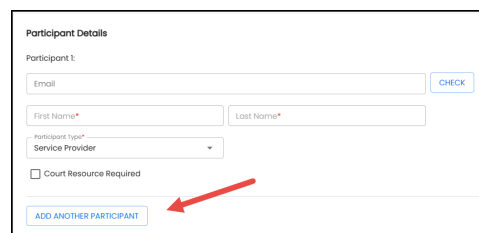
2. Select the appropriate 'Participant Type' from the drop-down list.

Note: If a portal user is not found and participant details are entered manually, the booking will be sent to Corrections Victoria for manual participant validation.

Additional participants

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.



The screenshot shows the 'Participant Details' form with the following fields: 'Email' (with a 'CHECK' button), 'First Name*', 'Last Name*', 'Participant type' (with a 'Service Provider' dropdown), and a checkbox for 'Court Resource Required'. At the bottom, there is a blue button labeled 'ADD ANOTHER PARTICIPANT' with a red arrow pointing to it.

AVLS GUIDE – CREATING A CONFERENCE BOOKING

Date and time selection.

Available times are displayed based on

- Duration you entered
- Available Resources

If no times are displayed, you may need to edit the duration. Click **'Back'** to modify

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

Select a date and time, then click **'Preview & Submit'**.

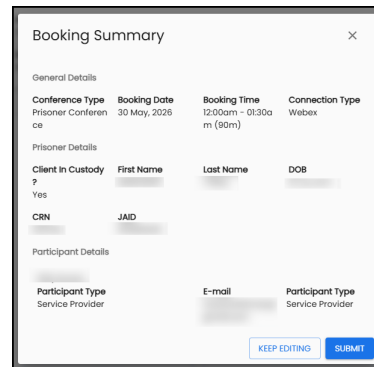


Booking summary

The Booking Summary is now displayed.

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

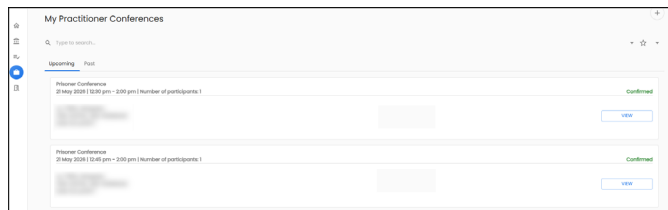
If everything is correct, click **Submit**.



Submitting the request

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

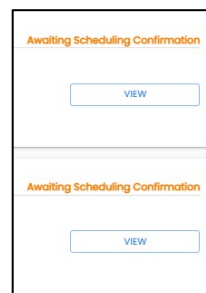
You will also receive an email with the conference details.



A booking is tentatively confirmed if the booking status is **Confirmed** when created

