Visitor Registration
REGISTRATION IS MANDATORY
All visitors must register (at no cost) in order to participate in a video 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
OFFSITE VISITATION
For OFFSITE visitation, the visitor can choose to visit from a Windows based 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 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 video 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 video 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.
- 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.
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.

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

**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.

**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.