

STEP 2 – HOW TO SCHEDULE A VISITATION SESSION

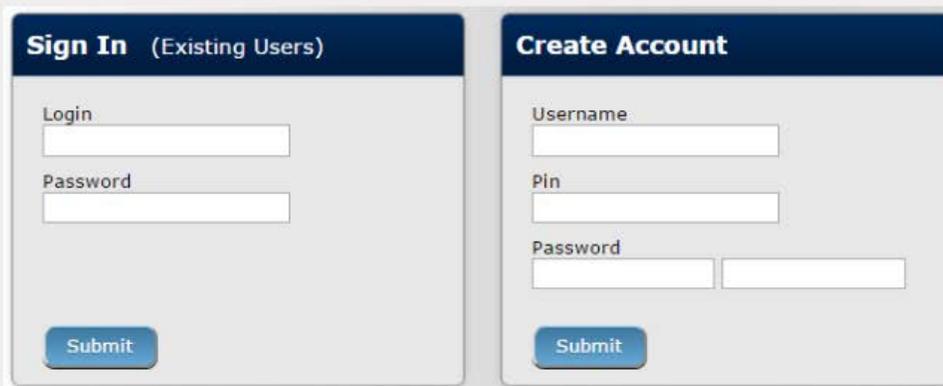
Registration & Scheduling

1. From any internet-enabled device, go to www.icsolutions.com, where, once you have logged in to your IC Solutions® account to schedule your visitation.

NOTE: If you intend to conduct offsite visits you will need to download [The Visitor™ Windows Edition](#) visitation application by clicking [here](#), or the Android application, [ICS Mobile](#) available from the [Google Play](#) store.

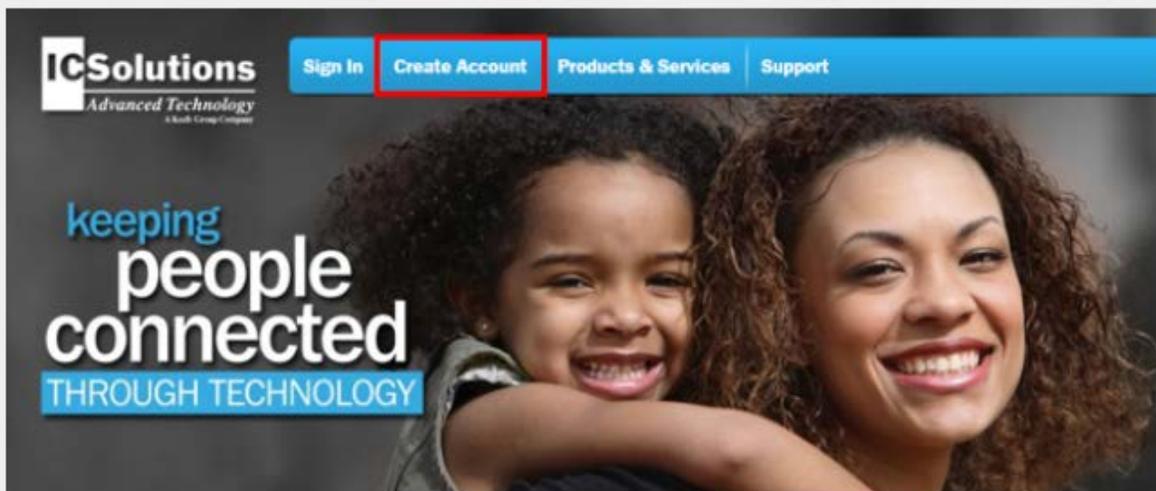
2. **Sign In** to your IC Solutions® account with your username and password. If you don't have an account, you will need to create one. Under **Create Account**, enter your preferred username, a 4-digit Pin and a password (which you will have to enter twice for confirmation).

For instructions on how to register for visitation click [here](#).

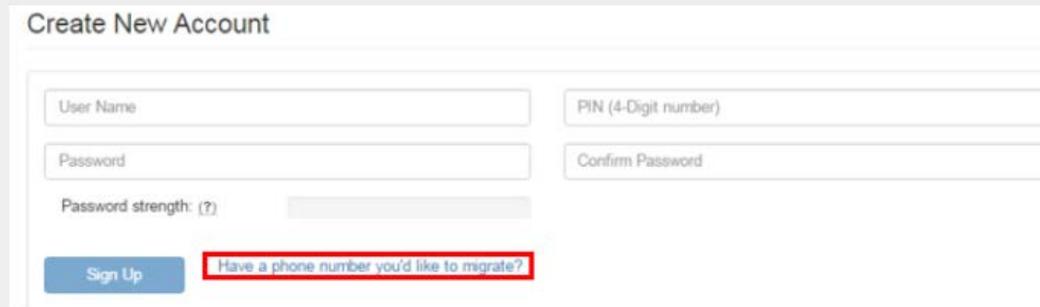


The image shows two side-by-side forms. The left form is titled "Sign In (Existing Users)" and contains fields for "Login" and "Password", with a "Submit" button below. The right form is titled "Create Account" and contains fields for "Username", "Pin", and "Password" (with a second field for confirmation),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

3. If you have an old IC Solutions® prepaid account, but have not set up your IC Solutions® account at www.icsolutions.com, click **Create Account**.

