

inteleVISIT End to End Process

Step 1: Communication

Before Pay Tel Communications installs or upgrades the inteleVISIT video visitation system, clients receive product and account set-up information for various mediums. The information includes posters for account set-up, website information, how-to instructions for detainees, and information for attorneys or other professional visitors.

Remote Video Visits

Visiting with your incarcerated loved one is simple with remote video visitation provided by Pay Tel Communications, Inc.

Get Ready!

To start visiting, open a Pay Tel account. Scan the QR code to download the Pay Tel Connect app or go to www.paytelconnect.com.

If you are a professional needing confidential, privileged visits, please call the facility to get special instructions.

Once you have opened a Pay Tel account, fund the account to pay for any communication services available.

Get Set!

You must be an approved contact before you can video visit. Ask your incarcerated loved to send you a request to be a contact. Once they do, you will get a text message to complete the contact setup. You can check your contact approval status by going to the Pay Tel Connect app, go to "inteleVISIT," then "Account."

Visit!

Once approved as a contact, there are two ways to schedule visits. You can use the Pay Tel Connect app you can schedule a visit or your loved one can schedule a visit for you. Once you receive a request to visit.

Remote Video Visits

GET READY!

You **MUST** create a Pay Tel account to visit.

- 1 Scan the QR code to download the Pay Tel Connect app or visit www.paytelconnect.com.
- 2 Create your Pay Tel account.

GET SET!

Your incarcerated loved one **MUST** set you up as a contact.

- 1 Your loved one will use inteleVISIT™ to send you a request to be a contact.
- 2 You will get a text message with a link to complete the contact setup.
- 3 You must be approved as a contact before you can visit. To check the status of your approval in the Pay Tel Connect app click "inteleVISIT" then "Account."

VISIT!

Once approved, there are two ways to schedule visits.

- 1 Using the Pay Tel Connect app, you can schedule a visit.
- 2 Your incarcerated loved one can send you a request to schedule a visit with them. Ask them to send you a request to visit today!

NEED HELP?
Call us for assistance
1-800-729-8355

Video Visitation Instructions
Instrucciones para Visitas por video

For the best visit experience, remain still and keep your face in the screen at all times.
Para la mejor experiencia de visita, permanezca quieto y mantenga su rostro en la pantalla en todo momento.

Visiting from a KIOSK
Use a kiosk for visits scheduled for tomorrow or later.
Use a tablet for visits scheduled for today.

Step 1: Log In
Log in using your ID and PIN

Step 2: Add a Contact
THIS IS A VERY IMPORTANT STEP!
Your Friend(s) Family cannot video visit with you until this process has been completed.

1. From the "Contacts" tab, enter the contact phone number
2. Your Friend(s) Family will receive a text message from you
3. Your Friend(s) Family must use the link provided in the text message to complete the contact request process
4. Friend(s) Family must have a Pay Tel Account setup to complete the process

Step 3: Wait for Contact Approval

1. Once your friend(s) Family submit their information, the facility will approve or deny your contact
2. Once your contact is approved, you can schedule a video visit with them
3. Once you check the status of your contact approval by visiting the "Contacts" tab

Note: You can check the status of your contact approval by visiting the "Contacts" tab

Step 4: Schedule A Visit
Visits Scheduled by You
You can NOT schedule visits with your attorney/privileged contact. Only they can schedule visits with you.

1. From the "Visits" tab, tap "Schedule a Visit"
2. Select your contact
3. Choose the future date you want to video visit
4. Select an available time
5. Choose who will pay for the visit or your contact

Note: Your visit will show as "sent" until your contact accepts your request. Once accepted, the visit status will change to "scheduled" in the "Visits" tab

Visits Scheduled by Outside Parties

1. Your contact can schedule video visits with you
2. You will need to accept these visit requests by going to the "Visits" tab and tapping "accept"
3. Daily scheduled visits will be posted on the kiosk home screen
4. You can also see your visit schedule by going to the "Visits" tab

Step 5: Join a Visit

1. On the day and time of your visit, log into the kiosk to join your visit from the "Visits" tab
2. The "Join" button will be available up to 5 minutes before the scheduled start time

Step 6: Log Out
Log off the kiosk after your visit

VIDEO VISITATION INSTRUCTIONS
Privileged Visits

Pay Tel Communications makes it easy for professionals needing non-recorded conversations to remotely video-visit with their clients.

