

How to Complete a Video Visit

Video Visitation hours

On-site Lobby Video Visitation hours are Monday through Sunday:

- 9:00 AM–11:20 AM
- 12:20 PM – 4:20 PM
- 5:20 PM – 10:45 PM

Off-Site Video Visitation hours are Monday through Sunday:

- 9:00 AM–11:20 AM
- 12:20 PM – 4:20 PM
- 5:20 PM – 10:45 PM

All Video Visitation visits are by appointment only.

Scheduling is completed by the visitor via the internet at <http://www.videovisitanywhere.com>

Appointments may be scheduled up to twenty-one days in advance of the visit but no less than 24 hours in advance of the visit.

When scheduling an appointment to complete a Video Visitation you must enter the full legal name of each visitor.

For those visitors using our on-site Video Visitation option, it is recommended that you arrive at the Hancock County Justice Center to prepare for your visit fifteen minutes before the start of the visit. Should you arrive late the visitation appointment time will be held but it WILL NOT be extended past the scheduled visitation appointment time.

Visitors using the on-site Video Visitation option in the main lobby of the Justice Center will only be permitted two (2), twenty (20) minute, on-site visits, per week.

Visitors are not permitted to schedule an on-site lobby Video Visitation and an off-site Video Visitation on the same day. Should this occur, the off-site video visit will be canceled for that day.

Off-site Video Visitation is available if you have a computer, Android or Apple Smartphone, or tablet that has access to high-speed internet and a webcam. It is recommended that you use headphones during your visit to improve the sound quality.

All inmates are eligible to have an on-site and off-site Video Visitation.

Off-site video visits may exceed one visit per week but may be limited to availability based on the schedule.

There is a cost for off-site Video Visitation visits. The cost for the off-site Video Visitation service is determined by *Securus Technologies* and not the Hancock County Justice Center. For an off-site visit, an account needs to be established with *Securus Technologies*, and payment be made by a credit or debit card.

Prepaid accounts are not utilized by *Securus Technologies* for Video Visitation.

Cancellations must be done twenty-four hours before the start of the scheduled Video Visitation or a charge will be incurred. There are no refunds on off-site Video Visitations that are scheduled but not held.