



# PA DOC Inmate Visitation



Visitor Guide

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## 1 RELEASE NOTES

The following section highlights new features, changes, fixes and discontinued features of PA DOC Inmate Visitation System.

| Date           | Feature / Change   | Page No  |
|----------------|--|----------|
| April 12, 2022 | Corrected GP weekday quotas  | Page 6-7 |
| Mar 01, 2022   | Video visit details: option to view the details of scheduled Zoom visit (Meeting ID and Password) from visitor home page – upcoming visits | Page 17  |
| Mar 01, 2022   | Resend visitation email: Visitation email resend request option from visitor home page – upcoming visits                                   | Page 17  |
| Dec 15, 2021   | Video visitations (effective Dec 15, 2021) are conducted using Zoom video cloud.   | Page 6   |

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## 2 INMATE VISITATION GUIDE

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*\*\*Please take the time to read this entire guide to find the answers to your questions\*\**

### Personal Visitation Overview

- Please visit the Department's website for the most up to date information regarding inmate visitation (<https://www.cor.pa.gov>).
- Video visits continue to be offered to visitors free of charge.
- **All contact and video visits must be scheduled in advance.** Visitors must use the PA DOC inmate visitation system (<https://inmatevisitation.cor.pa.gov>) to schedule visits.
- Each visitor should only have **one account**. Only **one account** may be linked to each authorized visitor and creating multiple accounts will impact your approval and scheduling ability. If you forget your password, please do not create a new account but rather reset your password.
- In order to add an inmate to your account that you wish to visit, you must be on the **inmate's authorized visitors list** and a DC-313 must be present for any children participating.
- **Visitor restrictions** may apply to both contact and video visits and prevent you from scheduling.
- You will receive **automatic email notifications** for status changes to your account or visits. Please regularly check your email for updates.
- Visits must be scheduled at least **3 days in advance** but cannot be scheduled beyond 60 days in advance.
- Up to **4 authorized visitors** may participate in a contact visit and up to **6 authorized visitors** may participate in a video visit.
- The frequency of the visits will be based on available timeslots and inmate's housing status.
- An inmate in general population may receive up to **6 video visits** and **4 contact visits** per month. These quotas are subject to change based on operational needs.
- **All video visits with non-attorneys are audio/video recorded and subject to review. Video visits with attorneys are not audio/video recorded.**
- **The recording, uploading, sharing, or otherwise distributing a video visit is not authorized.**
- **Three-way or other multi-party calls during video visits are prohibited.**

### Scheduling a Visit

- All visitors must be on the authorized visitor list and a DC-313 must be present for any children participating.
  - o A minor may only participate in a visit if accompanied by a parent/guardian.

- A visitor shall **register** on the PA DOC inmate visitation system at <https://inmatevisitation.cor.pa.gov>.
- A visitor must **create a user account** with a valid name, DOB and address. This information will be used to validate that you are on the authorized visitor list. If this information does not match, it may cause a delay in scheduling a visit.
  - o A minor should not create a registered account. Rather, a minor should be added under the parent/guardian's account.
  - o All visitors over the age of 18 must create an account. This includes a minor that was previously linked to an account who has since turned 18 years of age.
- It is also imperative that a **valid email address** is provided, as this is how you will receive the video visit links, and any updates regarding your account/visits (i.e. if a visit is canceled).
- In order to add an inmate to your account that you wish to visit, you must be on the inmate's authorized visitors list. There are no exceptions to this.
  - o Note: If you are not on an inmate's visitors list, you should contact the inmate directly to have them submit the appropriate paperwork for you to be added to their visitors list. You should **not** contact the SCI where the inmate is housed if you are not on the authorized visitors list, as the required process will not be circumvented.
- Once you select an inmate that you wish to visit, you must select a date that you wish to visit. If no timeslots generate, then no slots are available on that date and you should try another date. Reasons that no timeslots may generate:
  - o The inmate you are requesting to visit has already exceed their quota for that day/week/month.
  - o The inmate's assigned housing unit does not have visiting hours available on the date you selected (see *visit limits and length of visits* section below).
  - o All available timeslots are reserved by other visitors.
- Visits must be scheduled **at least 3 days in advance** but cannot be scheduled more than 60 days in advance.

### **Canceling a Visit**

- A visitor shall **cancel** a visit as far in advance as possible, but at a minimum of **3 days in advance**.
- If the facility needs to cancel your visit, you will receive an automatic email notification that the visit is canceled. You should not call the facility when a visit is canceled, as sometimes operations simply require that visits be canceled. Other reasons your visit may be canceled, is that the inmate does not want to accept the visit, the inmate's housing status has changed, the inmate was transferred etc. Please use the inmate/parolee locator on the PA DOC's website for your loved one's location.

## Connecting to a Video Visit

- In order to participate in video visitation, the visitor must have internet access. The device being used to connect to the visit must have audio and video capabilities for the full benefits of the video visit.
  - o You may connect to a video visit from a smart phone.
  - o If your device (i.e. laptop) has a microphone but no camera, then you will be able to see the inmate and speak to them but they will not see you.
  - o If your device (i.e. laptop) does not have a microphone but has a camera, then the inmate will be able to see you and you will be able to hear them; however, they will not be able to hear you.
- Join the visit **no more than 3 to 5 minutes before** your scheduled visit. Also, please hang up as soon as your visit is concluded. There are visits scheduled before and after yours.
- The visitor may connect to a visit by:
  - o Logging into their PA DOC inmate visitation account (<https://inmatevisitation.cor.pa.gov>) and selecting (**Video Call URL**).
  - o Clicking on the URL link that was emailed to you.
  - o Using Zoom desktop / mobile app with the meeting id and password mentioned in the email sent to you.
- **Zoom Video Visit (URL options):** Above URL options will direct you to the Zoom Video Conferencing website (<https://zoom.us>) where you will select **Launch Meeting** to join the visit. The meeting ID will automatically populate but you must enter your name or email address.
- **Zoom Video Visit (desktop / mobile app):** Use Zoom desktop / mobile app installed on your device and select “Join Meeting” / “Join” option to enter Meeting ID and Password to join the visitation

## Visit Limits and Length of Visits

- Visits are available via timeslots which are based on an inmate’s housing status. Each housing unit is only afforded visits during designated times for their respective zone.
- A video visit will be **45 minutes** in length and contact visits will be at a minimum, **one hour**.
- The frequency of the visits will be based on available timeslots and an inmate’s housing status. An inmate in general population may receive up to **6 video visits** and **4 contact visits** per month. Quotas are subject to change. Inmates and visitors are not guaranteed to receive the maximum allotments.
  - o An inmate in general population may receive 2 weekday (Monday through Friday) video visits and 1 weekend (Saturday and Sunday) video visit per month, for a total maximum of 6 video visits per month.

- An inmate in general population may receive 1 weekday (Monday through Friday) contact visit and 1 weekend (Saturday and Sunday) contact visit per month, for a total maximum of 4 contact visits per month.
- An inmate in the Restricted Housing Unit under Disciplinary Custody may receive 1 video visit per month.
- An inmate in the Restricted Housing Unit under Administrative Custody may receive 1 video visit per week.
- Other housing statuses may also affect an inmate's visits (i.e. medical status, cell restriction etc.)

