# ICSolutions®
## Advanced Technology
### A Keefe Group® Company

# 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
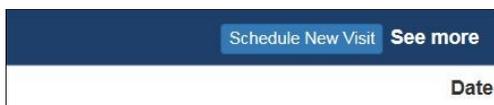


- Enter the facility name
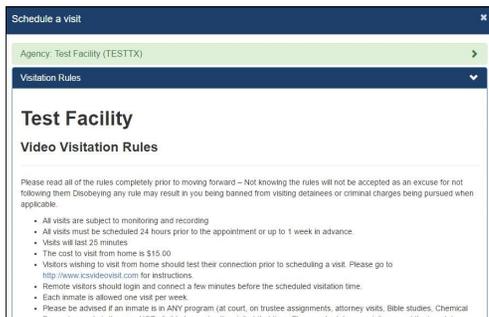


- Read the visitation rules and click **Agree** to continue
- Enter inmate name or ID number
- Select the location:
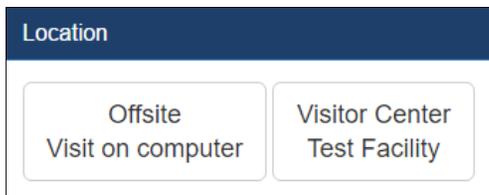


- Select the date for your visitation session from the list of available days

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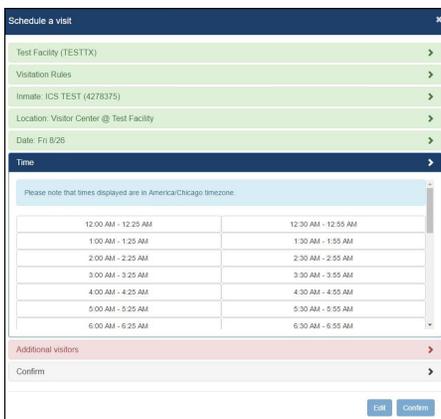


- Click **Add** if any additional visitors will be joining your visit and enter their name and date of birth then click **Done** (*After the visitation session has been confirmed, adding or removing additional visitors will require you to cancel and reschedule a new visitation session*)

- Confirm all the information for your visitation session is correct. Click **Edit** to make any changes or click **Confirm** to finalize your visit
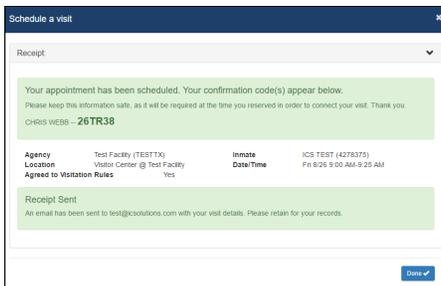


- You will need your **Confirmation** number to login to the onsite terminals for video visitation sessions

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## *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
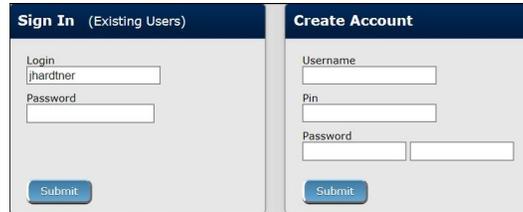


- Select the option to **Register for Video**
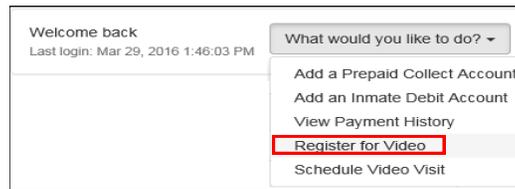


- Enter the facility name
- Enter the inmates last name or ID number
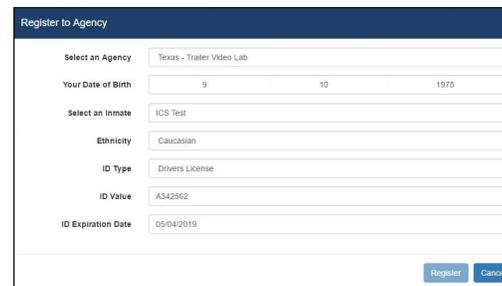


- Select your relationship to the inmate
- Fill in the required fields to complete your profile, then click **Register** to create your visitation account, then click **Done** to exit
- Once you have completed registration you can continue on to schedule a visitation session

# 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**
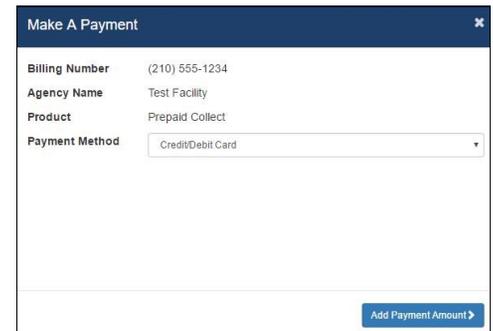


- Enter Payment amount, click **Calculate Total** then click **Add a Payment Card**. From there you will finalize your payment.