

## Video visitation FAQ

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### **What is a Video Visit?**

A Video Visit or a Video Visitation is a virtual way to talk face-to-face with your inmate from the comfort of your home using your personal computer.

### **How can I purchase a Video Visit?**

To purchase a Video Visitation session you need to have a JPay.com account and have a Visa or MasterCard on file. Video Visits are available in 30 minutes sessions.

### **What are the requirements to take part in a Video Visit?**

To be eligible for a Video Visitation you will need the following:

- You must be on the inmate's approved visitor list
- Have a JPay.com account.
- Have high-speed Internet access
- Your PC must have speakers, microphone and a webcam.

### **What can I do to make sure I have a successful Video Visitation session?**

- Make sure your Video Visitation was confirmed and approved by your inmate's facility.
- Make sure you are logged in to your JPay.com account.
- Verify that your computer is connected to the Internet, your camera is working properly, your speakers produce sound and your microphone is plugged in to your computer. The system will test whether your computer meets the requirements prior to your first Video Visit.
- Make sure there is enough light on the room but no light directly facing your webcam.
- Make sure your TV, radio or any other source of noise is off before starting the Visit.

- Do not run any programs or downloads in the background while conducting your visit, as this could overload your processor and cause programs to unexpectedly quit – including your Video Visit.