

Scheduling a video visitation

After communicating with your inmate/offender about the date and time for the video visitation you can schedule it through JPay. The inmate/offender will receive a notification with the date and time of the video visitation.

Things to remember

- Not all services are available for all facilities. To know what services a facility allows go to the [Availability and Pricing](#) page and search for the facility you want.
- Make sure you have selected the correct inmate/offender for the service you want. On the JPay home page, in the **Inmate/Offender** list, select the inmate/offender you want.
- Make sure you are logged in to use the JPay services.

To schedule a video visitation

1. On the JPay home page, on the **Navigation** menu, click **Video Visitation**.



Then click **Schedule New Visit**.

2. On the Schedule Visit page you can click the **Video Visitation Terms of Use** link to read them. When you are done reading the terms of use click **Continue**.
3. In the **Choose Date** box, select the day for your video visitation, then click **Continue**.

Choose Date

February 2012						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	1	2	3
4	5	6	7	8	9	10

Click on the arrows to change the month.

Select a date from the calendar.

Cancel Back Continue

Click Continue when you are done.

- In the **Choose Time** list, select the time for your video visitation, then click **Continue**. Then click **Continue** again.
- In the **Select card** list, select the card you want to use then enter the validation code for the card.

Payment Method

Select card

Card Validation Code [What is this?](#)

[Add a credit card](#)

Cancel Continue

Select your card from the list

A card validation code, also known as a CVV or CVV2 code, is a 3 digit code located inside a white box on the right side of the back of your card, usually in or near the signature strip.

When you are done, click Continue.

Then click **Continue**.

- In the **Payment Verification** box, make sure the information is correct then click **Continue**. Your video visit is added to your calendar and can be viewed on the Video Visits page.

Note: If you have been given a video visitation credit you will not be asked for payment information.

To edit a video visitation

You can change the video visitation time or date if necessary. On the Video Visits page, in the **Video Visit** box you want to edit, click **Edit**. You will be led through the process of scheduling a video visitation.

To delete a video visitation

On the Video Visits page, in the **Video Visit** box you want to delete, click **Delete**. In the pop-up window, click **Ok**.