Visitor Scheduling
Instruction Guide

Go to www.icsolutions.com from any internet enabled device to login to your existing ICSolutions® account or create a new account.

- Log into your ICSolutions® account and under Upcoming Visits click Schedule New Visit

- Enter the facility name

- Read the rules and click Agree to continue
- Enter inmate name or ID number
- Select the location

- There is no cost for IN-PERSON CONTACT and IN-PERSON NON-CONTACT visitation
- OFFSITE visits will charge your ICSolutions® account for the cost of the OFFSITE visit at the time the visit is scheduled
- Select the date for your visitation session from the list of available days

Visitor Scheduling Continued

- Select a time for your 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 you to cancel and reschedule a new visitation session)
- Confirm all the information is correct then click Confirm to accept or click Edit to make any changes

- Once confirmed, click Done to exit.

ICSolutions® offers The Visitor™ visitation system. The Visitor™ provides friends, family members and professionals the control to schedule and conduct a visit at a time convenient for them and avoid wasting time waiting in long lines or traveling to the facility.

OFFSITE visitation is a fee based solution conducted from a visitor’s Windows computer, Android or iOS device (iPhone or iPad). The cost of an OFFSITE visit will vary by facility.

IN-PERSON CONTACT and IN-PERSON NON-CONTACT visitation has no cost is conducted in the facility’s monitored visitation area.

Note: Visitors can use their same ICSolutions® account for inmate telephones and visitation.
Visitor Registration

REGISTRATION IS MANDATORY
All visitors must register (at no cost) in order to participate in a visitation session with an inmate at this facility.

All visitation sessions will be scheduled based on policies for visitation as set forth by this facility.

The Visitor™ Visitation Options

IN-PERSON CONTACT and IN-PERSON NON-CONTACT
Visitation has no cost is conducted in the facility’s monitored visitation area.

OFFSITE VIDEO
The visitor can choose to visit from a Windows computer or alternatively from any Android or iOS device (iPhone or iPad) by downloading The Visitor™ android app, ICS MOBILE from the Google Play store or the Apple store.

OFFSITE video visitation is fee based and the cost will vary by facility. Internet connectivity issues during offsite visits will not be refunded.

Visitor Registration Instruction Guide

- Go to www.icsolutions.com from any internet enabled device to login to your existing ICSolutions® account or create a new account
- Select the option to Register for Visitation
- Enter the facility name
- Enter the inmate's 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 visitation account, then click Done to exit
- Once you have completed registration you can continue on to schedule a visitation session

Save your USERNAME and PASSWORD:

USERNAME: __________________________

PASSWORD: __________________________

Visitor Scheduling Instruction Guide

The cost of OFFSITE 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® account prior to scheduling a charged visitation session.

To fund your ICSolutions® account:
- Login to your existing account at www.icsolutions.com
- Under the Prepaid Collect Accounts section, click Add Account, select your agency and enter your phone number to fund your account. Click Save.
- 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