



## Website Enhancements - Summary of changes

### Enhancements Overview

Thank you for being a valued user of the CJSM service. The changes detailed in this guide are designed to modernise the CJSM interface and improve your overall experience. This update introduces a refreshed homepage with an updated layout, enhanced usability through larger, brighter interactive elements, and a dynamic 'Latest Updates' section.

We've also streamlined navigation with a relocated sidebar, updated the CJSM Directory for improved clarity and functionality, and introduced new filtering options that expand your search capabilities. These changes reflect our commitment to providing you with a more intuitive and efficient experience, ensuring you get the most value from our service.

### Visual Before & After Comparisons

To illustrate the impact of these homepage UI/UX enhancements, we've prepared visual before-and-after comparisons. These images highlight the specific changes and demonstrate how they contribute to a more seamless and efficient user experience.

## CJSM Homepage

The CJSM Homepage has been updated to be in line with modern design principles. Input boxes and buttons are now larger and brighter to improve usability. Information has been relocated to allow for additional important updates to be displayed to users. The updates themselves now have better formatting options, meaning emphasis can be added to key information amongst other features.

### Before:

The screenshot shows the previous version of the CJSM homepage. It features a light blue header with the CJSM logo. The main content area is white and contains a paragraph about the CJSM service, a 'Need help?' section with contact information, and a 'Latest Updates' section with a maintenance announcement. On the right, there is a dark blue sidebar with the CJSM logo, a login form with 'Username' and 'Password' fields and a 'Login' button, and a link to 'Log in for Moj Directory users ONLY'. At the bottom of the sidebar, there is a link to 'Apply now'.

### After:

The screenshot shows the updated version of the CJSM homepage. The layout is more modern and organized. The header is dark blue with the CJSM logo and the text 'Log into CJSM Secure Email'. The main content area is white and features a 'Latest Updates' section with a yellow background for 'Upcoming Service Enhancements' and a grey background for 'Did You Know? - You can enable SMS Recovery on your CJSM account'. The sidebar on the right is dark blue and contains a login form with 'Username' and 'Password' fields, a 'Log in' button, a link to 'Log in for Moj Directory ONLY', and a link to 'Apply now'. The footer is dark blue and contains the text 'Powered by egress' and 'Version 4.0.0.0'.

## Helpdesk opening times and contact details

To allow for additional updates to be displayed in the 'Latest Updates' section of the homepage, opening hours and helpdesk contact details can now be found by clicking the 'Need help?' link which will display the information in a popup modal as below:

[Need help?](#)

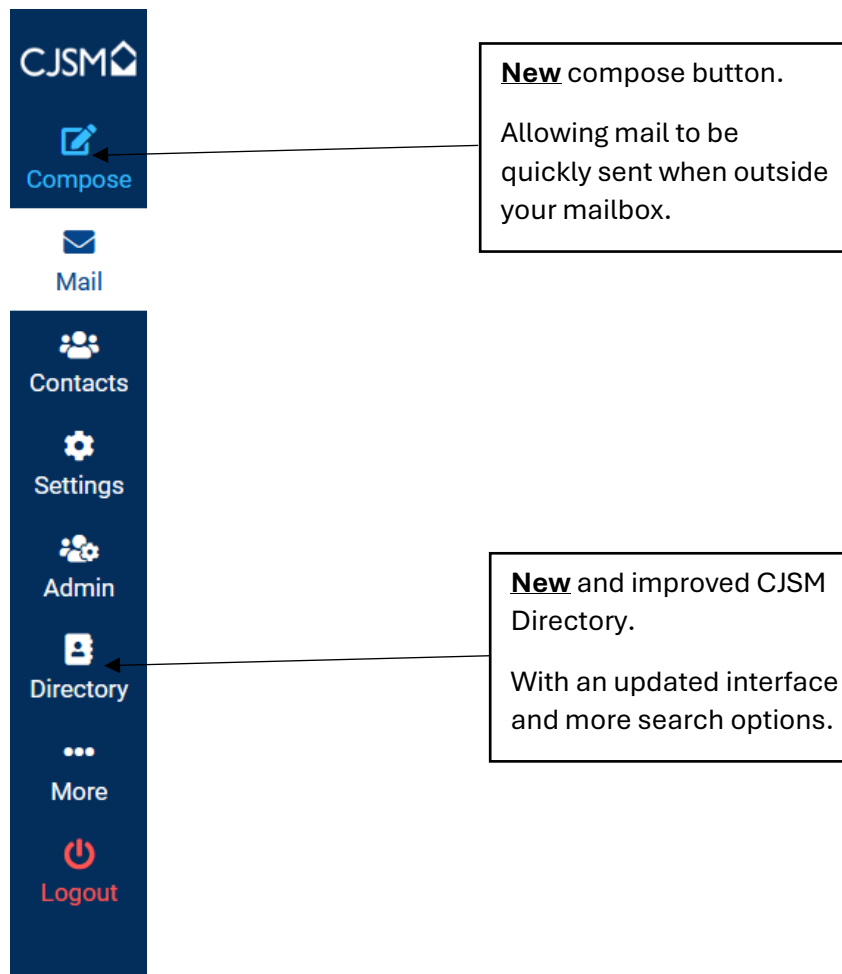
### Need Help?

