OFFICE OF THE DEFENDER GENERAL
CASE MANAGEMENT SYSTEM

JustWare Defender 101

This guide walks you through JustWare Defender introducing logging in and out, navigation and layout, and how to enter name and case records.

All users should complete this guide first.

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JustWare Defender Overview

JustWare Defender is a name database. **All users will have access to see all names. Information about juveniles is confidential. There will be a notice that is displayed in all juvenile name records that dissemination of information is unlawful.**

Cases are entered for persons and only the user who entered the case, involved persons, and persons in the "user group" will have access to see the case.

JustWare is a very powerful database program with hundreds of fields, within tabs (snap-ins), and subtabs. Depending on what tab you are on, subtabs may or may not have dropdown menus related to the main tab.

JustWare requires searching for a name before you can create a name or case record. A case must have a primary involved person (the client) before it can be saved. The search capabilities are very powerful, and include the ability to do soundex searches and wild card searches on any of the fields.

Everything done in JustWare is recorded and can be tracked.

Logging into JustWare Defender

You should have a shortcut to JustWare Defender on your desktop.

Click on the JustWare Defender icon and "launch" the program. You will get a logon screen, as below.

Enter User ID – ODG\first name lower case followed by period followed by last name lower case. Note: ODG can be lower case.

Enter Password –

Passwords must be at least 8 characters and must contain characters from at least 3 of the following 5 categories:

- o An uppercase character (A – Z)
- o A lower case character (a – z)
- o Base 10 digits (0 – 9)
- o Non-alphanumeric character (! @ # $ % ^ & * ( ) _ - + = | { [}] : ; " ' < , > . ?)
- o Any Unicode character

We recommend using 8 characters, with at least 1 upper case letter, at least 1 lowercase letter, and at least 1 number.

Press Log on, or Enter

*If you have entered any combination that is incorrect, you will receive the following message:

2015 New Dawn Technologies, Inc. | Version 5.11.2.0-init.0 | Logon failed: Invalid password. Verify that the Caps Lock Key is not on.

<u>How to Change Your Password within JustWare</u>

- **Tools**
- **Options**
- **Change Domain Password (you will receive a screen to enter your current and new passwords**

Exiting JustWare Defender

There are three ways that you can exit JustWare:

- **Click File, Exit**
- **Press Alt-F4**
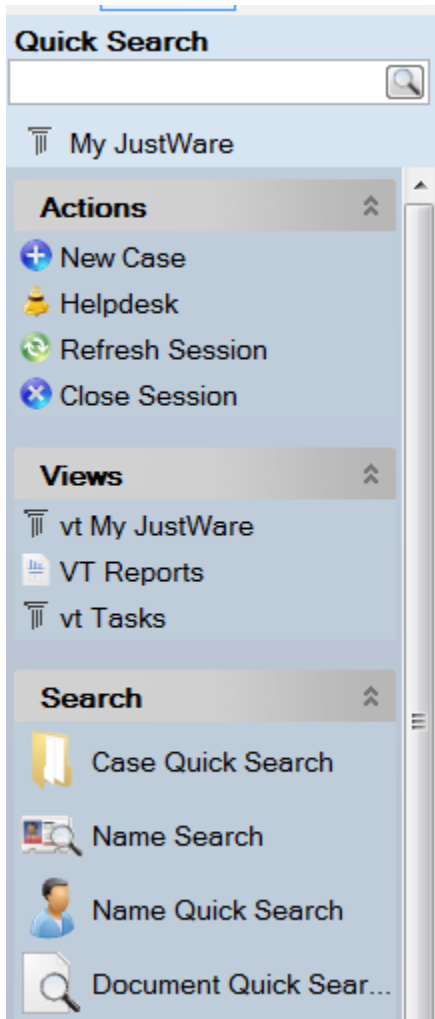- **Click the red Close button (the X) in the upper right corner of the screen**

Note that if you have not saved changes to any record, you will receive a message before exiting.
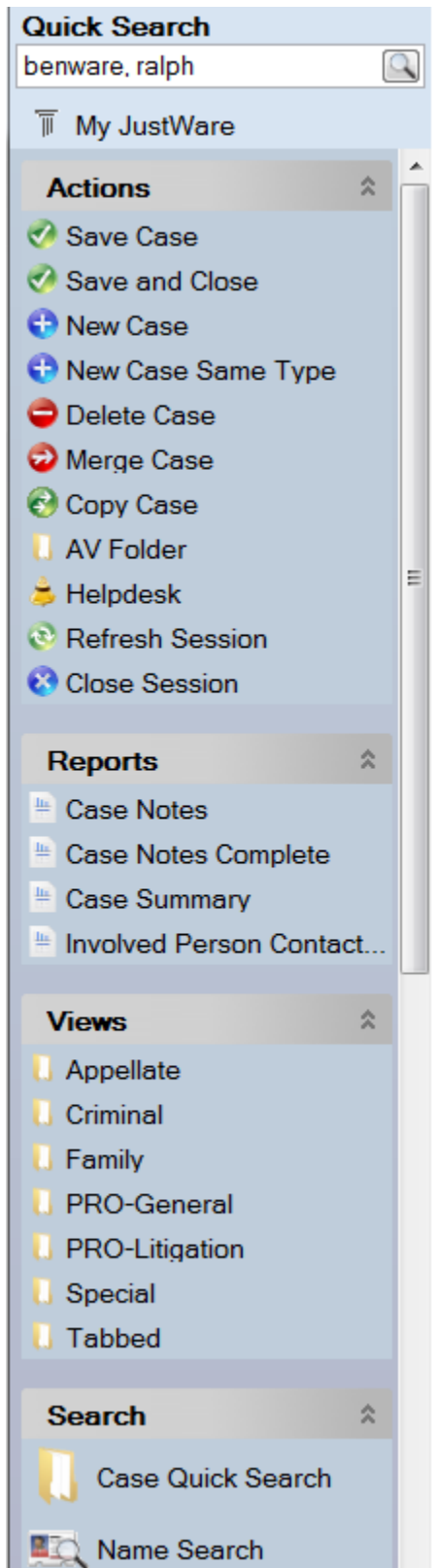
Navigation and Layout

JustWare's menu toolbars work much the same as in other Windows based programs. There is a dropdown menu across the top of the screen. Choices on the dropdowns change based on whether you are in name record, a case, My JustWare, or other.

