

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.

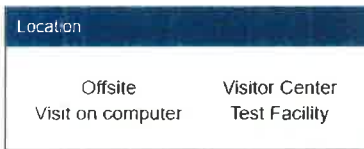
- Log into your ICSolutions® account and under *Upcoming Visits* click **Schedule New Visit**.



- Enter the facility name.



- Read the rules and click **Agree** to continue.
- Enter inmate name or ID number.
- Select the location if you will be visiting *ONSITE* or *OFFSITE*.



- 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 video visitation session from the list of available days.

Visitor Scheduling Continued

- Select a time for your video 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™

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.

ONSITE visitation is conducted using the video terminals located in a facility's visitation center.

OFFSITE visitation is a fee based solution conducted from a visitor's computer or Android device. The cost of an *OFFSITE* visit will vary by facility.



Note: Visitors can use their same ICSolutions® account for inmate telephones and video visitation.