



JusticeLink eServices

OnLine Court User Guide



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1. INTRODUCTION

Before you commence using OnLine Court, you should familiarise yourself with this guide and the relevant parts of:

- *Electronic Transactions Act 2000 s 14I*
- *For OnLine Courts initiated in the Supreme Court - Practice Note SC Gen 12*
- *Uniform Civil Procedure Rules 2005 (UCPR)*
- *Supreme Court of NSW [Fact Sheets](#) r3.9*
- *District Court of NSW Fact Sheets*
- *Civil Procedure Act s 71*
- *Electronic Transactions (ECM Courts) Order, Schedule 1*

2. REGISTRATION

- Only registered users may use eServices OnLine Court.
- Only persons or organisations invited by the court to participate may register for eServices OnLine Court.
- If you have been invited / directed to use OnLine Court, registration forms are available at <http://www.lawlink.nsw.gov.au/justicelink> . The completed form should be attached in an email and addressed to justicelinksupport@agd.nsw.gov.au .
- The registration form asks the applicant to nominate a userid. The userid has to be at least six characters and unique.
- The registration form also requests a “display name”. This is displayed on the top right of each screen (see [Figure 3 - Display Name Location](#)). This is **important** when using OnLine Court as the display name is the name associated with any message posted (this allows, for example, an OnLine Court to ascribe a posting to “Marion Jane, SC” or “Tom Jones, paralegal”)
- An email advising the user of the creation of the account and a temporary password will be sent immediately after account setup. As the applicant has nominated the userid they will have knowledge of this when logging in.
- The userid and password are both **case sensitive**.

3. ONLINE COURT

- OnLine Court will be initiated at the direction of a judicial officer.
- Staff of legal firms who are registered eUsers can post messages to an OnLine Court on behalf of a legal practitioner but they cannot request an OnLine Court.



- The protocols for using OnLine Court is referred to in section [1 INTRODUCTION](#) above.

4. THIS GUIDE IS NOT LEGAL ADVICE

This user guide provides information about general court procedures. It is not intended to provide legal advice nor is it a substitute for consulting or referring to relevant Act or the rules of the Court.

Should you have questions about the document and the jurisdiction or relevant legislation and rules governing the practice and procedure of the Court, the following websites may be consulted for further details: www.lawlink.nsw.gov.au or www.lawaccess.nsw.gov.au. Additionally refer to the contents in section [1 INTRODUCTION](#) of this guide.

5. DISCLAIMER

Information provided in eServices is made available on the understanding that neither the NSW Attorney General's Department nor the Supreme Court of NSW nor JusticeLink eServices are rendering professional advice.

Before relying on the material in eServices, users should carefully evaluate its accuracy, currency and completeness. Whilst the NSW Attorney General's Department, Supreme Court of NSW, District Court of NSW, Local Courts of NSW, JusticeLink eServices believe that all information provided by eServices is accurate and reliable, we give no guarantees, undertakings or warranties concerning the accuracy, completeness or currency of the information provided.

JusticeLink eServices is made available on the understanding that the State of NSW and its employees and agents shall have no liability (including but not limited to liability by reason of negligence) to JusticeLink eServices users for any loss, damage, cost or expense whether direct, indirect, consequential or special, incurred by, or arising by reason of, any person using or relying on eServices and whether caused by reason of any error, omission or misrepresentation in eServices or otherwise. eServices users will be responsible for making their own assessment of the information and should verify all relevant representations, statements and information within. Users should note that the use of eServices is optional and that in person court services remain available.

Furthermore, whilst the information in eServices is considered to be true and correct at date of login, changes in circumstances after the time of login may impact upon the accuracy of the information. The information may change without notice and the State of NSW is not in any way liable for the accuracy of any information printed and stored by an eServices user. JusticeLink eServices may update, improve and/or change the information in eServices at any time.

The State of NSW will not be liable for damage or loss resulting from any delay in operation or transmission, virus, communications failure, email interception or corruption, Internet access difficulties or malfunction in equipment or software.