File	Reports	Search	Tools	Views	Help
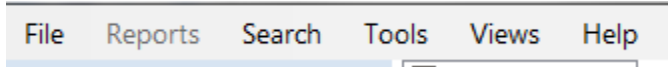
The menu that appears on the left is also based on where you are. Below is what appears when JustWare first loads and your My JustWare screen is open.
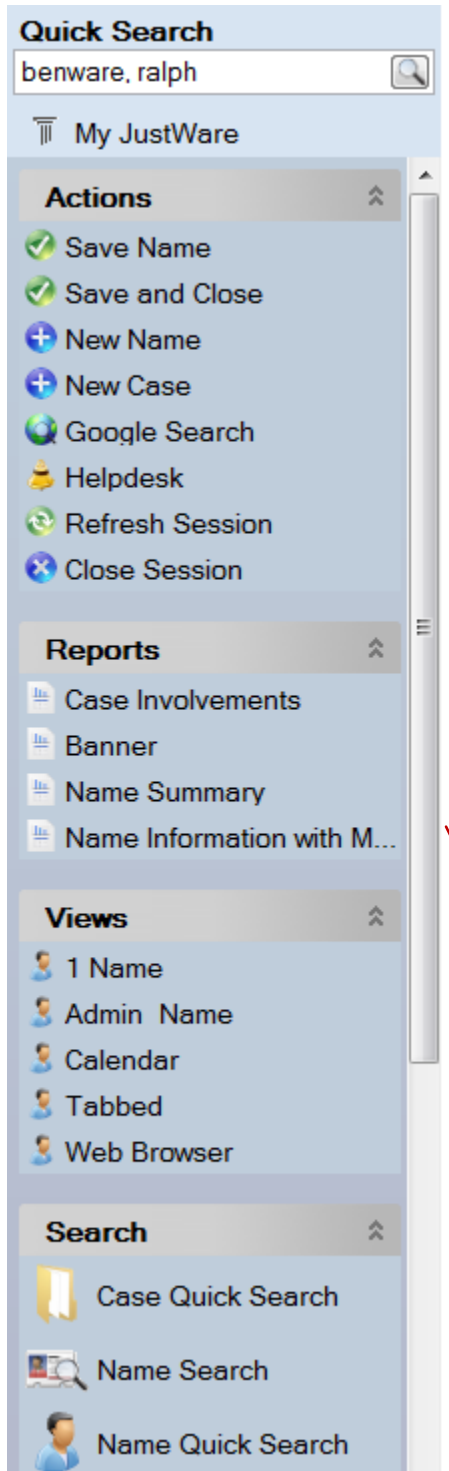
Quick Search

My JustWare

Actions
- New Case
- Helpdesk
- Refresh Session
- Close Session

Views
- vt My JustWare
- VT Reports
- vt Tasks

Search
- Case Quick Search
- Name Search
- Name Quick Search
- Document Quick Sear...

Below is what appears on the left when you are in a case.

Quick Search

benware, ralph 🔍

᠌᠌ My JustWare

Actions ▲

✓ Save Case

✓ Save and Close

⊕ New Case

⊕ New Case Same Type

⊖ Delete Case

↩ Merge Case

✓ Copy Case

📁 AV Folder

🔊 Helpdesk

🔄 Refresh Session

❌ Close Session

Reports ▲

📄 Case Notes

📄 Case Notes Complete

📄 Case Summary

📄 Involved Person Contact...

Views ▲

📁 Appellate

📁 Criminal

📁 Family

📁 PRO-General

📁 PRO-Litigation

📁 Special

📁 Tabbed

Search ▲

📁 Case Quick Search

🔍 Name Search

Below is what appears on the left when you are in a name record.

You can adjust the width of the menu section by placing your cursor on the right edge of the slider bar until you see a vertical line and dragging it left or right. You can move up and down by sliding the bar.

Quick Search

benware, ralph

⬚ My JustWare

Actions
- ✓ Save Name
- ✓ Save and Close
- ⊕ New Name
- ⊕ New Case
- 🌐 Google Search
- Helpdesk
- ↻ Refresh Session
- ✕ Close Session

Reports
- Case Involvements
- Banner
- Name Summary
- Name Information with M...

Views
- 1 Name
- Admin Name
- Calendar
- Tabbed
- Web Browser

Search
- Case Quick Search
- Name Search
- Name Quick Search

Tabs

JustWare uses a tabbed format. Each time a session is opened, a tab is added to the top of the swcreen.

You can switch back and forth between sessions. You can quickly tell which kind of session you have open by the icon displayed on the left in each session tab:

        My JustWare

        Name Record

        Case Record

        Search Session
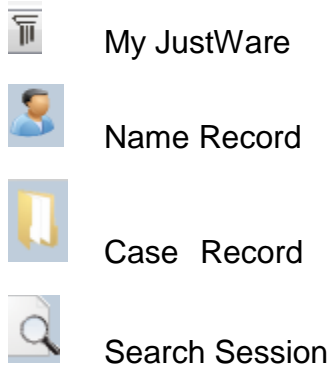
You can have several tabs open at the same time, but only one tab is active. You can tell which tab is active by the color (it is not grayed out).

Tabs do not automatically close. Close a tab by clicking on the black X on the right, or by right clicking on the Tab and choose Close Session. The Red X at the upper right of the screen closes the program. If you inadvertently close a tab or the program and you have not saved the record you are working on, you will get an error message asking if you want to save changes.

Messages at the Bottom of the Screen

The message you see at the bottom left of the screen tells you what you are currently doing:
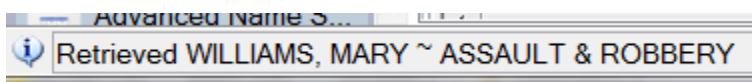
The message at the bottom right tells you what view the record is loaded in:
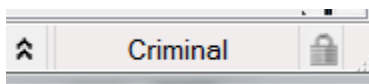
AV Folder

When you are in a case record, the **AV Folder** is under **Actions,** or click on **File, AV Folder**. When you click on this button, a folder for the case will be created on your local server,on the J:\ drive. The folder is named with the JustWare number of the case. Each time you click the AV Folder button the case folder on the J:\ drive is opened.You should save any audio, video and very large PDF files to this folder. Once you have saved files to the folder, you will be able to access them from within the JustWare case record. NOTE: These files are not saved with the case on the JustWare server, so if you access JustWare from outside your office, these files would not be available.
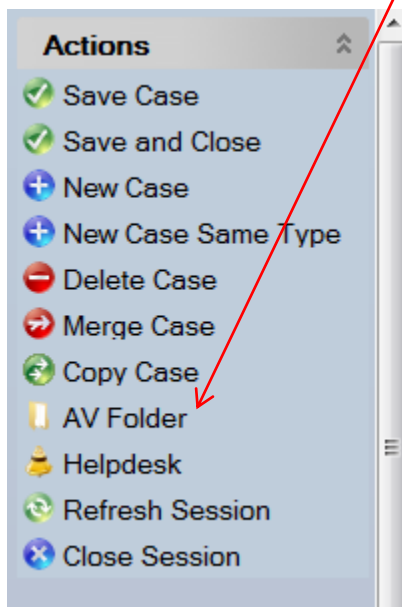
Helpdesk

There is a link to the ODG Helpdesk under **Actions,** or click on **File, Helpdesk**. When you click on this button, you will receive a screen to complete a Helpdesk ticket. You will need to fill in the spam protection numbers at the bottom of the screen before submitting the ticket. NOTE: There is also a link on the ODG website, under Training, JustWare Training Materials (Submit a Ticket to the ODG JustWare Helpdesk).
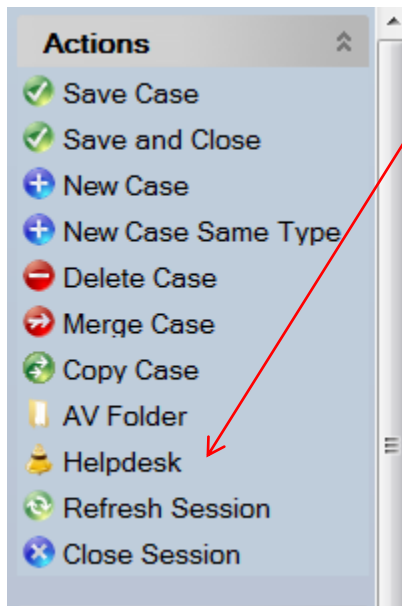
Name Records

Name records show the basic name information and include the following tabs (snap-ins):

- Case Involvements – the person's role in a case (client, witness, etc.)
- Contact Information
- Flags – such as nickname, literacy, veteran
- Numbers
- Relationships – aliases, relatives

Below is a **Name Record** with the **Contact Information** tab open:

