

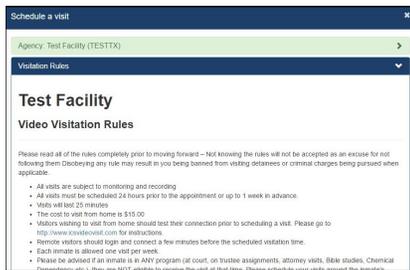
Visitor Scheduling Instruction Guide

Go to www.icsolutions.com from any internet enabled device to login to your existing ICSolutions® account or create a new account.

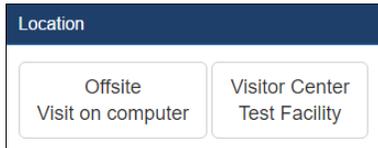
- Log into your ICSolutions® account and under *Upcoming Visits* click **Schedule New Visit**.



- Enter the facility name.



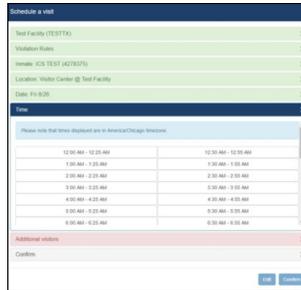
- Read the rules and click **Agree** to continue.
- Enter inmate name or ID number.
- Select the location if you will be visiting **ONSITE**, **INTERSITE** or **OFFSITE** (from Windows or Android device).



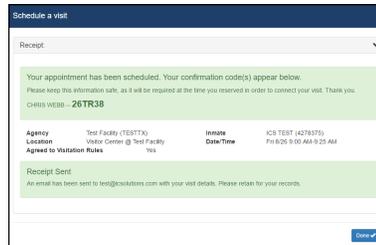
- OFFSITE** visits will charge your ICSolutions® account for the cost of the **OFFSITE** visit at the time the visit is scheduled.
- Select the date for your video visitation session from the list of available days.

Visitor Scheduling Continued

- Select a time for your video visitation session from the available time slots.



- 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.



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



THE VISITOR™

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 and **INTERSITE** (for facilities with more than one site) visitation is conducted using the video terminals located in a facility's visitation center.

OFFSITE visitation is a fee based solution conducted from any internet enabled Windows or Android device. The cost of an **OFFSITE** visit will vary by facility.



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

Visitor Registration

REGISTRATION IS MANDATORY

All visitors must register (at no cost) in order to participate in a video visitation session with an inmate at this facility.

All visitation sessions will be scheduled based on policies for visitation as set forth by this inmate 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.

INTERSITE video visitation is conducted using the video terminals located in a facility's visitation center; however, the inmate is housed at a different facility.

OFFSITE VISITATION

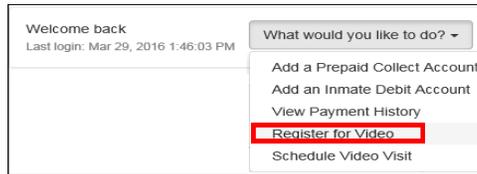
For **OFFSITE** visitation, the visitor can choose to visit from a computer or alternatively from any android device by downloading The Visitor™ android app, **ICS MOBILE** from the **Google Play** store. **OFFSITE** visitation is fee based and the cost will vary by facility. Internet connectivity issues during offsite visits will not be refunded.

Visitor Registration Instruction Guide

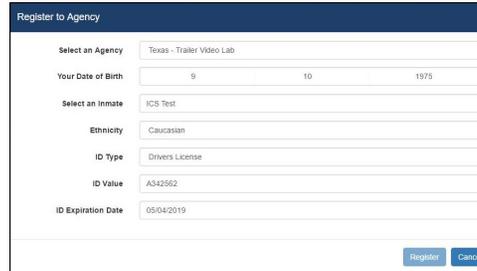
- Go to www.icsolutions.com from any internet enabled device to login to your existing ICSolutions® account or create a new account.



- Select the option to **Register for Video**.



- 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 video 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

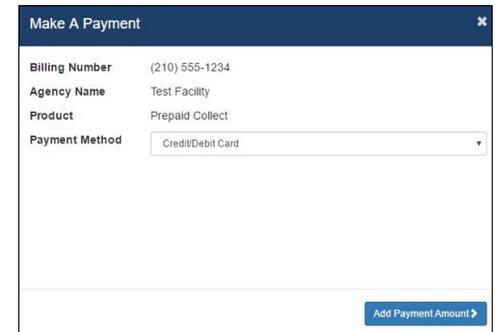
The cost of **OFFSITE** visitation sessions will vary by facility. If you are planning on visiting from your home or office, you will need sufficient funds in your ICSolutions® account prior to scheduling a charged video visitation session.

To fund your ICSolutions® account:

- Login to your existing account at 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.