6. PRIVACY POLICY

Many people are concerned about how personal information provided online will be used. This Privacy Policy Statement provides a clear and concise framework of how and when JusticeLink collects, stores, uses and discloses the information that you provide when accessing JusticeLink facilities.

The JusticeLink site is part of Lawlink, which is operated and managed by the NSW Attorney General's Department. When visiting this site, a record of your visit is logged. The Privacy Statement applying to your entry to JusticeLink is the LawLink privacy statement, which can be found on <http://www.lawlink.NSW.gov.au/disclaimer.nsf/pages/disclaimer>.

This statement is specific to JusticeLink, and wholly relates to the personal information that you provide when using JusticeLink, and when accessing JusticeLink facilities.

6.1 *Privacy and Personal Information Protection Act 1998*

The NSW [Privacy and Personal Information Protection Act 1998](#) sets the privacy standards regulating the manner in which public sector agencies deal with personal information. The standards outlined in the Act only apply to personal information. This is defined as any information about an individual whose identity is apparent or can reasonably be ascertained from that information.

The Act does not affect the manner in which a court exercises its judicial functions (s. 6 of the Act). Information contained in JusticeLink with respect to proceedings in a JusticeLink court (including proceedings that have been finally disposed of) is taken to be information concerning the judicial functions of that court (see s.14B of the Electronic Transactions Act 2000).

6.2 *What personal information will be collected?*

JusticeLink collects two categories of information:

- Information for manual and electronic transactions in accordance with longstanding practices and policies; and
- Information collected only for electronic transactions.

JusticeLink collects personal information that the courts have always collected about matters appearing before it. These are:

- Name and address of a party, including contact details;
- Name and address of a party's representative, if any, including contact details;
- Contents of specified documents which can be uploaded in JusticeLink, including personal information contained within.

JusticeLink also collects personal information specific to the use of JusticeLink including navigation patterns and number of pages viewed. Information specific to JusticeLink usage is used only for purposes of normal court administration and monitoring site usage.



6.3 What personal information will not be collected in JusticeLink?

JusticeLink or its technology service provider does not store customer credit card details at any time during the lodgement process. JusticeLink retains no credit card information.

6.4 What we do with the information collected?

The personal information collected by JusticeLink is information reasonably necessary for, and for the lawful purpose of, processing documents filed in proceedings and carrying out the statutory functions of the courts, which includes but is not limited to:

- Determining court fees payable and to enable auditing of fees paid;
- Facilitating case management;
- Enabling an accurate record of court decisions to be maintained, as they affect the rights and obligations of individuals and organisations, including Government organisations and individual organisations;
- Monitoring and evaluating court performance;
- Taking risk management measures to detect and prevent fraud;
- Analysing and improving JusticeLink website facilities.

6.5 Email management

JusticeLink will only record an email address that is a mandatory requirement of a user's registration. It will only be used for the purpose for which you have provided it. We will not use your personal email address for any other purpose, and will not disclose it without your consent.

The Internet is an insecure medium however, and users should be aware that there are inherent risks in transmitting information across the Internet. Unencrypted information submitted via email may be at risk of being intercepted, read or modified. Therefore use of JusticeLink is entirely optional and the full range of in person court services will continue to be provided by the courts.

6.6 Navigational information

When you login to JusticeLink, we will log the date and time you entered the area. For statistical purposes we collect information on website activity (such as the number of users visiting JusticeLink, the date and time of visits, the number of and type of pages viewed, and navigation patterns). This information on its own does not identify an individual but it does provide us with statistics for the purposes of network analysis, usage analysis, and research into usage patterns for the purpose of improving JusticeLink services. Access to and use of this information is restricted to JusticeLink management and staff, and to researchers working on JusticeLink projects and subject to an agreement to adhere to this Privacy Policy.

