Video Visitation

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) 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
  o Please ensure that this address is correct.
  o If any changes to your session are made, you will be notified via email.
  o 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)
  o This will be your password. You will be required to enter this information when scheduling visits.

➤ Enter your current address

➤ Enter your telephone number
  o Only one number is required.

➤ Select the Inmate you are requesting to visit.
  o 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.
  o Once approved, return to https://unionsc.gettingintouch.com
  o Log in using the information provided during registration, select facility visit.

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.

  ![Visitation Session Diagram]

- 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 15th, 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
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.