

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 OFFSITE VISITATION

For *OFFSITE* visitation, the visitor can choose to visit from a Window's based 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.

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 **OFFSITE** as the location for your visit.



- 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.

OFFSITE visitation is a fee based solution conducted from a visitor's computer 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 video visitation.