

# Video Visitation

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The Union County Jail is now offering NetVisit (TM) Video Visitation from Lattice Incorporated. This new technology allows family and friends to visit more frequently and have video calls with inmates, without having to travel to the facility. Family and friends can conduct video visitation sessions from their home (or other location outside of the facility), using any personal computer with a camera, microphone, and an Internet connection. The computer will also need to have Google Chrome Web browser installed, as the video visitation system works only with this Web browser and you must have a secure connection.

## **Create an Account**

To create an account, please log on to the Lattice website ([www.gettingintouch.com](http://www.gettingintouch.com)) and follow the instructions. You will purchase video visitation session credits for remote visits before you are allowed to schedule video visitation sessions. Registration and scheduling instructions attached.

## **Limit on Video Visitations**

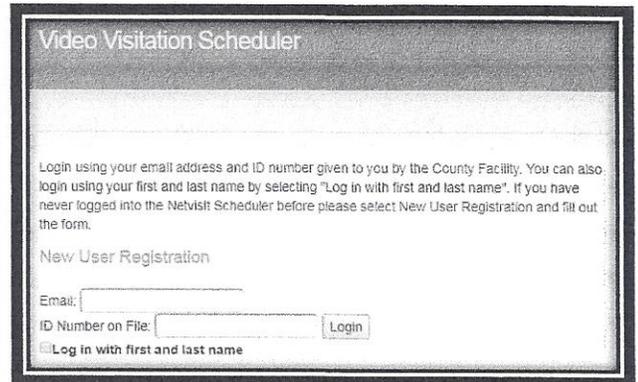
Family and friends can conduct 2 on site video visitation sessions, thirty minutes and unlimited remote video visitation sessions, twenty minutes, each week increasing the availability to visit. Remote sessions are \$9.95 per session.

## **Additional Resources**

If you are on the website and have any questions, please contact Lattice's Customer Service Center at 888-843-1972.

# Instructions for NEW Visitor Registration

- Open Internet, go to <https://unionsc.gettingintouch.com>
- Press **New User Registration**
- Enter your **email address**
  - *Please ensure that this address is correct.*
  - *If any changes to your session are made, you will be notified via email.*
  - *In the event that you DO NOT have an email address, you will not receive this information.*
- Enter your **Last Name, First Name**
- Enter your **Date of Birth (MM/DD/YYYY)**
- Enter your **ID Number (Driver's License Number)**
  - *This will be your password. You will be required to enter this information when scheduling visits.*
- Enter your **current address**
- Enter your **telephone number**
  - Only one number is required.
- Select the Inmate you are requesting to visit.
  - Enter your relationship to the inmate I.e., Mother, Father, Wife
    - You will be allowed to visit additional inmates that are approved.
    - Once you log in to schedule your visit, you can request to visit additional inmates.
- This information will be **approved** or **denied** by the facility. You will be notified via **email** of this decision.
  - Once approved, return to <https://unionsc.gettingintouch.com>
  - Log in using the information provided during registration, select facility visit.



The screenshot shows the 'Video Visitation Scheduler' login interface. It includes a header with the title, a login instruction paragraph, and a 'New User Registration' section with input fields for 'Email' and 'ID Number on File', and a 'Login' button. There is also a checkbox for 'Log in with first and last name'.

If you do not have internet access or if you need assistance, call **888 843 1972**.

# Instructions for Scheduling a Visit

You must be registered and approved to schedule a visit.

- <https://unionsc.gettingintouch.com>
  - Log in using the information provided during registration
- Select **Schedule facility visit**
- Select the **date** you wish to visit on. (Must be one day in advance.)
- Select the **approved inmate** you wish to visit.
- Select the **station** you wish to sit at.
  - If you see blue or gray blocks on the time slots that means the time is already scheduled for someone else.
  - If you do not see the time you wish available select another visitor station.
- Once you have decided on a Visitor Station click on the time you wish to start your visit, a green block will be displayed. A Visitation session can be scheduled every 30 minutes. The Start Time and End Time will be displayed.

The screenshot displays a web form for scheduling a visit. At the top, it shows 'Session Date: 01-20-2018' and 'End Time: 7:25 AM' with 'Adjusted Duration: 59' below it. The 'Inmate' field is set to 'LOULOU, Judy' with a dropdown arrow, and 'Duration: 59' is shown below. The 'Visitor' field is 'Eddy, Lisa'. The 'Visitor Station' dropdown is set to 'Visitor 1'. A 'Save' button is located below the form fields. At the bottom, a time slot grid is shown for the date 'A 1 A'. The grid has columns for 1:00 AM, 6:15 AM, 6:30 AM, 6:45 AM, 7:00 AM, 7:15 AM, 7:30 AM, 7:45 AM, 8:00 AM, 8:15 AM, and 8:30 AM. A solid gray bar covers the time slots from 6:30 AM to 7:45 AM, indicating they are unavailable.

- After you have selected your start time, click the SAVE Button.
- After you have saved your choice select the Review Schedule tab to verify the session was scheduled.
  - You must be at the facility 5 minutes prior to your scheduled session.

# ATTENTION ALL INMATES

Effective May 5, 2018 we will begin utilizing Video Visitation  
After May 15<sup>th</sup>, all sessions must be scheduled 24 hours in advance

Friends and Family will now be allowed to visit as follows:

## A1

Tuesday, Thursday, Saturday 8:00a – 12:00p  
Monday, Wednesday, Friday, Sunday 1:00p – 5:00p

## A2

Tuesday, Saturday 1:00p – 5:00p Thursday 3:00p – 5:00p  
Monday, Wednesday, Friday, Sunday 8:00a – 12:00p

## B1-5

Tuesday, Thursday, Saturday 8:00a – 12:00p  
Monday, Wednesday, Friday, Sunday 1:00p – 5:00p

## B6-10

Tuesday, Saturday 1:00p – 5:00p Thursday 3:00p – 5:00p  
Monday, Wednesday, Friday, Sunday 8:00a – 12:00p

## C1

Tuesday, Thursday, Saturday 8:00a – 12:00p  
Monday, Wednesday, Friday, Sunday 1:00p – 5:00p

## C2

Tuesday, Saturday 1:00p – 5:00p Thursday 3:00p – 5:00p  
Monday, Wednesday, Friday, Sunday 8:00a – 12:00p

## F1 F2 F3

Sunday, Monday, Tuesday, Wednesday, Friday, Saturday 8:00a – 5:00p  
Thursday 8:00a – 12:00p 3:00p – 5:00p

## G1 G2 G3

Sunday, Monday, Tuesday, Wednesday, Friday, Saturday 8:00a – 5:00p  
Thursday 8:00a – 12:00p 3:00p – 5:00p

## H

S Sunday, Monday, Tuesday, Wednesday, Friday, Saturday 8:00a – 5:00p  
Thursday 8:00a – 12:00p 3:00p – 5:00p

Violation of any  
visitation policy will  
result in immediate  
termination of your  
visit without notice  
and without  
refund.

You will be allowed to have **(2) thirty minute on-site sessions** and up to **(5) fifteen minute remote sessions** per week. Your Friends and Family will schedule all visitation sessions.

**On-Site = Free Remote sessions = \$9.95 (20 minutes)**

If it is not your visit, **DO NOT INTERFERE** with another inmate's time or your privileges may be suspended for violating this policy.

Inmates must adhere to the uniform policy, full uniform while visiting. Inappropriate behavior will not be tolerated and once again, privileges may be suspended.

If you have any questions or concerns, dial 511 from the wall phone for Customer Service.