Notifications (from information entered in flags) on a name record pop up when you open the record:
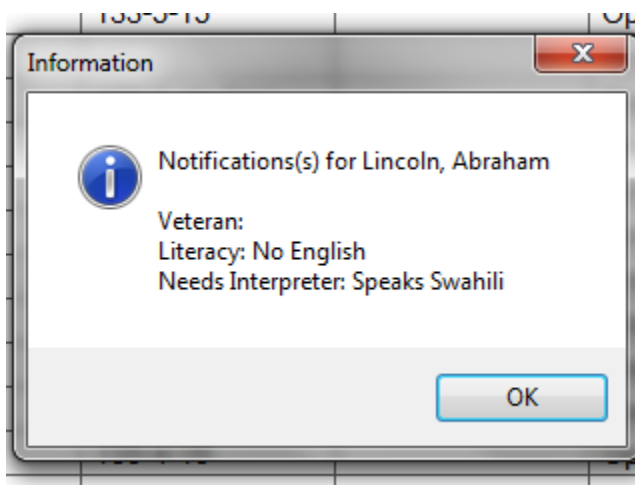
Name Record Banners

Adult Name Records

All adult name records contain a banner between the main name information and the Tabs (Snap-Ins) for Contact Information, etc. which contains links to frequently used websites.

VtCourtsOnline	DG Website	Offender Locator	Westlaw SignIn
Case Involvements (Read-Only)	Contact Information	Flags	Numbers	Relationships	Name Summary

Juvenile Name Records

All juvenile name records contain a yellow ribbon across the top of the record indicating this is a juvenile name, and the name banner contains a warning that this is a juvenile name and that dissemination of any information related to the name is a crime punishable by a fine up to $2,000.00.

JUVENILE - UNLAWFUL DISSEMINATION OF THIS INFORMATION IS A CRIME PUNISHABLE BY A FINE UP TO $2,000.00

Case Involvements (Read-Only) | Contact Information | Flags | Numbers | Relationships | Name Summary

Case Records

Case records are broken into sections (tabs, or snap-ins), and based on which tab (snap-in) you are on, different sub-tabs (snap-ins) appear below. Below is an example of a **Case Record** on the **Agency/People** tab.

Within each snap-in are several columns, which are fields. These columns may be sorted ascending and descending by clicking on them.

Notifications (from information entered in flags) on a case record pop up when you open the record:
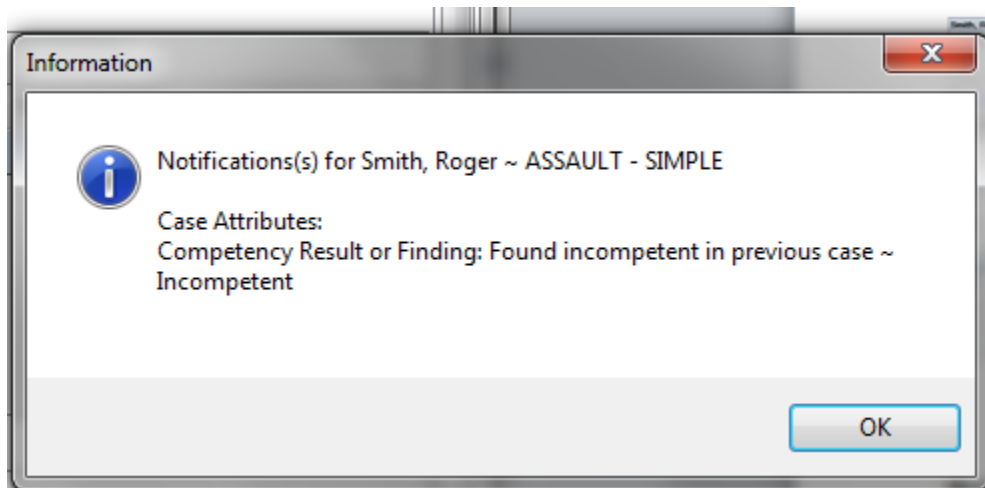
Case Screen Banners

Criminal, Appellate, and Prisoners' Rights Screens

The Criminal, Appellate and Prisoners' Rights case screens contain a banner between the main case information and the Tabs (Snap-Ins) for Agency/People, Charges, etc., that contains contact information for the client and links to frequently used websites.

Client Info: Address: 65 Lafountain St. Burlington, VT 05401 Phone: 864-6564				
VtCourtsOnline	DG Website	Offender Locator	Westlaw SignIn	

Agency/People | Charges | Events | Communication | Notes | Tasks | Docs | Discovery | Specialty Ct | Immigration | Med/Health | Records Ctr | Flags | Related Cases | Property

Family Screens

The Family screen contains a banner with the warning about dissemination of any information, and also contains contact information for the juvenile or whoever the client is, whether the juvenile is in DCF custody, who the Guardian Ad Litem and Social Worker are, if listed in the case, along with links to frequently used websites.

JUVENILE CASE - UNLAWFUL DISSEMINATION OF THIS INFORMATION IS A CRIME PUNISHABLE BY A FINE UP TO $2000.00			
Juvenile Info: Address: None on File Phone: jail Is Juvenile in DCF Custody: No			
Guardian Ad Litem:		Social Worker:	
VtCourtsOnline	DG Website	VCAS	Westlaw SignIn

Agency/People | Petition | Events | Communication | Notes | Tasks | Docs | Discovery | Specialty Ct | Immigration | Med/Health | Edu/YS | Records Ctr | Flags | Related Cases | Property

Tab (Snap-in) Toolbar

Tabs (snap-ins) have an array of buttons located directly beneath their tabs which give you functionality within the tab.

From left to right they are:

- Move first
- Move previous
- Current position
- Total Number of Items
- Move Next
- Move Last
- Add New
- Delete
- Cancel Edit
- Cancel All Edits
- Copy record
- Edit Multiple Records
- Customize Snap-in (tab)
- Cancel All Filters

You will use the plus sign (Add New) frequently.

Reset JustWare Defender

From time to time, you may need to reset JustWare Defender. Resetting the program gives you a fresh start and allows the program to accept any new changes that may have been made by the Project Management Team.