### **Visitor Attire**

- Visitors are expected to dress appropriately and avoid clothing that is revealing or provocative in accordance with the DC-ADM 812. Visitors shall not wear a bathing suit, an extremely short skirt/dress, shorts, a halter-top, or clothing made of see-through material. Failure to follow these requirements may result in the termination of the visit and/or loss of visitation privileges.

### **Visitor Conduct/Security**

- **All video visits with non-attorneys are audio/video recorded and subject to review. Video visits with attorneys are not audio/video recorded.**
- **The recording, uploading, sharing, or otherwise distributing a video visit is not authorized.**
- **Three-way or other multi-party calls during video visits are prohibited.**
- The Department expects the inmate and his/her visitors to demonstrate proper conduct during a visit. Conduct that is offensive or insulting will not be tolerated. Unacceptable conduct during a visit will be cause for termination of the visit. Unacceptable conduct by the inmate could result in a misconduct being issued and his/her prohibition from future visits.
- Unacceptable conduct by a visitor could result in that visitor's visiting privileges being suspended. Reports of unacceptable conduct by a visitor shall be reported to the Facility Manager of the inmate's facility. The Facility Manager shall decide what restrictions, if any, shall be imposed. If a visitor's visiting privileges are restricted, he/she will be so informed, in writing by the Facility Manager
- Officers will be monitoring all visits and are permitted to end the visit if visitation rules are violated.

Subsequent sections of this document explain how to use the Inmate Visitation System

## 3 INMATE VISITATION SYSTEM

### Sign-In and Registration

- Click the below URL to access the Pennsylvania Department of Corrections (PA DOC) Inmate Visitation System.

<https://inmatevisitation.cor.pa.gov/>

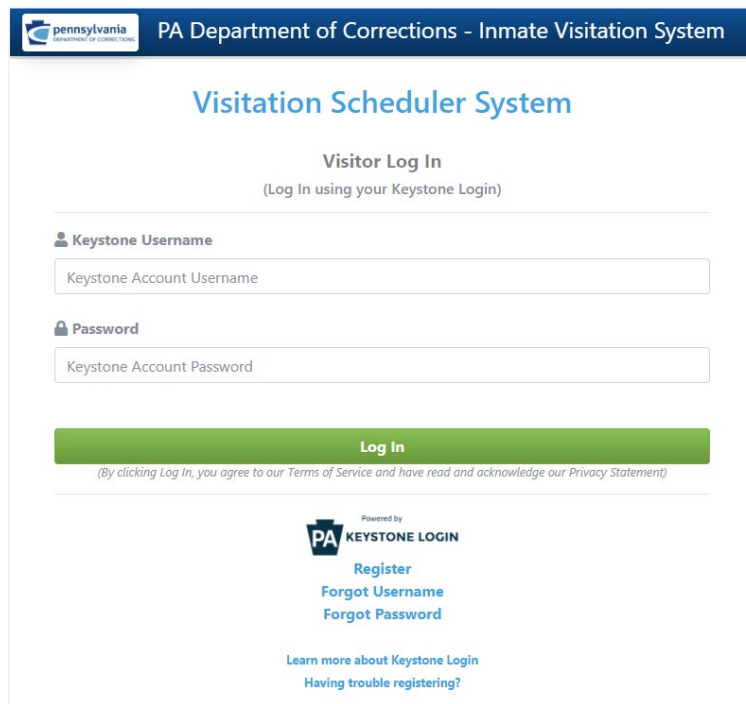


Figure 1: Inmate Visitation Login

- Any visitor having a **Keystone Account** may enter the login details and click “**Log In**”.
- Any visitor who does not have a Keystone Account, must click “**Register**”. Please note that this will take you to the **Keystone website**. Visitors must create a Keystone Account and come back to this site to continue the registration process with PA DOC Inmate Visitation System. The keystone registration is a one-time requirement.
- **Visitors should only have ONE account.**

#### What is Keystone Login?

Keystone Login is an account management system for Commonwealth online services. You can use your Keystone Login username and password to log into any online service that participates in Keystone Login.



## First Time User – Keystone Registration

Visitors who do not have a Keystone Account must register with a PA Keystone Login. Visitors shall complete the registration based on the instructions of the Keystone Website.

Home Log In Register Help

# PA KEYSTONE LOGIN

Contact the Keystone Login Help Desk for all questions, concerns and issues with Keystone Login. The help desk can be reached by phone at 877-328-0995 or by email at [KeystoneLoginSupport@randstadusa.com](mailto:KeystoneLoginSupport@randstadusa.com).

### Register

**Personal Information:**

First Name \*

Last Name \*

Date Of Birth \*

**Contact Information:**

Email

Mobile Phone Number

**Login Information:**

Username \*

Password \*

Confirm Password \*

The username should be between 6 and 64 characters and should not contain any spaces.  
 The password must pass these rules:  
 Must be between 12 to 128 characters in length.  
 Do not include any of your username, your first name, or your last name.

The password must pass 3 out of 4 of these rules:  
 One uppercase letter.  
 One lowercase letter.  
 One numeric number.  
 One non-character (such as !, #, %, ^, etc).

Password Strength: Invalid

**Security Questions:**

Security Question 1 \*

Security Answer 1 \*

Security Question 2 \*

Security Answer 2 \*

Security Question 3 \*

Security Answer 3 \*

Privacy Policy | Security Policy  
 Copyright © 2020, Commonwealth of Pennsylvania. All rights reserved.

Figure 2: Keystone Registration Form

## Current Keystone Account Holder

A visitor with an existing Keystone Account can log into PA DOC Inmate Visitation System using their Keystone User Name and Password.

*(User Information available with your keystone account will be pre-populated in the PA DOC Inmate Visitation System)*

The screenshot shows the 'Visitation Scheduler System' login page. At the top, it says 'Visitor Log In (Log In using your Keystone Login)'. There are two input fields: 'Keystone Username' with the placeholder text 'Keystone Account Username' and 'Password' with the placeholder text 'Keystone Account Password'. Below the fields is a green 'Log In' button. At the bottom, there is a small disclaimer: '(By clicking Log In, you agree to our Terms of Service and have read and acknowledge our Privacy Statement)'.

## New to PA DOC Inmate Visitation System

A new user of PA DOC Inmate Visitation System is required to provide the following information before being registered to schedule a visitation.

- **Email Address.** Please note that a valid email address must be provided for all the communication related to the visitation and other functions that can be performed on this website.
- Click **“Next”** after you have entered a valid email address.

The screenshot shows the 'Visitation Scheduler System' registration page. At the top, it says 'Visitor Registration (Please fill all the fields, items marked with \* are required)'. Below this is a section titled 'Login Information'. There is one input field labeled 'Email Address \*' with a red error message: 'A valid email address is required, email will be used to Sign In and receive all visitation notifications'. The field contains a placeholder email address: '\_\_\_\_\_@\_\_\_\_\_.com'. At the bottom, there are two buttons: a grey 'Cancel' button and a blue 'Next >>' button.