The NSW Attorney General's Department reserves the right to gather more extensive information than that stated above in the event of any attempted access to JusticeLink which raise security issues and, where necessary, to make disclosures to relevant authorities.

6.7 Data storage

Information and documents stored on the system will be used for nothing other than normal court purposes.

Information related to active matters is regularly backed up and information and documents related to non-active active matters will be archived and stored.

All data is erased from the NSW Attorney General's Department computer hardware prior to disposal.

6.8 Public access to information provided in JusticeLink

At this stage, members of the public will not have access to JusticeLink.

JusticeLink users should note that there are legal limitations on the use, publication and dissemination of some personal information contained in JusticeLink databases.

JusticeLink and LawLink reserve the right to exclude access to its databases by users or sites in apparent breach of any such legal requirements.

6.9 Updating this policy

The developing nature of information technology and the laws regulating the way public bodies are using it to deliver services means that this policy may be modified or expanded in light of new developments.



7. LOGGING INTO JUSTICELINK eSERVICES

7.1 Logging in for the first time

7.1.1 A registered user when logging in for the first time will be asked to enter the password as supplied in the email advice of successful registration. The application will then require the registered user to change the password.

Figure 1 - JusticeLink eServices User Login Screen

7.1.2 Password must be at least 7 characters in length and contain at least 2 numbers.

7.1.3 Both userid and password are case sensitive.

7.2 Cannot remember password

7.2.1 If you are registered as an eServices user and cannot remember your password, contact Business Support Group JusticeLink on (02) 9377 5588 or justicelinksupport@agd.nsw.gov.au to have the password reset.

7.2.2 Advice of the newly reset password will be via email message or phone.



7.3 ID locked after 3 unsuccessful login attempts

7.3.1. Where an eUser enters an incorrect combination of userid and password so that login is not authenticated, the eUser will be provided with an error message and asked to enter the correct userid and password combination. The UserID and password are case sensitive.

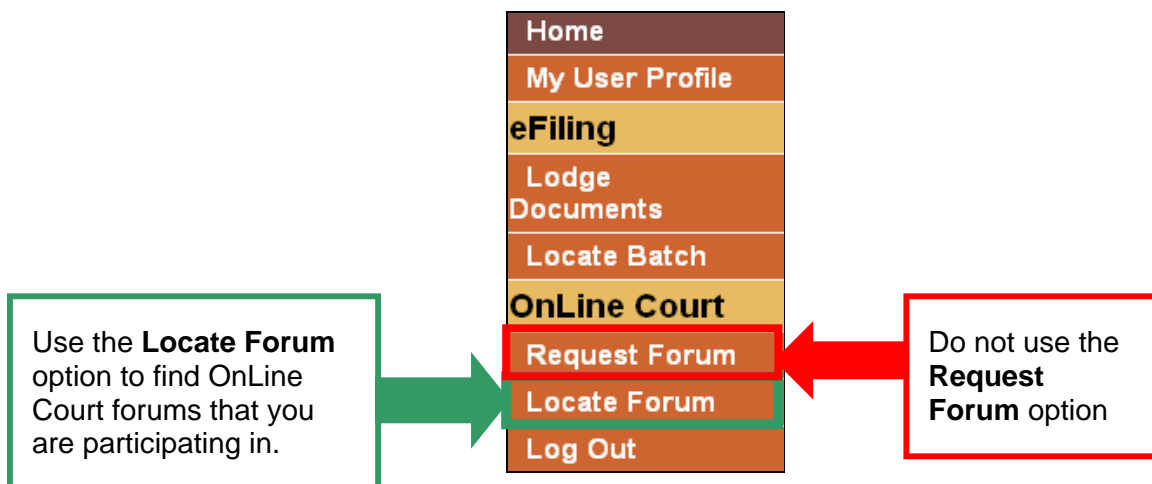
7.3.2 Three (3) unsuccessful attempts will lock the users account requiring the eUser to contact justicelinksupport@agd.nsw.gov.au to have the password reset.

