

Registering for Visitation

All visitors are required to have an ICSolutions® 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 sessions with an inmate at the facility.

1. From any internet enabled device, go to www.icsolutions.com.
2. If you do not have an ICSolutions® 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).

The image shows two side-by-side forms. The left form is titled 'Sign In (Existing Users)' and contains fields for 'Login' and 'Password', with a 'Submit' button below. The right form is titled 'Create Account' and contains fields for 'Username', 'Pin', and 'Password' (with a second field for confirmation), and a 'Submit' button below.

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 ICSolutions® 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.

The image shows a user dashboard for 'BRAD'. At the top, it says 'Welcome back BRAD' and 'Last login: Mar 21, 2018 5:32:09 PM'. Below this is a navigation bar with several menu items: 'Prepaid Collect Accounts', 'Fund your account.', 'Upcoming Visits', 'What would you like to do?', 'Debit Phone Accounts', 'Add Account', and 'Schedule New Visit See more'. The 'What would you like to do?' dropdown menu is open, showing options: 'Add a Prepaid Collect Account', 'Add an Inmate Debit Account', 'View Payment History', 'Register For Visitation' (highlighted with a red box), 'Schedule Visit', and 'Install Offsite Client'.

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

The image shows a 'Register For Visitation' dialog box. On the left, there is a 'Select an Agency' dropdown menu. Below it, there are sections for 'Prepaid Collect Accounts', 'Fund your account.', 'Upcoming Visits', and 'Visitation Accounts'. The 'Upcoming Visits' section shows a table with columns 'Inmate' and 'Agency / Location', and a row indicating '0 visits scheduled'. The 'Register For Visitation' dropdown menu is open, displaying a list of agencies from Alabama to Colorado.

Inmate	Agency / Location
0 visits scheduled	

- Alabama - Alabama DOC
- Alabama - Baldwin County Corrections
- Alabama - Cullman County Sheriffs Office
- Alabama - Hoover City Police Department
- Alabama - Morgan County Jail
- Arizona - Arizona Department of Corrections
- Arizona - Graham County Sheriffs Office
- Arizona - Mohave County Sheriffs Office
- Arizona - Navajo County Jail
- California - Butte County Sheriffs Office
- California - GEO WRDF San Diego
- California - Kings County
- California - Lake County Sheriffs Office
- California - MTC Taft Correctional Institution
- California - Placer County Sheriffs Office
- California - Sacramento County Sheriff
- California - Santa Barbara
- California - Santa Cruz County Sheriff
- California - Stanislaus County Sheriffs Department
- Colorado - Adams County
- Colorado - Boulder County
- Colorado - Larimer County
- Colorado - Mesa County Sheriffs 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.

Register For Visitation

Select an Agency

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 drivers 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.

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

Register For Visitation

Select an Agency

Select an Inmate

Your relationship with inmate

Ethnicity

State

ID Type

ID Number

ID Expiration Date

- 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.*