To start, log into JWD. If you are already in the program, it may look like the screen below with multiple tabs, it may have only one tab open or it may appear with no tabs open.
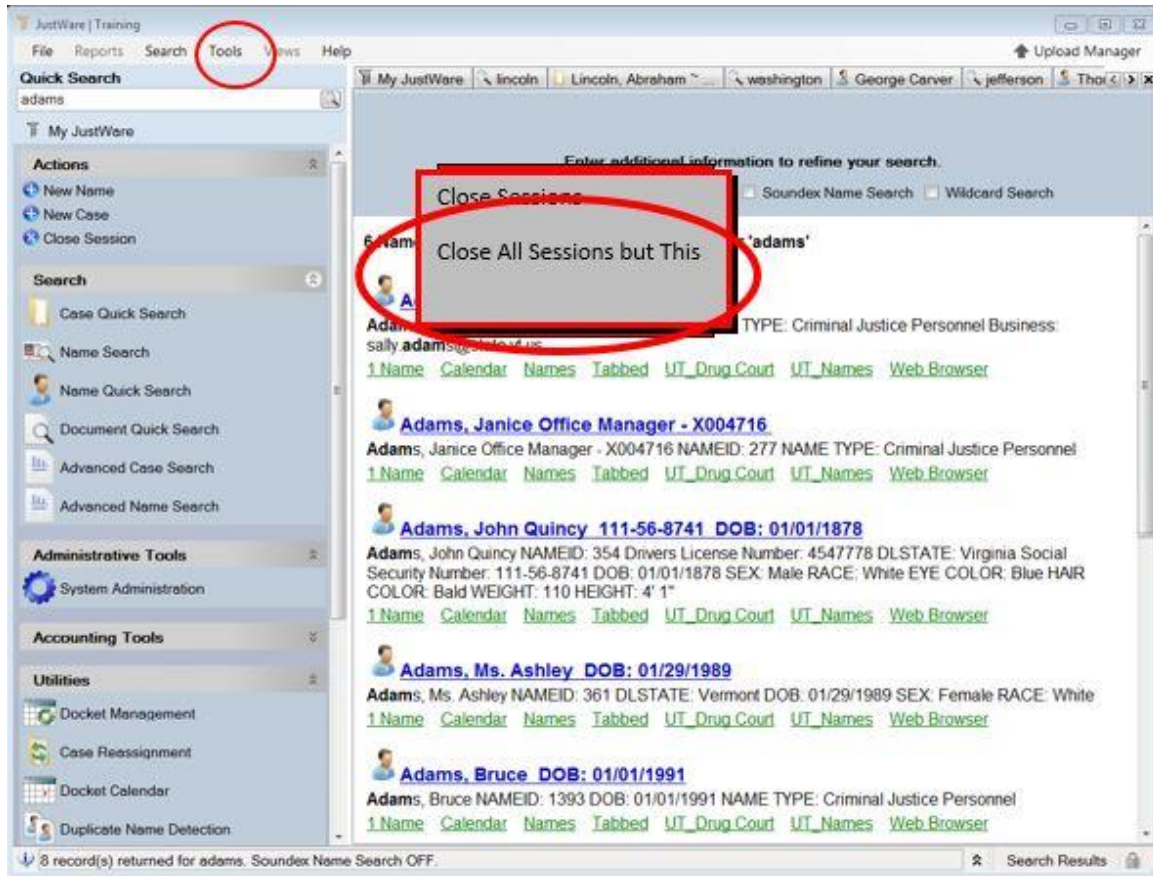
Before you reset JWD, you will need to close all tabs, as illustrated within the red circle.

If your screen does not have any tabs, move ahead to the "Run the Reset Procedure" further in this document.
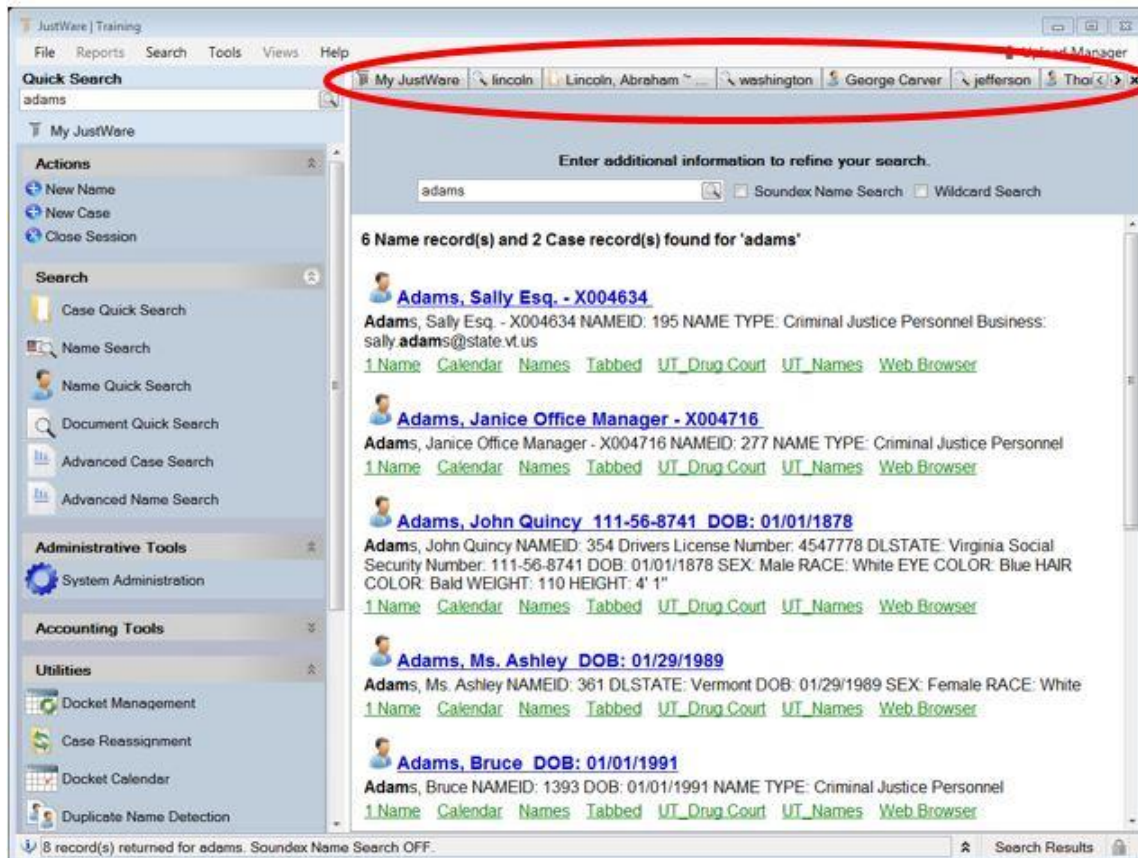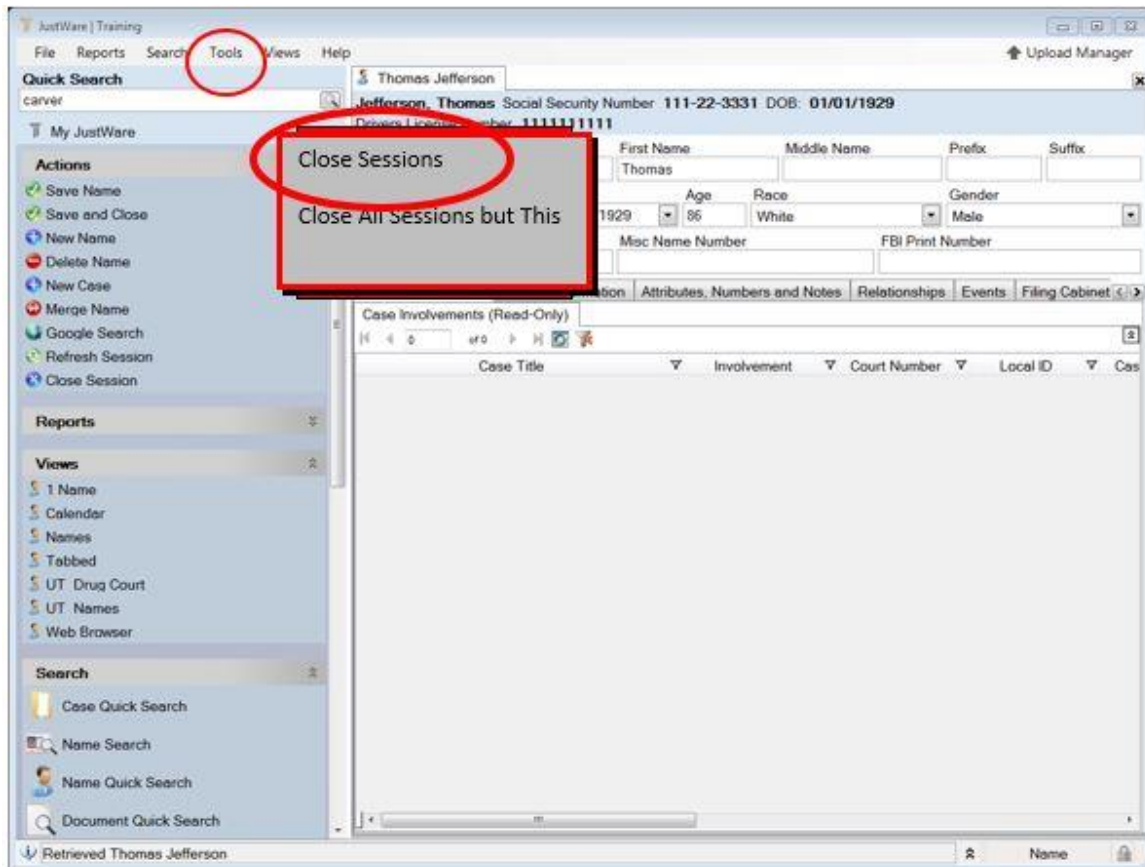
To close tabs:

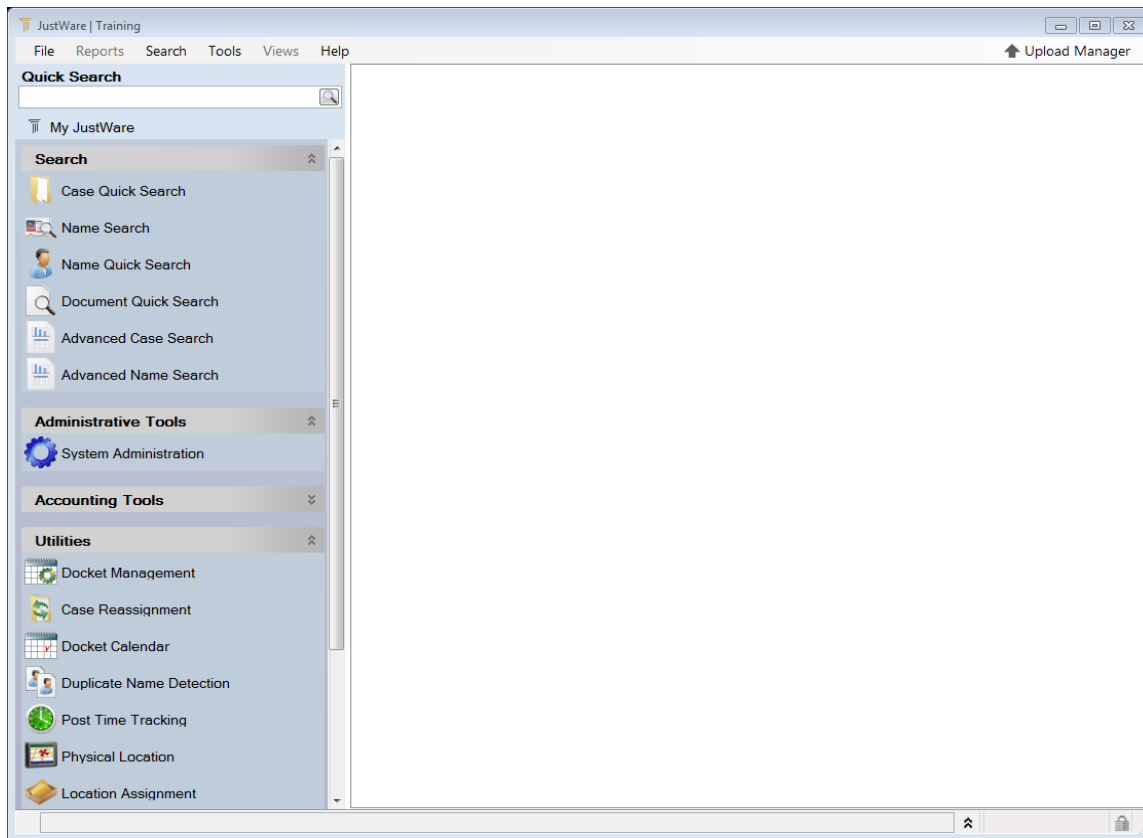- **Click on Tools**
- **Close All Sessions but This**

That leaves you with one tab open. To close that tab:
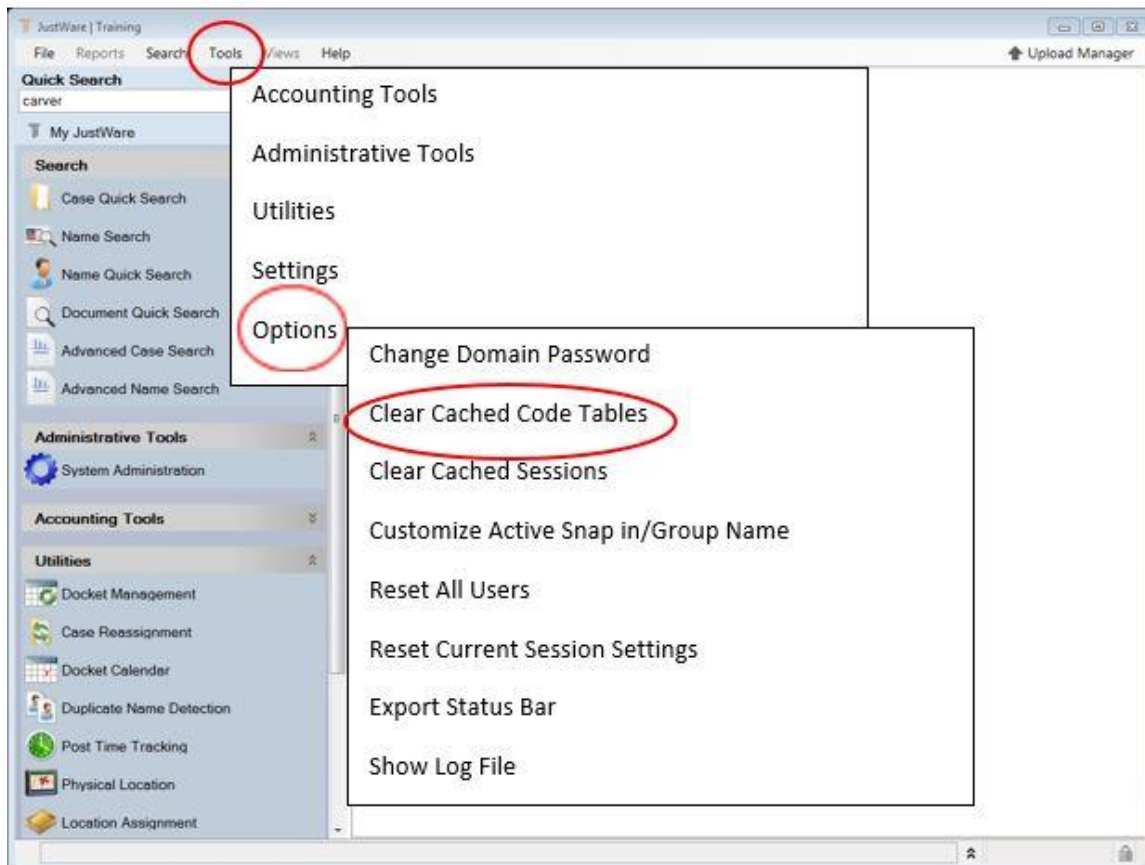
- **Click on Tools**
- **Close Sessions**