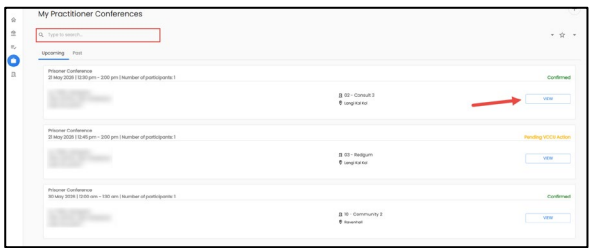

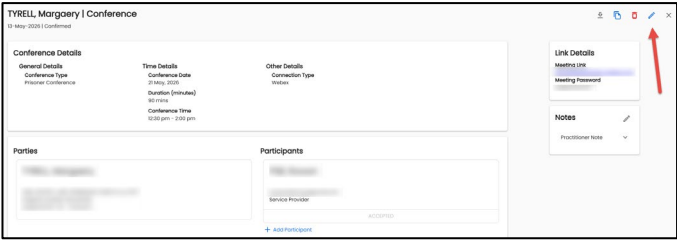
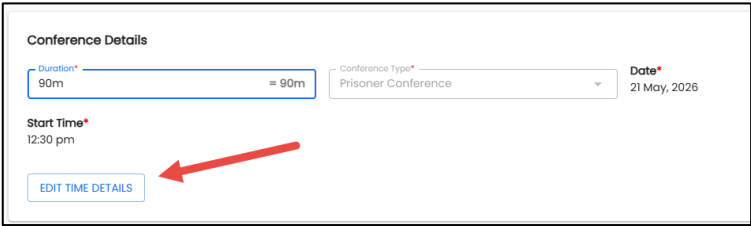
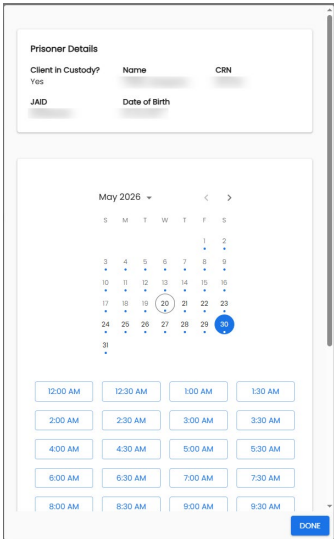
A booking with any other status is not yet confirmed and will be reviewed by VCCU. VCCU may contact you to discuss the booking.

Note: Bookings are subject to change without notice, and a previously confirmed booking may be changed to a non-confirmed booking. VCCU will contact you about the booking, if required.



Updating A Conference

Date Or Time

AVLS GUIDE – UPDATING THE TIME / DATE	
<p>Find the bookings you need to update by</p> <ol style="list-style-type: none"> Scrolling through your bookings Using the search bar <p>Click on the VIEW button on the booking</p>	
<p>Select the EDIT pencil in the top right-hand corner of the page</p> <div style="text-align: center; margin-top: 20px;">  </div>	
<p>On the next page, review the duration first.</p> <p>You can shorten a conference without selecting a new time.</p> <p>If the duration is unchanged, click on the EDIT TIME DETAILS and you can select a new</p>	
<p>The blue dots underneath a date indicate there is some availability on that date.</p> <p>If required, select a new date.</p> <p>Available times will be shown beneath the calendar.</p> <p>Times that are not displayed are not available.</p> <p>If you cannot see a blue dot on any day, please contact VCCU for assistance.</p> <p>Click DONE to save the new date/time.</p> <p>Click SAVE on the next screen to apply the change</p>	

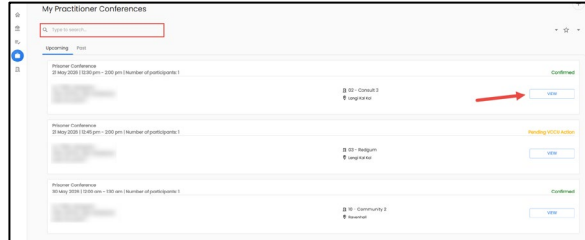
Adding A Participant

AVLS GUIDE – ADDING A PARTICIPANT

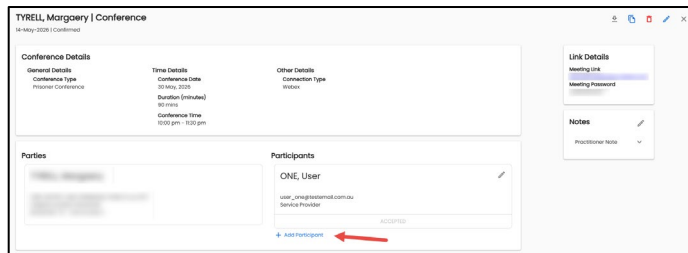
Find the bookings you need to update by

- c) Scrolling through your bookings
- d) Using the search bar

Click on the **VIEW** button on the booking



Click on the **+Add Participant** link underneath the last listed participant



Enter the email address of the additional participant, and click **CHECK**

- Where the email entered exists within the AVLS, the First Name and Last Name will be auto populated and cannot be edited.
- If the email does not exist in the AVLS, you will need to enter the First Name and Last Name of the participant. Where this occurs, VCCU will be required to verify these participants before they are accepted.

