

Inmate Visitation System (IVS)

Joining a Call as a Professional Visitor
(iOS, Android, Windows/MAC/Linux)

Zoom Visits

December 07, 2021

Who is a Professional Visitor?

Professional visitors include, but are not limited to:

Attorneys

Legislators

Law enforcement

Children and Youth services

Victim advocates

PA Prison Society

etc.

Professional visitors are individuals not on an inmate's authorized visitors list as a personal visitor.

How to Schedule a Professional Visit

To schedule a video visit, the professional visitor shall:

- Call the SCI where the inmate is located and speak to the Superintendent's Assistant.
 - If the Superintendent's Assistant is unavailable at the time of the call, please leave a message and they will return your call.
- If it is the professional visitor's first video visit, the Superintendent's Assistant will add the professional visitor to the inmate visitation system.
 - Info needed: Name, Agency, Category, Email Address, Agency Address and Phone Number
 - Note: Professional visitor details are shared across facilities so each professional visitor will only need added once.
- The Superintendent's Assistant will coordinate a time and date for the video visit.
- The professional visitor will receive an automated email confirmation at the email address provided.
 - This email will include a link to a connection guide and the link to connect to the visit.

Email Address: It is critical that a valid email address is provided to ensure you receive the video visit connection information.

How to Cancel a Professional Visit

Professional Visit Cancellation:

- The professional visitor shall call the Superintendent's Assistant as far in advance as possible to cancel a visit.
- The Superintendent's Assistant will then cancel the visit in the inmate visitation system and the professional visitor will receive an automated cancellation email notification.

Email Address: An automated cancellation email will be sent to the email address on file.

What to do in Advance

1. Determine how you plan to connect to the video visit

- iOS Devices (iPhone, iPad etc.,) (pages 7-12 of this guide)
- Android Devices (Phone, tablets, Samsung, Google Pixel and others) (pages 13-17 of this guide)
- Windows / MAC / Linux using Zoom Meeting App / Microsoft Edge / Google Chrome / Mozilla Firefox (pages 18-28 of this guide)
- PolyCom Video Conferencing Device
 - Dial string format: [Zoom Room Connector IP Address]##[Zoom Meeting ID]#[Passcode]

2. Review this connection guide and download the Zoom Meeting app if connecting from a mobile device.

3. Ensure the device/equipment you plan to connect from has audio and video capabilities, AND that these capabilities are **enabled**.

Audio and Video: Double check to make sure audio and video capabilities are enabled

What to do at The Time of the Visit

- A professional visitor may join the video visit up to 5 minutes before the scheduled start time.
- Click the video visit URL received in the automated confirmation email.
- You will then be directed 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..

Meeting ID and Password: The meeting ID and password's are different for each Visitation

Joining Visitation (iOS Devices)

Join Using iOS Devices

Joining Visitation (iOS Devices)

- Tablets and Mobile Phones using iOS (Examples)
 - iPhone
 - iPad

- What to do before my scheduled video visit?

Download the [Zoom Cloud Meetings](#) Mobile Application from the [App Store](#) and Install



Joining Visitation (iOS Devices)

- What do I need to do to connect my visit?
 - Join by using URL, from the automated confirmation email

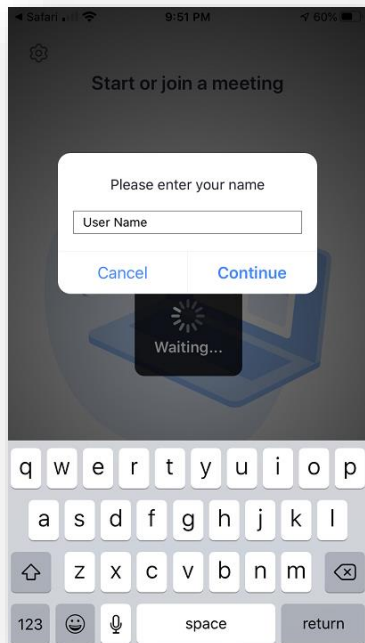
(OR)

- Join by using Zoom Meeting app by entering Meeting ID and Password communicated through automated confirmation email.