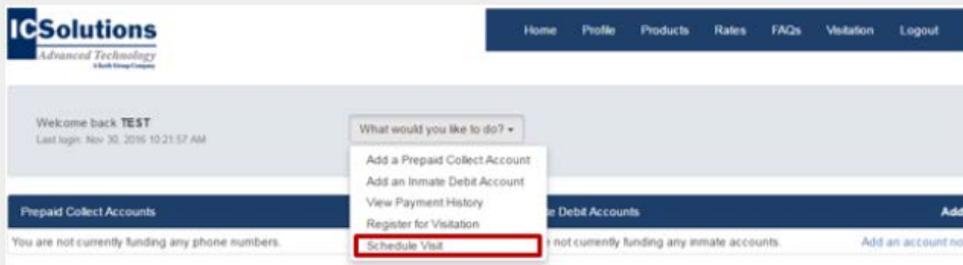


4. Click the link *Have a phone number you'd like to migrate?* and enter your name, telephone number and PIN and click **Update**.



The 'Create New Account' form includes fields for User Name, PIN (4-Digit number), Password, and Confirm Password. A 'Sign Up' button is located at the bottom left. A red box highlights the link 'Have a phone number you'd like to migrate?' at the bottom center.

5. After logging into your ICSolutions® account, from the drop-down list under **What would you like to do?** select the option to *Schedule Visit*.



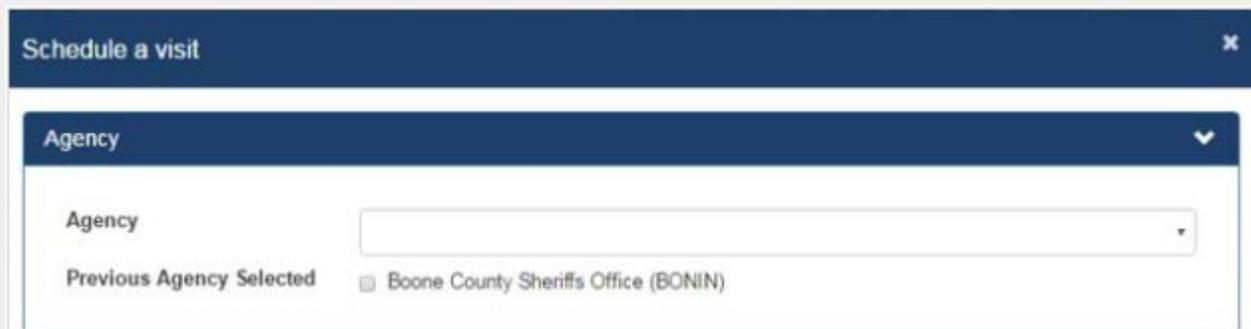
The dashboard shows a navigation menu with 'Home', 'Profile', 'Products', 'Rates', 'FAQs', 'Visitation', and 'Logout'. A dropdown menu titled 'What would you like to do?' is open, with 'Schedule Visit' highlighted in a red box. Other options include 'Add a Prepaid Collect Account', 'Add an Inmate Debit Account', 'View Payment History', and 'Register for Visitation'.

Alternatively you can click **Schedule New Visit** in the Upcoming Visits section.



Upcoming Visits					Schedule New Visit	See more
Inmate	Agency / Location	Confirmation Code	Date	Offsite Visit		
No visits scheduled						

6. Enter the facility name.



The 'Schedule a visit' form features a dropdown menu for 'Agency' and a text input field for 'Agency'. Below, it shows 'Previous Agency Selected' with a checked box next to 'Boone County Sheriffs Office (BONIN)'.

7. Read the rules and click **Agree** to continue.

Schedule a visit [Close]

Agency: Test Facility (TESTTX) [Chevron Right]

Visitation Rules [Chevron Down]

Test Facility

Video Visitation 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.

