

# Inmate Video Visitation

## Frequently Asked Questions

*Provided by Securus Technologies*

### **What type of systems do I need to complete a video visitation?**

Personal computer, laptop, Android or Apple smartphone, or any device that has a webcam and internet access

### **What are the hours that on-site lobby or off-site video visitations can take place?**

*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

### **How do I get approved so that I can complete a Video Visitation with an inmate either on-site in the main lobby of the Hancock County Justice Center or off-site at a location of my choosing?**

Create a Securus Technologies online account by going to [www.videovisitanywhere.com](http://www.videovisitanywhere.com).

Click on the “Sign Up” button to create your account.

When creating an account you will need the following:

- Webcam and internet access
- Valid email address

When enrolling for review and approval to access Video Visitation you will be required to take a clear photograph of a valid photo ID card, driver’s license, state ID card, or passport.

The photograph must show all of the following:

- Type of identification
- Valid photo ID card
- Driver’s license
- State ID card
- Passport
- Contain your picture on the ID
- First and Last Name
- Date of Birth

Please use your legal name when creating a Video Visitation account.

Your Video Visitation account will be reviewed for approval within 24 hours of submitting your information. Once your account is reviewed you will receive an email advising you whether your account has been approved or disapproved.

If your Video Visitation account is disapproved, you will be notified via email of the reason why your account has been disapproved. In many cases, the disapproval is due to a submission error. I.e. not providing a clear photograph containing the required information as outlined in "How do I get approved". Once a corrected clear photograph is taken you may resubmit for review and approval.

If your Video Visitation account is approved you will be notified via email and you can start scheduling video visits.

### **How do I schedule a Video Visitation with an inmate?**

Once approved, log in to your *Securus Technologies* online account and select "Schedule A Visit"

Follow the prompts to schedule your on-site or off-site remote visit.

This feature allows you to schedule a time specifically when the incarcerated inmate is available to visit.

### **When do I log in for the scheduled visit?**

It is recommended by *Securus Technologies* that you log in to your account 15 minutes before the start time of the visit.

### **How much does a Video Visitation cost?**

The cost for off-site visits is determined by *Securus Technologies* and not the Hancock County Justice Center. Payment for this service is made to *Securus Technologies* with a credit or debit card through the *Securus Technologies* website ([www.securustech.net](http://www.securustech.net)).

### **Can my Video Visitation privileges be suspended?**

Yes. Inmates and visitors using either the on-site lobby or off-site Video Visitation are expected to follow all Video Visitation rules. The use of Video Visitation is a privilege.

### **Read the Inmate Video Visitation Rules on the Hancock Sheriff Corrections web page.**

### **How can I find useful tools and resources to help me with *Securus Technologies* video visitation?**

Go to [www.videovisitanywhere.com](http://www.videovisitanywhere.com). You will find Frequently Asked Questions, instructions on how to create and manage your Video Visitation account and live chat with a *Securus Technologies* customer service agent.

### **How do I contact *Securus Technologies* Inmate's Friends & Family customer service and support?**

- *Phone*: 800-844-6591
- *Phone – Spanish*: 866-561-6718
- *E-Mail*: [customer\\_service@correctionalbillingservices.com](mailto:customer_service@correctionalbillingservices.com)
- *Web Access & Chat Link*: [www.securustech.net](http://www.securustech.net)