GET READY!

The facility **MUST** approve a professional as a privileged, non-recorded contact before visiting as a non-recorded visitor.

- 1) Professionals requesting a non-recorded visit must contact the facility for prior approval to visit
- 2) Once approved, the facility will add the new or verify an existing visitor's phone number, previously listed in the Inmate Phone System as a Do Not Record number.
- 3) The phone number listed as a Do Not Record number in the Inmate Phone System must be the same number used to create a Pay Tel account to ensure the visit will not be recorded.

Following this process also ensures appropriate access to the inteleVISIT™ features needed for recorded visits.

GET SET!

All visitors **MUST** create a Pay Tel account to get started.

To create their Pay Tel account, professional visitors can scan the QR code below to download the Pay Tel Connect app or visit www.paytelconnect.com.

- 1) Professional visitors can scan the QR code below to download the Pay Tel Connect app or visit www.paytelconnect.com to start creating their Pay Tel account.

NEED HELP?
Call us for assistance
1-800-729-8355

Step 2: Account Set-up

Friends and family members who want to video visit with an incarcerated individual must have a Pay Tel account.

To create a Pay Tel account, either download the Pay Tel Connect app by scanning the QR code below or by visiting www.paytelconnect.com.

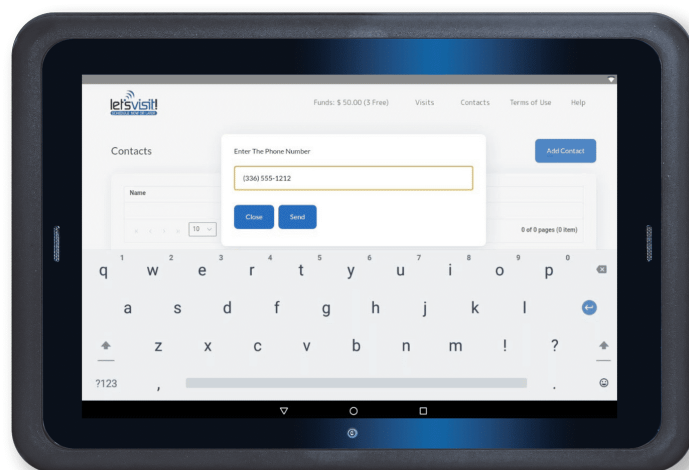


If the friend or family member is currently accepting phone calls or messages from a detainee, they already have a Pay Tel account and do not need to open another account to video visit.

Step 3: Becoming a Contact

Contact Requests

For friends and family members to video visit with their incarcerated loved one, the detainee must first add their friends and family members as a contact in the intelevISIT app on their tablet. This step must be done before either party can schedule or accept a video visit.



Once the detainee adds the friend or family member as a contact, the friend or family member will receive a text message at their phone number that states:

***“[Detainee Name] sent you a Video Visitation Request from [Facility Name]. Visit <https://www.paytelconnect.com> to view. Reply STOP to discontinue text from Pay Tel.*”**

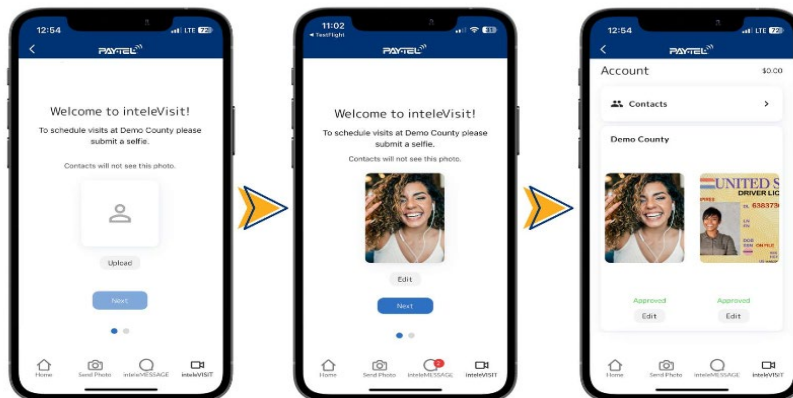
This message will direct the friend / family member to the Pay Tel Connect app to accept the contact request. If this is the first visit to inteleVISIT in the Pay Tel Connect app, the friend and family member will be prompted to accept the Terms of Use and are provided with a short instructional help video to aid in the inteleVISIT setup process.

