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Visitor Scheduling
Instruction Guide

- Go to **www.ICSolutions.com** from a browser (i.e. Internet Explorer® or Google Chrome™ on a computer to login to your existing account or to create a new account.
- Log into your ICSolutions® Prepaid Account and under Upcoming Visits click **Schedule New Visit**.

Schedule New Visit	See more
	Date

- Enter the facility name.

Test Facility
Video Visitation Rules

- Read the rules and Click **Agree** to continue
- Enter inmate name or ID number.
- Select the location if you will be visiting *ONSITE* or *OFFSITE*.

Location	
Offsite	Visitor Center
Visit on computer	Test Facility

- *OFFSITE* visits will charge your ICSolutions® Prepaid Account for the cost of the *OFFSITE* visit at the time the visit is scheduled.
- Select the date for your visit from the list of available days.

Visitor Scheduling Continued

- Select a time for your video visitation session from the available time slots.

- Click **Add** if any additional visitors will be joining your visit and enter their name and date of birth then click **Done**. After the visitation session has been confirmed, adding or removing additional visitors will require customer service assistance at **888.506.8407** .
- Confirm all the information is correct then click **Confirm** to accept or click **Edit** to make any changes.

- Once confirmed, click **Done** to exit.

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THE VISITOR ™

ICSolutions® offers The Visitor™, an innovative video visitation solution as an alternative to traditional, face-to-face inmate visitation. The Visitor™ provides friends, family members and professionals the control to schedule a visit at a time convenient for them and avoid wasting time waiting in lines or traveling to the facility.

The Visitor™, using video communication technology offers friends, family members and professional visitors the choice to visit with an inmate **ONSITE** at the facility or **OFFSITE** from the comfort of their own home or office. Visit durations will vary by facility.

ONSITE video visitation is conducted using the video terminals located in the facility's visitation center.

OFFSITE video visitation is a fee based solution conducted from a visitor's home or office computer. The cost of an *OFFSITE* visit will vary by facility.

Visitor's can use the same *ICSolutions® Prepaid Account* for inmate telephones and video visitation.

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Visitor Registration

REGISTRATION IS MANDATORY.

All visitors must register and receive facility approval in order to participate in a video visitation session with an inmate at this facility.

Information gathered during registration:

- Allows the video visitation system to recognize your rights as a visitor at this facility.
- Allows visitors to gain facility approval to participate in video visitation sessions.

The Visitation Scheduling process:

- Ensures video visitation equipment is available for your scheduled visitation session.
- Ensures only facility approved visitors can visit with an inmate at this facility.

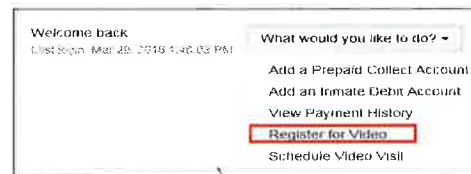**All visitation sessions will be scheduled based on policies for visitation as set forth by this inmate facility.**
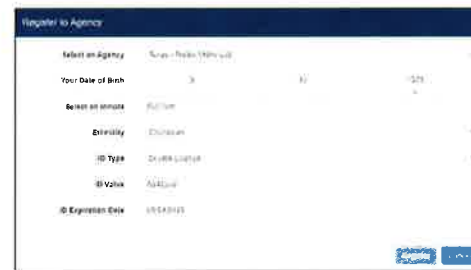
Visitor Registration
Instruction Guide

- The same ICSolutions® Prepaid Accounts used with the inmate telephones is used for video visitation registration and scheduling.
- Go to **www.ICSolutions.com** from a browser (i.e. Internet Explorer® or Google Chrome™) on a computer to login to your existing account or to create a new account.

- Select the option to **Register for Video**.

- Enter the facility name.

- Enter the inmates last name or ID number.
- Select your relationship to the inmate.
- Fill in the required fields to complete your profile, then click **Register** to create your video visitation account, then click **Done** to exit.
- Once you have completed registration you can continue on to schedule visits.

Visitor Scheduling
Instruction Guide

The cost of *OFFSITE* video visitation sessions will vary by facility. If you are planning on visiting from your home or office, you will need sufficient funds in your ICSolutions® Prepaid Account prior to scheduling a video visitation session.

To fund your ICSolutions® Prepaid Account:

- Login to your existing account at **www.ICSolutions.com** .
- To add funds, click **Fund**.

- Next, select the payment method then click **Add Payment Amount.**

- Enter Payment amount, click **Calculate Total** then click **Add a Payment Card**. From there, you will finalize your payment.