**Frequently Asked Questions**about Securus Video Connect

**Q: How does the new video visitation system work?**

**A:** Inmates visit with friends and family from a video visitation terminal (example to the right) in their housing unit. Friends and family will visit remotely using a Smartphone or computer.

The new system will allow friends and family to conduct a “remote” or “at-home or wherever they are” visit using their device and high-speed internet connection.

**Q: What do I need to do to visit from home?**

**A:** Remote Visitors can conduct visits using an Apple or Android phone or tablet. Download the free Securus Visitation app in the App Store or Google Play.

Visitors can also use a computer with high speed internet access and a webcam. They will need to do the following:

* Create a visitation account at [www.videovisitanywhere.com](http://www.videovisitanywhere.com/). Request access to visit at the specific county facility. (They will need to request to visit at each facility). The Visitors request is then reviewed by jail staff for approval.
* Once approved to be a visitor, They can then schedule remote visits.

**Q: How often can I visit inmates?**

**A:** Each inmate is allowed **two - 20-minute** remote visits from friends or family members daily. The cost is $5.00 for each 20-minute session. It is required to schedule 24 hours in advance.

**A:** Friends and family can schedule visits with inmates during any time visitation is allowed. Visitation hours are:

* 7 days a week from 8:00am – 4:30pm and 7:30pm – 9:50pm

**Other Helpful Information**

* Remote visitors must create a Securus account and be approved,

by the site administrator, before they can begin creating a visit.

* Visitors must request to visit at each site individually.
* Some devices will request access to the camera or microphone. It is important to accept access, or Visitors will not be able to view during the appointment.
* It is best practice for the Visitor to be familiar with the phone app or website to connect to the scheduled visit.
* For Visitors during a remote visitation, it is recommended for the Visitor to use earbuds or a headset to ensure the audio quality of the visit.
* Friends and Family cellular service is used for the scheduled visit when using their mobile phone. It is important to not be roaming or moving around as this may cause poor service.
* Friends and Family must login to the scheduled visit and click “JOIN” to connect to the scheduled visit. Both parties of the visit need to connect for the session to begin.
* While using a mobile phone, The Visitor will not be able to be on a phone call and start the video session through the Securus App at the same time.
* It is important for Both parties to remember when there is a scheduled appt. The Visitor will receive a reminder notification before the appointment and will need to login to the appointment at the scheduled time.
* There will be NO age restriction for visitation. However, ALL visitors under the age of 18 must be accompanied by their parent or legal guardian.
* If you have any questions about visiting from home, go to [www.videovisitanywhere.com](http://www.videovisitanywhere.com/) for further information.