Now you should have no tabs open, and your screen should look like this.
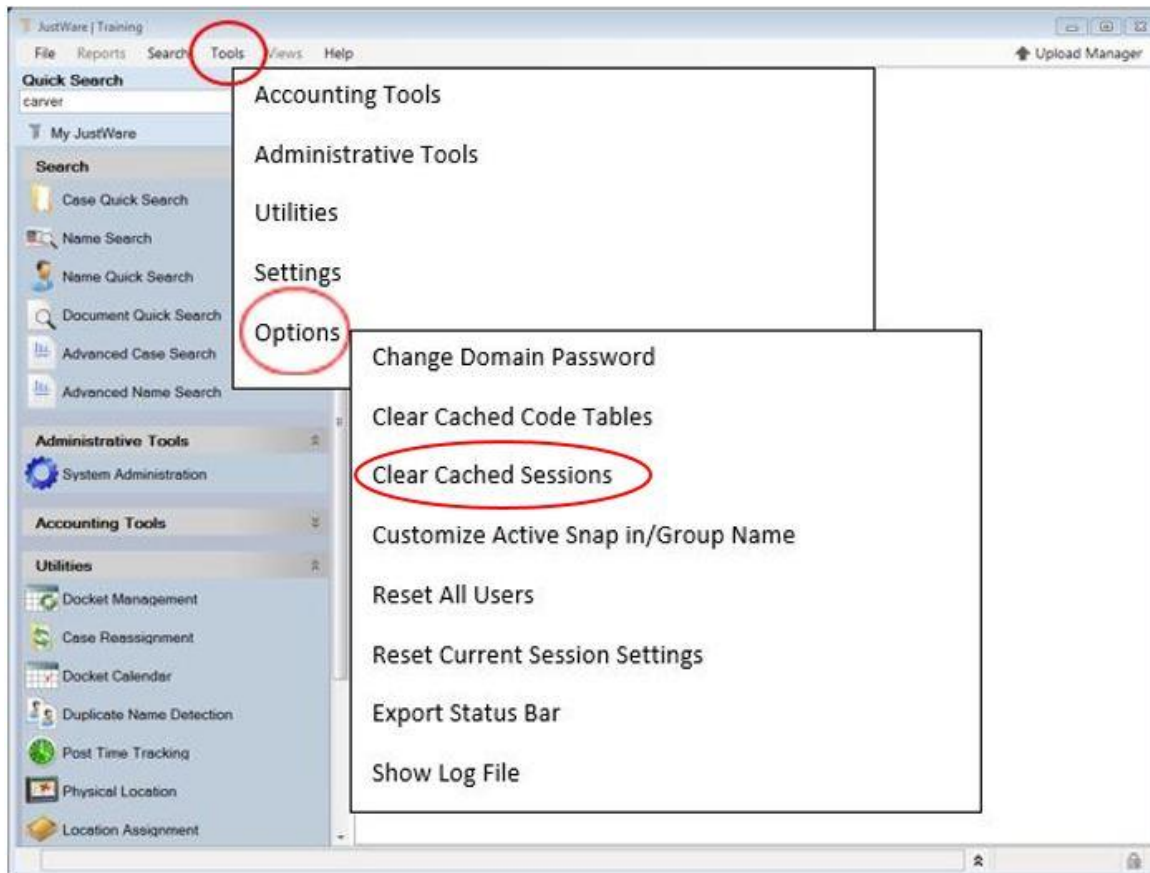
Run the Reset Procedure

- **Click on Tools**
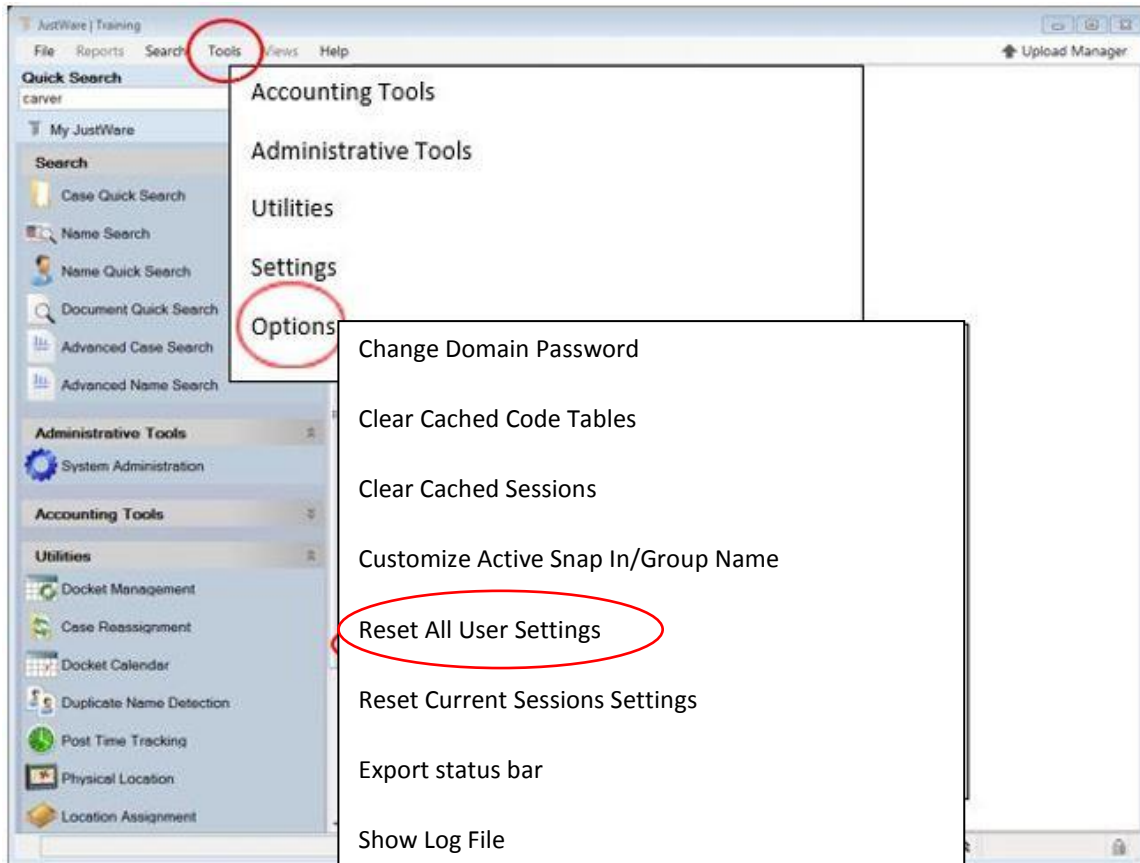- **Options**
- **Clear Cached Code Tables**

Then:

- **Click on Tools**
- **Options**
- **Clear Cached Sessions**

And finally,

- **Click on Tools**
- **Options**
- **Reset All User Settings**

You have now reset JustWare Defender.

The following keyboard shortcut may also work to reset JustWare on some keyboards:

**Ctrl-Shift-Alt-Pause (hit all keys at the same time)**

Search for Name or Case

When you are dealing with names and cases, you always start with a search. There are several ways to conduct searches in JustWare.

Quick Search
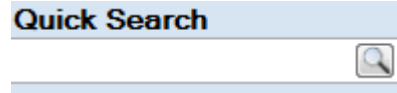
Use the **Search Bar** at the top of the left menu

This returns a list of all names and cases matching the search criteria. You can use the wildcard (*) if you are not sure of the spelling, i.e., search for Anderson or Andersen as Anders*. The wildcard only functions at the end of a word, not the beginning or middle. You may enter the first, last or entire name of the person in the search box. If you know information from the case, i.e., the docket number, fill that number in **Quick Search**, and that case will be found.

