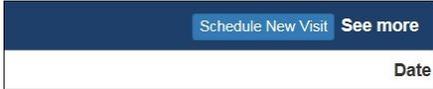


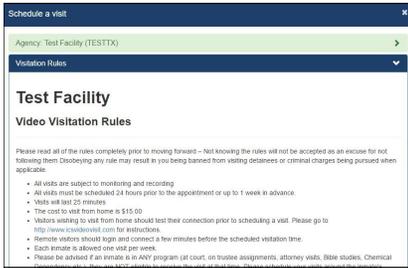
## Visitor Scheduling Instruction Guide

Go to [www.icsolutions.com](http://www.icsolutions.com) from any internet enabled device to login to your existing ICSolutions® account or create a new account.

- Log into your ICSolutions® account and under Upcoming Visits click **Schedule New Visit**



- Enter the facility name

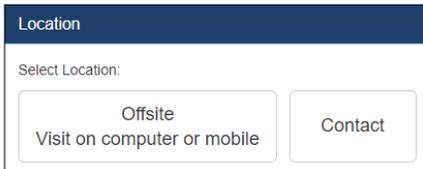


**Test Facility**  
Video Visitation Rules

Please read all of the rules completely prior to moving forward – Not knowing the rules will not be accepted as an excuse for not following them. Obeying any rule may result in you being banned from visiting privileges or criminal charges being pursued when applicable.

- All visits are subject to monitoring and recording
- All visits must be scheduled 24 hours prior to the appointment or up to 1 week in advance
- Visits will last 25 minutes
- The cost to visit from home is \$15.00
- Visitors wishing to visit from home should test their connection prior to scheduling a visit. Please go to <http://www.icsolutions.com> for instructions.
- Remote visitors should login and connect a few minutes before the scheduled visitation time.
- Each inmate is allowed one visit per week.
- Please be advised if an inmate is in ANY program (at court, on house assignments, attorney visits, Bible studies, Chemical

- Read the rules and click **Agree** to continue
- Enter inmate name or ID number
- Select **OFFSITE** or **CONTACT** as the location for your visit



**Location**

Select Location:

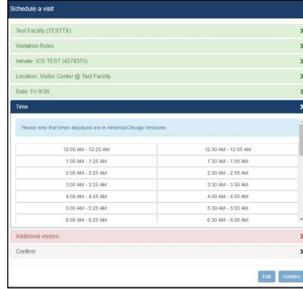
Offsite  
Visit on computer or mobile

Contact

- There is not cost for **CONTACT** visits
- OFFSITE** visits will charge your ICSolutions® account for the cost of the **OFFSITE** visit at the time the visit is scheduled
- Select the date for your video visitation session from the list of available days

## Visitor Scheduling Continued

- Select a time for your video visitation session from the available time slots.



**Time**

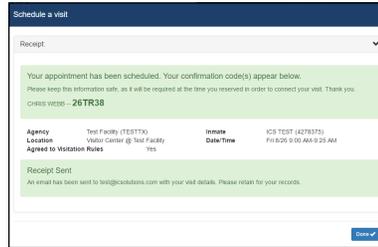
Please note that times displayed are in America/Chicago timezone.

12:00 AM - 12:25 AM	12:30 AM - 12:55 AM
1:00 AM - 1:25 AM	1:30 AM - 1:55 AM
2:00 AM - 2:25 AM	2:30 AM - 2:55 AM
3:00 AM - 3:25 AM	3:30 AM - 3:55 AM
4:00 AM - 4:25 AM	4:30 AM - 4:55 AM
5:00 AM - 5:25 AM	5:30 AM - 5:55 AM
6:00 AM - 6:25 AM	6:30 AM - 6:55 AM

Additional visitors

Confirm

- Click **Add** if any additional visitors will be joining your visit and enter their name and date of birth then click **Done**. (After the visitation session has been confirmed, adding or removing additional visitors will require you to cancel and reschedule a new visitation session)
- Confirm all the information is correct then click **Confirm** to accept or click **Edit** to make any changes



**Receipt**

Your appointment has been scheduled. Your confirmation code(s) appear below.

Please keep this information safe, as it will be required at the time you reserved in order to connect your visit. Thank you.