Click **SAVE**

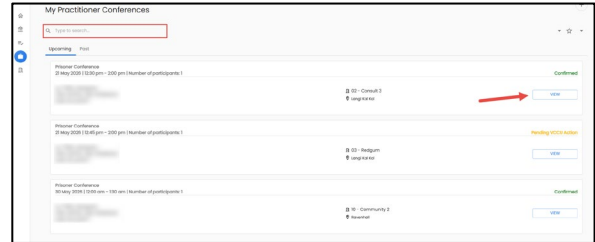
Joining A Conference

AVLS GUIDE – JOINING A CONFERENCE

Find the bookings you need to join by

- e) Scrolling through your bookings
- f) Using the search bar

Click on the **VIEW** button on the booking



Joining via SIP

If you are joining from a VC machine or other technology, you can join using the SIP address shown. If you connect with this method, you will need the meeting password shown below.

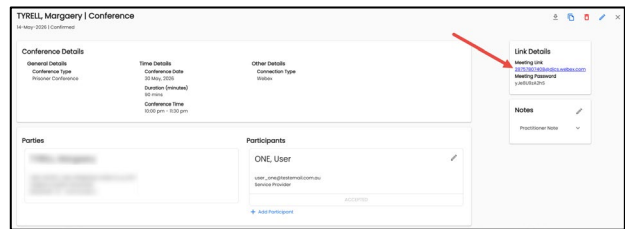
Joining via URL

Smart Device

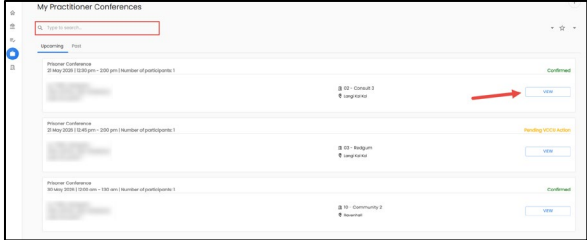

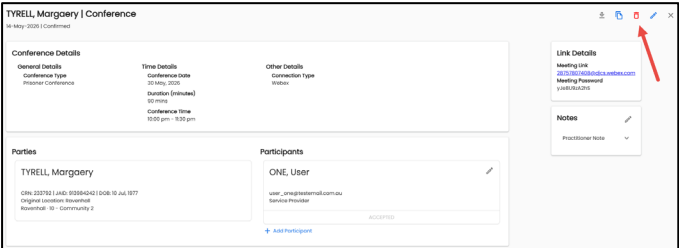
If your smart device does not have the Webex app installed, you will be prompted to download the software to be able to join the meeting. The app is free to use and does not require you to have an account.

Computer/Laptop

The meeting can run on a computer via the desktop app or an internet browser.



cancelling a Conference

AVLS GUIDE – CANCELLING A CONFERENCE	
<p>Find the bookings you need to join by</p> <p style="margin-left: 40px;">g) Scrolling through your bookings h) Using the search bar</p> <p>Click on the VIEW button on the booking</p>	
<p>Click on the red bin icon in the top right corner</p> <div style="text-align: center; margin: 10px 0;">  </div> <p>You will be prompted to select a reason for the cancellation.</p> <p>The AVLS will not allow you to cancel a conference if it is within one hour of the start time. Please contact VCCU to inform of any short notice cancellations.</p>	

AVL Scheduler Assistance
<p>Contact the VCCU team with any feedback or assistance with creating a Conference:</p> <ul style="list-style-type: none"> • Phone: 1300 160 214 • Email: vc.prisons@justice.vic.gov.au <p>• If you experience technical issues with the AVL Scheduler application, contact the support team: AVL-Scheduler-Support@courts.vic.gov.au</p>