- All visits are subject to monitoring and recording
- All visits must be scheduled 24 hours prior to the appointment or up to 1 week in advance.
- Visits will last 25 minutes
- The cost to visit from home is \$15.00
- Visitors wishing to visit from home should test their connection prior to scheduling a visit. Please go to <http://www.icsvideovisit.com> for instructions.
- Remote visitors should login and connect a few minutes before the scheduled visitation time.
- Each inmate is allowed one visit per week.
- Please be advised if an inmate is in ANY program (at court, on trustee assignments, attorney visits, Bible studies, Chemical Dependency etc.), they are NOT eligible to receive the visit at that time. Please schedule your visits around the inmate's

7. Enter the inmate name or ID number.

8. Select the location if you will be visiting: ONSITE or OFFSITE.

Schedule a visit [Close]

Agency: Test Facility (TESTTX) [Chevron Right]

Visitation Rules [Chevron Right]

Inmate: ICS TEST (4278375) [Chevron Right]

Location [Chevron Down]

Offsite
Visit on computer

Visitor Center
Test Facility

Date [Chevron Right]

Time [Chevron Right]

Additional visitors [Chevron Right]

Confirm [Chevron Right]

[Edit] [Confirm]

NOTE: OFFSITE visits will charge your ICSolutions[®] account for the cost of the OFFSITE visit at the time the visit is scheduled. The cost of an OFFSITE visit will vary by facility.

9. Select the date for your visit from the list of available days.

Schedule a visit ✕

Test Facility (TESTTX) ➤

Visitation Rules ➤

Inmate: ICS TEST (4278375) ➤

Location: Visitor Center @ Test Facility ➤

Date ▼

Thursday	12/1 Closed	12/8 Open
Friday	12/2 Closed	12/9 Closed
Saturday	12/3 Closed	12/10 Open
Sunday	12/4 Closed	12/11 Closed
Monday	12/5 Closed	12/12 Closed
Tuesday	12/6 Closed	12/13 Closed
Wednesday	12/7 Closed	12/14 Closed

Time ➤

Additional visitors ➤

Confirm ➤

Edit Confirm

10. Select the time for your visit from the list of available time slots.

Schedule a visit ✕

Test Facility (TESTTX) ➤

Visitation Rules ➤

Inmate: ICS TEST (4278375) ➤

Location: Visitor Center @ Test Facility ➤

Date: Fri 8/26 ➤

Time ➤

Please note that times displayed are in America/Chicago timezone.

12:00 AM - 12:25 AM	12:30 AM - 12:55 AM
1:00 AM - 1:25 AM	1:30 AM - 1:55 AM
2:00 AM - 2:25 AM	2:30 AM - 2:55 AM
3:00 AM - 3:25 AM	3:30 AM - 3:55 AM
4:00 AM - 4:25 AM	4:30 AM - 4:55 AM
5:00 AM - 5:25 AM	5:30 AM - 5:55 AM
6:00 AM - 6:25 AM	6:30 AM - 6:55 AM

Additional visitors ➤

Confirm ➤

Edit Confirm

11. If any additional visitors will be joining your visit, click **Add**.

Additional visitors ▼

Registered users Add +

Minors aged less than 18 but more than 0 years old Add +

Done

12. Enter the additional visitor(s) first name, last name and date of birth and click **Confirm**. Click **Done**.

Additional visitors

Registered users

First Name Last Name Month Day Year

Confirm Remove

Add +

Minors aged less than 18 but more than 0 years old

Add +

Done

NOTE: If you get a User not found error message, your additional visitor will be required to register for visitation. For instructions on how to register for video visitation click [here](#).

13. Confirm all the information is correct then click **Confirm** to accept or click **Edit** to make any changes to your visit.

Schedule a visit

Receipt:

Your appointment has been scheduled. Your confirmation code(s) appear below.
Please keep this information safe, as it will be required at the time you reserved in order to connect your visit. Thank you.
CHRIS WEBB -- 26TR38

Agency	Test Facility (TESTTX)	Inmate	ICS TEST (4278375)
Location	Visitor Center @ Test Facility	Date/Time	Fri 8/26 9:00 AM-9:25 AM
Agreed to Visitation Rules	Yes		

Receipt Sent
An email has been sent to test@icsolutions.com with your visit details. Please retain for your records.

Done ✓

NOTE: After you have confirmed your visitation session by clicking Confirm, any edits to the day and time of your scheduled visit as well as adding or removing additional visitors will require customer service assistance at 888-646-9437.

13. Once confirmed, click **Done** to exit.

Please take special note:

ONSITE VISITATION SESSIONS

- Visitors will be required to enter your confirmation code to log on to the video visitation station at the facility in order to connect to your visit. Your confirmation code is made up of the telephone number associated with your ICSolutions® account plus the 4-digit Pin chosen when registering.
- Some facilities require visitors to arrive 15 to 30 minutes prior to the visit, so please read the visitation rules carefully.

OFFSITE VISITATION SESSIONS

- Offsite visitors are required to download The Visitor™ Windows Edition video visitation program prior to being able to conduct an offsite visit.
- For instructions on how to set up your system click [here](#) .
- Offsite visits are fee based and the cost of the offsite visit will be charged to your ICSolutions® account at the time the visit is scheduled. The cost of an offsite visit will vary by facility.
- For instructions on how to add funds to your ICSolutions® account click [here](#).