

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

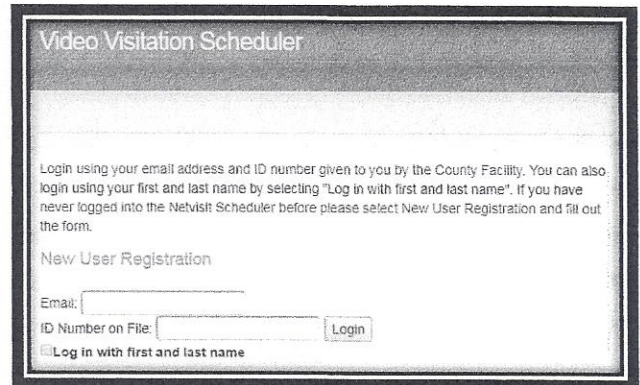
Family and friends can conduct 2 on site video visitation sessions, thirty minutes and 5 15 minute sessions per week remote video visitation sessions, twenty minutes, each week increasing the availability to visit. Remote sessions are \$9.95 per session.

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 a web browser window titled "Video Visitation Scheduler". The page contains a login form with the following elements:

- A header section with the text: "Login using your email address and ID number given to you by the County Facility. You can also login using your first and last name by selecting 'Log in with first and last name'. If you have never logged into the Netvisit Scheduler before please select New User Registration and fill out the form."
- A section titled "New User Registration" with a radio button next to it.
- An "Email:" label followed by a text input field.
- An "ID Number on File:" label followed by a text input field and a "Login" button.
- A radio button labeled "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 shows a web interface for scheduling a visit. At the top, it displays 'Session Date: 01-20-2018' and 'End Time: 7:25 AM Adjusted Duration: 59'. Below this, there are dropdown menus for 'Inmate: LOULOU, Judy' (with a duration of 59) and 'Visitor Station: Visitor 1'. A 'Visitor: Eddy, Lisa' is listed. A 'Save' button is visible. At the bottom, a time slot grid is shown for the date 'A 1 A', with slots from 6:00 AM to 8:30 AM. A green block is highlighted in the 6:30 AM slot, indicating a scheduled session.

- 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

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.