Joining Visitation (iOS Devices)

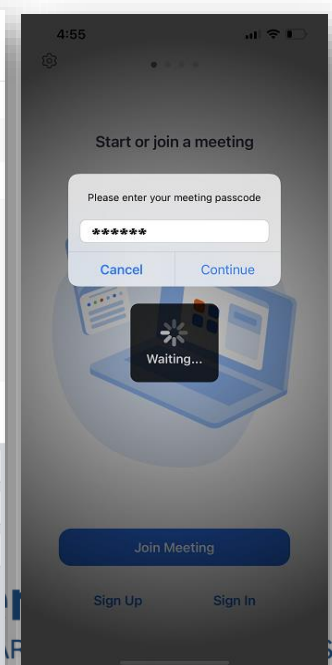
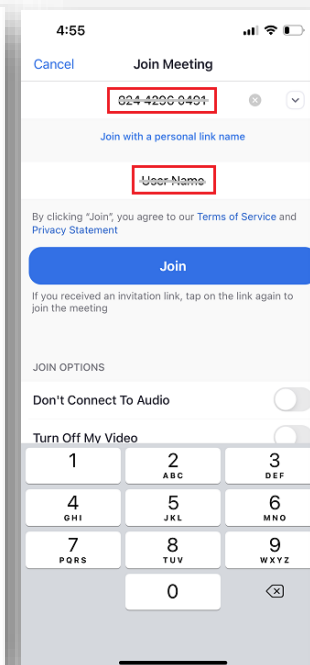
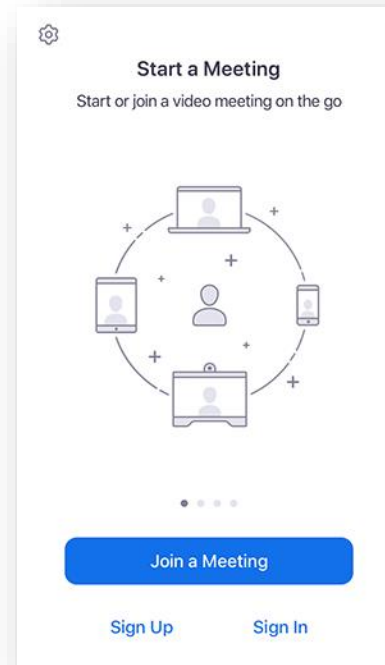
■ Joining using URL

- Zoom meeting app is launched with prepopulated Meeting ID and Password
- Enter your name
- Select “**Continue**”



