

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.



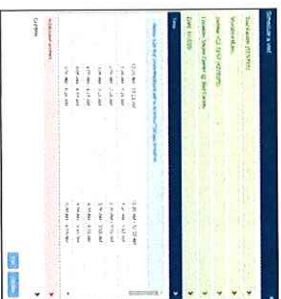
- Read the rules and click **Agree** to continue.
- Enter inmate name or ID number.
- Select the location if you will be visiting **ONSITE** or **OFFSITE**.



- There is no cost for **ONSITE** 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.

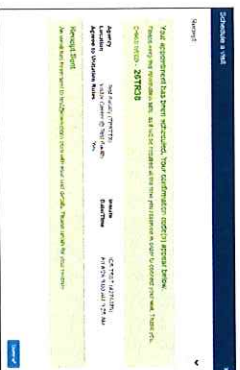
Visitor Scheduling Continued

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

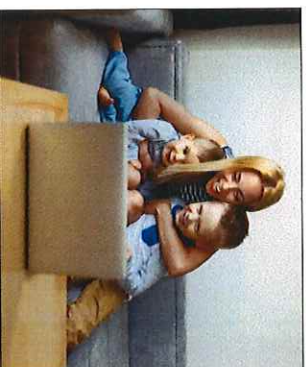


- Click **Add** if any additional visitors will be joining your visit and enter their name and date of birth then click **Done**. (After the visitation session has been confirmed, adding or removing additional visitors will require you to cancel and reschedule a new visitation session).

- Confirm all the information is correct then click **Confirm** to accept or click **Edit** to make any changes.

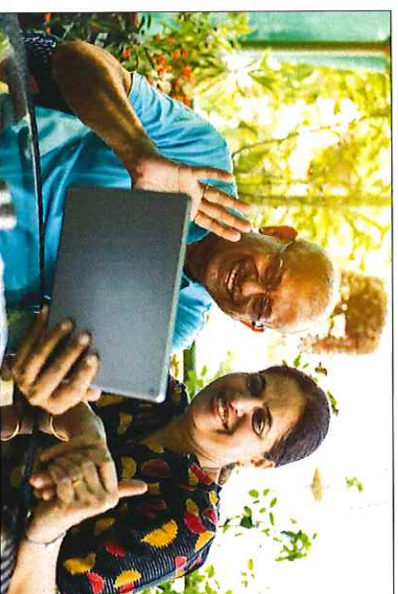


- Once confirmed, click **Done** to exit.



ICSolutions® offers The Visitor™ visitation system. The Visitor™ provides 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** visitation is conducted using the video terminals located in a facility's visitation center.

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



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

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

ONSITE VISITATION

ONSITE visitation is conducted using the video terminals located in the facility's visitation center from which the inmate is housed.

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 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: _____

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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.
- 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.