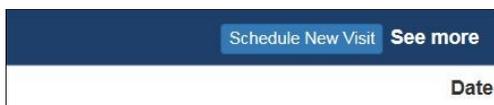


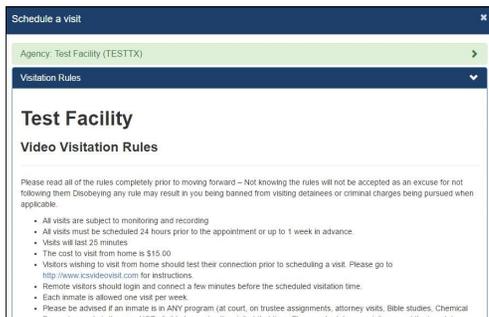
Visitor Scheduling Instruction Guide

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

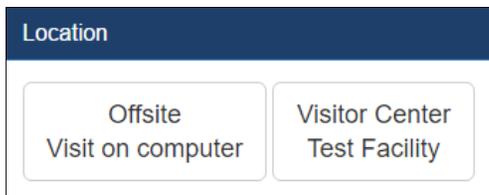
- Once logged into your ICSolutions® account click **Schedule New Visit** under the Upcoming Visits tab



- Enter the facility name



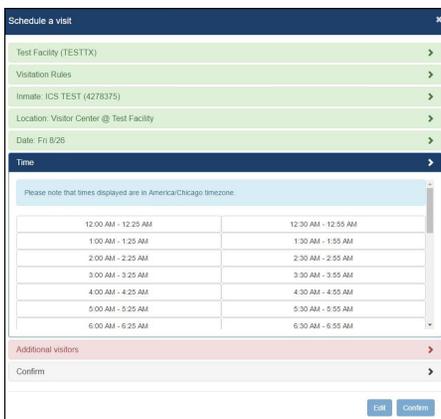
- Read the visitation rules and click **Agree** to continue
- Enter inmate name or ID number
- Select the location:



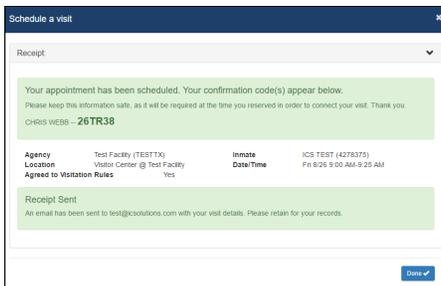
- Select the date for your visitation session from the list of available days

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 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

THE VISITOR™

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.



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.



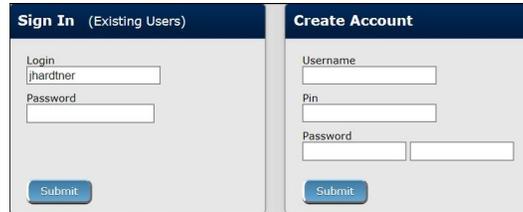
The Visitor™ Visitation INTERSITE VISITATION

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

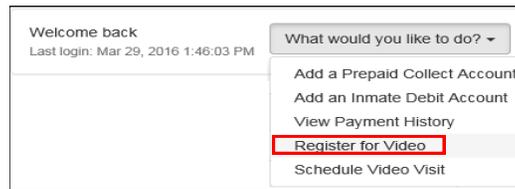
Instruction Guide

- 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



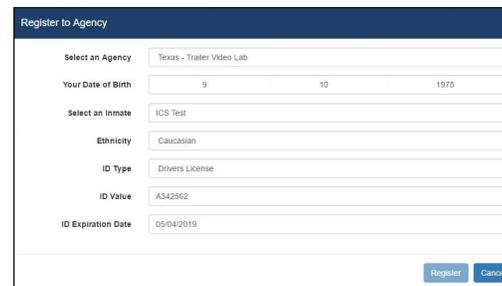
The screenshot shows two side-by-side forms. The left form is titled 'Sign In (Existing Users)' and contains fields for 'Login' (with the value 'jhardtner') and 'Password', and a 'Submit' button. The right form is titled 'Create Account' and contains fields for 'Username', 'Pin', and 'Password' (with a confirmation field), and a 'Submit' button.

- Select the option to **Register for Video**



The screenshot shows a user dashboard with a 'Welcome back' message and a dropdown menu titled 'What would you like to do?'. The menu options are: 'Add a Prepaid Collect Account', 'Add an Inmate Debit Account', 'View Payment History', 'Register for Video' (highlighted with a red box), and 'Schedule Video Visit'.

- Enter the facility name
- Enter the inmates last name or ID number



The screenshot shows the 'Register to Agency' form with the following fields: 'Select an Agency' (Texas - Trailer Video Lab), 'Your Date of Birth' (9/10/1975), 'Select an Inmate' (ICS Test), 'Ethnicity' (Caucasian), 'ID Type' (Drivers License), 'ID Value' (A342952), and 'ID Expiration Date' (05/04/2019). There are 'Register' and 'Cancel' buttons at the bottom.

- 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.

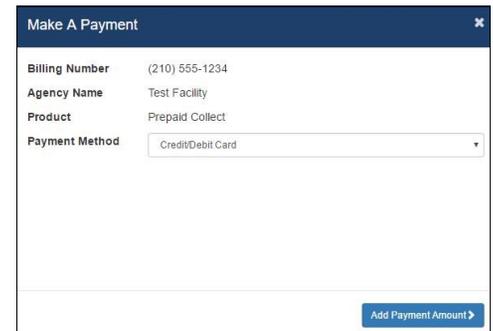
To fund your ICSolutions® account:

- Login to your existing account at www.icsolutions.com
- To add funds, click **Fund**



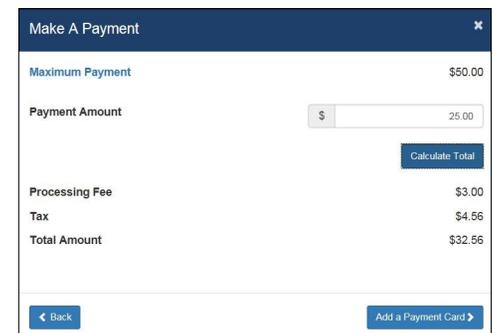
Prepaid Collect Accounts			Add
Phone	Agency	Balance	
(210) 555-1234	Test Facility	\$0.00	Fund

- Next, select the payment method then click **Add Payment Amount**



The screenshot shows the 'Make A Payment' form with the following details: 'Billing Number' (210) 555-1234, 'Agency Name' Test Facility, 'Product' Prepaid Collect, and 'Payment Method' Credit/Debit Card. There is an 'Add Payment Amount' button at the bottom right.

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



The screenshot shows a payment summary screen with the following items: 'Maximum Payment' \$50.00, 'Payment Amount' \$25.00, 'Processing Fee' \$3.00, 'Tax' \$4.56, and 'Total Amount' \$32.56. There are 'Back' and 'Add a Payment Card' buttons at the bottom.