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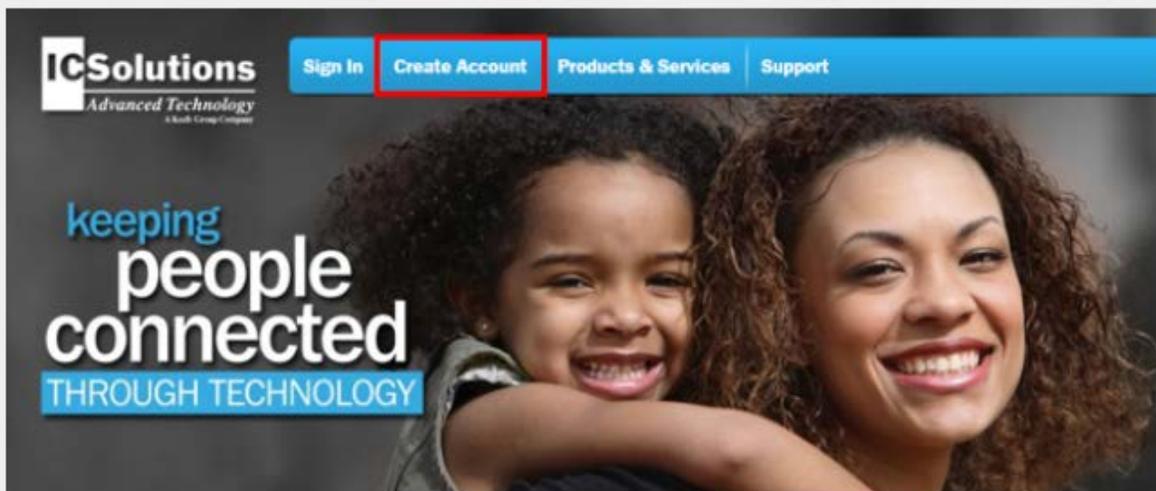
2. **Sign In** to your ICSolutions® account with your username and password. If you don't have an account, you will need to create one. Under **Create Account**, enter your preferred username, a 4-digit Pin and a password (which you will have to enter twice for confirmation).

    For instructions on how to register for visitation click *here* .
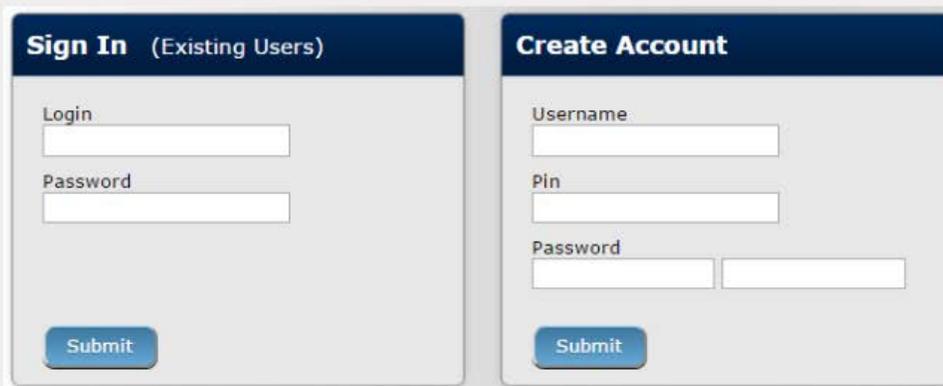
Sign In (Existing Users)	**Create Account**
Login	Username
Password	Pin
	Password
Submit	Submit

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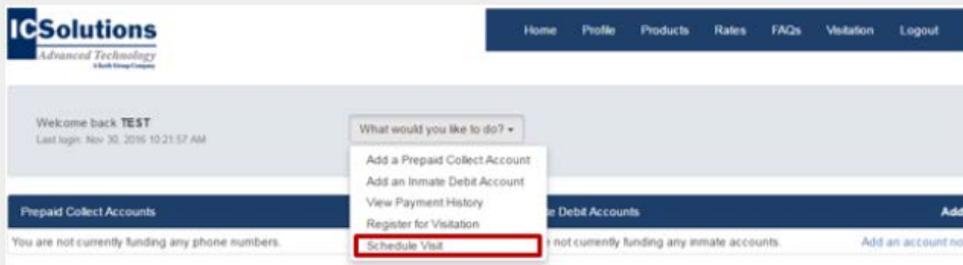
ICSolutions
Advanced Technology

Sign In | Create Account | Products & Services | Support

keeping
**people
connected**
THROUGH TECHNOLOGY

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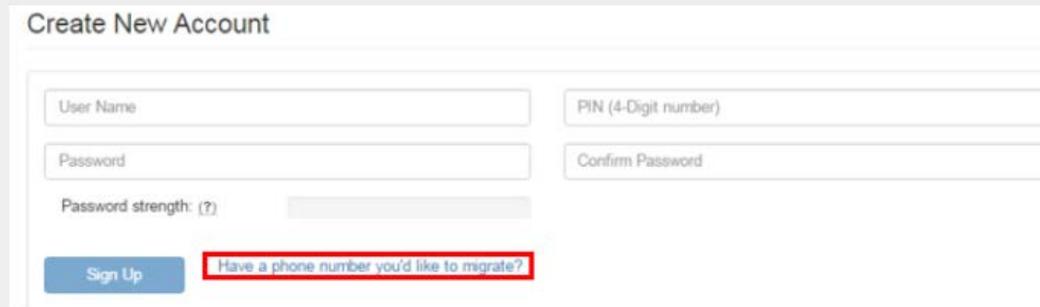
Create New Account

| User Name | PIN (4-Digit number) |
| Password | Confirm Password |

Password strength: (?)

Sign Up   Have a phone number you'd like to migrate?

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*.

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

6. Enter the facility name.
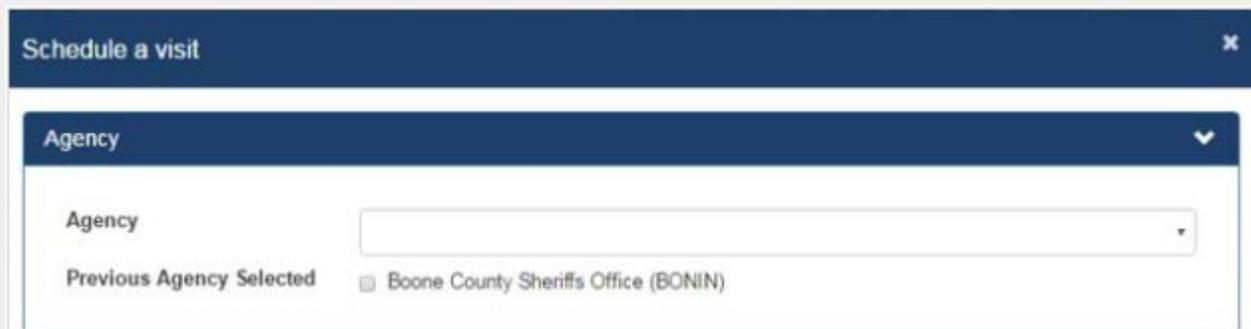
Schedule a visit   ✕

Agency   ⌄

Agency   [   ] ▾

Previous Agency Selected   ☐ Boone County Sheriffs Office (BONIN)

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

Schedule a visit

Agency: Test Facility (TESTTX)

Visitation Rules

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

Agency: Test Facility (TESTTX)

Visitation Rules

Inmate: ICS TEST (4278375)

Location

| Offsite
Visit on computer | Visitor Center
Test Facility |

Date

Time

Additional visitors

Confirm

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**.

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.

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 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.