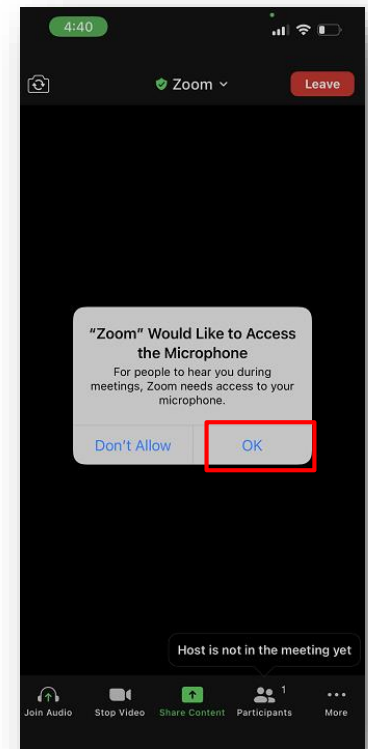
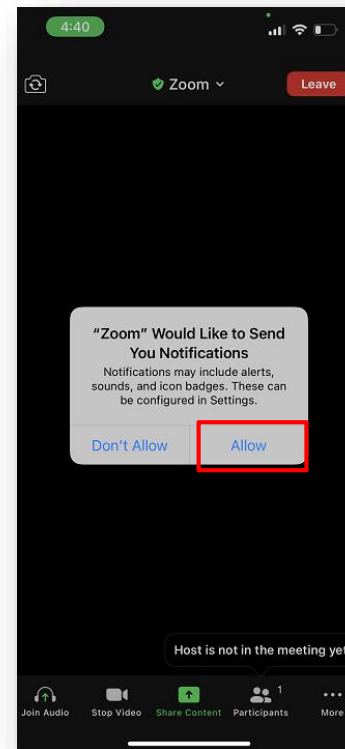
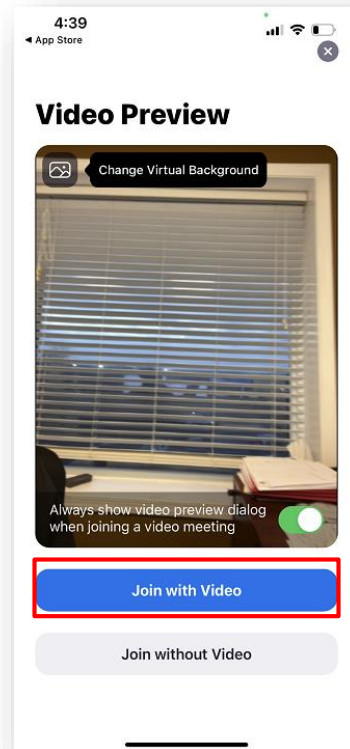
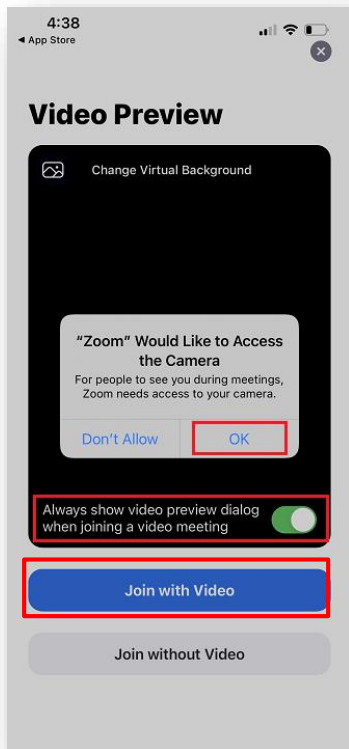
■ Joining using Zoom App

- Open Zoom app
- Select “**Join a Meeting**”
- Enter meeting id, your name and select “**Join**”
- Enter meeting passcode and select “**Continue**”



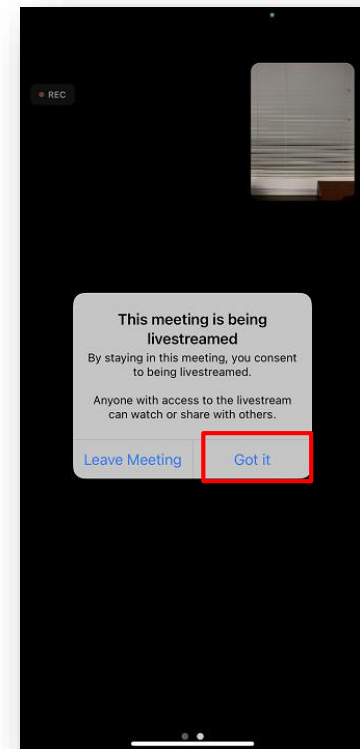
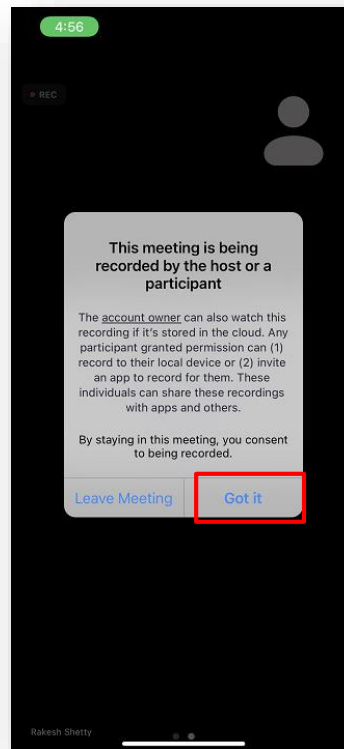
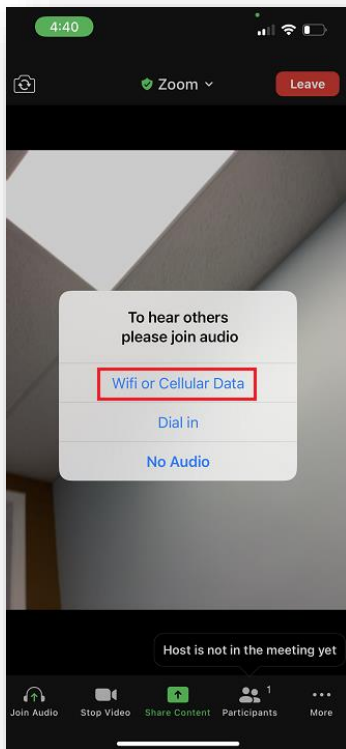
Joining Visitation (iOS Devices)

