

# Montgomery County Jail



## Public Video Visitation Scheduling Guide

### **Introduction:**

This user guide will demonstrate the process of scheduling a video visit through the SmartJailMail video visitation system.

### **Establishing Your Account:**

Before a member of the public can schedule a video visit they must establish an account at the SmartJailMail.com website. The process to sign up for an account is free of charge and only requires a valid email address to complete the process. This guide assumes that the account has already been created and is available for use. We also assume that the account has already connected with one or more inmates to communicate with.

### **Scheduling a Video Visit:**

The website will walk you through this process, but in general the steps are as follows:

#### **1. Log in**

Go to the website [www.SmartJailMail.com](http://www.SmartJailMail.com) and log in with your username and password

#### **2. Select Visitation**

From the services menu on the left side of the screen, select the visitation option.

#### **3. Select to Schedule a Visit**

The Visitation screen will list any upcoming visits you have already scheduled. To schedule a new visit select the "Schedule a Video Visit" button.

#### **4. Select the Type of Visit**

Currently the Montgomery County Jail only has the capability for you to use your home computer or mobile device to schedule a visit. Remote visits carry a fee and are deducted from your message credits. The cost for a 15 minute visit is \$1.50.

Remote Visit – Your Computer or Device

A remote visit is one conducted from your own computer or device without visiting the Montgomery County Jail. The remote visit will be conducted through a video chat application and requires a camera, speaker, microphone, and a high-speed internet connection. Remote visits are billed .10 cents a minute. Visits can last up to 15 minutes.

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### 5. Select the Inmate:

Next you will be presented with a list of the inmates that your account is connected with (use the search for an Inmate option from the main My Message screen to search for and connect with an inmate).

*Whom would you like to schedule a visit with?*

#### **Inmate/Detainees**

- Suzy Jones (123456)**
- Javier Pinzon (40016)**
- Jack Pietrantone (40017)**

Click on the name of the inmate that you would like to visit with.

### 6. Select the Duration of the Visit.

Currently the Montgomery County Jail only has the 15 minute option for visits.

### 7. Select the Date of the Visit

Visits must be scheduled at least one day in advance (no same-day scheduling) and may be scheduled up to seven days in advance. Please select the date that you would like to visit.

What day would you like to schedule this video visit? Same-day scheduling is not permitted; visits must be scheduled at least one day prior to the visit.

- Friday, April 28, 2020
- Saturday, April 29, 2020
- Sunday, April 30, 2020
- Monday, May 1, 2020
- Tuesday, May 2, 2020
- Wednesday, May 3, 2020
- Thursday, May 4, 2020

Once you have selected a date, click the continue button to proceed.

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### 8. Select the Time of the Visit

Next you will select an available time for the visit. Montgomery County Jail Video Visitation is 8am – 10:30am; 1130am – 3:00pm; 6:00pm – 10:00pm.

What time would you like to begin your **15 minute** video visit?

Morning	Afternoon	Evening
8:00 AM – Available	11:30 AM – Available	6:00 PM – Available
8:15 AM – Available	11:45 AM – Available	6:15 PM – Available
8:30 AM – Available	12:00 PM – Available	6:30 PM – Available
8:45 AM – Available	12:15 PM – Available	6:45 PM – Available
9:00 AM – Available	12:30 PM – Available	7:00 PM – Available
9:15 AM – Available	12:45 PM – Available	7:15 PM – Available
9:30 AM – Available	1:00 PM - Available	7:30 PM – Available
9:45 AM – Available	1:15 PM – Available	7:45 PM – Available
10:00 AM – Available	1:30 PM – Available	8:00 PM – Available
10:15 AM – Available	1:45 PM – Available	8:15 PM – Available
10:30 AM – Available	2:00 PM – Available	8:30 PM – Available
	2:15 PM – Available	8:45 PM – Available
	2:30 PM – Available	9:00 PM – Available
	2:45 PM – Available	9:15 PM – Available
		9:30 PM – Available
		9:45 PM – Available

Once you have selected an available time slot, click the Continue button to proceed.

### 8. Confirm Your Visit Information

The website will then display a summary of your visit. Please confirm all of the details and then click the "Confirm and Schedule" visit button to proceed.

- NOTICE – ALL VISITATION SCHEDULING IS DONE IN THE TIME ZONE OF THE JAIL/DETENTION FACILITY! The Montgomery County Jail operates on the US/Eastern Time Zone.
- NOTICE – ALL VISITATION IS SUBJECT TO MONITORING AND RECORDING! THERE IS NO EXPECTATION OF PRIVACY!

Please Confirm your video visit below:

Type of Visit: Remote – Your Computer or Device  
Inmate: Javier Pinzon (40016)  
Duration: 15 Minutes  
Start Date: Friday, April 28, 2020  
Start Time: 12:00 PM US/Eastern

Confirm and Schedule Visit

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### 9. Conducting the Visit

Once the visit has been scheduled, it will appear on your visitation screen as an upcoming visit.

#### Upcoming Remote Visits

Start Date/Time	Duration	Inmate/Detainee	Status
Thursday Apr 27 at 2:00 pm	15 minutes	Javier Pinzon	Ready – Begin Visit

About five minutes prior to the scheduled start time, the status will change to "Ready-Begin Visit" which will allow you to enter the visitation system to conduct the visit.

**Please note that the visitation system requires Adobe Flash to be installed and activated within your web browser. There is an option to "Test Camera/Microphone" on the Visitation screen which will verify that you have Adobe Flash and that it can connect with your camera and microphone. We recommend verifying that your computer has the necessary components before starting your visit.**

When you are ready to begin the visit, click the "Ready – Begin Visit" link to load the video interface. Adobe Flash will load and may prompt you to allow access to your camera and microphone. Please click "allow" if prompted to enable your camera and microphone. Your web browser may also prompt for access, so click "allow" if prompted by your web browser.

Once both you and the inmate have loaded the video interface the visitation session will begin. **Remember if your visit is scheduled for 2:00 PM and you log on at 2:05 PM you will only be permitted to visit until 2:15 PM. This insures everyone stays on schedule as the visits are scheduled every 15 minutes.**

If you have any trouble with your visitation session, please contact customer support and they can assist you with any questions or concerns that you might have.

SmartJailMail currently offers video visitation from a Computer or Android Mobile Device. They currently do not have the capability to work with Apple products at this time.

*If you have any questions please go to [www.smartjailmail.com](http://www.smartjailmail.com) and click on the support tab.*