Figure 3: Visitation Registration - Email Form

- **Personal Information.** To register within the PA DOC Inmate Visitation System as a visitor, users age must be **18 years or older**.
- Users first name, last name and date of birth will be verified while accepting or rejecting the user's registration as a visitor.
- Click **“Next”** to continue.

The screenshot shows the 'Personal Information' section of the 'Visitor Registration' form. The header includes the Pennsylvania Department of Corrections logo and the text 'PA Department of Corrections - Inmate Visitation System'. Below the header, the title 'Visitation Scheduler System' is displayed in blue, followed by 'Visitor Registration' and a note: '(Please fill all the fields, items marked with \* are required)'. The section title 'Personal Information' is centered. The form contains the following fields: 'First Name \*' (text input), 'Middle Name' (text input), 'Last Name \*' (text input), 'Suffix' (text input), and 'Birthday \*' (three dropdown menus for month, day, and year). At the bottom, there are two buttons: '<< Back' and 'Next >>'.

Figure 4: Visitation Registration - Personal Info Form

- **Contact Information.** Complete all the fields required in the contact information form.
  - For out of USA address, you may select State as "Out of Country" and enter only the numeric portion of the Zip code.
- Click **“Next”** to continue.

The screenshot shows the 'Contact Information' section of the 'Visitor Registration' form. The header is identical to Figure 4. Below the header, the title 'Visitation Scheduler System' is displayed in blue, followed by 'Visitor Registration' and a note: '(Please fill all the fields, items marked with \* are required)'. The section title 'Contact Information' is centered. The form contains the following fields: 'Address Line 1 \*' (text input with placeholder 'Building and Street Name'), 'Address Line 2' (text input with placeholder 'Appt / Unit No'), 'City \*' (text input with placeholder 'City'), 'State \*' (dropdown menu with placeholder '--- State ---'), 'Zip \*' (text input with placeholder 'Zip / Postal Code'), 'Out of Country ( Select "Out of Country" from State's list )' (text input with placeholder 'Country Name'), and 'Phone Number \*' (text input). At the bottom, there are two buttons: '<< Back' and 'Next >>'.

Figure 5: Visitation Registration - Contact Info Form

- **Inmate Information.** It is required to add inmate information to be registered as a visitor.
- **Inmate Search.** Visitors can search for an inmate using the search feature available on the screen (by Inmate Number or Inmate First Name and Last Name). *At least two characters are required for First and Last name to search for an Inmate by name.*

The screenshot displays the 'Visitation Scheduler System' interface for 'Inmate Information'. It includes a search form with fields for 'Inmate No.', 'First Name', and 'Last Name', and a search button. Below the search form, there is a table showing search results with columns for 'Inmate Name', 'Inmate No.', 'DOB', and 'Action'. The table currently shows one result with an 'Add' button in the 'Action' column. Navigation buttons for '<< Back' and 'Next >>' are also visible.

**Visitation Scheduler System**  
 Visitor Registration  
 (Please fill all the fields, items marked with \* are required)

**Inmate Information**

If you already know the Inmate Number please enter it (or) you may enter first and last name (min. 2 characters each required) of the Inmate and click "Search", to list the inmate(s). You may click "Add" or "Remove" buttons, of the Inmates list, to add or remove an Inmate to and from your selection.

Inmate No. First Name Last Name

Inmate Number [ ] [ ] [ ] [Search]

You are registering to have visitation with the following Inmate(s) \*

| Inmate Name                                    | Inmate No. | DOB | Action |
|--|------------|-----|--------|
| No Inmates were selected for the registration. |            |     |        |

<< Back Next >>

The following Inmate(s) met your search criteria, you may click "Add" to add the Inmate to your list

| Inmate Name | Inmate No. | DOB | Action |
|-------------|------------|-----|--------|
| [ ]         | [ ]        | [ ] | Add    |

Figure 6: Visitation Registration - Inmate Information

Your search may result in multiple inmates based on your input. Please verify the inmate details before adding it to your inmate list.

Inmate No. First Name Last Name

Inmate Number jo sm

You are registering to have visitation with the following Inmate(s) \*

| Inmate Name                                    | Inmate No. | DOB | Action |
|--|------------|-----|--------|
| No Inmates were selected for the registration. |            |     |        |

<< Back Next >>

The following Inmate(s) met your search criteria, you may click "Add" to add the Inmate to your list

| Inmate Name | Inmate No. | DOB | Action |
|-------------|------------|-----|--------|
|             |            |     | Add    |
|             |            |     | Add    |
|             |            |     | Add    |
|             |            |     | Add    |
|             |            |     | Add    |

Figure 7: Visitation Registration - Inmate search result

Visitors have the **Remove** option to remove the inmate from their inmate list.

➤ Click **"Next"** to continue.

pennsylvania Department of Corrections PA Department of Corrections - Inmate Visitation System

Alert! Inmate with Inmate Number - [redacted] Name - [redacted] has been added to your Inmate Selected list for registration.

### Visitation Scheduler System

Visitor Registration  
(Please fill all the fields, items marked with \* are required)

#### Inmate Information

If you already know the Inmate Number please enter it (or) you may enter first and last name (min. 2 characters each required) of the Inmate and click "Search", to list the Inmate(s). You may click "Add" or "Remove" buttons, of the Inmates list, to add or remove an Inmate to and from your selection.

Inmate No. First Name Last Name

Inmate Number First Name Last Name

You are registering to have visitation with the following Inmate(s) \*

| Inmate Name | Inmate No. | DOB | Action |
|-------------|------------|-----|--------|
|             |            |     | Remove |

<< Back Next >>

Figure 8: Visitation Registration - Inmate Removal from User List

- **User Summary.** Review all the details before clicking “**Register**”. You may click “**Back**” to go to particular section of the registration form and make the necessary changes. All information provided must be accurate as this information will be used to validate that you are on the authorized visitor list. If this information does not match, it may cause a delay in scheduling a visit.

PA Department of Corrections - Inmate Visitation System

### Visitation Scheduler System

Visitor Registration  
(Please fill all the fields, items marked with \* are required)

#### Registration Information ( Verify )

**Personal Information**

[Redacted]

[Redacted]

**Contact Information**

[Redacted]

[Redacted]

[Redacted]

**Requested Inmates**

| Inmate Name | Inmate No. | DOB        |
|-------------|------------|------------|
| [Redacted]  | [Redacted] | [Redacted] |

I verify that the above information is correct and that I agree to the PA DOC Visitation Policies

<< Back
Cancel
Register

**Figure 9: Visitation Registration - User Summary**

- **Complete the Registration.** After verifying the details, click “**Register**”. Upon successful registration you will receive a confirmation message and an automatic email confirmation. These emails are automatically generated so please do not respond to the email.

