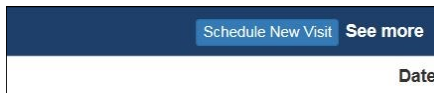


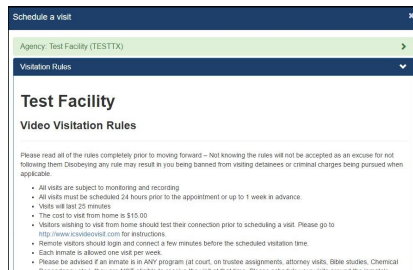
Visitor Scheduling Instruction Guide

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

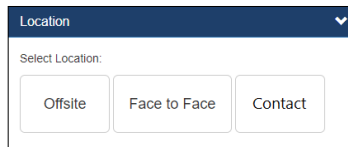
- Log into your ICSolutions® account and under *Upcoming Visits* click **Schedule New Visit**



- Enter the facility name



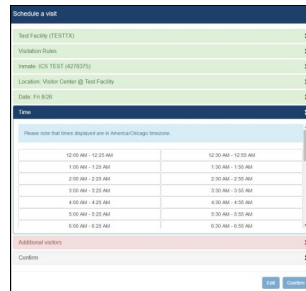
- Read the rules and click **Agree** to continue
- Enter inmate name or ID number
- Select the location



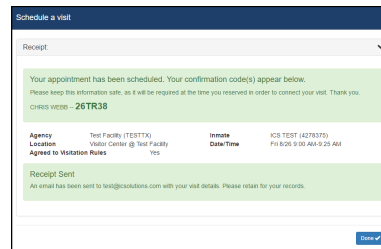
- There is no cost for **CONTACT** visitation
- OFFSITE** visits will charge your ICSolutions® account for the cost of the **OFFSITE** visit at the time the visit is scheduled
- Select the date for your visitation session from the list of available days

Visitor Scheduling Continued

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



- 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™

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 computer or Android device (and iOS device coming soon). The cost of an **OFFSITE** visit will vary by 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® 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

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™ 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: _____

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
- 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