- Accept Zoom Meeting Notifications as **Marked**



Joining Visitation (iOS Devices)

- Accept Zoom Meeting Notifications as **Marked**



Joining Visitation (Android Devices)

Join Using Android Devices

Joining Visitation (Android Devices)

- Tablets and Mobile Phones using Android (Examples)
 - Phone (Samsung, Google Pixel and others)
 - Tablets
- What to do before my scheduled video visit?

Download the [Zoom Cloud Meetings](#) Mobile Application from [Google Play](#) / [App Store](#) and Install



Joining Visitation (Android Devices)

- What do I need to do to connect my visit?
 - Join by using URL, from the automated confirmation email

(OR)

- Join by using Zoom Meeting app by entering Meeting ID and Password communicated through automated confirmation email.

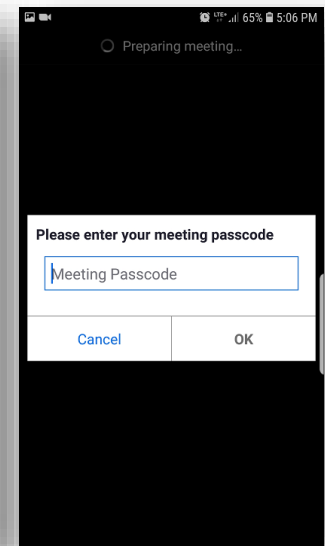
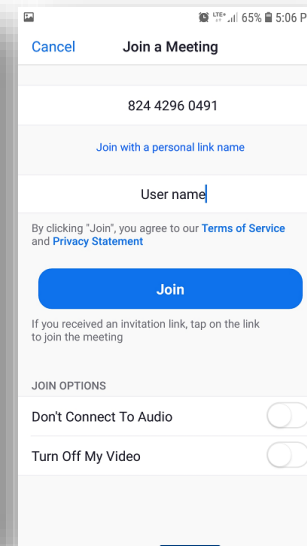
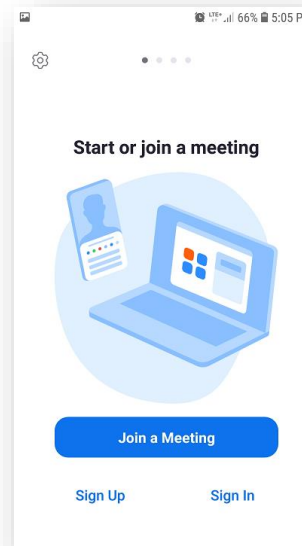
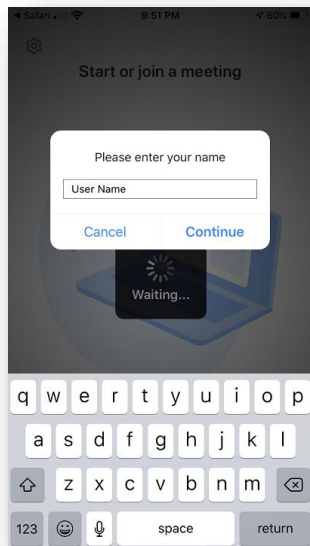
Joining Visitation (Android Devices)

■ Joining using URL

- Zoom meeting app is launched with prepopulated Meeting ID and Password
- Enter your name
- Select “**Continue**”