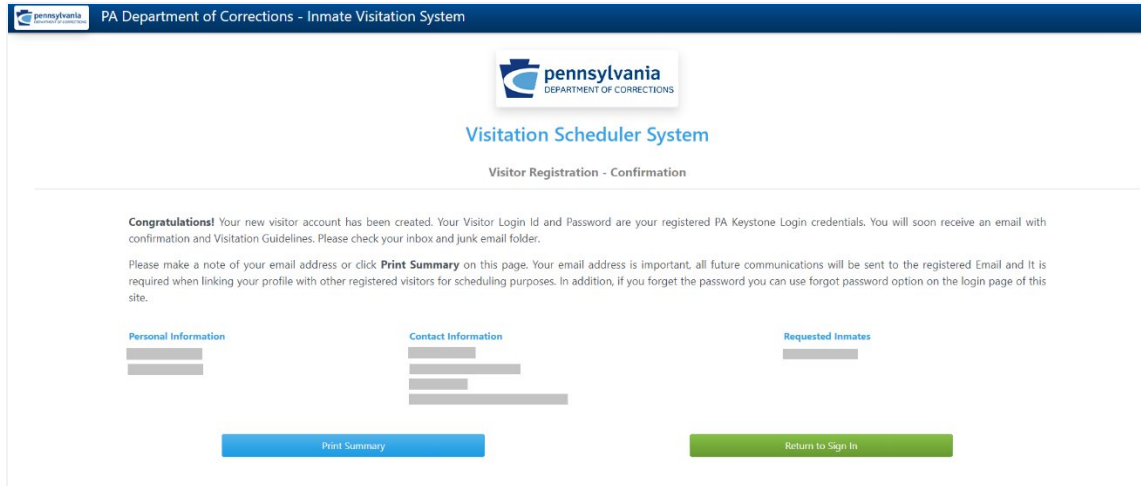


Figure 10: Visitation Registration - Registration Confirmation

Registration with the PA DOC Inmate Visitation System is now complete. Click **“Return to Sign In”** to login in to the application.

## 4 VISITATIONS

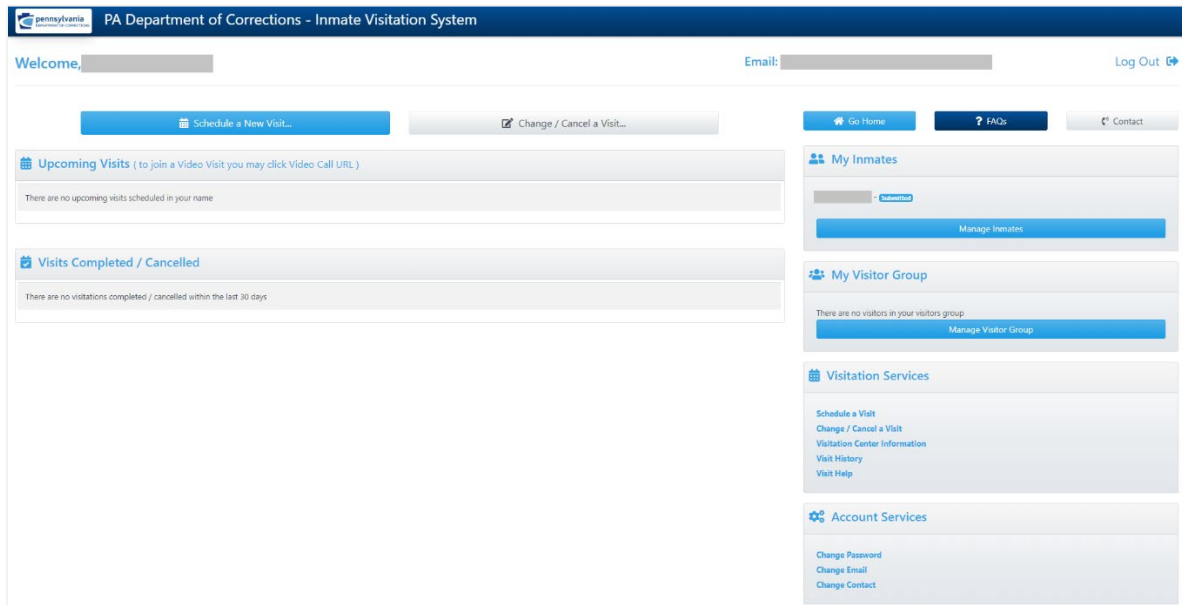


Figure 11: Inmate Visitation Home

The following services are offered by the PA DOC Inmate Visitation System

- ✓ Schedule a New Visit
- ✓ Change/Cancel a Visit
- ✓ Upcoming Visitations
- ✓ Completed/Cancelled Visitation
- ✓ Visit History
- ✓ Manage Inmates
- ✓ Manage Visitor Group
- ✓ Account Services



## Upcoming Visitations

| Upcoming Visits ( to join a Video Visit you may click Video Call URL ) |                                |             |            |              |               |                |      |       |
|--|--------------------------------|-------------|------------|--------------|---------------|----------------|------|-------|
|  | Visit Datetime                 | Inmate Name | Inm No.    | Participants | Visit Type    | Location       | View | Email |
|  | 03/03/2022 06:00 AM - 06:30 AM | [Redacted]  | [Redacted] | [Redacted]   | Video Visit   | Video Call URL |      |       |
|  | 03/09/2022 08:00 AM - 11:00 AM | [Redacted]  | [Redacted] | [Redacted]   | Contact Visit | Camp Hill      |      |       |

Figure 12: Home - Upcoming Visitations

➤ **View Visit Details.** Click the icon present in the “**View**” column to display visitation details.

**Visitation Details**

Inmate Name: [Redacted]

Inmate Number: [Redacted]

Visitation Time: **03/03/2022 06:00 AM - 06:30 AM**

Visit Type: **Video Visit**

Participants: [Redacted]

Visitation Link: [Visitation Link](#)

Meeting ID: **81730** [Redacted]

Passcode: **63** [Redacted]

[Close](#)

Figure 13 : Home - Visit Details

**Note:** Video Visitation Meeting ID and Passcode are displayed here.

➤ **Email Video Visit Details.** Click the icon present in the “**Email**” column and click “**Send**” in the confirmation message to receive an email with visitation details of the selected visit. This option only exists for Video Visitation.

**Resend Visitation Details Email**

Please click **Send** to receive an email with visitation details of the selected visit.

Figure 14: Home - Email send confirmation

## Schedule a New Visit

### Visitation Instructions

- All visitors must be on the authorized visitor list and a DC-313 must be present for any children participating.
  - A minor should not create a registered account. Rather, a minor should be added under the parent/guardian's account.
  - A minor may only participate in a video visit if accompanied by a parent/guardian.
- All visitors over the age of 18 must create an account. This includes a minor that was previously linked to an account who has since turned 18 years of age.
- Visits must be scheduled at least 3 days in advance but cannot be schedule more than 60 days in advance.
- Up to 6 authorized visitors for a video visit or up to 4 authorized visitors for an in-person visit may participate in a visit.