Detainees can see contact approval status from the “Contacts” tab in InteleVISIT. Statuses include sent, approved, and denied. Detainees will also receive a notification via tablet device once their contact has been approved.

Identification Photos

One requirement for being accepted as a video visitation contact is providing identification photos.

Friends and family members are asked to upload a Selfie (a picture of their face) and their photo identification (a picture of their state/federal-issued ID). Photos must be clear, and the ID must be easy to read.



The facility will use these photos to verify the identity of each contact. If the photos are not correctly submitted, the facility can reject the contact request.

If this happens, the friend or family member will receive an app notification:

“Your Contact [Detainee Name] was denied by the facility. To learn more, please log into IntelVISIT and go to “Account.”

When friends and family members go to “Account,” the action needed for contact approval is shown.

The friend or family member will also get an app notification when they have been approved as a contact:

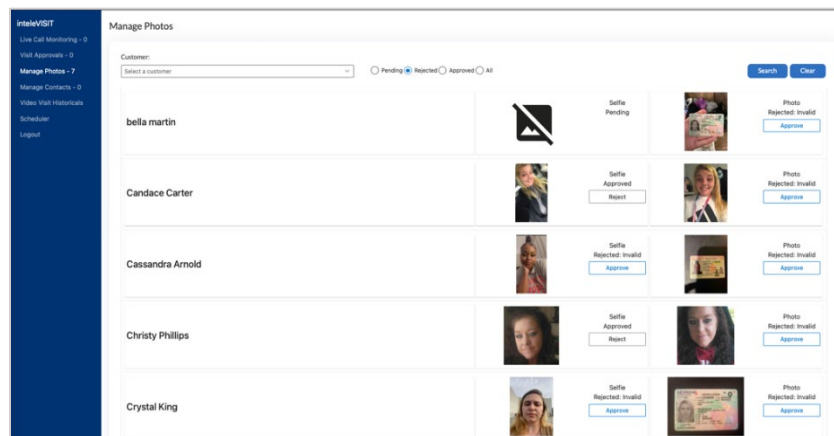
“Your contact with [Detainee Name] has been approved by the facility, you can now schedule a video visit.”

Multiple Contacts

Friends and family members can be contacts for multiple detainees in one or more facility using the same Pay Tel account; however, they will need to establish a contact connection with each detainee they want to visit with. Example: If Mom has two children incarcerated, she will only need one Pay Tel account but must follow the process to be an approved contact for each child.

Facility Contact Approval

After an inmate sends a request to a friend or family member to be a contact and the friend or family member follows the process to submit their identification photos, the photos will be visible in the intelVISIT management software under Manage Photos.



If rejected, the contact will receive a notification in the Pay Tel Connect app that their photo(s) have been rejected. The status will show as rejected in the intelVISIT management software. If the contact resubmits their identification photos, they will re-appear in pending. Once approved, the contact can schedule visits twenty-four hours or more in advance.

Manage Contacts

Inmate: 11517 - DWAYNE HENDERSON Customer: Select a customer

Search Clear

Pending **Approved** Rejected All

Excel Export

Inmate	Customer	Status	Reason	Customer Notes
DWAYNE HENDERSON	Aquarius Henderson	Approved		Customer Notes
DWAYNE HENDERSON	Cornelia Henderson	Approved		Customer Notes
DWAYNE HENDERSON	JOSEPH HENDERSON	Approved		Customer Notes
DWAYNE HENDERSON	Shada Henderson	Approved		Customer Notes
DWAYNE HENDERSON	Virginia Griggs	Approved		Customer Notes

1 of 1 pages (5 items)

