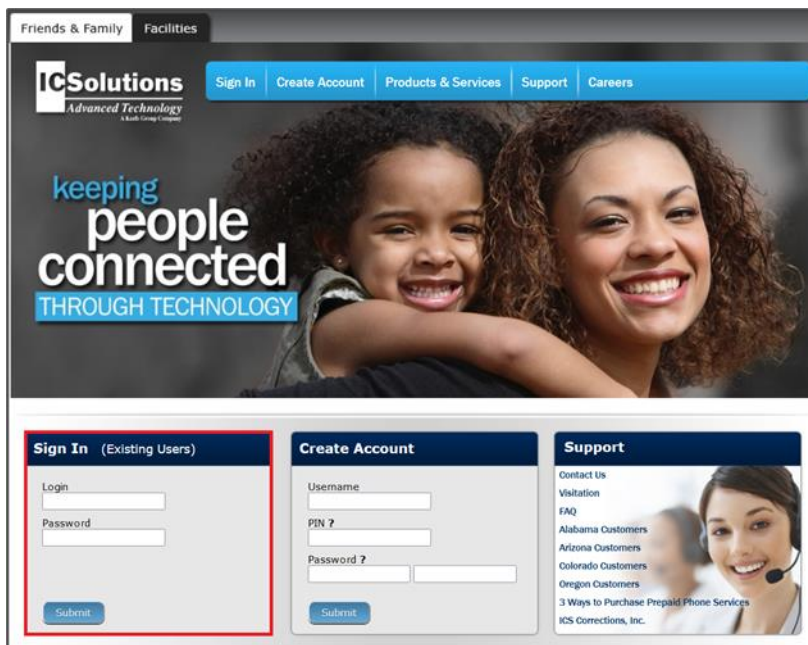


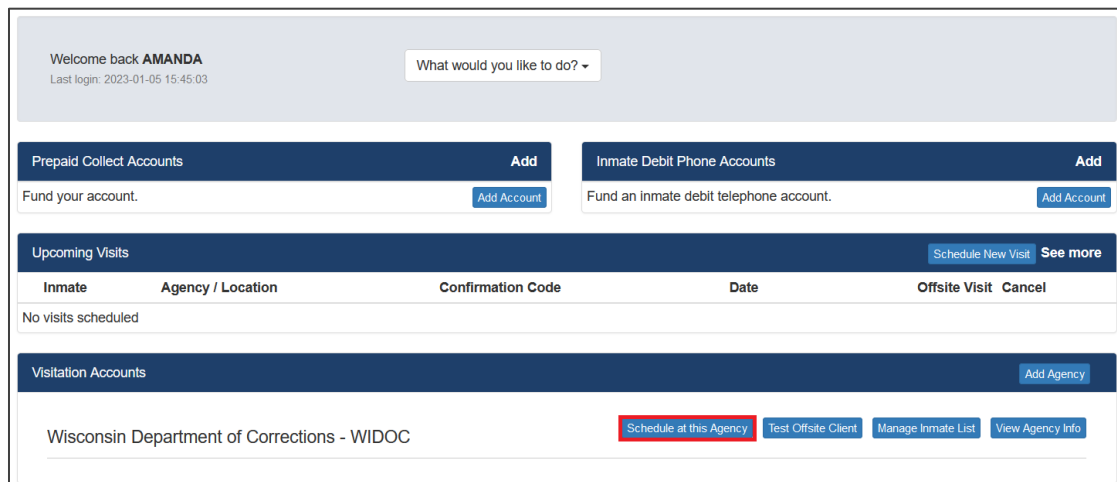
Schedule a Video Visitation

If you previously registered with ICS Online for visitation, you may schedule In-Person or Video Visitation. The following instructions provide information about scheduling a *Video Visitation*.

1. To log in to your ICS Online account, enter <https://www.icsolutions.com/> into your internet browser search bar, then click **Submit**.



2. Locate your *Visitation Account* with *Wisconsin Department of Corrections – WIDOC*. Click **Schedule at this Agency**.



3. Read the *Visitation Rules* and click **Agree**.

Schedule a visit [Close]

Agency : Wisconsin Department of Corrections - WIDOC (WIDOC) [Chevron Right]

Visitation Rules [Chevron Down]

Please read all of the rules completely prior to moving forward. Not knowing the rules will not be accepted as an excuse for not following them. Violating any rule may result in you being banned from visiting Persons in Care or criminal charges being pursued when applicable.

- All personal Offsite Video visits are subject to monitoring and recording.
- All visits must be scheduled 24 hours prior to the appointment or up to 4 weeks in advance.
- Visitors under the age of 18 must be listed as an additional visitor and accompanied and supervised by an authorized adult visitor.
- Persons in Care at MSDF are allowed (3) Offsite Video visits per day. There is no charge to the Visitor or Person in Care for Offsite Video Visits at this time.
- Offsite Video Visits can include up to 6 Visitors present during the Visit.
- To visit from home, visitors must download The Visitor™ application. Headphones are recommended for offsite visits to avoid audio feedback
- Visitors should connect a few minutes early to complete testing.
- No refund will be issued for missed or terminated visits.
- Internet connectivity issues during offsite visits will not be refunded.
- Appropriate dress is required at all times. . Nudity, Partial Nudity, Sexual Acts, Simulated Sexual Acts, or depiction thereof is prohibited
- You will not be allowed to visit under the influence of alcohol/drugs.
- Any Person in Care or Visitor whose behavior is disruptive during a visit may have their visiting privileges suspended/terminated.
- Use of cell phones or other electronic devices during visits is prohibited. No pictures or screenshots are to be taken of the video visit session
- Staff can deny, change, or cancel a visit at any time at their discretion.
- Each visitation session will show a timer to display elapsed time.
- After your visit has ended your connection will be terminated.