Please make sure that you have read all the instructions before scheduling a video / in-person visitation.

- **Visitation Type and Inmate Selection.** Select the Visitation Type from the **“Visitation Type”** list. User can schedule a visitation with an approved inmate only.
  - **“Video Visitation”** – for video visit
  - **“Contact Visitation”** – for In-Person visit
- Click **“Select”** from the **“My Inmate”** list to continue with the scheduling.

**Schedule Visitation**  
(Please fill all the fields, items marked with \* are required)

**Inmate Selection**

**Select Visitation Type \***

Video Visitation

**My Inmates \*** (Please select an Inmate for the visitation.)

| Inmate Name | Inmate No. | Status     | Action |
|-------------|------------|------------|--------|
| [Redacted]  | [Redacted] | [Redacted] |        |
| [Redacted]  | [Redacted] | [Redacted] | Select |
| [Redacted]  | [Redacted] | [Redacted] | Select |

Cancel

Figure 15: New Visitation - Visitation Type and Inmate Selection

- Visit Questions. User may be required to answer questions before continuing with scheduling a visit
  - User may not be allowed to continue with scheduling the visit, if any of the answers does not qualify to schedule the visit

**Schedule Visitation**  
(Please fill all the fields, items marked with \* are required)

**Visit Questions \*** (Please answer all the questions.)

|   |            |   |
|---|------------|---|
| 1 | [Redacted] | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| 2 | [Redacted] | <input type="radio"/> Yes <input checked="" type="radio"/> No |

<< Back Next >>

Figure 16: New Visitation - Visit Questions

- **Other Visitors Selection.** User can add an Adult Visitor/Minor Visitor (if any) for the visitation if they are also on that inmate’s authorized visitors list.

- Click **“Next”** to continue with scheduling.

**Schedule Visitation**  
(Please fill all the fields, items marked with \* are required)

**Visitor Selection** (Please select Visitors to be invited for this Visitation.)

**Adult Visitors**

| Visitor Name | Status   | Select                   |
|--------------|----------|--------------------------|
|              | Approved | <input type="checkbox"/> |
|              | Approved | <input type="checkbox"/> |

**Minor Visitors**

| Visitor Name | Status   | Select                   |
|--------------|----------|--------------------------|
|              | Approved | <input type="checkbox"/> |

<< Back Next >>

Figure 17: New Visitation - Other Visitors selection

- **Visitation Summary and Visitation Date.** Visitation Summary will display the overview of the Visitation. Make sure that all the provided information is appropriate. You may click the **“Back”** button to go the specific section and make the necessary change if required.

## Schedule Visitation

(Please fill all the fields, items marked with \* are required)

+ Visitor Selection (Please select Visitors to be invited for this Visitation.)

### Adult Visitors

| Visitor Name | Status   | Select                   |
|--------------|----------|--------------------------|
| [Redacted]   | Approved | <input type="checkbox"/> |
| [Redacted]   | Approved | <input type="checkbox"/> |

### Minor Visitors

| Visitor Name | Status   | Select                   |
|--------------|----------|--------------------------|
| [Redacted]   | Approved | <input type="checkbox"/> |

<< Back
Next >>

Figure 18: New Visitation - Summary

#### Visitation Date and Time Slots

- Visits must be scheduled at least 3 days in advance but cannot be schedule more than 60 days in advance.
- If no timeslots generate, then no slots are available on that date and you should try another date. Reasons that no timeslots may generate:
  - The inmate you are requesting to visit has already exceed their quota for that day/week/month.
  - The inmate's assigned housing unit does not have visiting hours available on the date you selected.
  - All available timeslots are reserved by other visitors.

- **Visitation Date.** Select the date of the visitation and click "**Get Available Time Slots**".
- For the selected date if the time slots are available, you will be notified by a message with number of available slots. User can select the time slot using "**Visitation TimeSlot**" list. You must select this field in order for the dropdown to appear.

Please select the Date of Visitation and Click "Get Available TimeSlots" to list the available Visitation times.

Visitation Date \*  
09/01/2020

Get Available TimeSlots

Visitation TimeSlot \*  
--- Select TimeSlot ---  
09/01/2020 08:15 - 09:00  
09/01/2020 09:15 - 10:00  
09/01/2020 10:15 - 11:00  
09/01/2020 11:15 - 12:00  
09/01/2020 12:15 - 13:00  
09/01/2020 13:15 - 14:00  
09/01/2020 14:15 - 15:00

<< Back

Figure 19: New Visitation - Available Timeslots

- If the time slots are not available for the selected date, please change the requested visitation date.
- Once you select the **Visitation Timeslot**, click "**Confirm & Schedule**" to complete the visitation scheduling.
- Once the visitation is created successfully, you will receive a confirmation message and email.

✓ Visitation Confirmed.

Visitation has been scheduled successfully and an email notification has been sent to all the participants selected for this Visitation.

Ok

Figure 20: New Visitation - Confirmation

- All the instructions related to the visitation will be contained in the email. You will also see the confirmed visitation details in the upcoming visits list section of the visitation system.

📅 Schedule a New Visit...
✎ Change / Cancel a Visit...

📅 Upcoming Visits ( to join a Video Visit you may click Video Call URL )

| Visit Datetime                 | Inmate Name | Inm No. | Participants             | Visit Type    | Location       |
|--------------------------------|-------------|---------|--------------------------|---------------|----------------|
| 12/09/2021 08:30 AM - 09:00 AM | ██████████  | ██████  | ██████████               | Video Visit   | Video Call URL |
| 12/13/2021 09:00 AM - 09:30 AM | ██████████  | ██████  | ██████████<br>██████████ | Video Visit   | Video Call URL |
| 12/21/2021 11:30 AM - 02:30 PM | ██████████  | ██████  | ██████████               | Contact Visit | Camp Hill      |

Figure 21: Visitation - Upcoming Visits

## Change/Cancel a Visit

- Click **“Change/Cancel a Visit”** to display all your upcoming visitations. This option only exists if you are the visit host.

✎ Visitation Change / Cancel

📅 Upcoming Visits ( You may select **Change** to update or **Cancel** to cancel the Visitation )

| Visit Datetime                 | Inmate Name | Participants             | Visit Type    | Location  | Change   | Cancel   |
|--------------------------------|-------------|--------------------------|---------------|-----------|--|--|
| 12/09/2021 08:30 AM - 09:00 AM | ██████████  | ██████████               | Video Visit   |           | <a href="#" style="color: #007bff;">Change</a> | <a href="#" style="color: #dc3545;">Cancel</a> |
| 12/13/2021 09:00 AM - 09:30 AM | ██████████  | ██████████<br>██████████ | Video Visit   |           | <a href="#" style="color: #007bff;">Change</a> | <a href="#" style="color: #dc3545;">Cancel</a> |
| 12/21/2021 11:30 AM - 02:30 PM | ██████████  | ██████████<br>██████     | Contact Visit | Camp Hill | <a href="#" style="color: #007bff;">Change</a> | <a href="#" style="color: #dc3545;">Cancel</a> |

Figure 22: Visitation - Change/Cancel

- **Cancel Visitation.** Click **“Cancel”** option, **verify the visitation** details displayed in the confirmation message and click **“Confirm & Cancel Visit”**.
- An email notification will be sent to all the visitation participants after the cancellation is confirmed.

