

Joining a video visitation

On the day of the video visitation both you and your inmate/offender should join the video visitation at the appointed time.

Things to remember

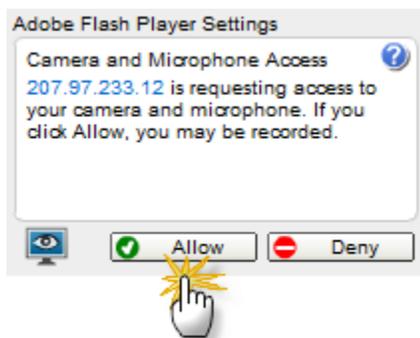
- Not all services are available for all facilities. To know what services a facility allows go to the [Availability and Pricing](#) page and search for the facility you want.
- Make sure you have selected the correct inmate/offender for the service you want. On the JPay home page, in the **Inmate/Offender**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

To join a video visitation

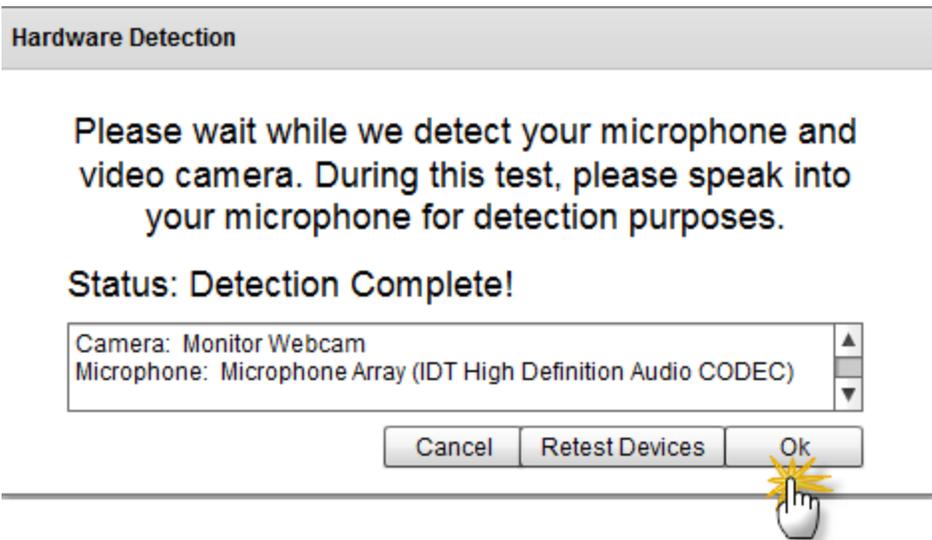
1. On the JPay home page, on the **Navigation** menu, click **Video Visitation**.



2. On the Video Visits page, in the **Video Visit** box you want, click **Start Visit Now!**
3. A pop-up will open asking you to allow the system to take control of your web camera and microphone. Click **Allow**.



4. The system will then attempt to detect your microphone and camera. Once this is done, click **OK**.



Your session will begin when the inmate joins the video visitation.

Note: You may quit the call early by clicking **Quit**, however, you will be charged for the full 30 minute call.

Note: Under certain conditions you may extend the call by clicking **Extend Call**.