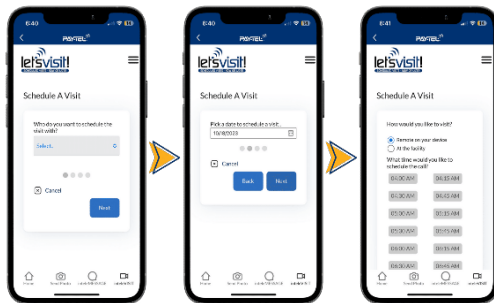
Cancel Changes Submit Changes

Step 4: Scheduling Visits

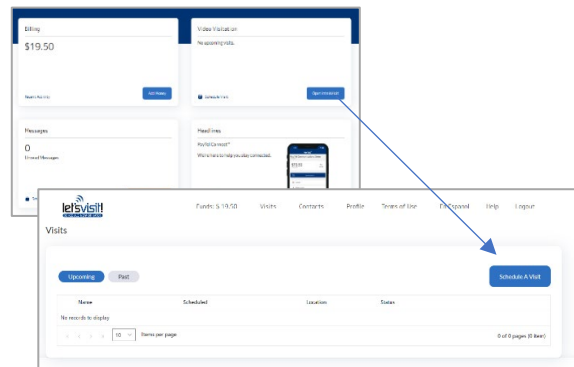
Friends and Family Members

Once the friend or family member has completed the process to accept the detainee's contact request and the facility has approved the contact, both parties can schedule visits. Visits can be scheduled on the Pay Tel Connect app or at www.paytelconnect.com.

Pay Tel Connect App Scheduling



Pay Tel Connect Web Scheduling



Friends and family members select who they want to visit with from the list of detainees they are contacts with. They can schedule visits as early as the next day or later. They will select the date and the available visit time; availability is based on the facility's schedule.

When friends or family members schedule a visit, the visit will be paid for with funds from their Pay Tel account. The detainee will not have the option to pay.

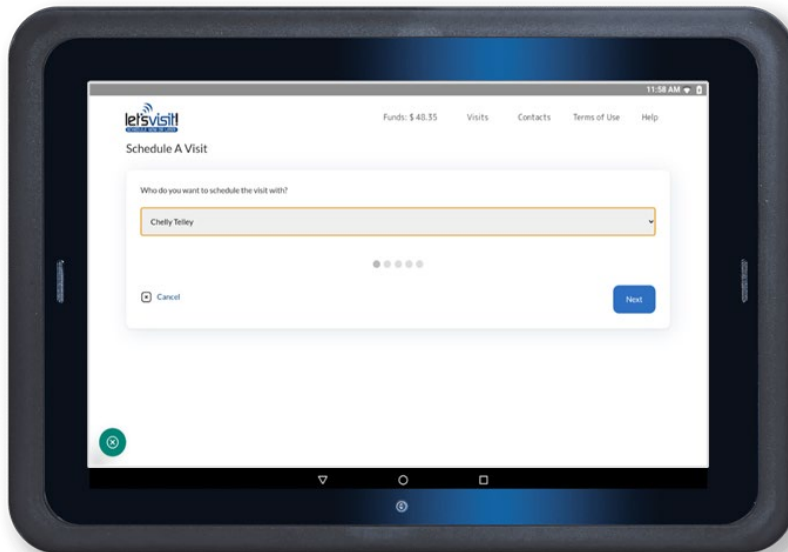
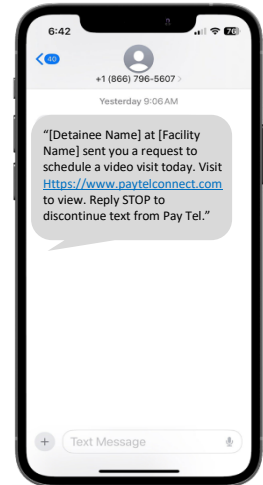
Detainee Scheduling

Detainees can schedule video visits with their friends and family members by requesting a visit for the same day or future dates, the next day or later. Same-day visits take place on the tablet only, and future visits must take place on a kiosk.

