Registering for Visitation

All visitors are required to have an IC Solutions® account and register for visitation at the facility. A visitor must define the inmate(s) with whom he/she wants to conduct visits and must also define his/her relationship to the inmate. Visitors will only be able to visit with inmates who are on his/her approved inmate list.

NOTE: Registrations submitted for a "privileged" relationship must be approved by the facility’s Video Administrator prior to being able to schedule a privileged, non-recorded video visitation session with an inmate at the facility.

1. From any internet enabled device, go to www.ICsolutions.com

2. If you do not have an IC Solutions® account, you must create a new account by entering your preferred username, a 4-digit PIN, and a password (which you will have to enter twice for confirmation).

3. When entering your information to create a new account, you will need to select (check) the check box at the bottom of the screen to register for visitation.

4. If you already have an IC Solutions® account, log in to your account with your username and password. After you have logged in, select the Register for Visitation option from the What would you like to do? drop-down list.

5. Select an Agency from the drop-down list.

Register For Visitation

Select an Agency

Prepaid Collect Accounts

Fund your account.

Upcoming Visits

Inmate Agency / Location

0 visits scheduled

Visitation Accounts

Alabama - Alabama DOC
Alabama - Baldwin County Corrections
Alabama - Cullman County Sheriff's Office
Alabama - Hoover City Police Department
Alabama - Morgan County Jail
Arizona - Arizona Department of Corrections
Arizona - Graham County Sheriff's Office
Arizona - Mohave County Sheriff's Office
Arizona - Navajo County Jail
California - Butte County Sheriff's Office
California - GEO WRDF San Diego
California - Kings County
California - Lake County Sheriff's Office
California - MTC Taft Correctional Institution
California - Placer County Sheriff's Office
California - Sacramento County Sheriff
California - Santa Barbara
California - Santa Cruz County Sheriff
California - Stanislaus County Sheriff's Department
Colorado - Adams County
Colorado - Boulder County
Colorado - Larimer County
Colorado - Mesa County Sheriff's Office
6. The system displays a set of rules specific to the selected agency, which you must read and agree to by clicking Agree. Scroll down to the bottom of the rule set to view this button.

**Visitation Registration Rules**

Please read all of the rules completely prior to moving forward – Not knowing the rules will not be accepted as an excuse for not following them. Disobeying any rule may result in you being banned from visiting detainees, or criminal charges being pursued when applicable. Visitation is a privilege, not a right.

- All visits are subject to monitoring and recording.
- All visitors, 18 years of age and above must provide a valid government issued photo ID, such as a driver’s license, state ID card, passport, or military issued ID. Altered or expired IDs will not be accepted as positive identification.
- Children under the age of 18 must be accompanied by a registered parent or legal guardian for the entire duration of their visit.
- Staff can deny, change, or cancel a visit at any time at their discretion.
- If an emergency arises, all visitation sessions will be disconnected.
- Internet connectivity issues during offsite visits will not be refunded.
- Each visitation session will show a timer to display elapsed time.
- After your visit has ended your connection will be terminated.

By clicking the “Agree” button below, you are stating you have read the above rules, or had them explained to you, and understand them.

![Agree button]

7. All fields shown on the following screen must be completed.

**Register For Visitation**

- **Select an Agency**: ICSolutions Agency
- **Select an Inmate**: Type to search...
- **Your relationship with inmate**: Select a relationship
- **Ethnicity**
- **State**
- **ID Type**
- **ID Number**
- **ID Expiration Date**

![Register and Cancel buttons]
- To Select an Inmate, enter a partial text string from the inmate’s last name or inmate ID number and select the inmate with whom you wish to register to visit from the drop-down list.
- Use the drop-down arrow to select your relationship with the inmate.
- Use the drop-down arrow to select your ethnicity.
- Type in the state where you live.
- Use the drop-down arrow to select an ID type for the type of identification you will show at the beginning of a visit (where required).
- Type in the ID number and expiration date of your selected identification.

**NOTE:** The remaining steps below apply only if you are registering for a 'privileged' relationship.

8. Your registration will be placed into a "pending" status and you will be unable to schedule and/or conduct video visitation sessions until the registration has been approved by the facility’s Video Administrator.

9. After your registration for your 'privileged' relationship has been approved, you will be able to schedule and conduct ONSITE and OFFSITE visits with inmates on your approved inmate list.

10. Once you have completed your visitation registration, you can continue on to schedule visits.

**NOTE:** Depending on the facility’s requirements, facility approval may be required prior to your being able to schedule and/or conduct a visitation session.