Securus Video Visitation Summary

Securus Video Visitation (SVV) allows family, friends, attorneys, and other users to visit with an inmate through the use of a video terminal. There are two types of video visitation configurations:

On-Site Visitation
On-site visitation requires consumers to travel to the jail and participate in video visitation using terminals located in the visitation centers. Most correctional facilities that are moving towards a video-based visitation solution require at least a small component of on-site visitation.

If a facility requires ONLY on-site visitation, Securus will treat the opportunity as a hardware sale which is not expected to generate revenue/commission. This type of sale will include a specific duration of hardware and software technical support and the customer will retain ownership of the hardware.

Anywhere Visitation
Anywhere visitation (also referred to as "remote") allows consumers to participate in video visits from an Apple iPhone®, iPad®, or iPod Touch®, Android™ smartphone or tablet, or a computer equipped with high speed internet access and a web camera. This type of visitation carries a charge to our remote users.

Family & Friends, Attorney – User Interface
Scheduling an Anywhere Visitation
Family, friends, attorneys and other remote users can create a Securus Video Visitation account by going to www.videovisitanywhere.com or www.securustech.net/videovisitation.

Remote users will be required to complete the following steps in order to begin visiting from anywhere:
1. Enrollment
2. State/Facility selection
3. Choose Services
4. Computer Configuration Check
5. Identification
6. Scheduling
7. Joining a visit

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Enrollment

If a user has never used Securus services before, the visitor will need to go to www.securustech.net to enroll. The visitor is asked to enter in their email address, create a password and accept the T&C's. The system will validate the email address against any other email addresses in the system and confirm the password passes the validity rules.

Contact Information and Passcode

Once the system identifies the visitor as a new user, the visitor will be prompted to enter their contact information, create a 4-digit Passcode and enter the CAPTCHA number. The system will check if the entered phone number is associated with an existing user.

Create 4-Digit Passcode

Your 4-Digit Passcode is specific to your account and will be used for identification and security purposes whenever you contact our Customer Care Team.

4-Digit Passcode:

| 1 | 1 | 1 | 1 |

Confirm 4-Digit Passcode:

| 1 | 1 | 1 | 1 |

Verification

Please enter the number below.

533752

Refresh

BACK   SUBMIT

Finish Enrollment

If the phone number is unique, the visitor will received a confirmation notification.

Thank You for Enrolling!

Your Securus Online account was created successfully!

Confirm Your Email Address

A confirmation email has been sent to the email address used during enrollment. Click on the confirmation link in the email to verify your email address. Failure to verify your email address within 48 hours of enrolling will lock your account. If you do not receive your confirmation email in 24 hours, please check your spam folder or contact Securus Customer Care.

If your incarcerated loved one is located at a facility with Securus Video Visitation you can visit from anywhere using a smartphone or tablet. Click here to check availability then download the Securus Video Visit app.

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Android, Google Play and the Google Play logo are trademarks of Google Inc.

FINISH

Account Login

Once the user has enrolled with the Sheriff Office, the user will enter their email and password to log into their Securus Online account. The user will then choose the services they want to sign up for.

Product Selection

Video Visitation

VIDEO VISITATION

Want to visit an inmate from home? Save time and money by remotely visiting with your incarcerated loved one from the comfort of your home.

SIGN UP

Check Facility Availability

State Selection

After clicking the "Sign Up" button, the user will select the state where the facility is located.

Facility Selection

	Facility Selection		Service Selection
1		**2**	

Please select the state of the Correctional Facility where the Inmate is housed.

State: — Select State—

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Facility Selection

After selecting a state, the system will only present facilities with video visitation as a service, you will then choose Harris County from the list of facilities Securus currently services. Notice below that you will see Harris 701 but coming soon you will be able to see JPC in January when that facility opens. Keep in mind that we do NOT currently have video at 1200 Baker.

Facility Selection

1 Facility Selection   **2** Service Selection

Please select the state of the Correctional Facility where the Inmate is housed.

State: TX

Please select the Correctional Facility where the Inmate is housed.

If you cannot find a facility in the list, please review the list of Facilities We Serve.

Facility ID	Facility Name	City	Address
07396	BASTROP COUNTY JAIL	BASTROP	200 JACKSON ST 78602
06405	DENTON COUNTY JAIL	DENTON	127 N WOODROW LN 76205
49069	HARRIS COUNTY SHERIFF\'S OFFICE - 701 N SAN JACINTO	HOUSTON	701 N SAN JACINTO ST 77002
01051	HAYS COUNTY LAW ENFORCEMENT CENTER	SAN MARCOS	1307 OLD UHLAND RD 78666
07239	HOPKINS COUNTY JAIL	SULPHUR SPRINGS	298 ROSEMONT ST 75482
06614	KELLWAY TEST LAB ATLANTA (ID-99002)		
99001	SCN TEST PRINCETON	DALLAS	14651 DALLAS PKWY STE 600 75254
01186	TRAVIS COUNTY CORRECTIONAL COMPLEX	DEL VALLE	3614 BILL PRICE RD 78617
01012	WILSON COUNTY JAIL	FLORESVILLE	800 10TH ST 78114
05798	WOOD COUNTY SHERIFF DEPT	QUITMAN	402 S STEPHENS ST 75783

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Visitor Type Selection

After selecting a facility, the user will choose their visitor type.