CHRS VISID - 26TR38

Agency	Test Facility (TESTTX)	Inmate	ICS TEST (4276375)
Location	Visitor Center @ Test Facility	Date/Time	Fri 8/25 9:00 AM-9:25 AM
Agreed to Visitation Rules	Yes		

Receipt Sent

An email has been sent to test@icsolutions.com with your visit details. Please retain for your records.

Done ✓

- Once confirmed, click **Done** to exit.

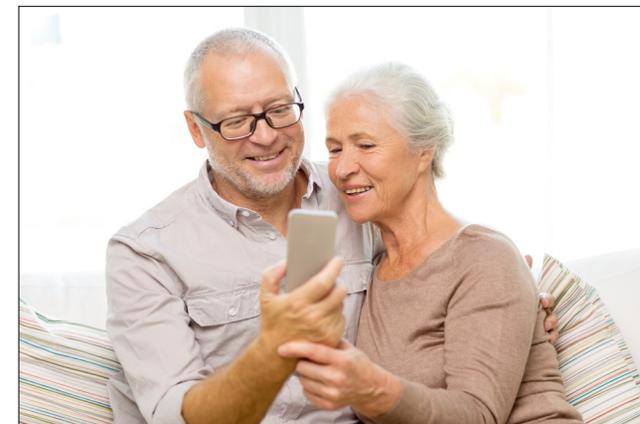
## THE VISITOR™

Powered By THE ENFORCER

CenturyLink® offers The Visitor™ visitation system. The Visitor™ provides friends, family members and professionals the control to schedule and conduct a visit at a time convenient for them.

**OFFSITE** visitation is a fee based solution conducted from a visitor's computer or Android device (and iOS device coming soon). The cost of an **OFFSITE** visit will vary by facility. **CONTACT** visitation has no cost is conducted in the facility's monitored visitation area.

All visitors must submit a visitation form to MTDOC by mail and receive approval from MTDOC prior to conducting any visitation sessions.



**Note:** Visitors can use their same ICSolutions® account for inmate telephones and video visitation.

## Visitor Registration

### REGISTRATION IS MANDATORY

All visitors must register (at no cost) in order to participate in a video visitation session with an inmate at this facility.

All visitation sessions will be scheduled based on policies for visitation as set forth by this facility.



## The Visitor™ Visitation OFFSITE VISITATION

For **OFFSITE** visitation, the visitor can choose to visit from a Window's based computer or alternatively from any android device by downloading The Visitor™ Android app, **ICS MOBILE** from the **Google Play** store.

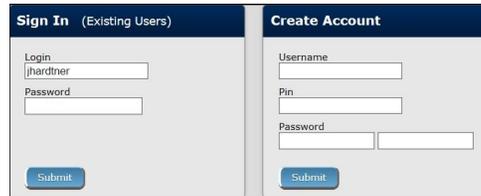
**OFFSITE** visitation is fee based and the cost will vary by facility. Internet connectivity issues during offsite visits will not be refunded.

### NON-VIDEO VISITATION

**CONTACT** visitation is conducted in the facility's monitored visitation area.

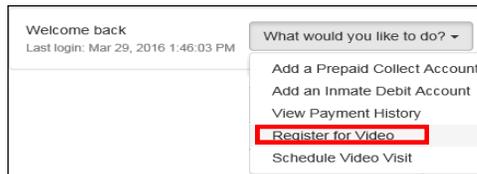
## Visitor Registration Instruction Guide

- Go to [www.icsolutions.com](http://www.icsolutions.com) from any internet enabled device to login to your existing IC Solutions® account or create a new account



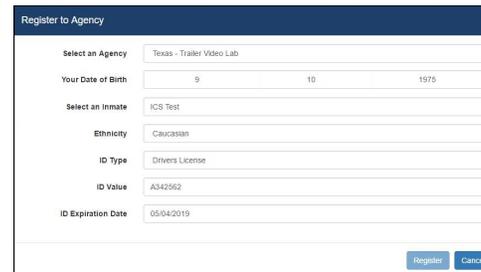
The screenshot shows two side-by-side forms. The left form is titled 'Sign In (Existing Users)' and has fields for 'Login' (with 'jhardtner' entered) and 'Password'. The right form is titled 'Create Account' and has fields for 'Username', 'Pin', and 'Password'. Both forms have a 'Submit' button at the bottom.