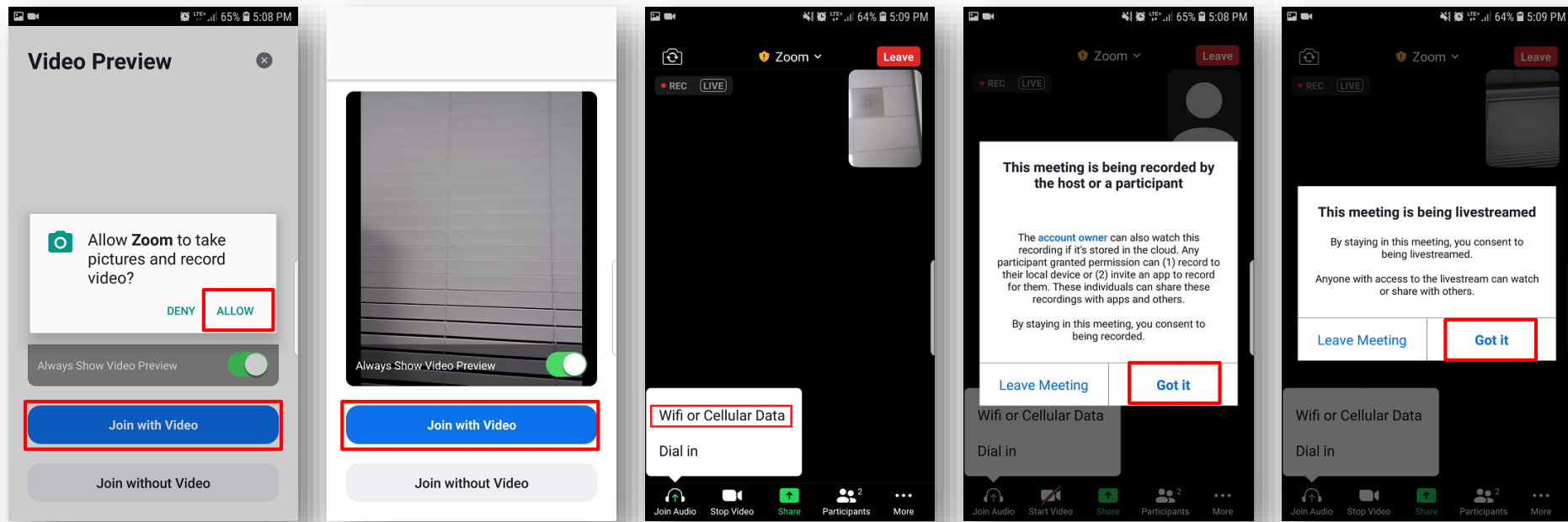
■ Joining using Zoom App

- Open Zoom app
- Select “**Join a Meeting**”
- Enter meeting id, your name and select “**Join**”
- Enter meeting passcode and select “**Continue**”



Joining Visitation (Android Devices)

- Accept Zoom Meeting Notifications as **Marked**



Joining Visitation (Windows / MAC / Linux)

Join Using
Windows / MAC / Linux

Joining Visitation (Windows / MAC / Linux)

- Using Windows / MAC / Linux devices (**two options to join**)
 - Using Zoom Meeting App (download and install app)
 - Using Web Browser of the device

Joining Visitation (Windows / MAC / Linux)

- Devices using Windows / MAC / Linux (Examples)
 - Laptop / Desktop
 - Mac Book
- What to do before my scheduled video visit?
 - Zoom Meeting Client Download and Installation for Windows
 - <https://support.zoom.us/hc/en-us/articles/201362033-Getting-started-on-Windows-and-macOS>
 - Zoom Meeting Client Download and Installation for macOS
 - <https://support.zoom.us/hc/en-us/articles/203020795-Installing-the-Zoom-application-on-macOS>
 - Zoom Meeting Client Download and Installation for Linux
 - <https://support.zoom.us/hc/en-us/articles/204206269-Installing-or-updating-Zoom-on-Linux>

Skip installing Zoom Meeting App, if using Web Browser to join the visitation

Joining Visitation (Windows / MAC / Linux)

- What do I need to do to connect my visit?
 - Join by using URL, from the automated confirmation email

(OR)

