

## 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**.

A button labeled "Schedule New Visit" and "See more" next to it. Below the button is a text input field labeled "Date".

- Enter the facility name.

A screenshot of the "Schedule a visit" form. It shows a dropdown menu for "Agency Test Facility (TESTED)" and a section titled "Test Facility Video Visitation Rules". The rules list various conditions for visits, such as ID requirements, visit duration, and fees.

- Read the rules and click **Agree** to continue.
- Enter inmate name or ID number.
- Select the location if you will be visiting **ONSITE** or **OFFSITE**.

A screenshot of the "Location" selection form. It has two buttons: "Offsite Visit on computer" and "Visitor Center Test Facility".

- There is no cost for **ONSITE** 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.

A screenshot of the "Schedule a visit" form showing a table of available time slots. The table has columns for "Date", "Time", and "Status".

- 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.

A screenshot of the "Schedule a visit" form showing a confirmation message: "Your appointment has been scheduled. Your confirmation code(s) appear below." It also displays a table with visit details like "Agency", "Location", "Inmate", and "Date/Time".

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



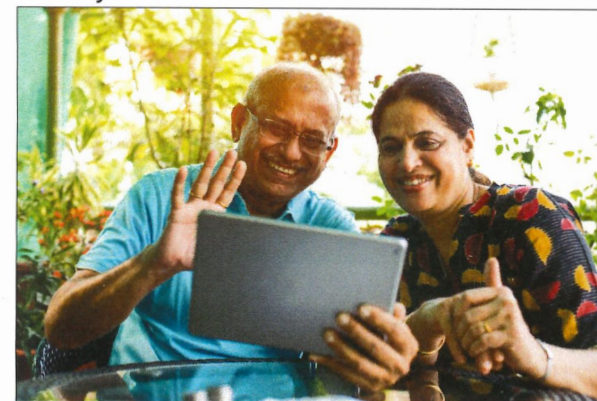
## THE VISITOR™

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.

**ONSITE** visitation is conducted using the video terminals located in a facility's visitation center.

**OFFSITE** visitation is a fee based solution conducted from a visitor's Windows computer, Android or iOS device. The cost of an **OFFSITE** visit will vary by facility.



**Note:** Visitors can use their same ICSolutions® account for inmate telephones and visitation.

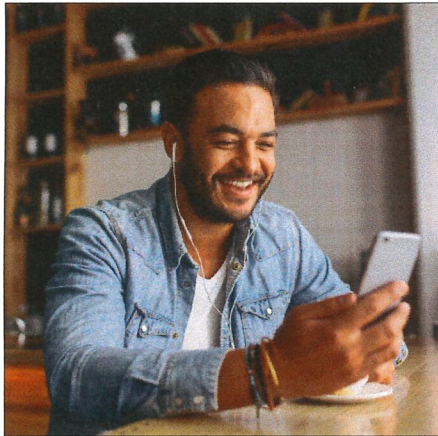


## Visitor Registration

### 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

### ONSITE VISITATION

ONSITE visitation is conducted using the video terminals located in the facility's visitation center from which the inmate is housed.

### OFFSITE VISITATION

For OFFSITE visitation, the visitor can choose to visit from a Windows computer or alternatively from any Android or iOS device by downloading The Visitor™ android app, **ICS MOBILE** from the **Google Play** store or from the **Apple** store.

OFFSITE 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.