

# Securus Video Visitation – HOW TO ENROLL / EXISTING SECURUS USER

Username\_\_\_\_\_PASSWORD\_\_\_\_\_PIN\_\_\_\_\_

- **SIGN UP** at: [www.VideoVisitAnywhere.com](http://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 SIGN UP

2 Email & Password

3 Security Questions

4 Contact Information

5 Your Securus Online Account was Created Successfully!

If your incarcerated loved one is located at a facility with Securus Video Visitation you can visit from anywhere using a smartphone or tablet.

Check availability then download the Securus Video Visit app.

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

7 Select State and Facility Site

8 State

9 Facility ID

10 Facility Name

11 City

# 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](http://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](http://www.VideoVisitAnywhere.com)