Clicking the "Agree" button below you are stating that you have read the above rules, or had them explained to you, and understand them.

Agree **Decline**

[Confirm]

4. Use the dropdown list to select an inmate from your approved inmate list.

Schedule a visit [Close]

Agency : Wisconsin Department of Corrections - WIDOC (WIDOC) [Chevron Right]

Visitation Rules [Chevron Right]

Inmate : ICS TEST (4278378) [Chevron Down]

Inmate Search [Red Arrow] ICS TEST (4278378) [Chevron Down]

Previous Inmate Selected

- ICS TEST (3278378)
- ICS TEST (3278377)
- ICS TEST (4278377)
- ICS TEST (3278375)
- ICS TEST (4278378)** [Red Box]

Location [Chevron Right]

[Confirm]

5. Select the Offsite Visitation option.

Schedule a visit
✕

Agency : Wisconsin Department of Corrections - WIDOC (WIDOC)
➤

Visitation Rules
➤

Inmate : ICS TEST (4278378)
➤

Location
▼

Select Location:

MSDF-Onsite Visitation
 Milwaukee Secured Detention Facility - MSDF, WI

MSDF-Offsite Visitation
 Visit on computer or mobile

The Visitor® visitation application must be installed on your computer if you wish to visit from home. If you have not downloaded the application, instructions on how to do so can be found [here](#)

Confirm

6. Select the date for your visitation session from the list of available days.

Schedule a visit
✕

Agency : Wisconsin Department of Corrections - WIDOC (WIDOC)
➤

Visitation Rules
➤

Inmate : ICS TEST (4278378)
➤

Location : Offsite
➤

Date
▼

Thursday	1/5 Unavailable	1/12 Open	1/19 Full	1/26 Full
Friday	1/6 Unavailable	1/13 Full	1/20 Full	1/27 Full
Saturday	1/7 Open	1/14 Full	1/21 Full	1/28 Full
Sunday	1/8 Open	1/15 Full	1/22 Full	1/29 Full
Monday	1/9 Open	1/16 Full	1/23 Full	1/30 Full
Tuesday	1/10 Open	1/17 Full	1/24 Full	1/31 Open
Wednesday	1/11 Open	1/18 Full	1/25 Full	2/1 Open

Time
➤

Additional Visitors
➤

Confirm
➤

Confirm

WI DOC Visitation

7. Select a time for your visitation session from the available time slots

The screenshot shows a 'Schedule a visit' form with the following fields: Agency: Wisconsin Department of Corrections - WIDOC (WIDOC), Visitation Rules, Inmate: ICS TEST (4278378), Location: Offsite, Date: Sun 1/8. The 'Time' section is expanded, showing a note: 'Please note that times displayed are in America/Chicago timezone.' Two time slots are available: '9:00 AM - 9:26 AM' and '9:30 AM - 9:56 AM'. The '9:30 AM - 9:56 AM' slot is highlighted with a red border. Below the time slots are sections for 'Additional Visitors' and 'Confirm', each with a right-pointing arrow. A 'Confirm' button is located at the bottom right of the form.

8. Click **Add** if any additional visitors will be joining your visit. Enter their name and date of birth then click **Done**.

The screenshot shows the 'Schedule a visit' form with the 'Time' field now set to '9:30 AM - 9:56 AM'. The 'Additional Visitors' section is expanded, showing the text: 'This facility allows a total of 5 additional visitors.' Below this, there are two categories: 'Registered users (up to 5)' and 'Minors aged less than 18 but more than 0 years old (up to 4)'. Each category has a red arrow pointing to a green 'Add +' button. A red 'Done' button is located at the bottom left of the 'Additional Visitors' section. Below this section is a 'Confirm' field with a right-pointing arrow and a 'Confirm' button at the bottom right of the form.

9. Confirm all the information is correct then click **Confirm** to accept.

Schedule a visit
✕

Agency : Wisconsin Department of Corrections - WIDOC (WIDOC) >

Visitation Rules >

Inmate : ICS TEST (4278378) >

Location : Offsite >

Date : Sun 1/8 >

Time : 9:30 AM -9:56 AM >

Additional Visitors >

Confirm

Agency	Wisconsin Department of Corrections - WIDOC (WIDOC)	Inmate	ICS TEST (4278378)
Location	Offsite	Date / Time	Sun 1/8 9:30 AM-9:56 AM America/Chicago
Agreed to Visitation Rules	Yes		

Confirm

10. Your visits will be displayed on your account dashboard. To connect to your visit, click **Connect**. To cancel your visit, click **Cancel**.

Welcome back **AMANDA** What would you like to do? ▾
Last login: 2023-01-05 15:21:51

Prepaid Collect Accounts Add
Fund your account. Add Account

Inmate Debit Phone Accounts Add
Fund an inmate debit telephone account. Add Account

Upcoming Visits
Schedule New Visit
See more

Inmate	Agency / Location	Confirmation Code	Date	Offsite Visit	Cancel
ICS TEST	Wisconsin Department of Corrections - WIDOC / MSDF-Offsite Visitation	112345678911234	1/8/23 9:30 AM – 9:56 AM	➔	Connect Cancel

Visitation Accounts
Add Agency

Wisconsin Department of Corrections - WIDOC

Schedule at this Agency
Test Offsite Client
Manage Inmate List
View Agency Info