Searches from the menu on the left:

Search
- Case Quick Search
- Name Search
- Name Quick Search
- Document Quick S...
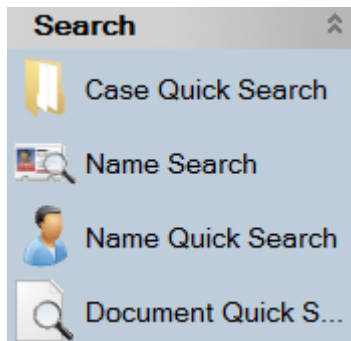
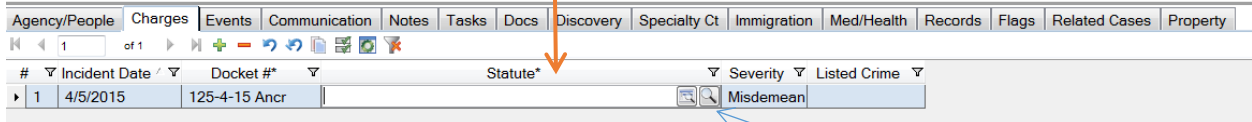**Name Quick Search** gives you a list of all names matching the criteria.

Name Search allows you to search on any of the information in a name record and will display the name records in a grid. Note that if you use this search, you may see fields that are not being used, such as driver's license, eye color, etc. Do not enter any search criteria in them.

Case Quick Search gives you a list of all cases matching the criteria.

Search for Statute

You can search the statutes in several ways:

1. From the **Charges** tab, click in the **Statute** field.

Agency/People	Charges	Events	Communication	Notes	Tasks	Docs	Discovery	Specialty Ct	Immigration	Med/Health	Records	Flags	Related Cases	Property

#	Incident Date	Docket #*	Statute*	Severity	Listed Crime
1	4/5/2015	125-4-15 Ancr		Misdemean	

Type part of the name of the charge and press **Enter, or click Statute Quick Search (the second search button).** This acts as a wild card search. Example, if you type assault and press Enter, the search will return all statutes containing assault (simple, aggravated, sexual, etc.) on a screen as shown below. You can click on the blue highlighted statute to involve the charge in the case.

13V1023(a)(1) ASSAULT - SIMPLE

13V1023(a)(1) **ASSAULT** - SIMPLE Misdemeanor Imprisoned not more than 1 year or fined not more than $1,000.00, or both, unless the offense is committed in a fight or scuffle entered into by mutual consent, in which case a person convicted of simple **assault** shall be imprisoned not more than 60 days o CHARGE_ID: SA

Details

If you click on the blue highlighted Details, you will get the following screen:

13V1023(a)(1) ~ ASSAULT - SIMPLE

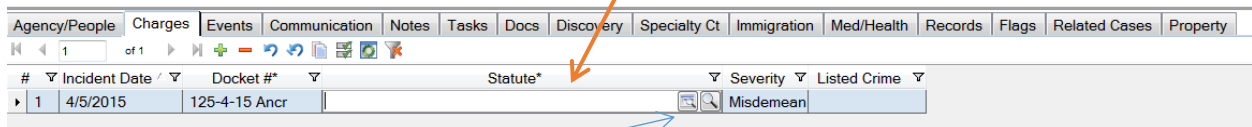| Short Description:		Charge ID:	SA
Penalty:	Imprisoned not more than 1 year or fined not more than $1,000.00, or both, unless the offense is committed in a fight or scuffle entered into by mutual consent, in which case a person convicted of simple assault shall be imprisoned not more than 60 days o	StatuteID:	2605
Severity:	Misdemeanor		

⊟ **Plain Text Charging Language**

Attempts to cause or purposely, knowingly or recklessly causes bodily injury to another.

You can use the search window within the search results to narrow your search further.

Retrieving statute for Smith, Roger ~ ASSAULT - SIMPLE ...

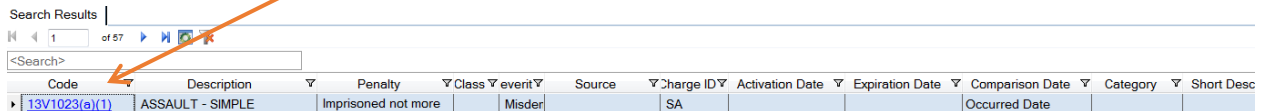Enter information to refine your search.
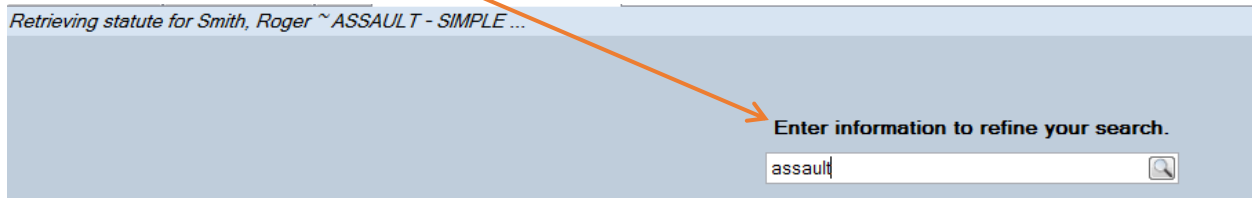
assault

57 Record(s) found for 'assault'
Comparison Dates ~ Occurred Date: 04/05/2015 Received/Filed Date: 07/17/2015

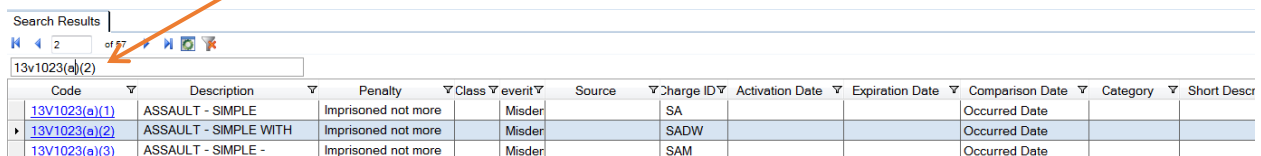2. From the **Charges** tab, click in the **Statute** field.

| Agency/People | Charges | Events | Communication | Notes | Tasks | Docs | Discovery | Specialty Ct | Immigration | Med/Health | Records | Flags | Related Cases | Property |

#	Incident Date	Docket #*	Statute*	Severity	Listed Crime
1	4/5/2015	125-4-15 Ancr		Misdemean	

You can start typing the name of the charge and press **Tab** or click on the first search button (**Statute Search)**. Example, if you type assault and press **Tab**, the search will return all statutes containing assault (simple, aggravated, sexual, etc.) on a screen as shown below. If you click on the blue highlighted statute citation, you will get the same Detail screen as above.

Search Results

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<Search>

Code	Description	Penalty	Class	everit	Source	Charge ID	Activation Date	Expiration Date	Comparison Date	Category	Short Desc
13V1023(a)(1)	ASSAULT - SIMPLE	Imprisoned not more	Misder		SA			Occurred Date		

To involve the statute, highlight the statute and click **Actions, Use Statute.**

You can use the search window within the search results to narrow your search further. Note this search only works with the statute citation.

Search Results

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13v1023(a)(2)

Code	Description	Penalty	Class	everit	Source	Charge ID	Activation Date	Expiration Date	Comparison Date	Category	Short Descr
13V1023(a)(1)	ASSAULT - SIMPLE	Imprisoned not more	Misder		SA			Occurred Date		
13V1023(a)(2)	ASSAULT - SIMPLE WITH	Imprisoned not more	Misder		SADW			Occurred Date		
13V1023(a)(3)	ASSAULT - SIMPLE -	Imprisoned not more	Misder		SAM			Occurred Date		

If you receive a **Search Results** that is too broad, you can use the **Search field** to narrow your search. The **Search field** searches only the first column. By dragging the **Description** column over the **Code** column, it becomes the first column, and you can narrow your search.

