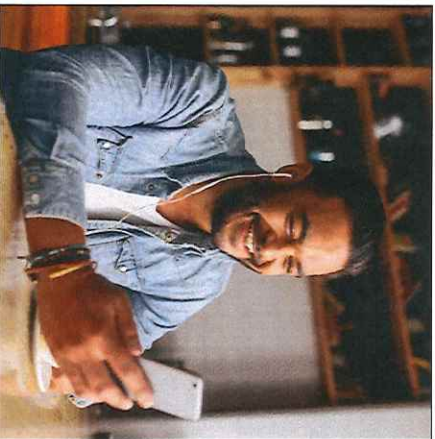


## Visitor Registration

### 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

### 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**.

Phone	Agency	Balance	Add
(210) 555-1234	Test Facility	\$0.00	<b>Fund</b>

- 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.

Item	Amount
Maintenance Payment	\$50.00
Payment Amount	25.00
Processing Fee	\$3.00
Tax	\$4.56
<b>Total Amount</b>	<b>\$32.56</b>

## 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**.

Screenshot showing a blue button labeled "Schedule New Visit" and a white input field labeled "Date".

- Enter the facility name.

Screenshot of the "Test Facility" section. It includes a "Video Visitation Rules" section with a list of rules and a "Test Facility" section with a "Test Facility" button.

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

Screenshot of a dropdown menu for "Location". The options are "Offsite" and "Visit on computer".

- 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.

Screenshot showing a list of available visitation sessions with columns for "Time", "Date", 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.

Screenshot of the "Confirm" step. It shows a summary of the visit details and a "Confirm" button.

- 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. The cost of an **OFFSITE** visit will vary by facility.



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