

### Visitor Scheduling Instruction Guide

Go to *www.icsolutions.com* from any internet enabled device to login to your existing ICSolutions<sup>®</sup> account or create a new account.

 Log into your ICSolutions<sup>®</sup> account and under Upcoming Visits click Schedule New Visit

Schedule New Visit	See more
	Date

Enter the facility name



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



- There is no cost for CONTACT visitation
- OFFSITE visits will charge your ICSolutions<sup>®</sup> 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

fest Facility (TESTTX)		>
Asitation Rules		>
mate: ICS TEST (4278375)		>
.ocation: Visitor Center @ Test Facility		>
Date: Fn 8/20		,
Inte		,
		_
12.00 AM - 12.25 AM 1.00 AM - 1.25 AM	12:00 AM - 12:55 AM 1:30 AM - 1:55 AM	
1.00 AM - 1.25 AM	1:30 AM - 1:55 AM	=
1.00 AM - 1.25 AM 2.00 AM - 2.25 AM	1.30 AM - 1.55 AM 2.30 AM - 2.55 AM	
1.00 AM - 1.25 AM 2.00 AM - 2.25 AM 3.00 AM - 3.25 AM	1.30 AM - 1.55 AM 2.30 AM - 2.55 AM 3.30 AM - 3.55 AM	
1.00 AM - 1.25 AM 2.00 AM - 2.25 AM 3.00 AM - 3.25 AM 4.00 AM - 3.25 AM	1.30 AM - 1.55 AM 2.30 AM - 2.55 AM 3.30 AM - 3.55 AM 4.30 AM - 4.55 AM	
100 AM - 125 AM 200 AM - 225 AM 500 AM - 525 AM 4 00 AM - 525 AM 500 AM - 525 AM	1.30 AM - 1.55 AM 2.30 AM - 2.55 AM 3.30 AM - 3.55 AM 4.30 AM - 4.55 AM 5.30 AM - 5.55 AM	

- 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

iceipt:			
	nent has been scheduled. Your i Information safe, as it will be required at 26TR38		
	Test Facility (TESTTX) Visitor Center (§ Test Facility ion Rules Yes	Inmate Date/Time	ICS TEST (4278375) Fri 6/26 9:00 AM-5:25 AM
Receipt Sent An email has bee	n sent to test@icsolutions.com with you	visit details. Please reta	in for your records.

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







ICSolutions<sup>®</sup> offers The Visitor<sup>™</sup> visitation system. The Visitor<sup>™</sup> 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

**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.

in long lines or traveling to the facility.

**FACE TO FACE** visitation has no cost and is conducted on visitation telephones, through a partition window in a monitored visitation area located in the facility's visitation center from which the inmate is housed.

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



**Note:** Visitors can use their same *ICSolutions*<sup>®</sup> *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<sup>™</sup> Visitation Options

#### CONTACT

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

#### **OFFSITE VISITATION**

For *OFFSITE* visitation, the visitor can choose to visit from a computer or alternatively from any android device by downloading The Visitor<sup>™</sup> 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

 Go to *www.icsolutions.com* from any internet enabled device to login to your existing ICSolutions<sup>®</sup> account or create a new account

Sign In (Existing Users)	Create Account
Login	Username
Password	Pin
	Password
Submit	Submit

#### • Select the option to Register for Visitation

Welcome back	What would you like to do? -
Last login: Apr 30, 2019 4:19:51 PM	Add a Prepaid Collect Account
	Add an Inmate Debit Account
	View Payment History
	Register For Visitation
	Schedule Visit
	Install Offsite Client

- 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

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• 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<sup>®</sup> 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

Make A Paymen	t	,
Billing Number	(210) 555-1234	
Agency Name	Test Facility	
Product	Prepaid Collect	
Payment Method	Credit/Debit Card	,
		Add Payment Amount >

 Enter Payment amount, click Calculate Total then click Add a Payment Card. From there you will finalize your payment

	×
	\$50.00
\$	25.00
	Calculate Total
	\$3.00
	\$4.56
	\$32.56
Ad	d a Payment Card 🗲