

FAQs about Virtual Visitation

Click [here](#) for a video and step-by-step instructions:

doc.sc.gov/Schedule_VirtualVisits_with_Inmate.pdf

What do I need to do to have a virtual visit?

- Anyone on an inmate's approved visitation list can request a virtual visit.
- Set up an account at sdoc.gtlvisitme.com/app.
- Read all instructions and test your equipment.
- Each person who wants to visit, even if you visit together, must create an account.
- Names must match the name on the approved visitation list. No nicknames.
- For assistance with the visitation list or name changes, email your information and a copy of their ID to VirtualVisitation@doc.sc.gov. You also can call (803) 896-1838, press #1 and leave your name and a good contact number for assistance.
- If you have technical trouble, call GTL Visitor Support at 1 (855) 208-7349.

What do I need?

Virtual visits are done on any type of computer, tablet or android phone. iPhones are not compatible right now.

Do you have to already be an approved visitor?

Yes.

How do you get added to an inmate's approved visitation list?

You need to fill out SCDC Form 19-127 "Request for Visiting Privileges for Virtual Visitation." If an inmate wants you to visit, he must send you the form to fill out.

How will it work?

- Visitors will request a time slot based on the institution's existing visitation schedule. The institution will try to accommodate the requested time, but please note that the time might not be available. Visits will be scheduled on a first-come, first-served basis.
- Visits must be scheduled at least three days in advance and no more than seven days in advance.

- Visitors can attempt to modify their visit two days in advance.
- Visits can be canceled one day in advance.

Can an approved visitor schedule a special visit outside the institution's existing virtual visitation schedule?

The warden or an approved designee may permit special visits or authorize special conditions for visits outside of the established schedule. This can be requested by immediate family members who are on the inmate's visitation list and can be verified on the department's relative screen.

Is there a cost to participating in the virtual visitation?

Yes, there is a flat rate of \$10 for a 50-minute virtual visit. All visits will start on the hour.

If the visit does not last the entire 50 minutes, will I receive a partial refund?

No, the rate is \$10 for 50 minutes. The visitor will be charged when the visit begins. If either party decides to end the visit early, the cost is still \$10.

Will notification be sent out if the visit is cancelled?

Yes, if the institution cancels the visit, a notification will be sent to the email address of the visitor.

How many individuals can participate in a virtual visit?

Four is the maximum number of approved visitors allowed to participate in a virtual visit.

Can minor children participate in the virtual visitation?

Yes, approved minor children can participate with an approved adult. The approved minor(s) will be counted toward the maximum number of participants.

Is a photo ID required to be shown before participating in a virtual visit?

Yes, the visitation coordinator will request to see a photo ID for approved visitors 10 years and older. All approved minor children younger than 10 must have their certified long-form birth certificates as their identification.

Is there an arrival time for the visitor before a virtual visit starts?

Yes, the visitor should be in place in front of their electronic device 15 minutes before the visit starts.

Are certain locations prohibited for visitors to participate?

Yes, certain venues/locations are prohibited. Those include bedrooms, bathrooms, nightclubs and others similar places.

What are the rules for behavior during virtual visits?

The following actions are prohibited:

- a. Behavior or actions that are sexual in nature.
- b. Any display of nudity.
- c. Inappropriate attire by the visitor.
- d. Any activity or display of gang paraphernalia.
- e. Any unauthorized individual (adult or minor) suddenly appearing during the virtual visit.
- f. Use or display of any drugs/alcohol, weapons or related paraphernalia.
- g. Any unlawful activity or depiction of unlawful activity.
- h. An authorized (approved) visitor allowing an unauthorized individual to use their identification.

Are virtual visits monitored and recorded?

Yes, virtual visits are recorded and are subject to review for appropriateness. If inappropriate actions occur, the visit will be terminated immediately.

Are there consequences for not following the rules of a virtual visit?

Yes, there are consequences:

- a. An inmate who violates the visitation rules will be subject to disciplinary action per SCDC Policy OP-22.14, "Inmate Disciplinary System."
- b. The visitor who engages in prohibited conduct might be suspended or terminated from virtual visitation privileges.

- c. This suspension could affect your in-person visitation privilege when that process is reinstated.

Do I need the SCDC Form 19-118, "Authorization for Adult Supervision of a Minor," if I am not the parent or legal guardian for a virtual visit?

No, this form is required for entry into an institution.