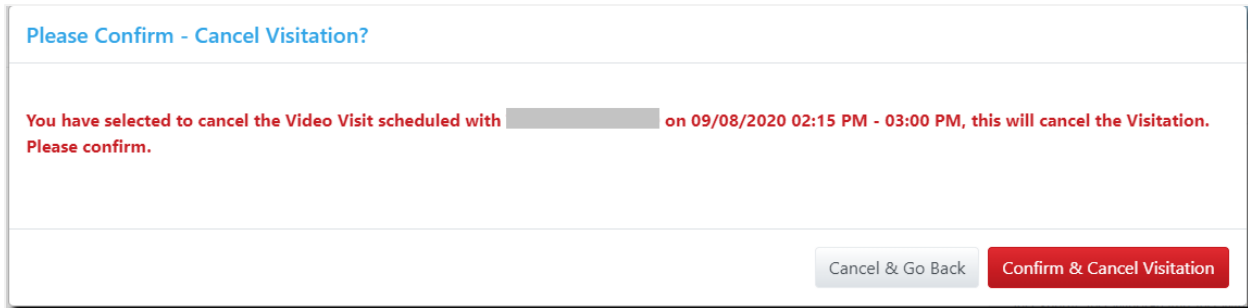


Figure 23: Visitation - Cancel Confirmation

➤ **Change Visitation.** Click “**Change**” visitation option from the **Upcoming Visits** list.

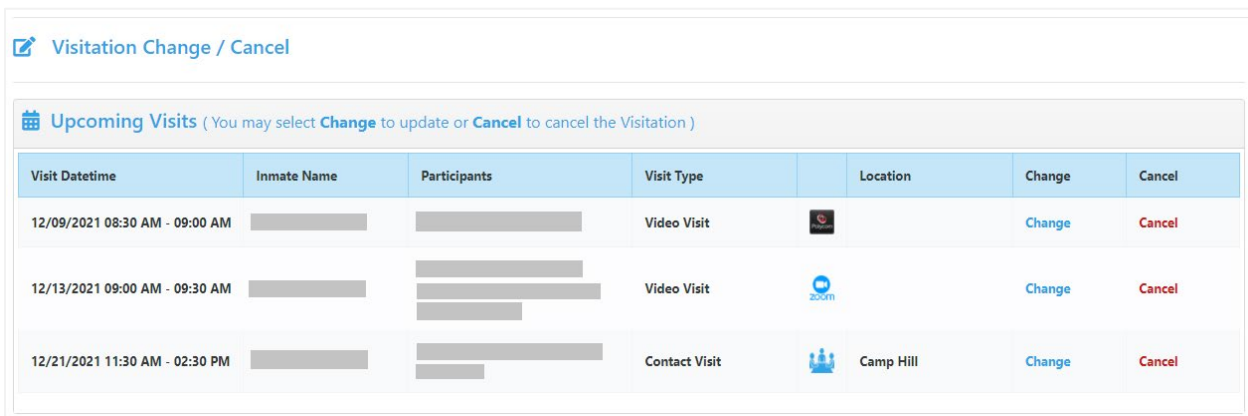


Figure 24: Visitation – Change/Cancel

After clicking the “**Change**” option, the visitation summary will be displayed as shown below. You may **add** or **remove** participants to and from the visitation. An email notification will be sent to any other participants after the changes are confirmed.

➤ User can also cancel the visitation by clicking the “**Cancel Visit**” option.



**Visitation Change**

---

**Selected Visitation Details - Video Visitation**

You may add or remove participants to and from this Visitation or Cancel this Visit [Cancel Visit](#)

|  |  |  |
|--|--|--|
| <p><b>Inmate Details</b></p> <div style="background-color: #ccc; width: 100px; height: 20px; margin-bottom: 5px;"></div> | <p><b>Visit Type / Date and Time</b></p> <p>Video Visit<br/>09/01/2020 08:15 AM - 09:00 AM</p> | <p><b>Visitation URL</b></p> <p>https://meetme.cor.pa.gov/<div style="background-color: #ccc; width: 100px; height: 20px; display: inline-block;"></div></p> |
|--|--|--|

**Visitation Participants**

| Visitor Name   | Action |
|--|--------|
| <div style="background-color: #ccc; width: 100%; height: 20px;"></div> |        |
| <div style="background-color: #ccc; width: 100%; height: 20px;"></div> | Remove |
| <div style="background-color: #ccc; width: 100%; height: 20px;"></div> | Remove |

**Add Participants to this Visitation ( Approved for the Inmate )**

| Visitor Name   | Action |
|--|--------|
| <div style="background-color: #ccc; width: 100%; height: 20px;"></div> | Add    |

Figure 25: Visitation – Change

## Upcoming Visits

- All the upcoming scheduled visitations are shown here. You may also join a video visit by clicking **“Video Call URL”**.

**Upcoming Visits** ( to join a Video Visit you may click Video Call URL )

| Visit Datetime                 | Inmate Name  | Inm No.  | Participants   | Visit Type  | Location   |
|--------------------------------|--|--|--|-------------|--|
| 09/08/2020 02:15 PM - 03:00 PM | <div style="background-color: #ccc; width: 100%; height: 20px;"></div> | <div style="background-color: #ccc; width: 30px; height: 20px;"></div> | <div style="background-color: #ccc; width: 100%; height: 20px;"></div> | Video Visit | <a href="#" style="color: #007bff;">Video Call URL</a> |
| 09/01/2020 08:15 AM - 09:00 AM | <div style="background-color: #ccc; width: 100%; height: 20px;"></div> | <div style="background-color: #ccc; width: 30px; height: 20px;"></div> | <div style="background-color: #ccc; width: 100%; height: 20px;"></div> | Video Visit | <a href="#" style="color: #007bff;">Video Call URL</a> |

Figure 26: Visitation - Upcoming Visits

## Completed/Cancelled Visits

- Recently **completed/cancelled** visitations are shown here. **Cancel Reason** will be mentioned only for the cancelled visitations.

| Visits Completed / Cancelled   |             |         |             |            |               |  |
|--------------------------------|-------------|---------|-------------|------------|---------------|--|
| Visit Datetime                 | Inmate Name | Inm No. | Visit Type  | Cancelled? | Cancel Reason |  |
| 12/09/2021 06:00 AM - 06:30 AM |             |         | Video Visit | Yes        | Other Reason  |  |
| 12/09/2021 06:00 AM - 06:30 AM |             |         | Video Visit | Yes        | Other Reason  |  |
| 12/01/2021 05:25 PM - 05:55 PM |             |         | Video Visit |            |               |  |
| 11/23/2021 09:00 AM - 10:00 AM |             |         | Video Visit |            |               |  |
| 11/22/2021 09:00 PM - 11:00 PM |             |         | Video Visit |            |               |  |
| 11/22/2021 09:00 PM - 11:00 PM |             |         | Video Visit |            |               |  |
| 11/16/2021 10:00 AM - 08:00 PM |             |         | Video Visit |            |               |  |