If you need any help to apply for CJSM, please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or e-mail [cjsm.helpdesk@egress.com](mailto:cjsm.helpdesk@egress.com).

The latest version of the CJSM Terms & Conditions can be found here <https://cjsm.justice.gov.uk/terms.html> and training videos and quick reference guides can be found at <https://www.cjsm.justice.gov.uk/training/index.html>

## Navigation bar

The navigation bar on all screens has moved from the top of the screen to the left of the screen, matching the navigation bar styling currently available in your CJSM webmail mailbox.



## Directory

The CJSJSM Directory is an important feature of the CJSJSM Service and in this update, we have adjusted the interface, modernising it to compliment the new navigation bar. To maintain a similar workflow, we have iterated on the current design rather than completely revamp it.

### Before:

The screenshot shows the old CJSJSM Directory interface. It features a dark blue header with the CJSJSM logo and a 'Logout' link. Below the header, there's a navigation bar with links for 'Mail', 'Administration', 'Directory', and 'More'. The main content area is divided into two sections. On the left, there's a 'Filter' sidebar with dropdown menus for 'First Name', 'Last Name', 'Email Address', 'Organisation Name', 'Job Title', and 'Town / City / Postcode'. Each dropdown has a 'Contains' option and a search icon. At the bottom of the sidebar are 'Export', 'Clear', and 'Search' buttons. On the right, there's a search bar with a '25' dropdown and a 'Please enter a search query.' placeholder.

### After:

The screenshot shows the new CJSJSM Directory interface. It features a dark blue sidebar with icons for 'Compose', 'Mail', 'Contacts', 'Settings', 'Admin', 'Directory', 'More', and 'Log out'. The main content area is divided into two sections. On the left, there's a 'Directory' sidebar with a 'Filter users' section containing dropdown menus for 'First name', 'Last name', 'Email address', 'Organisation name', and 'Post code'. Each dropdown has a 'Contains' option and a search icon. At the bottom of the sidebar are 'Export', 'Clear', and 'Search' buttons. On the right, there's a search bar with a '25' dropdown and a 'Please enter a search query.' placeholder.

Alongside the new look and feel for the directory, we have implemented the ability to filter an organisation search by multiple business categories, allowing users to search for a broader range of organisations. This can be done by simply selecting the required business categories from the available list as shown below:

The screenshot displays the CJSMD Directory search interface. On the left is a dark blue sidebar with navigation links: Compose, Mail, Contacts, Settings, Admin, and Directory (highlighted). Below these are 'More' and 'Log out' options. The main content area is titled 'Directory' and contains three filter sections: 'Domain Name', 'Town/City/Postcode', and 'Business Category'. Each section has a 'Contains' dropdown menu. The 'Business Category' dropdown is expanded, showing a list of categories under letters A, B, and C. 'Charity' and 'Children Charity' are selected with blue checkmarks.

**CJSMD** Directory

Domain Name  
Contains ▾

Town/City/Postcode  
Contains ▾

Business Category  
(2 selected) ^

**A**

- ☐ Any
- ☐ Accountants
- ☐ Addiction and Rehabilitation Services
- ☐ Adoption and Foster Care Services
- ☐ Advice Services
- ☐ Advocates - Scotland
- ☐ Airlines
- ☐ Army
- ☐ Attendance Centre

**B**

- ☐ Bailiff
- ☐ Banks
- ☐ Barristers

**C**

- ☐ Cabinet Office
- ☐ CAFCASS
- ☐ Careers Support
- ☒ Charity
- ☒ Children Charity
- ☐ Circuit Judge
- ☐ CJ Social Work - Scotland

## Support and Feedback

If you have any questions regarding the above information, please contact the CJSM Helpdesk via the details below. Any feedback provided is valued and will inform the continuous improvement of the CJSM Service.

- Email: [cjsm.helpdesk@egress.com](mailto:cjsm.helpdesk@egress.com)
- Telephone: 0207 604 5598
- Support hours: 08:00 to 19:00 Monday to Friday
- CJSM Website: <https://www.cjsm.net/>
- CJSM Justice site: <https://cjsm.justice.gov.uk/>