Visitor Quick Reference Guide

How to Schedule Visits with Inmate Approval

Visitation Account Creation

1) Friends and Family go to the visitor website and select Register Now.

2) Create an account by providing required information.

3) Enter email address.
4) Confirm email address.
5) Select Next button.

6) Fill in all Personal Information.
7) Select the Next button.

8) Enter all Personal Identification information.
9) Identification Type.
10) Identification Number.
11) Identification State and Country.

12) Gender.
13) Race.
14) Select the Next Button.

15) Answer all the registrations questions.

16) Search for at least one offender.
17) Agree to visitation policies.
18) Receive an email with temporary password after registration.
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**Scheduling Visits**

1) Friends and Family go to the visitor website to schedule visits.

2) Enter email address.

3) Enter password.

4) Select Log On button.

5) Select Start Visit.

6) Follow the prompts and go through the tester. Please read the instructions on these pages.

7) Wait for an officer to check you into the visit.

8) Begin visit.

9) GTL configures the visit times for each facility, so those are the only days & times they will see.

10) GTL configures the quotas for each facility (number of visits they get per day, per week, etc.).

11) Visitor needs to check a box saying they agree that their information is correct and that they agree to the visitation policies, not only when they register, but each time they schedule a visit.

12) Visitor pays for each visit with a credit, debit or prepaid card. Can either save a card or enter it in each time.

**Initiation of Visitation Schedule**

1) Friends and Family go to the visitor website to initiate the visit.

2) They can click on “check-in” if it’s within 15 minutes of the start time.

3) The system takes them through the Internet Visit Tester before each visit.

4) If the visitor has done these two things, the visit will automatically start at the scheduled time.