8. LOOK & FEEL

8.1 Application menu options

8.1.1 The left hand side of the screen shows the application menu options. If using OnLine Court then the option [Locate Forum](#) is to be used.

Figure 2 - Application Menu - Legal Practitioner Access



8.1.2 The options **Lodge Documents** and **Locate Batch** are used with **eFiling** in the Supreme Court only.

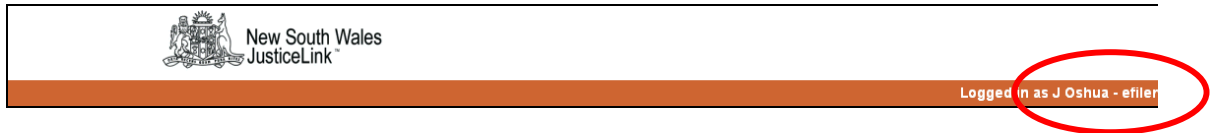
8.1.3 The option **Request Forum** is not to be used. Instead use the **Locate Forum** option to locate all forums in which you are a participant.

8.2 Display current user

8.2.1 Located near the top of the screen in the 'System Menu Bar', on the right, is the display name of the user.



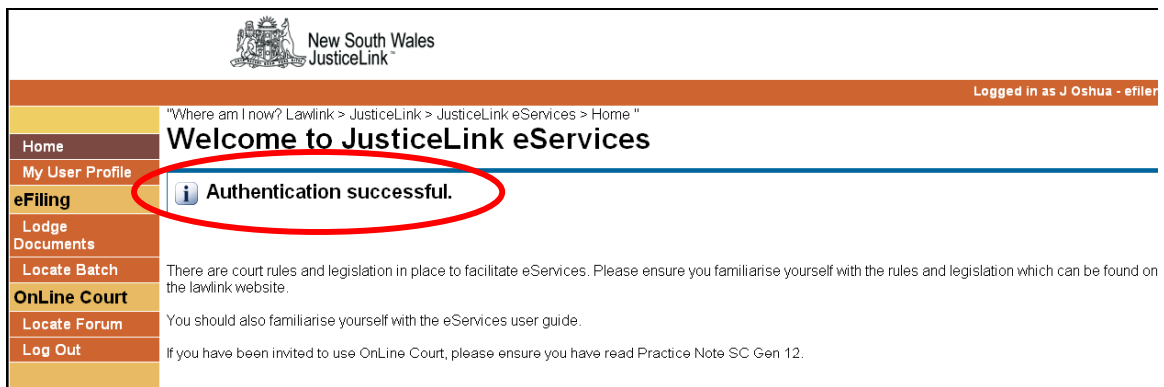
Figure 3 - Display Name Location



8.3 Messages

8.3.1 Messages, example confirmations, will be displayed to the user in the area highlighted below in figure 4:

Figure 4 - Screen Message Location



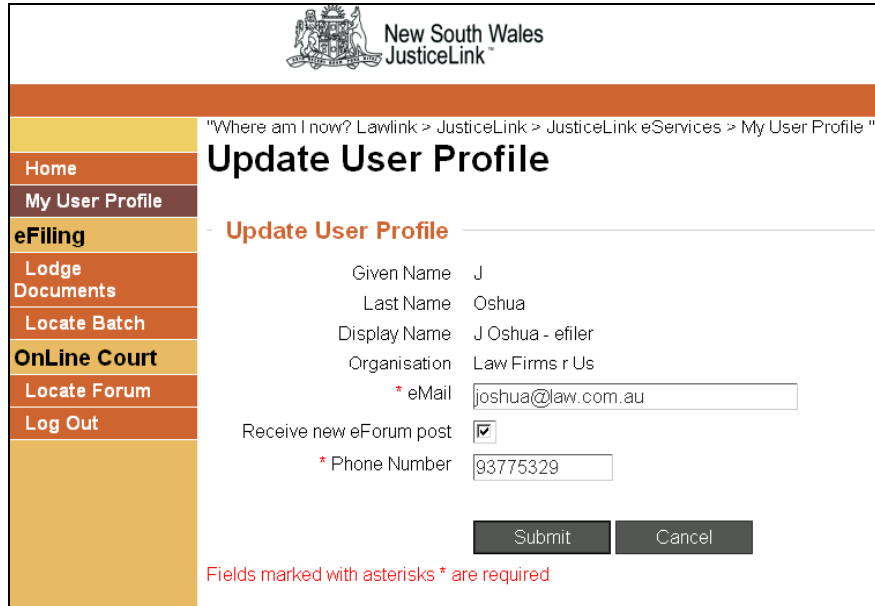
9. USER MAINTENANCE

9.1 Only the email address and contact number can be updated. All other fields are read only.

9.2 Select option **My User Profile** from the application menu.

9.3 Select **Update User Profile** button to display the **Update User Profile** page (figure 5).

Figure 5 - Update User Profile screen



"Where am I now? Lawlink > JusticeLink > JusticeLink eServices > My User Profile "

Update User Profile

Update User Profile

Given Name	J
Last Name	Oshua
Display Name	J Oshua - efiler
Organisation	Law Firms r Us
* eMail	<input type="text" value="joshua@law.com.au"/>
Receive new eForum post	<input checked="" type="checkbox"/>
* Phone Number	<input type="text" value="93775329"/>

Fields marked with asterisks * are required

9.4 After changing either email address and/ or phone number, select **Submit** to save changes made.

9.5 **Cancel** will return user to **User Profile** screen.

10. ONLINE COURT

The various protocols for using OnLine Court are detailed in [1 INTRODUCTION](#) of this guide.

10.1 Requesting an OnLine Court

10.1.1 Requesting on OnLine Court is not permitted. Please do not use the option.