Service Selection

1 Facility Selection   2 Service Selection

Video Services

Securus Video Visitation

Securus Video Visitation saves you time and money by allowing you to visit with your incarcerated friends or loved ones from anywhere

Select User Type : ◯ Friend or Family Member   ◯ Attorney

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If the user selects Attorney, the user will enter in their License Number, Issue Date and Firm Name.

System Check Launch

If the user is signing up on their PC, the user will be directed through a system configuration check. If the user is signing up on their mobile device, this step is skipped.

Service Information

1 Facility Selection   2 Service Selection   3 Service Information

You're Almost Done!
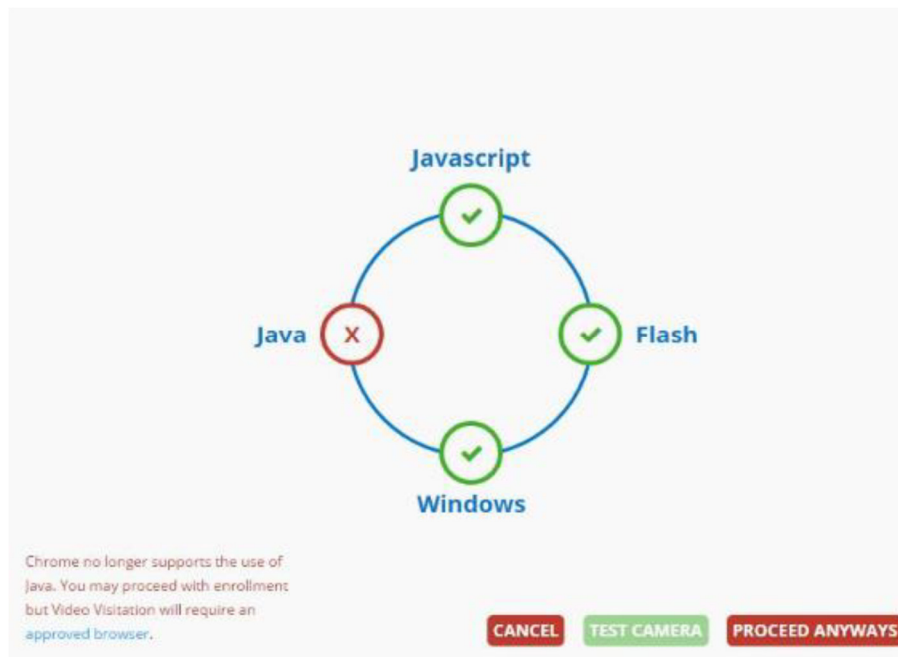
Complete Your System Check

To finish adding Securus Video Visitation to your Securus Online account, you must complete a system check and provide photo identification for your account. By running the system check, you will know if your personal computer is compatible with the Securus Video Visitation service

START SYSTEM CHECK

System Check Progress Indicator
After clicking START SYSTEM CHECK button, the user will see a circular progress indicator checking the user's PC for its readiness to host Video Visitation.
If the system identifies the FireFox or Chrome browsers, it will notify the user that Java is no longer supported on FireFox/Chrome. The user can still proceed through enrollment but will be notified that a supported browser, IE11 will be required to conduct a visit on a PC.

Javascript

Java ✕   ✓ Flash

Windows

Chrome no longer supports the use of Java. You may proceed with enrollment but Video Visitation will require an approved browser.

CANCEL   **TEST CAMERA**   **PROCEED ANYWAYS**

Test Camera
The user will need to click the TEST CAMERA button to test the PC's web camera. The camera will take a snap shot.

Verify your Web Camera

Please select the "Allow" button to provide access to your web camera.

Retry

NO   Can you see your image above?   YES

Take Photos

If the camera test is successful, the user will be able to take a photos of them-self and their government issued ID.

Complete SVV Enrollment

You're Almost Done!

You must take two photos to submit for approval to the Correctional Facility. Click the camera image below to take your photos using your computer's web camera.

In order to add Securus Video Visitation to your account, you are required to take a photo of your government issued photo ID and a photo of yourself. These images will be added to your Securus Online account and will be submitted to the correctional facility for approval where you would like to visit with an inmate.

Please select "Allow" below and ensure your webcam is working prior to selecting "Take Snapshot".

1. Government issued photo ID **AND** bar license ID:

TAKE SNAPSHOT

RESET

2. Photo of yourself:

TAKE SNAPSHOT

RESET

SUBMIT

Sign Up Complete
The submitted photos will be sent to the facility for approval. The Video Visitation Sign Up is complete. Clicking FINISH takes the user back to the home page.

Once a user account is approved by the specific correctional facility, users can manage their accounts, view current or past visits and/or schedule a visit by going to www.securustech.net or www.videovisitanywhere.com