

# 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.





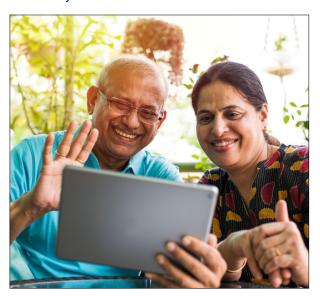
## **THE VISITOR™**

Powered By THE ENFORCER

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



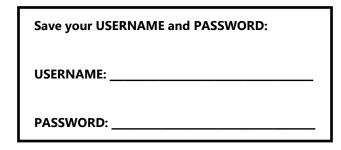
• Select the option to **Register for Visitation** 



- Enter the facility name
- Enter the 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 visitation account, then click **Done** to exit



 Once you have completed registration you can continue on to schedule a visitation session



# Visitor Scheduling Instruction Guide

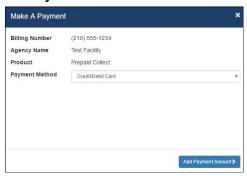
The cost of *OFFSITE* visitation sessions will vary by facility. If you are planning on visiting from your home or office, you will need sufficient funds in your ICSolutions\* account prior to scheduling a charged visitation session.

### 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

25.00
late Total
\$3.00
\$4.56
\$32.56