10.1.2 If the Judicial Officer hearing the matter considers it suitable for an OnLine Court then the Judicial Officer will initiate the OnLine Court forum and will make directions accordingly. Ensure that you have been registered to use JusticeLink eServices (see part 2 of the document - [Registration](#)) and inform the Judicial Officer or court registry when your registration has been completed. You will then be joined as a participant to the forum and can then participate.

10.1.3 Additionally, if you are already registered to use OnLine Court and are to participate in a further forum, then inform the Judicial Officer / court registry of your existing registration.



10.2 Locate Forum

10.2.1 Select **Locate Forum** from the left hand side application menu. Returned in the main page will be all forums that you are attached to (figure 6). This is the default.

Figure 6 – Locate Forum > Search results

The screenshot shows the 'Locate Forum' page. At the top, there is a navigation breadcrumb: "Where am I now? Lawlink > JusticeLink > JusticeLink eServices > OnLine Court". The user is logged in as 'Kate Sharp'. The left-hand navigation menu includes: Home, My User Profile, eFiling (with sub-items: Lodge Documents, Locate Batch), OnLine Court (with sub-items: Request Forum, Locate Forum, Log Out). The main content area is titled 'Locate Forum' and contains a search form with 'Case Number' and 'Status' input fields and a 'Search' button. Below the search form is a section titled 'Forum Search Results' showing a table with two rows of results.

Case Number	Case Title	Status
12345 of 2007	Justin Link v Sue Preem	CLOSED
3479 of 2007	Sue PREEM v Justin LINK	OPEN

10.2.2. A search ability is also available to locate a specific forum. Use **Case Number** and / or **Status** of 'open' or 'closed' to filter the search results. After search criteria has been keyed in click on **Search** to run the search.

10.2.3 All forums in which the user is a participant will be listed in the **Forum Search Results** section located in the lower area of the **Locate Forum** page.