To request to schedule a same day visit, the detainee will use the intelVISIT app on the Pay Tel-provided tablet. A text message and app notification are sent to the friend or family member, which states:

“[Detainee Name] at [Facility Name] sent you a request to schedule a video visit today. Visit <https://www.paytelconnect.com> to view. Reply STOP to discontinue text from Pay Tel.”

To schedule visits for future dates, the next day or later, the detainee may use the tablet or kiosk by going to the intelVISIT app. The detainee taps “Schedule a Visit,” then chooses the date and time to visit and submits the request.

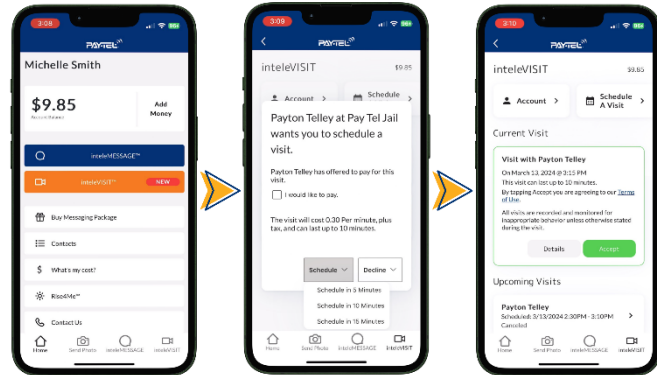


When the detainee requests to schedule the visit, the contact receives a text message and app notification.

Step 5: Accepting Visit Requests

Same Day Visit Request

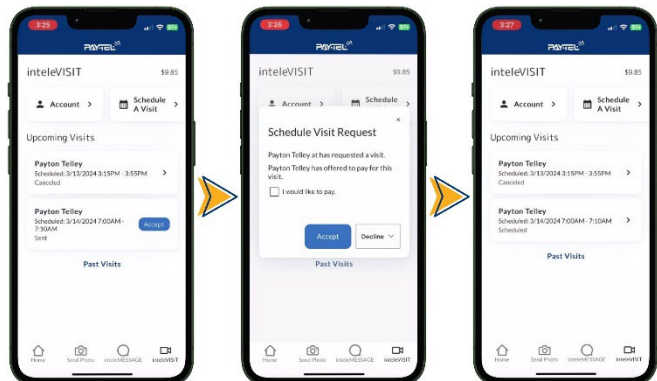
If the detainee chooses to schedule a same day visit with their friend or family member, the contact will receive a text message directing them to the Pay Tel Connect app or go to www.paytelconnect.com to schedule the video visit. The contact will log into the app to schedule the video visit.



The friend or family member can schedule a visit for the same day that will take place in 5, 10, or 15 minutes.

Accepting a Request for a Scheduled Visit

If a detainee chooses to schedule a future video visit with a friend or family member, the contact will receive a text message. The message will provide instructions to log into the app or go to www.paytelconnect.com to accept the video visitation request.



Vice versa, when a friend or family member schedules a visit with a detainee, the detainee will receive a notification on the tablet advising of the scheduled visit. The detainee will log into the inteleVISIT app and accept the scheduled visit. The detainee can also view scheduled visits from the "Visits" tab in the inteleVISIT app on both the tablet and kiosk.

Step 6: Visiting

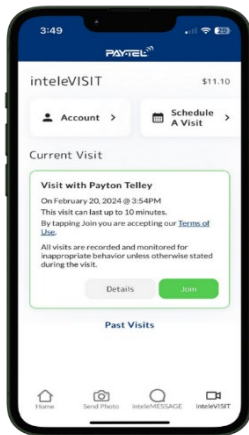
Friends and Family Join the Visit

When a friend or family member accepts a visit request from a detainee, the friend and family member can tap the link received on their phone to access Pay Tel Connect or go

