

## Visitor Scheduling Instruction Guide

Go to [www.icsolutions.com](http://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](http://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

**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](http://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**

Prepaid Collect Accounts			Add
Phone	Agency	Balance	
(210) 555-1234	Test Facility	\$0.00	Fund

- 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