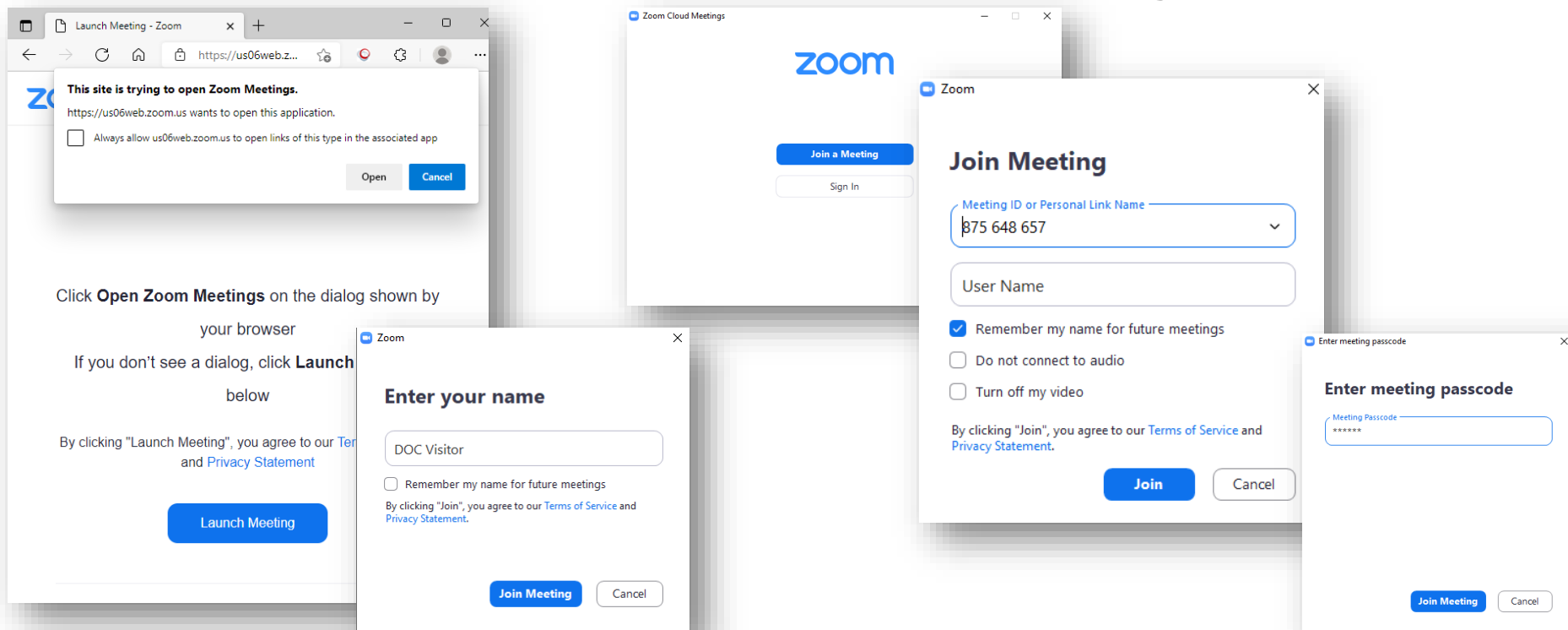
- Join by using Zoom Meeting app by entering Meeting ID and Password communicated through automated confirmation email.

Joining Visitation (Windows / MAC / Linux)