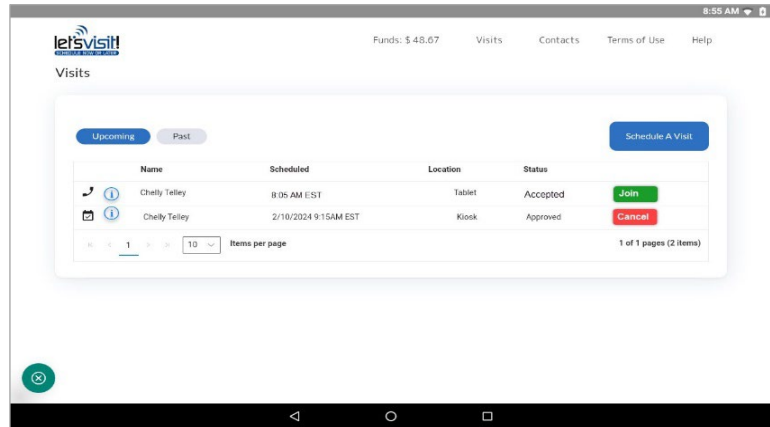
directly to Pay Tel Connect through the app or website. Once in the Pay Tel Connect app, they tap the inteleVISIT tile.

The “Join” button will turn green and be available for the friend or family member and detainee to join the visit 5 minutes before the scheduled visit start time. The friend or family member can cancel the visit after it is accepted, up to 5 minutes before the visit time.

Pay Tel Connect App Visiting



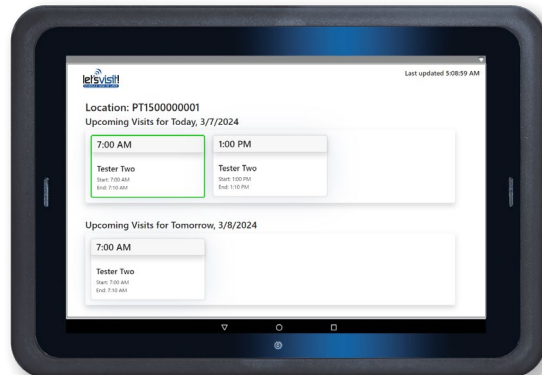
Pay Tel Connect Visiting



Detainee Joins the Visit

When a same day visit has been scheduled, the detainee must use the tablet device to visit. They will navigate to the inteleVISIT app and select the “Visits” tab to view the visit details. The join button will turn “green” and be available for the detainee to join 5 minutes before the scheduled start time.

When a future visit is scheduled, the detainee must use the inteleKIOSK to visit. Each inteleKIOSK has a splash screen that shows scheduled visits for the day. The kiosk will display the inmate's name, date, and time for each visit.



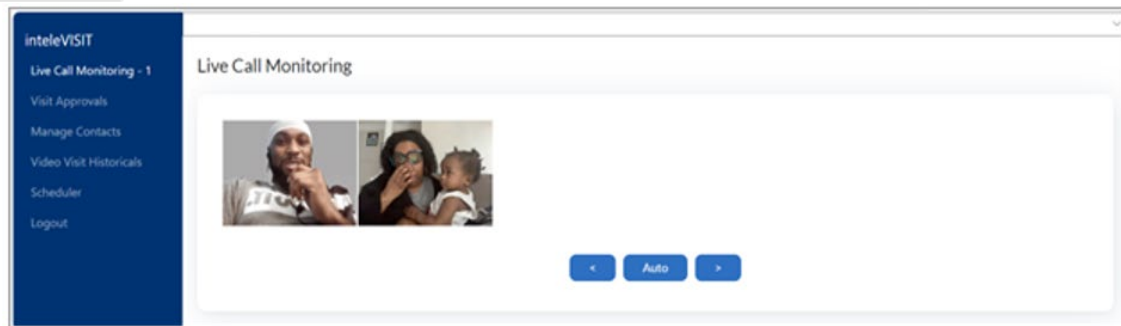
The detainee logs into the kiosk using their PIN and ID number. Then, they navigate to the inteleVISIT app and select the “Visits” tab to view the visit details.

The detainee can cancel a visit after it has been scheduled, up to 5 minutes before the visit start time.