- Select the option to **Register for Video**



The screenshot shows a user dashboard. On the left, it says 'Welcome back' and 'Last login: Mar 29, 2016 1:46:03 PM'. On the right, there is a dropdown menu titled 'What would you like to do?' with options: 'Add a Prepaid Collect Account', 'Add an Inmate Debit Account', 'View Payment History', 'Register for Video' (highlighted with a red box), and 'Schedule Video Visit'.

- Enter the facility name
- Enter the inmates last name or ID number
- Select your relationship to the inmate
- Fill in the required fields to complete your profile, then click **Register** to create your video visitation account, then click **Done** to exit



The screenshot shows the 'Register to Agency' form. It has several fields: 'Select an Agency' (Texas - Trailer Video Lab), 'Your Date of Birth' (9/10/1975), 'Select an Inmate' (ICS Test), 'Ethnicity' (Caucasian), 'ID Type' (Drivers License), 'ID Value' (A342562), and 'ID Expiration Date' (05/04/2019). There are 'Register' and 'Cancel' buttons at the bottom right.

- Once you have completed registration you can continue on to schedule a visitation session

**Save your USERNAME and PASSWORD:**

**USERNAME:** \_\_\_\_\_

**PASSWORD:** \_\_\_\_\_

## Visitor Scheduling Instruction Guide

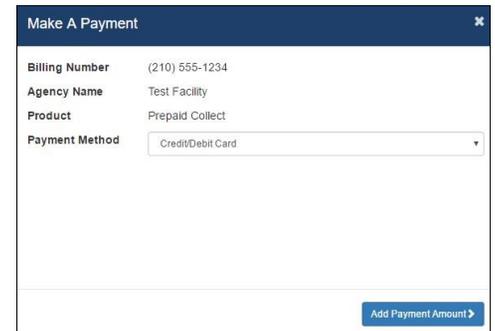
The cost of **OFFSITE** visitation sessions will vary by facility. If you are planning on visiting from your home or office, you will need sufficient funds in your IC Solutions® account prior to scheduling a charged video visitation session.

### To fund your IC Solutions® account:

- Login to your existing account at [www.icsolutions.com](http://www.icsolutions.com)
- Under the **Prepaid Collect Accounts** section, click **Add Account**, select your agency and enter your phone number to fund your account. Click **Save**

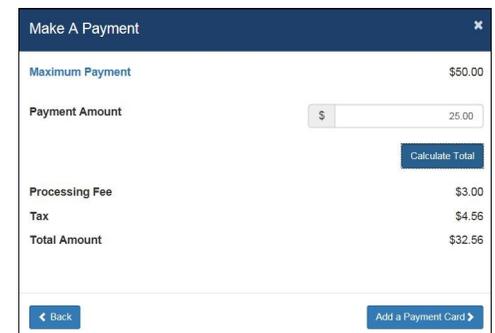
Prepaid Collect Accounts			Add
Phone	Agency	Balance	
(210) 555-1234	Test Facility	\$0.00	<b>Fund</b>

- To add funds, click **Fund**
- Next, select the payment method then click **Add Payment Amount**



The screenshot shows the 'Make A Payment' form. It has fields for 'Billing Number' (210) 555-1234, 'Agency Name' (Test Facility), 'Product' (Prepaid Collect), and 'Payment Method' (Credit/Debit Card). There is an 'Add Payment Amount' button at the bottom right.

- Enter Payment amount, click **Calculate Total** then click **Add a Payment Card**. From there you will finalize your payment



The screenshot shows the 'Make A Payment' form with a payment summary. It includes a 'Payment Amount' field set to \$25.00, a 'Calculate Total' button, and a summary table:

Maximum Payment	\$50.00
Payment Amount	\$ 25.00
Processing Fee	\$3.00
Tax	\$4.56
<b>Total Amount</b>	<b>\$32.56</b>

There are 'Back' and 'Add a Payment Card' buttons at the bottom.