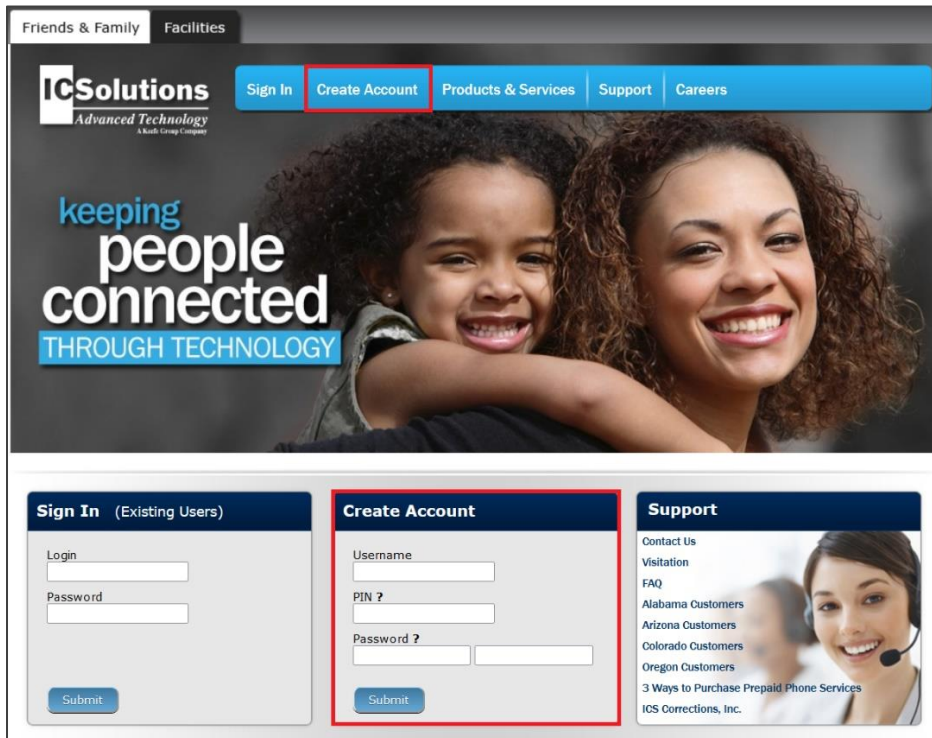


Create a new ICS Online account and register for visitation

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 and registering for visitation.

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 has 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 is a 'Sign Up' button, and at the bottom right is a link that says 'Have a phone number you'd like to migrate?'.

Create and Register 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. Check the box 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.

➡ ***This will automatically take you through visitation registration after creating 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.

Create and Register Account

- Start typing the facility name and select the facility name from the dropdown list.

The screenshot shows a window titled "Register For Visitation". Inside, there is a field labeled "Select an Agency" with a red arrow pointing to it. The dropdown menu is open, showing "New Jersey" as the selected option. Below the dropdown, a list of options is visible, with "New Jersey - Gotham County Jail" highlighted in blue.

- When registering, all the required fields must be completed. The visitor must define the inmate who they want to visit and must also define the relationship. Visitors will only be able to visit with an inmate who is on your approved inmate list.

The screenshot shows the "Register For Visitation" form with the following fields filled out:

- Select an Agency: New Jersey - Gotham County Jail
- Select an Inmate: HARVEY DENT (7702)
- Your relationship with inmate: Friend
- Ethnicity: Caucasian
- ID Type: Drivers License
- ID Number: 00000000
- ID State: New Jersey
- ID Expiration Date: 02/19/2041

 At the bottom right, there are two buttons: "Register" (highlighted with a red box) and "Cancel".

🔑 Steps 8 and 9 shown below apply only if you are registering for a privileged relationship.

- If you register for a **privileged** relationship, your facility may require your relationship to be approved. Please check the applicable rules for the facility with whom you will be conducting visits.

🔄 Any request for a privileged relationship will set to a pending status and you will be unable to schedule and conduct video visitation until the relationship has been approved by the facility's Video Administrator.

- After a **privileged** relationship has been approved, you can schedule and conduct visitation sessions with inmates. The approval process ensures these visits will not be recorded.