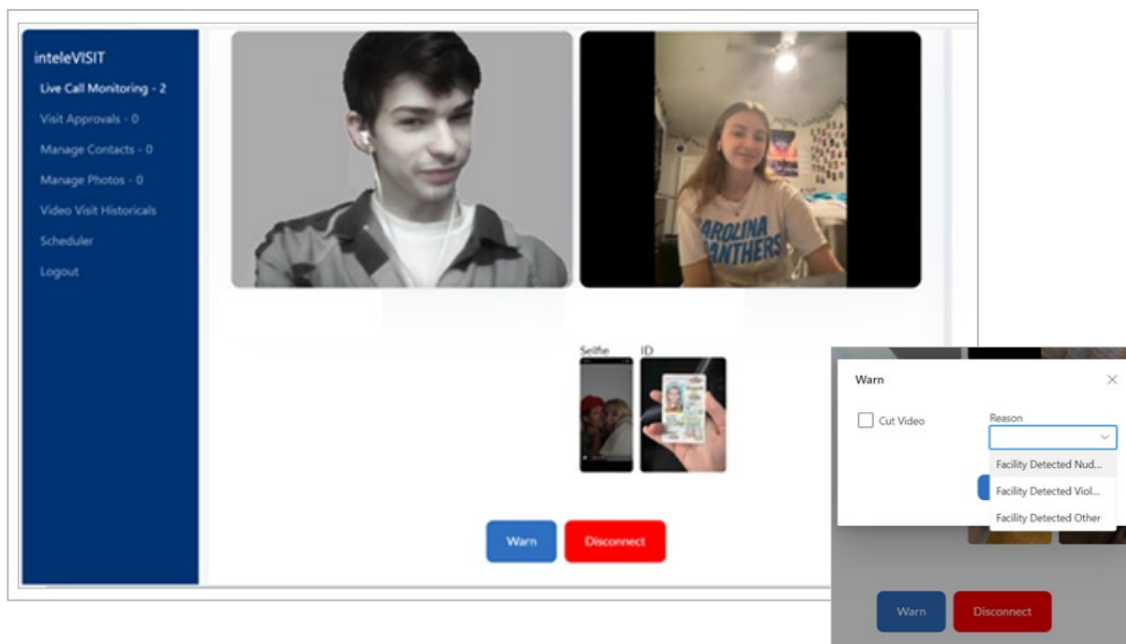
Step 7: Monitoring Live Video Visits

Authorized facility staff can monitor video visit sessions while they are taking place by using the Live Call Monitoring feature found on the InteLeVISIT Admin portal.

While live monitoring, facility staff can warn, disconnect video, or disconnect sessions, as necessary.



To send a warning message, staff can select an option from the drop-down menu or create a custom warning. Warnings will be displayed to the detainee and the contact. The detainee and contact are required to acknowledge the warning by selecting “okay” to continue the visit. All warning messages are embedded in the historical recording of the visit.

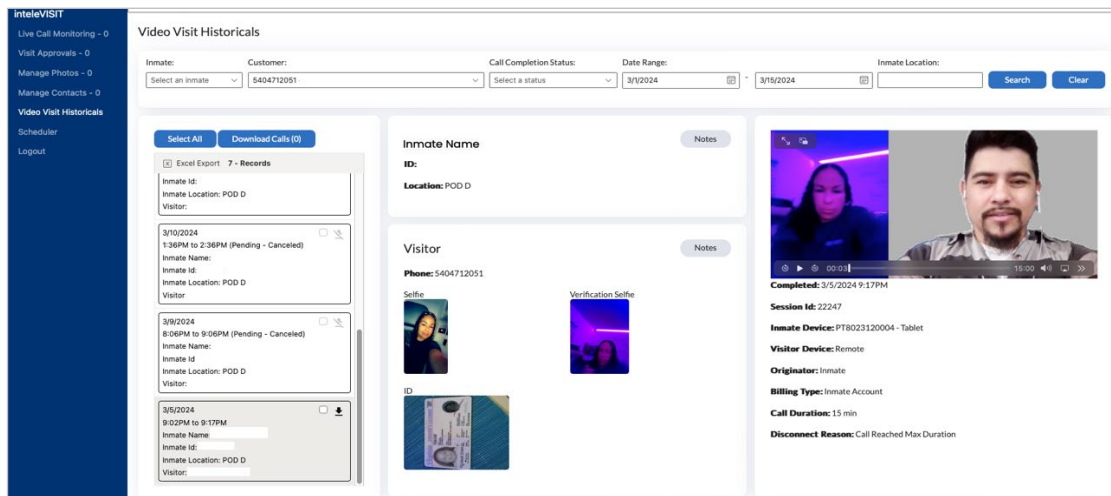


Facility staff also have the option to cut the video feed, allowing only the audio portion of the call to continue, or disconnect the visit completely.