3. From the **Charges** tab, click in the **Statute** field.

Type the short code if you know it (SA for simple assault) and press **Tab**. The statute will be filled in, or if there are two or more statutes matching the code (felony and misdemeanor), you will receive a search results screen as in No. 2 above. Then to involve the statute, highlight the statute and click **Actions, Use Statute.**
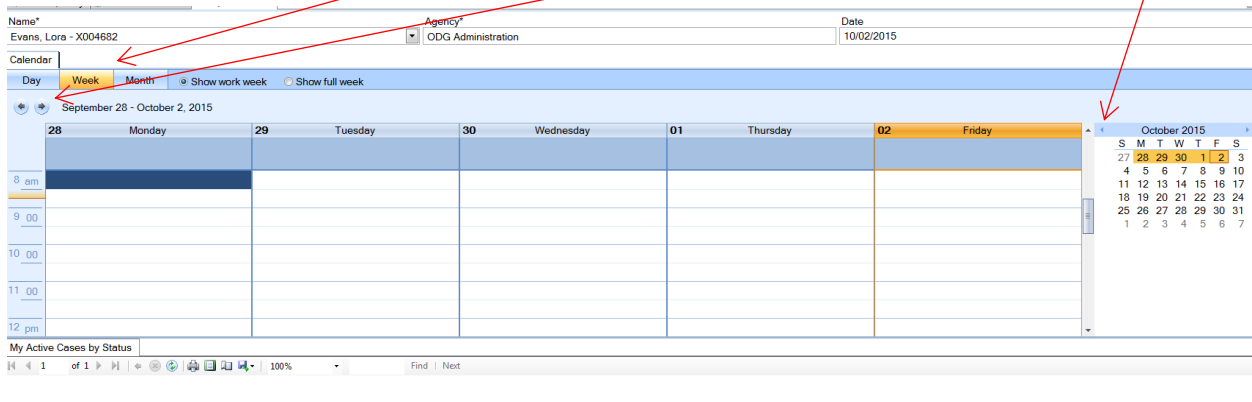
My JustWare

The **My JustWare** screen is the default logon screen. You can change the default (see **Individual Settings** in this manual).

My JustWare is your **JustWare calendar** displaying **Events** in which you are an involved person in cases. You do not enter events directly into the calendar, and you cannot search for a case name in the calendar.

The calendar is synchronized with Microsoft Exchange, so that you will see all your JustWare events in your Microsoft Outlook Calendar. The synchronization is only one direction, from JustWare to Outlook, so that changes you make to events in JustWare appear in your Outlook Calendar, but changes you make to JustWare events in your Outlook Calendar DO NOT appear in JustWare

With your events synched to your Outlook calendar, you can use Outlook to search for a case name.
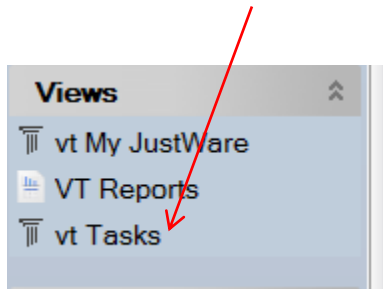
There are three calendar viewing options: day, week (work week or full week) and month. To navigate forward or backward through the current view, click the forward and back buttons

You can change the view of **My <u>JustWare</u>** to display your **Tasks**.
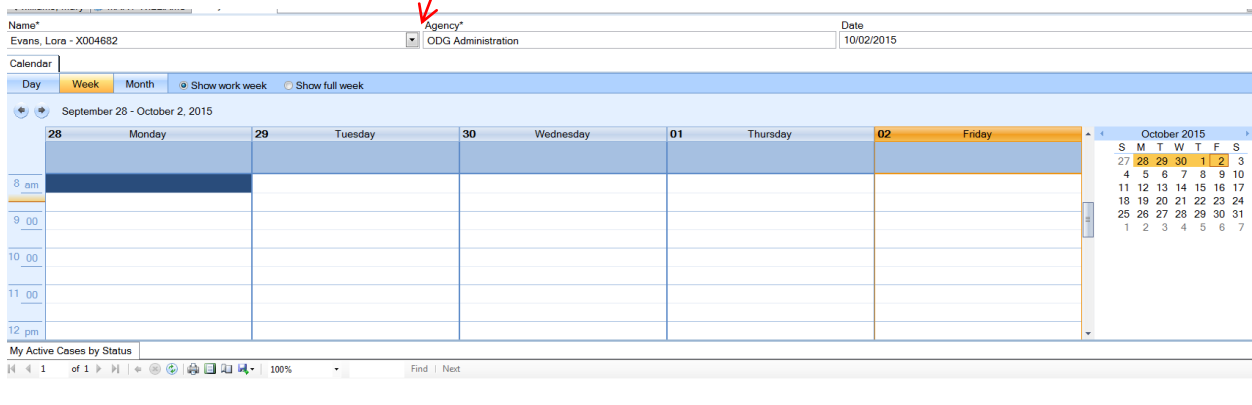
To display your Tasks:

- **Click on Views (left toolbar)**
- **Click VT Tasks**

You can also view the Calendar and **Tasks** of other people within your agency.

To view the Calendar and Tasks for other persons in your agency:

- **Under Name, Click the dropdown to find the name**
- **Calendar changes to their Calendar, and VT Tasks (if you click on it changes to their Tasks**

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My JustWare displays **My Active Cases by Status** below the calendar. Click on the plus sign to display the list. You can click on the hyperlink to open a case on the list. You can also print or export the list.

Glossary of Buttons, Icons, and Tabs

Agency The office/department that a person works with

Attribute Flags related to a name record or case record, such as nickname that pop up when the record is opened

Back Will take you back one screen

Cancel Goes back one screen

Escape Will cancel the current action

File Case record

Funnel Indicates filter

Incident number The law enforcement incident number

Involvement Identifies who can see the case

Left Menu The menu on the left side of the screen, dependent on what section of the case you are in; can be resized by clicking on the vertical bar and dragging left or right

Minus sign Delete Rows – To delete rows

Notifications Pop-ups when a case or name record with flags is opened

Person Name record

Plus sign Add Rows – To insert additional rows

Relationships How people are related to one another in their personal lives

Session The screen that is active

Specialty Court Drug, Mental Health, Treatment, or Domestic Violence Court

Star (*) Indicates a required field

Star (*) Wild character in a search

Tab (Snap-In) Separate section of a case or name record

Keyboard Shortcuts

Alt-F4   Exit JustWare

Ctrl-Delete   Delete current row

Ctrl-F4   Close active record

Ctrl-I   Add row

Ctrl-S   Save current changes

Ctrl-Shift-Alt-Pause   Reset JustWare Defender

Ctrl-Shift-S   Save work and close the program

F-1   Open JustWare Help

F-5   Refresh the screen

Tab   When you are in a tab (snap-in) row, adds a new row

Additional keyboard shortcuts can be found under Help, User, Reference

Individual Settings

You can change your individual settings in JustWare; however, keep in mind that if changes are pushed out to all users, and you do a system reset, you will lose your individual settings.

Some settings that you can change include:

- The default start page (other than My JustWare)
- The order of the tabs (drag the tab to its new location).
- The color of the borders around sections, example, for the type of case (you should choose a dark color so that the border shows up easily).

To change settings:

- **Tools**
- **Settings**
- **Default View Settings**