Figure 27: Visitation - Completed / Cancelled Visits

## Visit History

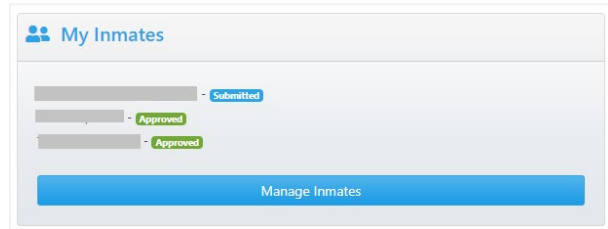
- All completed/cancelled visitations are shown here. You can see visit history data for the past 360 days.

| Schedule a New Visit...   |             | Change / Cancel a Visit... |              |              |          |            |               |
|---|-------------|----------------------------|--------------|--------------|----------|------------|---------------|
| Visits History - Past Visits Only ( For upcoming visits click "Go Home" ) |             |                            |              | Past 30 Days |          |            |               |
| Visit Datetime  | Inmate Name | Inmate No.                 | Participants | Visit Type   | Location | Cancelled? | Cancel Reason |
| 12/09/2021 06:00 AM - 06:30 AM  |             |                            |              | Video Visit  | N/A      | Yes        | Other Reason  |
| 12/09/2021 06:00 AM - 06:30 AM  |             |                            |              | Video Visit  | N/A      | Yes        | Other Reason  |
| 12/01/2021 05:25 PM - 05:55 PM  |             |                            |              | Video Visit  | N/A      |            |               |
| 11/23/2021 09:00 AM - 10:00 AM  |             |                            |              | Video Visit  | N/A      |            |               |
| 11/22/2021 09:00 PM - 11:00 PM  |             |                            |              | Video Visit  | N/A      |            |               |
| 11/22/2021 09:00 PM - 11:00 PM  |             |                            |              | Video Visit  | N/A      |            |               |
| 11/16/2021 10:00 AM - 08:00 PM  |             |                            |              | Video Visit  | N/A      |            |               |

Figure 28: Visitation - Visits History

## Manage Inmates

For a quick reference, all approved and submitted inmates are displayed in the “**My Inmates**” section.



- Click “**Mange Inmates**”, to display your inmate list and the status of the request.

**Manage My Inmates**

**My Inmates**

| Inmate Name | Inmate No. | Status    | Action        |
|-------------|------------|-----------|---------------|
| [Redacted]  | [Redacted] | Submitted | <b>Remove</b> |
| [Redacted]  | [Redacted] | Approved  | <b>Remove</b> |
| [Redacted]  | [Redacted] | Approved  | <b>Remove</b> |

Search for Inmate ( Add to My Inmates list )

If you already know the Inmate Number please enter it (or) you may enter first and last name (min. 2 characters each required) of the Inmate and click “**Search**”, to list the Inmate(s). You may click “**Add**” or “**Remove**” buttons, of the Inmates list, to add or remove an Inmate to and from your selection.

Inmate No.      First Name      Last Name

Figure 29: Visitation - Manage Inmates

- **Remove an Inmate.** Click “**Remove**” option from the **My Inmates** list, to remove an inmate. Please note that removing the inmate from the list also removes any scheduled visits and any minor visitor associated with this inmate.
- **Add an Inmate.** You can search for an inmate using the search feature available on the screen (by Inmate Number or Inmate First Name and Last Name). *At least two characters are required for First and Last name to search for an Inmate by name.*

Your search may result in multiple inmates based on your input. Please verify the Inmate details before adding it to your Inmate list. Click **“Add”** to submit the request. You will receive a confirmation message and email notification. Newly added inmates along with the request status will be shown in **“My Inmates”** list.

Search for Inmate ( Add to My Inmates list )

If you already know the Inmate Number please enter it (or) you may enter first and last name (min. 2 characters each required) of the Inmate and click **“Search”**, to list the Inmate(s). You may click **“Add”** or **“Remove”** buttons, of the Inmates list, to add or remove an inmate to and from your selection.

Inmate No.  First Name  Last Name

The following Inmate(s) met your search criteria, you may click "Add" to add to your list

| Inmate Name          | Inmate No.           | DOB        | Action              |
|----------------------|----------------------|------------|---------------------|
| <input type="text"/> | <input type="text"/> | 02/17/1980 | <a href="#">Add</a> |
| <input type="text"/> | <input type="text"/> | 02/11/1975 | <a href="#">Add</a> |
| <input type="text"/> | <input type="text"/> | 01/04/1985 | <a href="#">Add</a> |

Figure 30: Manage Inmates – Search and Add New Inmates

## My Visitor Group

For a quick reference, all approved adult and minor visitors are displayed in the **“My Visitor Group”** section.


My Visitor Group


Adult Visitors

Minor Visitors

➤ Click **“Manage Visitor Group”**. Below is the list of services offered in **Manage Visitor Group** screen


- Add Registered Visitor
- Remove Registered Visitor
- Approve/Reject Other Visitor Request
- Add/Edit Minor Visitor
- Remove the Request Sent to Other Visitor

 **Manage My Visitor Group**


 **Requests Awaiting Your Response**

Visitors that have requested you to be in their visitor group. Accepting the request will result in the ability to jointly schedule visits with them.


| Visitor Name | Accept | Reject |
|--------------|--------|--------|
| [Redacted]   | Accept | Reject |

 **My Visitor Group - Adult Visitors** Add Registered Visitor

| Visitor Name | Status   | Action |
|--------------|----------|--------|
| [Redacted]   | Approved | Remove |
| [Redacted]   | Approved | Remove |

 **My Visitor Group - Minor Visitors** Add New Minor Visitor

| Visitor Name | Inmate Number | Status   | Action |
|--------------|---------------|----------|--------|
| [Redacted]   | [Redacted]    | Approved | Edit   |
| [Redacted]   | [Redacted]    | Approved | Edit   |
| [Redacted]   | [Redacted]    | Approved | Edit   |

 **Requests Sent to Other Visitors**

| Visitor Name | Action         |
|--------------|----------------|
| [Redacted]   | Remove Request |

Figure 31 : Visitation - Manage Visitor Group

- **Add Registered Visitor.** Click **“Add Registered Visitor”**, enter the visitors valid email address that you wish to add and submit the request by using **“Make a Request”** option. For privacy reasons we do not allow searching of other visitors in the system. After submission the visitor matching the entered email address will be notified that you wish to add them to your Visitor list. If you enter an invalid email address, the visitor you are requesting to add will not receive your request.

[Add Visitor to My Visitor Group - Send Request](#)

! Enter the Email Address of the visitor you wish to add to your My Visitors list. For privacy reasons we do not allow searching of visitors in the system. After submission the visitor matching the entered Email Address will be notified that you wish to add them to your My Visitors list and will have the option to accept or reject your request. Once they accept the request you will be able to schedule joint visits.

