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.

- Once logged into your ICSolutions® account click Schedule New Visit under the Upcoming Visits tab

- Enter the facility name

- Read the visitation rules and click Agree to continue
- Enter inmate name or ID number
- Select the location:
- Select the date for your visitation session from the list of available days

ICSolutions® offers The Visitor™ visitation system. The Visitor™ provides friends, family members and professionals the control to schedule a visit at a time convenient for them and avoid wasting time waiting in lines for a visit at the facility.

The Visitor™ allows friends, family members and professionals the ability to electronically register and schedule visitation sessions from a workstation located in the facility’s visitor lobby or from any internet connected device by logging into the same ICSolutions® account at www.icsolutions.com used for inmate telephones.

At this facility, The Visitor™ is only available to friends, family members and professional visitors of juvenile inmates.

- 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 for your visitation session is correct. Click Edit to make any changes or click Confirm to finalize your visit
- You will need your Confirmation number to login to the onsite terminals for video visitation sessions
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 inmate facility.

The Visitor™ Visitation

INTERSITE VISITATION

INTERSITE visitation is offered when a facility is comprised of more than one site. A visitor travels to one site and uses the video terminals at that site’s visitation center to conduct a visit with an inmate housed at another site within the facility. There is no cost to the visitor or inmate for intersite visitation.

Visitor Registration

Instruction Guide

- The same ICSolutions® account used with the inmate telephones is used for visitation registration and scheduling
- Go to www.icsolutions.com from any internet enabled device and login to your existing account or create a new account
- Select the option to Register for Video
- Enter the facility name
- Enter the inmate’s 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

ICSolutions® Account

Prepaid Collect Funding Instructions

Visitors can use the same ICSolutions® account used for registering and scheduling visitation sessions to fund their prepaid inmate telephone account or to fund an inmate’s debit account.

To fund your ICSolutions® account:

- Login to your existing account at www.icsolutions.com
- 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.

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