

Securus Video Visitation – HOW TO ENROLL / EXISTING SECURUS USER

Username _____ PASSWORD _____ PIN _____

- **SIGN UP** at: www.VideoVisitAnywhere.com
- **TO ENROLL**, you will need a Smartphone, tablet, or computer with webcam *and* internet access, an email address, and government photo ID
- **DOWNLOAD** the **Securus** app for free and visit from anywhere!

For best results *and* to reduce echo, use a headset or earbuds with a microphone.



Have a Securus Phone account, but you need a Securus Online account **AND** Video Visitation

1 **SECURUS** Technologies

2 SIGN UP

3 Email & Password

4 Security Questions

5 Your Securus Online Account was Created Successfully!

SIGN IN To Register For Video Visitation

Have a Securus Phone account with Securus Online, but you **NEED** Video Visitation

1 Go to VideoVisitAnywhere.com to **SIGN IN**

2 VIDEO VISITATION

3 User Type

4 System Check

5 Document Upload

6 Facility Selection

Select State and Facility Site

State: Texas

FACILITY ID: 05252

FACILITY NAME: Fort Bend County Correctional Facility, TX

Securus Video Visitation – FREQUENTLY ASKED QUESTIONS

Dallas County Sheriff's Office uses a "Video Visitation" system for *Anywhere Video Visits* with your incarcerated loved one

Q: How does the new video visitation system work?

A: Video Visitation allows an "*Anywhere Video Visit*" where **Family and Friends** can schedule a visit with an inmate from **Anywhere**. All you need is internet access with your Android™ or Apple® smartphone, tablet, or computer with a webcam. Inmates will visit with family and friends from a video visitation terminal in their housing unit.

Q: How often can I visit inmates?

A: When visiting *from anywhere*, family and friends can schedule unlimited visits with an inmate.

Q: Do I need to visit with an inmate at a certain time?

A: Friends and family may schedule anywhere visits with inmates during any time video visitation is allowed.

8:00am - 8:30pm every day except for Wednesday

*Some exceptions may apply based on housing assignment. We recommend verifying inmate availability with the on-duty visitation officer.

Q: Is there a charge for video visitation?

A: Family and Friends having an "anywhere" video visit will be free of charge until further notice (regular price **\$5.95 for 20 minutes +applicable sales tax**)

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

A: If you have an Android or Apple smartphone, tablet, or computer with a webcam, you can conduct your Anywhere Visit. You will need to do the following:

1. Create a visitation account at www.videovisitanywhere.com
2. Once you are approved, you can then schedule your *anywhere* visits
3. You will be required to pay for your visitation session at the time you schedule the session

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SECURUS Technologies™

Securus Video Visitation Line: 1-877-578-3658

www.VideoVisitAnywhere.com

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