Visitor Email Address \*

Visitor Email Address

Cancel      Make a Request

Figure 31: Mange Visitor Group - Add new visitor

- **Remove Registered Visitor.** You can remove an adult visitor from “My Visitor Group – Adult Visitors” using **Remove** option.

[My Visitor Group - Adult Visitors](#)      Add Registered Visitor

| Visitor Name | Status   | Action |
|--------------|----------|--------|
| [Redacted]   | Approved | Remove |
| [Redacted]   | Approved | Remove |

Figure 32 : Manage Visitor Group - Remove Visitor

- **Approve/Reject other visitor request.** All requests sent by other visitors are listed here. You have the option to approve or reject the request. An email notification will be sent to the other visitor upon you accepting/rejecting the request.

[Requests Awaiting Your Response](#)

Visitors that have requested you to be in their visitor group. Accepting the request will result in the ability to jointly schedule visits with them.

| Visitor Name | Accept | Reject |
|--------------|--------|--------|
| [Redacted]   | Accept | Reject |

Figure 33 : Manage Visitor Group - Awaiting Requests

- **Add Minor Visitor.** Click “Add New Minor Visitor”. You can add a minor visitor for an inmate. Select the inmate from your inmate list. Contact Information and Phone number will pre-populated but you may change this information. Click “Register Minor”, to send the request

to the PA DOC for the approval. You will receive an email notification after the request is reviewed by the PA DOC.

Figure 34: Manage Visitor Group - Add New Minor Visitor

➤ **Edit Minor Visitor.** Click “**Edit**” option from the **Minor Visitor** List.

| Visitor Name | Inmate Number | Status     | Action               |
|--------------|---------------|------------|----------------------|
| [Redacted]   | [Redacted]    | [Redacted] | <a href="#">Edit</a> |
| [Redacted]   | [Redacted]    | Approved   | <a href="#">Edit</a> |
| [Redacted]   | [Redacted]    | Approved   | <a href="#">Edit</a> |

Figure 35: Manage Visitor Group - Minor visitor list

➤ Update the Minor Information and click “**Update Minor**” option.

Figure 36: Manage Visitor Group - Edit Minor visitor

- **Remove the request sent to other visitor.** Click **“Remove Request”** option from the sent request section shown below.

| Visitor Name | Action         |
|--------------|----------------|
| [Redacted]   | Remove Request |

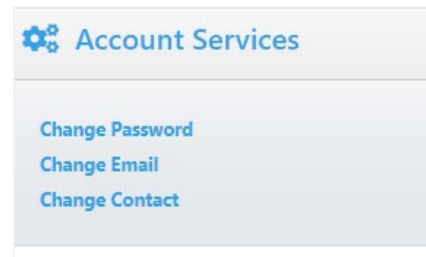
Figure 37 : Manage Visitor Group - Remove Sent Request



## Account Services

The Account Services sections has quick navigation links for the services that are listed below

- ✓ Change Password
- ✓ Change Email
- ✓ Change Contact



➤ **Change Password.** Click “Change Password” and you will see the user to below screen.

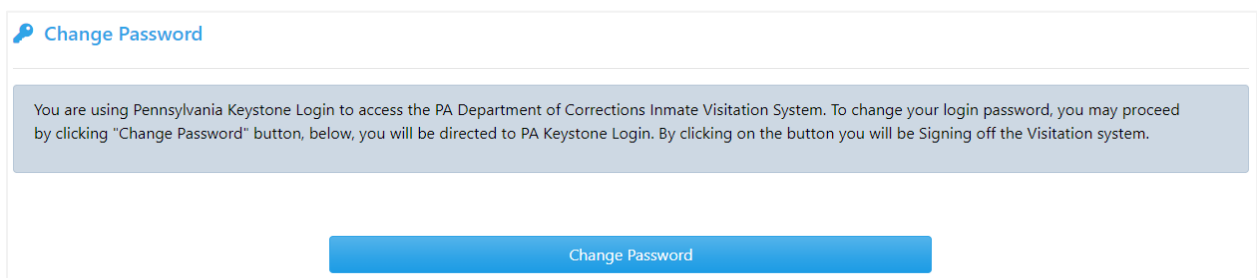


Figure 38 : Visitation - Change Password

- Please note that clicking the “Change Password” option will redirect the user to the PA Keystone website for sign-in.
- Follow the Instructions on the PA Keystone website to change your password. After changing your password, come back to the PA DOC Inmate Visitation System and sign-in using the new password.
- **Change Email.** Click “Change Email” will take you to below screen.

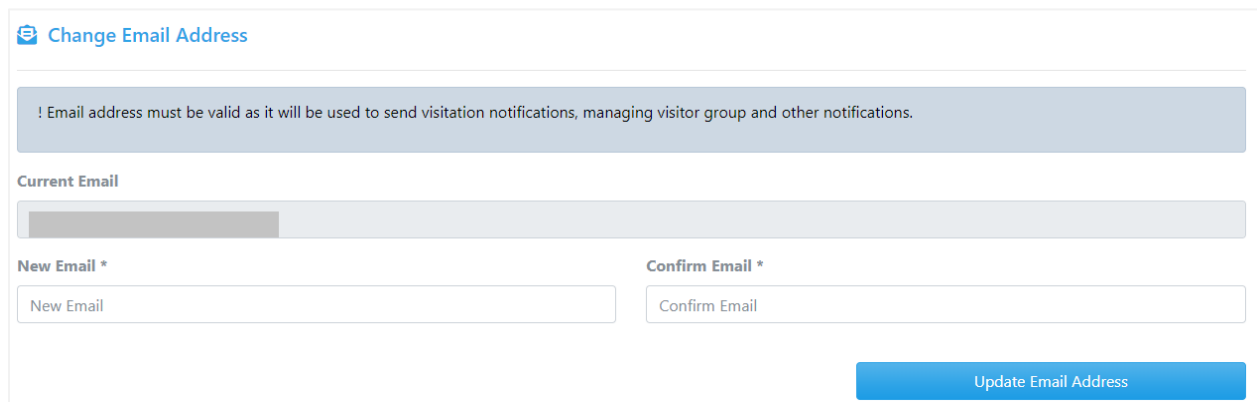


Figure 39: Visitation – Change Email

- Enter “**New Email**” and “**Confirmation Email**” addresses, and click “**Update Email Address**”. Your email address must be valid, as it will be used for all the communication related to the visitation and other functions that can be performed on this website. An email notification will be sent to your old email address as well as to new email address.
- **Change Contact.** You can update your personal/contact information by selecting the “**Change Contact Information**” option. An email notification will be sent after the changes are made.

**Change Contact Information**

**Personal Information**

First Name \*

Middle Name

Last Name \*

Suffix

Birthday \*

**Contact Information**

Address Line 1 \*

Address Line 2

City \*

Zip \*

State \*

Phone Number \*

Update Contact Info.

Figure 40: Visitation – Change Contact Information