10.2.4 Clicking on the [Case Number](#) hyperlink will take the user to the **View Forum** page (figure 7).



10.3 View Forum

Figure 7 - View Forum Details Page

The screenshot displays the 'View Forum' page. At the top, it shows the New South Wales JusticeLink logo and the user is logged in as 'Kate Sharp'. A breadcrumb trail indicates the current location: 'Where am I now? Lawlink > JusticeLink > JusticeLink eServices > OnLine Court'. The main heading is 'View Forum'. Below this, the 'Forum Details' section provides the following information:

- Case Number: 3479 of 2007
- Case Title: Sue PREEM v Justin LINK
- Status: Open
- Forum Participants: J Oshua - Legal Practitioner, Edith Gwynne, Associate to Annie J, Kate Sharp, Annie J, Marcus Bear QC.

Buttons for 'Post Message' and 'Print' are visible below the details. A table lists the forum messages:

Subject	Date	Posted By	Attachment
OnLine Court Explanation	22/08/2007 02:11:20 PM	Annie J Supreme Court of NSW	

The message content includes: 'In order that future directions and interlocutory applications in this matter that may appropriately be conducted in the absence of the public may be conducted by the ECM system, I will open an ECM Court. I refer the parties to the analysis of the power to open an ECM Court in Koompahtoo Local Aboriginal Land Council v KLALC Property & Investments Pty Ltd & anor (No 2) GZELL J [2006] NSWSC 169. The parties are advised that Practice Note SC Gen 12, that came into operation on 22 March 2006, applies to ECM court proceedings.'

10.3.1 Only users who are **Forum Participants** in a forum can access and view messages posted to that forum; that is, the registered user has been added to the forum by the Judicial Officer or their associate / or registry staff.

10.3.2 The **View Forum** page displays:

- The details of the case/proceedings and the status.
- Forum participants
- A list of messages associated with the forum, sorted in descending order of date of posting.

13.3.3 **Print** – provides the user with transcript of all posted messages.



Figure 8 - Sample of a printed Forum Transcript

View Forum

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New South Wales
JusticeLink

Forum Details

Case Number 3479 of 2007
Case Title Sue PREEM v Justin LINK
Status Open
Forum Participants J Oshua - Legal Practitioner, Edith Gwynne, Associate to Annie J, Kate Sharp, Annie J, Marcus Bean QC.

Subject	Date	Posted By	Attachment
Approval Given - orders made	23/08/2007 09:48:43 AM	Annie J Supreme Court of NSW	Document
<p>I make the following orders: Make orders in terms of document titled : "Amended Timetable Consent Order" namely:</p> <p>1 Defendant file and serve affidavits on which it relies by 24/08/2007; 2 Plaintiff file and serve affidavits on which it relies by 31/08/2007; 3 Defendant file and serve affidavits in reply by 7/09/2007; 4 Direct Defendant to file and serve valuation report by 7/09/2007; 5 The plaintiff to serve on the defendant and efiled to his Honour's Associate an outline of argument, objections to evidence and list of authorities by no later then 4.00pm 24/08/2007. 6 The defendant to serve on the plaintiff and efiled to his Honour's Associate an outline of argument, objections to evidence and list of authorities by no later then 4.00pm 31/08/2007. 7 Written reply by the plaintiff be served and efiled by 7/09/2007. 8 Confirm that matter is Specially Fixed for Hearing on 24/09/2007 before Justice Annie. 9 Reserve 4 days for the hearing; 10 That each party pay their own costs.</p> <p>Annie J</p>			
regarding consent orders and amendments	23/08/2007 09:42:00 AM	Marcus Bean QC Adder Chambers	
<p>Agree to the amendments as proposed and have no objection to the inclusion of the costs order as suggested by the solicitor for the Defendant.</p> <p>Counsel for the plaintiff Marcus Bean QC</p>			
Consent orders approved	23/08/2007 09:39:19 AM	J Oshua - Legal Practitioner Law Firm's R Us	

View Forum

Page 2 of 3

I confirm that the additional directions are agreed to and that Ms Di Lane QC, counsel has no objection to their inclusion.
We are in a position to make all material available to the Court as specified in the orders together with the additions.

