



# The Visitor™ Video Visitation

Friends and family members wishing to conduct a video visit with you will need to go to the following website to create an account and register for visitation:

w w w . icsolutions.com

- All visits have to be scheduled at least 12 hours in advance and up to two weeks in advance.
- Inmates are allowed 3 onsite visits per week and 5 offsite visits per week
- All video visits are 30 minutes long.
- **All visits are recorded and monitored.**
- Any violation of the visitation rules may result in the termination of your visit and / or suspension of your visitation privileges and the privileges of your visitor.
- **Inmates must be on time for their visits. Check the Visitation Kiosk daily to see if you have a visit scheduled. It is your responsibility to check to see if you have a visit.**
- To connect to a visit, inmates select 'Video' from the Visitation Kiosk and log in using the same number / code used to make phone calls.
- To view a list of your scheduled visits, select 'Portal' from the Visitation Kiosk and log in using the same number / code used to make phone calls.
- If you do not want to see the visitor, you can cancel the visit from the Portal.
- Offsite visits are at a cost to the visitor of \$7.50 for 30 minutes.

- If your family or friends have any issues creating accounts, registering for visitation or scheduling, please tell them to call ICsolutions Video Support at (888) 646-9437. **Please inform your family and friends they are not to call the jail for issues with visitation.**