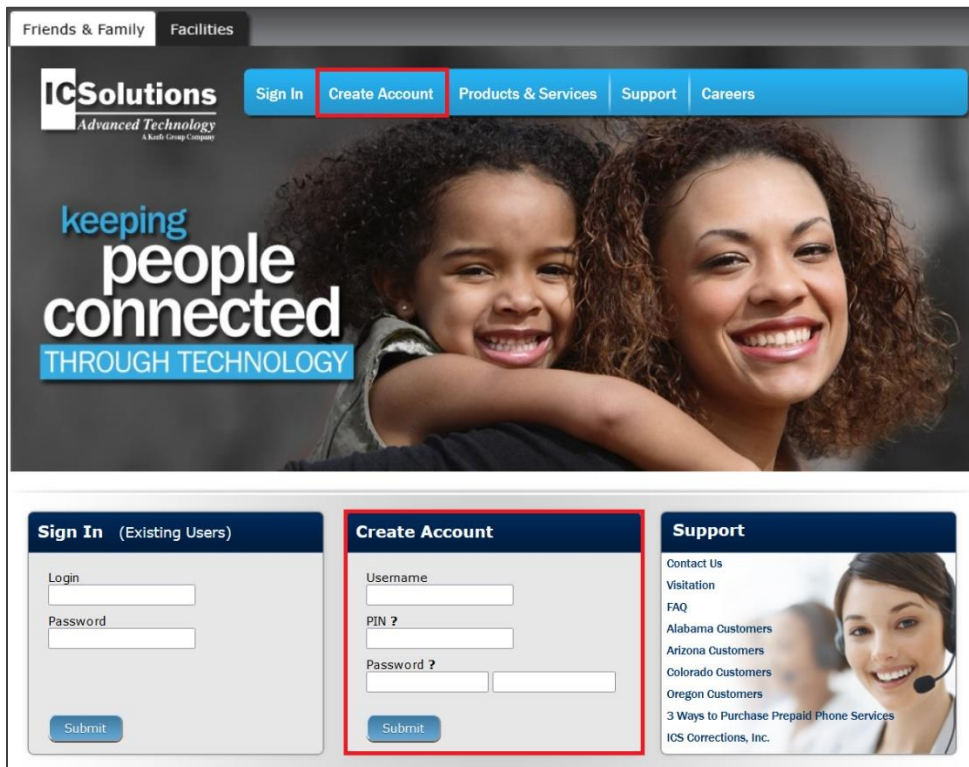


Create a new ICS Online account

If you have not already created an account with *ICS Online*, you must do so before scheduling an *In-Person* or *Video Visit*. Please refer to the following instructions for information on creating a new *ICS Online* account.

1. Go to <https://www.icsolutions.com/> from your internet browser. Click **Create Account** or enter the information in the *Create Account* section and click **Submit**.



2. You will be taken to the *Create New Account* page. Enter your desired username, 4-digit PIN, and password twice. Then click **Sign Up**.

A screenshot of the 'Create New Account' form. The form contains four input fields: 'User Name', 'PIN (4-digit number)', 'Password', and 'Confirm Password'. Red arrows point to each of these fields. Below the 'Password' field is a 'Password strength: (?)' indicator. At the bottom left, there is a 'Sign Up' button highlighted with a red box. To the right of the button is a link: 'Have a phone number you'd like to migrate?'.

Create New Account

3. Complete all the fields including your name, email address, phone number you wish to receive calls on, and the address that matches your credit/debit card or phone bill.

Create New Account

If you are going to make Prepaid Collect payment(s), you must enter the phone number that you want the inmate to call you on.

Check this box if you wish to register for visitation. The telephone number you enter will be associated with your visitation account. This number will be used to purchase charged visits.

4. Optionally, check the box if you wish to register for visitation.

Check this box if you wish to register for visitation. The telephone number you enter will be associated with your visitation account. This number will be used to purchase charged visits.

➡ ***You do not need to register for visitation to create your account.***

5. Click Sign Up.

Check this box if you wish to register for visitation. The telephone number you enter will be associated with your visitation account. This number will be used to purchase charged visits.

➡ ***For these instructions, you are only creating an account and not registering for visitation. The checkbox is not selected.***