Join Using Zoom Meeting App

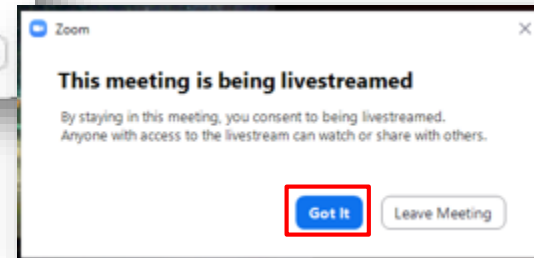
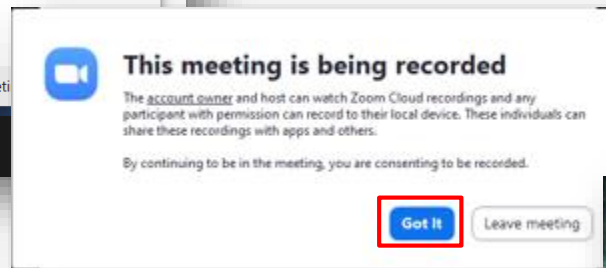
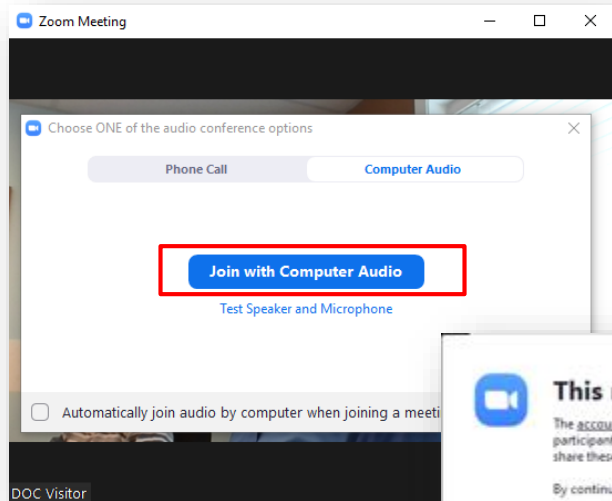
Joining Visitation (Windows / MAC / Linux)

- Joining using URL
 - Select “**Open**”
 - Zoom meeting app is launched with prepopulated Meeting ID and Password, Enter your name
 - Select “**Join Meeting**”
- Joining using Zoom App
 - Open Zoom app
 - Select “**Join a Meeting**”
 - Enter meeting id, your name and select “**Join**”
 - Enter meeting passcode and select “**Join Meeting**”



Joining Visitation (Windows / MAC / Linux)

- Accept Zoom Meeting Notifications as **Marked**



Joining Visitation (Windows / MAC / Linux)

Join Using Web Browser

Joining Visitation – Microsoft Edge

- Enter Visitation Join URL in the Microsoft Edge web browser

Click **Open Zoom Meetings** on the dialog shown by your browser
If you don't see a dialog, click **Launch Meeting** below
By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

us06web.zoom.us wants to
Use your microphone
Allow Block

Join Meeting

Your Name
User Name

Remember my name for future meetings

By clicking "Join", you agree to our [Terms of Services](#) and [Privacy Statement](#)

Join

The audio and video preferences you select here will be used for future meetings. [Get it](#)

Mute Stop Video

© 2021 Zoom Video Cor

This meeting is being recorded

The account owner can also watch this recording if it's stored in the cloud. Any participant granted permission can (1) record to their local device or (2) invite an app to record for them. These individuals can share these recordings with apps and others.

By staying in this meeting, you consent to being recorded.

Got it Leave Meeting

This meeting is being livestreamed

By staying in this meeting, you consent to being livestreamed. Anyone with access to the livestream can watch or share with others.

Got it Leave Meeting

Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#)

Joining Visitation – Google Chrome

- Enter Visitation Join URL in the Google Chrome web browser

Click **Open Zoom Meetings** on the dialog shown by your browser
If you don't see a dialog, click **Launch Meeting** below

By clicking "Launch Meeting", you agree to our [Terms of Service and Privacy Statement](#)

Launch Meeting

us06web.zoom.us/join/82442960491?wpk=wcpk570d71d0e6379c850a51fdbcd12d

us06web.zoom.us wants to

- Use your microphone
- Use your camera

Allow Block

Join Meeting

Your Name

User Name

Remember my name for future meetings

By clicking "Join", you agree to our [Terms of Services and Privacy Statement](#)

Join from Your Browser

This meeting is being recorded

The account owner can also watch this recording if it's stored in the cloud. Any participant granted permission can (1) record to their local device or (2) invite an app to record for them. These individuals can share these recordings with apps and others.

By staying in this meeting, you consent to being recorded.

Got it Leave Meeting

This meeting is being livestreamed

By staying in this meeting, you consent to being livestreamed. Anyone with access to the livestream can watch or share with others.

Got it Leave Meeting

Joining Visitation – Mozilla Firefox

- Enter Visitation Join URL in the Mozilla Firefox web browser

