

Frequently Asked Questions About Video Visitation Tri-County Regional Jail



The **Tri-County Regional Jail** now utilizes Securus Video Visitation for friends and family visits with inmates – both onsite (free) and remote (paid). It is also available to private attorneys. The following are answers to our most frequently asked questions.

Q: How does the new video visitation system work?

A: Inmates will visit with friends and family from a video visitation terminal (right) in their housing area. Friends and family can visit for free from a similar terminal in the public lobby of the jail. These are called “**Public Visits**”.



The new system allows visitors to continue coming to the jail for free visits, but it also allows friends and family to visit remotely from home, office or anywhere you have Internet service. Remote visitors will need a Securus account and a smartphone, tablet or computer with a webcam and a high speed Internet connection. “**Remote Visits**” must be paid by credit card or debit card during online scheduling

Q: How often can I visit inmates?

A: Each inmate is allowed a limited number of free onsite visits per week from friends or family members who must check-in with their driver license at the jail. Inmates may have limited remote visits from visitors who have a Securus account and are approved as remote visitors by the jail staff.

Q: Do I need to schedule my visit or can I just show up?

Both Public (onsite) and Remote **visits must be scheduled at least 24 hours in advance**. You can schedule **Remote** or free **Public visits** at www.videovisitanywhere.com. When you schedule your free **Public visits**, be sure to write down the following information or just add your email address so we can send you this information:

1. Date and time of your visit
2. PIN number you'll use to login at the facility's terminal for your visit
3. Your assigned video terminal if necessary– the only one where your PIN is valid (example: Visitor 3)

You can also open a free Securus account for **Remote visits** at www.videovisitanywhere.com. Then, remote visitors request approval from the facility to visit remotely. Once approved, you can login and schedule a remote visit.

Q: Is there a charge for Remote Video Visitation?

A: Onsite visits remain free, but family and friends can now enjoy more frequent remote visits. Remote visits cost \$7.95 + applicable taxes for 20 minutes.

Frequently Asked Questions About Video Visitation at Tri-County Regional Jail



Q: When can I visit?

A: Visitation hours are

On-Site Public Visitation Schedule (Free)

- All Days 7:00 A.M. – 10:00 P.M.

Q: What do I need to do to visit from home?

A: You can conduct visits using an Apple or Android smartphone or a tablet. Download the free Securus Visitation app in the App Store or Google Play.

You can also use a computer with high speed internet access and a webcam. You will need to do the following:

1. Use your phone, tablet or computer to create a visitation account at www.videovisitanywhere.com.
2. Complete the information and take photos of your face and your driver license.
3. Request access to visit an inmate at **Tri-County Regional Jail**. Your request is then reviewed by jail staff.
4. When you receive your email approval as a visitor, go back to www.videovisitanywhere.com to schedule onsite or remote visitation appointments. For remote visits you can pay using a credit or debit card.

Q: Is there anything else I should know?

A: Here are some rules you must follow to protect your visitation privileges.

1. There will be no age restriction for visitation. However, ALL visitors 17 years of age and under must be accompanied by their parent or legal guardian. Proof of guardianship will be required before visitation is allowed for on-site visits.
2. Photo ID will be required for ALL visitors 18 years or older. Acceptable forms of ID will be, but not limited to, Driver's License, State ID cards, Military ID. Other forms of photo ID may be accepted on a case-by-case basis.
3. Children not allowed to visit may not be left unattended in the facility's lobby for on-site visits.
4. Appropriate attire must be worn for both on-site and remote visits.
5. Inappropriate conduct of any nature may result in your visit being terminated and you may also be prohibited from future visits.
6. If you have any questions about visiting from home, pick up one of our brochures or visit www.videovisitanywhere.com for further information.