



The Visitor™ Video Visitation

Friends and family members 18 years and older, wishing to conduct a video visit with you will need to go to the following website to create an account and register for visitation: www.icsolutions.com

- Visitors must be on the approved visitation list.
- All personal visits are subject to monitoring and recording.
- All adult visitors must have a visitation account prior to being able to schedule or participate in a visitation session. Anyone under the age of 18 is considered a minor.
- All visits must be scheduled at least 24 hours prior and can be up to 2 weeks in advance.
- All visits are 30 minutes long.
- There is no cost for onsite or contact visits; however, offsite visits cost \$7.50, which are paid for by the visitor at the time the visit is scheduled.
- The number of visits a resident is allowed is dependent on the Phase the resident is assigned.
- Visits can include up to 3 visitors total (2 additional adults or 2 children or a combination thereof).
- Any violation of the visitation rules may result in the termination of your visit and/or suspension of your visitation privileges and the privileges of your visitor.
- Residents must be on time for their visits.
- It is the resident's responsibility to check the Visitation Kiosk daily to see if you have a visit scheduled.
- You or your visitor will not be able to log into your visit if you are more than 10 minutes late or the visit will have to be rescheduled.
- To connect to a visit, press **Video** on the Visitation Kiosk and log in using the same PIN used to place telephone calls.
- To view a list of your scheduled visits, press **Portal** on the Visitation Kiosk and log in using the same PIN used to place telephone calls.
- To cancel the visit, press **Cancel** next to the visit after you have logged into the Portal.
- Please inform your friends and family they are not to call the facility for issues with visitation.
- If your friends and family need visitation assistance, please tell them to go to ICSolutions.com and click on Visitation Support for instructions or call (888) 646-9437.