Step 8: Accessing Past Video Visits

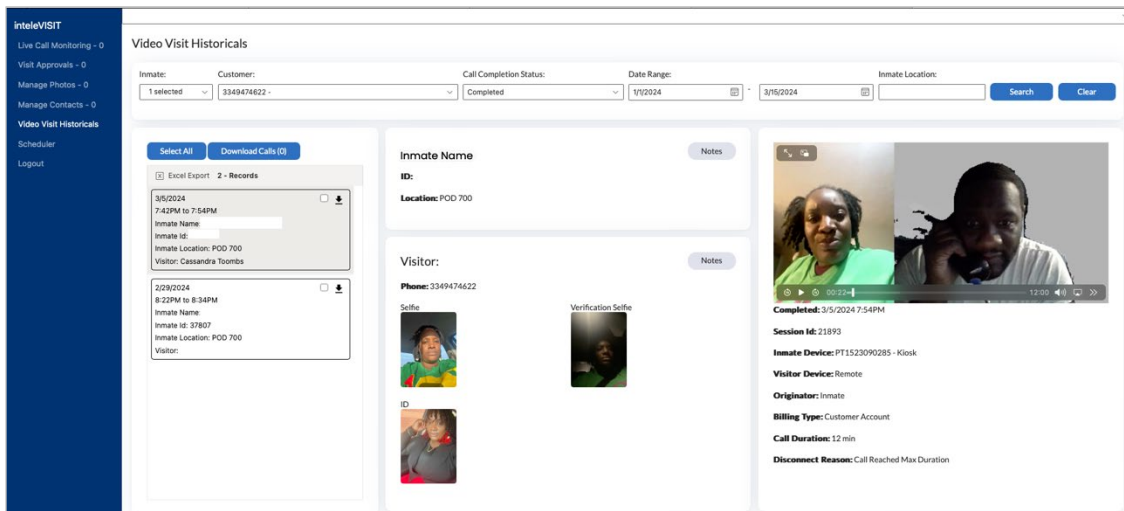
Authorized facility staff can review and/or download video visit sessions after they have taken place. Facility personnel can access the saved visit sessions by going to the “Video Visit Historicals” section of the IntelleVISIT Admin portal.

After accessing the Video Visitation Historical section of the software, filters are available to aid in narrowing search results.



When the search results are returned, select the downward-pointing arrow to download a single visit. When the visit session is selected, the details of the visit, as well as a playback window, pop up on the screen.

If multiple visits need to be downloaded, check the box for the desired videos and then select the “Download Calls” button. All of the selected visits will be downloaded.



Additional Information

Privileged Visits

Pay Tel's inteleVISIT platform protects attorneys, clergy, and other professional visitors seeking privileged conversations and visits with detainees. The facility identifies and approves professional visitors upon proof of the proper credentials according to its policies and procedures. Once approved, professional visitors are entered into the Pay Tel software as Do Not Record for both calls and video visits.

If an attorney or other professional visitor is listed in the Pay Tel Inmate Telephone System as a professional visitor, they will automatically be listed as a Do Not Record in the inteleVISIT system.

Forms of Payment

Pay Tel Connect allows detainees or Friends and Family members the option to pay for the video visits.

When the request for a visit is accepted, and the detainee chooses to pay for the visit, the Friend or Family member can opt to pay instead.

Detainees cannot opt to pay for visits scheduled by friends and family members.

In Person Visits

For facilities that allow in-person visits, Family and Friends are encouraged to locate the in-person facility access times set and managed by the facility. Each contact is provided with the option to visit remotely or at the facility if permitted.

Need Help?

Pay Tel's Technical Support team is available to help!

If you need assistance with video visitation or encounter problems, please call 800-729-0644, Option 2 or send an email to help@paytel.com and one of our Technical Support Representatives will be happy to assist you.