We also seek the addition of the following order "Each party is to pay their own costs."

Approval of Consent Orders	22/08/2007 02:23:30 PM	Annie J Supreme Court of NSW	Document
<p>I am prepared to make the orders sought in document titled "Timetable Consent Order 20070816" with the following amendments that will ensure that all material is promptly before myself in sufficient time prior to the hearing. The additional directions are that:</p> <p>* the plaintiff to serve on the defendant and efiled to his Honour's Associate an outline of argument, objections to evidence and list of authorities by no later then 4.00pm 24/08/2007.</p>			



* the defendant to serve on the plaintiff and efiled to his Honour's Associate an outline of argument, objections to evidence and list of authorities by no later than 4.00pm 31/08/2007.
* written reply by the plaintiff be served and efiled by 7/09/2007.

A copy of amended consent orders is herewith.

The parties are invited to comment.

Annie J

Reply - Approval of Consent Orders	22/08/2007 02:20:22 PM	Kate Sharp Law and Co	Document
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Your Honour,

I appear for the Plaintiff and mention this matter on behalf of the defendant's solicitor, J Oshua.

The parties have drafted consent orders to provide additional affidavit evidence to enable this case to proceed to trial on 24 September 2007. A copy of the Consent Orders is attached.

By Consent, we seek that the orders be made in accordance with the consent order document and that the hearing fixed before you on 24 September 2007 be confirmed.

Kate Sharp
Solicitor for the Plaintiff (S Preem)

OnLine Court Explanation	22/08/2007 02:11:20 PM	Annie J Supreme Court of	
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View Forum Page 3 of 3

NSW

In order that future directions and interlocutory applications in this matter that may appropriately be conducted in the absence of the public may be conducted by the ECM system, I will open an ECM Court.

I refer the parties to the analysis of the power to open an ECM Court in *Koompahtoo Local Aboriginal Land Council v KLALC Property & Investments Pty Ltd & anor (No 2)* GZELL J [2006] NSWSC 169.

The parties are advised that Practice Note SC Gen 12, that came into operation on 22 March 2006, applies to ECM court proceedings.

The orders need not be taken out by the parties. They have been forwarded to the Registry which will include them in the Courtnet record of these proceedings.

Annie J

Crown Copyright ©

10.3.4 **Post Message** button – takes the user to the **Post message** page (figure 21) so that a new message can be added.

