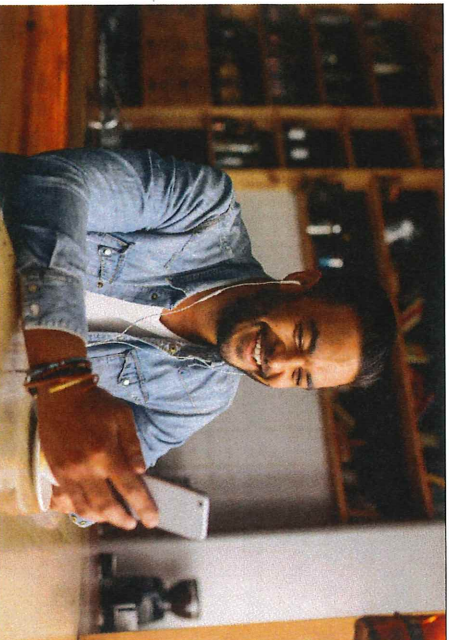


## Visitor Registration

### 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.



## 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**

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

## The Visitor™ Visitation Options

### IN-PERSON CONTACT and IN-PERSON NON-CONTACT

Visitation has no cost is conducted in the facility's monitored visitation area.

### OFFSITE VIDEO

The visitor can choose to visit from a Windows computer or alternatively from any Android or iOS device (iPhone or iPad) by downloading The Visitor™ application, *ICS MOBILE* from the [Google Play](https://play.google.com/store/apps/details?id=com.icsolutions.mobile) store or the [Apple](https://www.apple.com/itunes/feature/ics-mobile) store.

*OFFSITE* video visitation is fee based and the cost will vary by facility. Internet connectivity issues during offsite visits will not be refunded.



## 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 screenshot of a web interface showing a blue button labeled "Schedule New Visit" and a "See more" link. Below it is a date input field with the label "Date".

- Enter the facility name

A screenshot of a dropdown menu titled "Test Facility" with "Video Visitation Rules" selected. Below the menu is a list of rules for video visitation, including requirements for ID, age, and facility approval.

- Read the rules and click **Agree** to continue
- Enter inmate name or ID number
- Select the location

A screenshot of a location selection interface. It shows a dropdown menu labeled "Location" with "Offsite" selected. Below it are two buttons: "Face to Face" and "Contact".

- There is no cost for *IN-PERSON CONTACT* and *IN-PERSON NON-CONTACT* 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

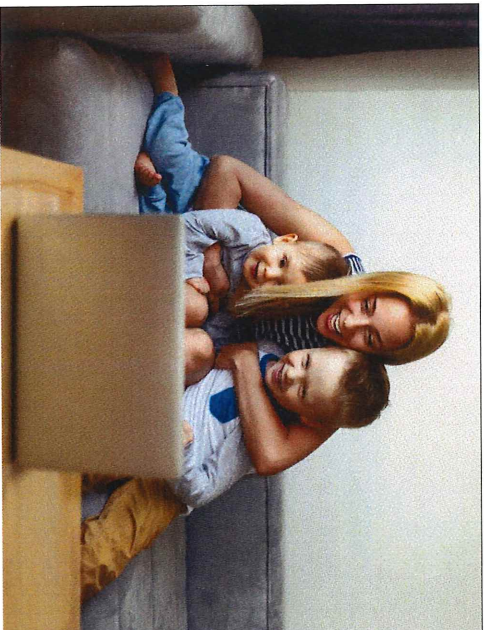
- Select a time for your visitation session from the available time slots

A screenshot of a web interface showing a table of available visitation sessions. The table has columns for "Date", "Time", and "Status". A "Done" button is visible at the bottom right.

- 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 a confirmation screen. It displays a summary of the visitation session, including the inmate's name, ID number, and the scheduled date and time. There are "Confirm" and "Edit" buttons at the bottom.

- 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.

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

**IN-PERSON CONTACT** and **IN-PERSON NON-CONTACT** visitation has no cost is conducted in the facility's monitored visitation area.



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