JustWare Defender Frequently Asked Questions (FAQ's)

General Questions

Q   When do I need to do a **Refresh (F5) or Reset** IN JustWare?

A   F5 will refresh the information on your screen. Reset JustWare is used to reset the program with any new changes to settings that have been made by the Project Management Team.

Q   If we **cover an arraignment for a client** that has pending cases with another attorney, should I enter it in JustWare?

A   Yes, enter it with a "Closed Status" so it doesn't get counted in the added caseload. The disposition needs to be entered as "Partial Representation," then "Arraignment Only" in the Dismissal/Partial Rep field.

Q   Do I enter the **arraignment date as the Open Date**?

A   Not necessarily. It might be the same date, if you are opening the case on that date. But if the arraignment occurred on another date, do not enter the other date as the Open Date, because the case might not be counted for the month that you received the case; i.e., if you opened a case on 11/3/15 with an arraignment/Open Date of 10/30/15, it won't be counted in your November caseload. Remember that you need to enter the arraignment as an Event.

Q   What is the **difference between Status Date and Opened Date**?

A   The JustWare Opened Date should be the date your office received/added the case. This date should never change after you add/open a case. The Status Date changes with certain statuses (see below for examples).

Q   What do I do with Status Date and Opened Date if I **open and close a case on the same day**?

A   You must open the case with a Status "Open", put in the Status Date, and Save the case. Then go back and change the Status to "Closed" and Save again.

Q   How do I **reopen a closed case**, i.e., a VOP?

A   Change the Status to Open and the Status Date to the date you Re-Opened the case.

Q   What do I enter when a client is **referred to Diversion**?

A   You should place the person on a Status=Inactive Diversion. Then if the person successfully completes Diversion,enter the Dispo=Dismissed by Court

with a Dismissal/Partial Rep=Diversion, and change the Status to Closed and the Status Date to closed date.

Q   What do I enter when a client is **under warrant**?

A   You should change the Case Status to "Inactive-Warrant" and change the Status Date to the date the warrant was issued. When the client is arrested, change the Case Status back to "Open" and the Status Date to the date the client was arrested.

Q   Duplicate Names – Can I delete a name record when a name record for the same person already exists?

A   No, if you are certain it is the same person, you must request Name Merging from one of the System Administrators, Mary Deaett, Lora Evans, or Greg King. Provide the name and the Name ID# or the DOB.

Q   Do I enter **consecutive docket numbers** in the same case?

A   Yes, but only when the Court has the consecutive docket numbers entered as one case. You should not enter separate cases arraigned on the same day under one case.

Q   Do I **close a juvenile case at disposition and reopen** it for a review hearing?

A   No, you do not close juvenile cases until the child is no longer under any supervision. Instead, leave the case in "Open" Status, and add reviews and subsequent events as Events.

Q   Does the **type of Discovery Request** mean what are we requesting?

A   Yes, this means paper or audio/video, etc.

Q   Why can't I see the **AV button**?

A   You must be in a case record, and you must save it before you will see the AV button.

Searching

Q   Why **can't I find Statute** 23 VSA 1133(b)(2), Eluding a Police Officer – Negligent Manner?

A   Because all (b)s also violate (a). Search for only 23v1133. All subsections (a) & (b) will be displayed.

Documents

Q How can I **copy a document** that has been saved in a client's case file (in Docs) to another one of the same client's files?

 A Right click on the document and select "Copy to" and select Case Record. Then type in the Docket Number or the client's name.