10.3.5 When a forum is closed the **Post Message** button will not appear for selection.

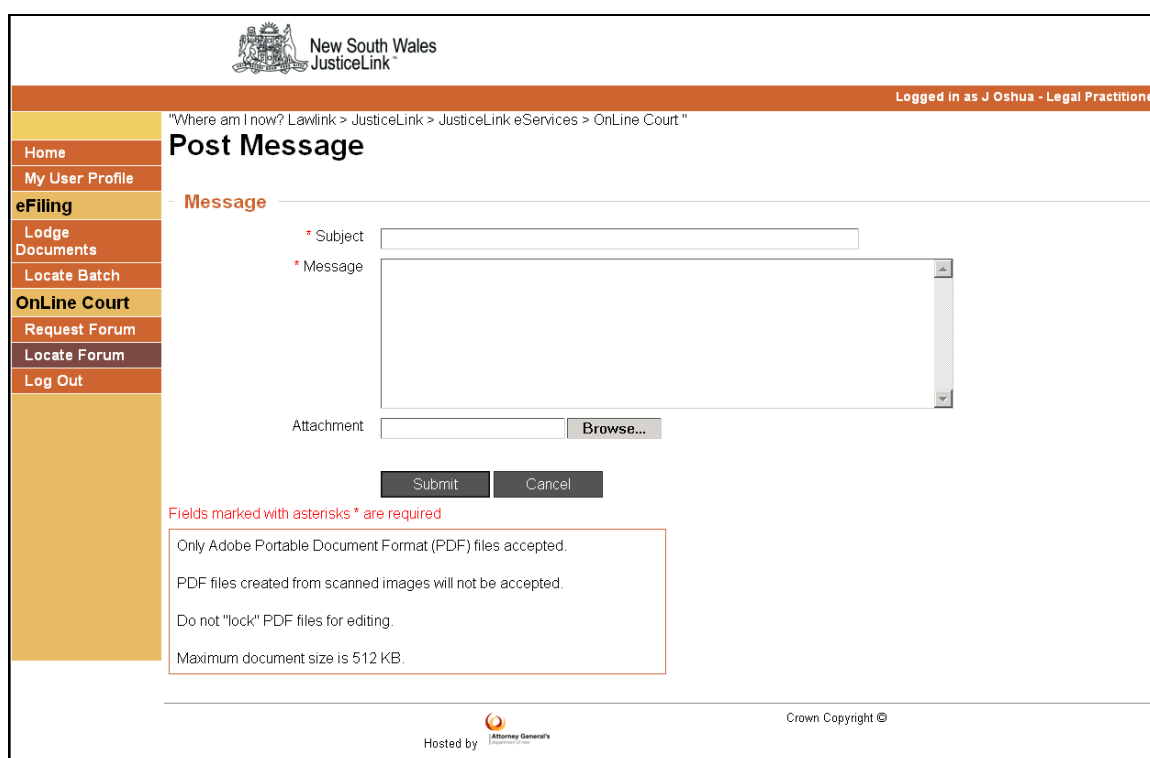
10.3.6 If an OnLine Court forum is re-opened an email message will be sent to all participants advising that forum has been re-opened.

10.4 Post Message

10.4.1 First locate the forum. After selecting the forum, the view forum details page appears with a post message button available (where the forum is open).

10.4.2 Click on the **Post Message** button. Post Message page appears (figure 9)

Figure 9 - Post Message Page



The screenshot shows the 'Post Message' page in the OnLine Court system. The page header includes the New South Wales JusticeLink logo and the user's login information: 'Logged in as J Oshua - Legal Practitioner'. The breadcrumb trail reads: 'Where am I now? Lawlink > JusticeLink > JusticeLink eServices > OnLine Court'. The left navigation menu includes: Home, My User Profile, eFiling, Lodge Documents, Locate Batch, OnLine Court, Request Forum, Locate Forum, and Log Out. The main content area is titled 'Post Message' and contains a form with the following elements:

- A red asterisk indicates that the 'Subject' and 'Message' fields are required.
- The 'Subject' field is a single-line text input.
- The 'Message' field is a large multi-line text area.
- The 'Attachment' field is a text input with a 'Browse...' button next to it.
- There are 'Submit' and 'Cancel' buttons at the bottom of the form.
- A red warning box at the bottom of the form contains the following text:
 - Fields marked with asterisks * are required
 - Only Adobe Portable Document Format (PDF) files accepted.
 - PDF files created from scanned images will not be accepted.
 - Do not "lock" PDF files for editing.
 - Maximum document size is 512 KB.

The footer of the page includes the text 'Hosted by Attorney General's Department' and 'Crown Copyright ©'.

10.4.3 Insert the **Subject**. This is a free form text field.

10.4.4 Insert the **Message**. This is a free form text field. It will permit a large message to be written.

10.4.5 If an attachment is to be included, select the **Browse** button and search for the document, open it and attach it. Only documents in PDF (portable document format) and unlocked will be accepted. **Scanned documents are not acceptable.**

10.4.6 A document can be **no larger than 1024 Kbytes (1 Mbyte)**

10.4.7 Select the **Submit** button - this saves the new message to the forum. The View Forum page (Figure 7) is displayed.

10.4.8 All forum participants will automatically be sent an email advising that a message has been posted and to login to JusticeLink eServices to read the content of the new message.



11. LOGGING OUT

11.1 To logout, select the **Log Out** option from the application menu.

11.2 The system will log out the user out after 30 minutes of inactivity.