Visit Now and Video Scheduling for Friends and Family

Using the Visit Now Feature

The Visit Now feature allows inmates and their loved ones to visit without the hassle of scheduling a video visit. This is especially useful for remote visits. Visit Now enables a loved one to trigger an

immediate visit with an inmate with a click of a button from their smartphone. Inmates can also make outgoing visits.

Note: Visitor initiated (incoming) visits can be completed by the visitor on either a computer or a smartphone. At this time, inmate initiated (outgoing) visits can only be completed on a visitor's smartphone.

Visitors must first download the GTL Friends and Family Visit Now app (FnF Go app) to their phone or go to gettingout.com on any modern browser before they can schedule a Visit Now visit.
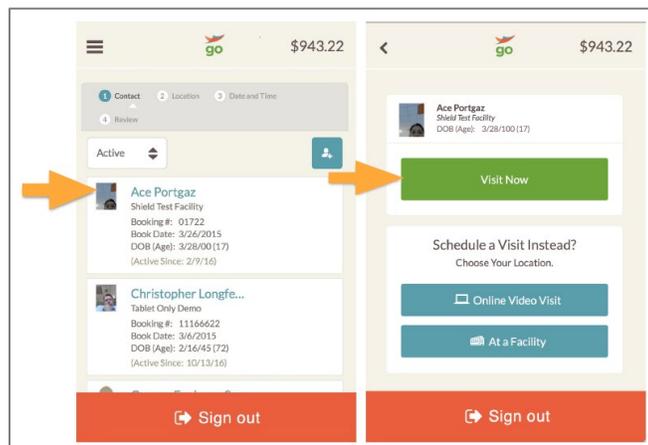
1) Visitors log in with their verified email.

Note: The visitor can only have a **Visit Now** visit for accepted inmate contacts, and **only** if there are available tablets for video visit (tablets that are

designated as video visit tablets and are not in use).

The Visit Now button rings all available video visit tablets in the housing unit of that specific inmate.

The inmate can use any available tablet and the visit starts once the inmate enters his/her PIN.

2) Visitors search for the inmate by clicking Contact and searching for them.

3) The visitor clicks **Visit Now**.
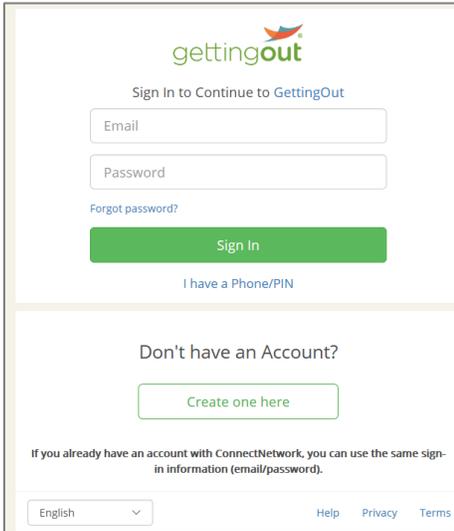

4) The inmate starts the visit by entering their PIN.

Note: The inmate must be a verified contact of the visitor. The video visit starts when the inmate PINs into an available tablet in his/her housing unit.
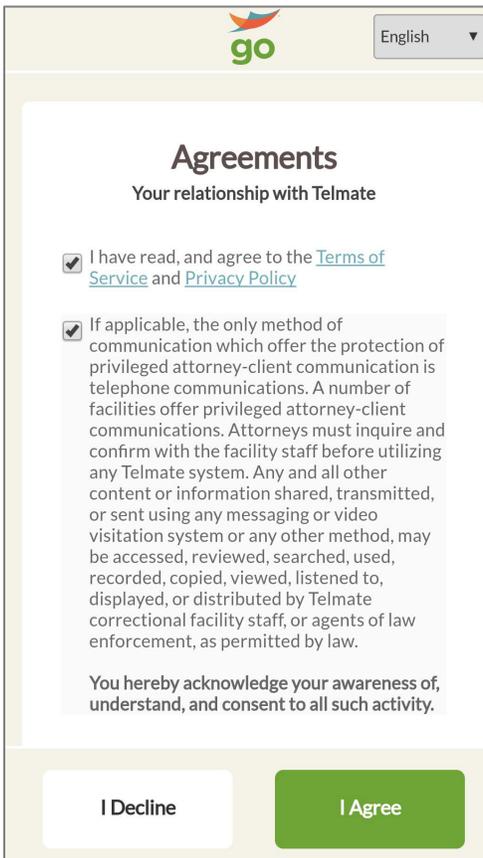
Visitor Schedules a Video Visit – Smartphone

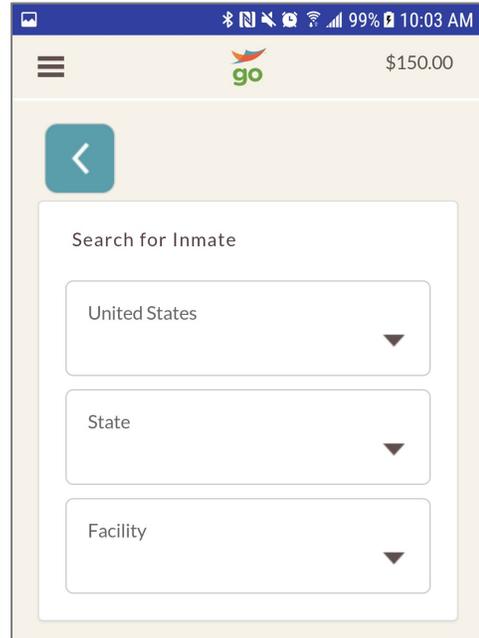A visitor uses these steps to schedule a video visit with an inmate using their phone.

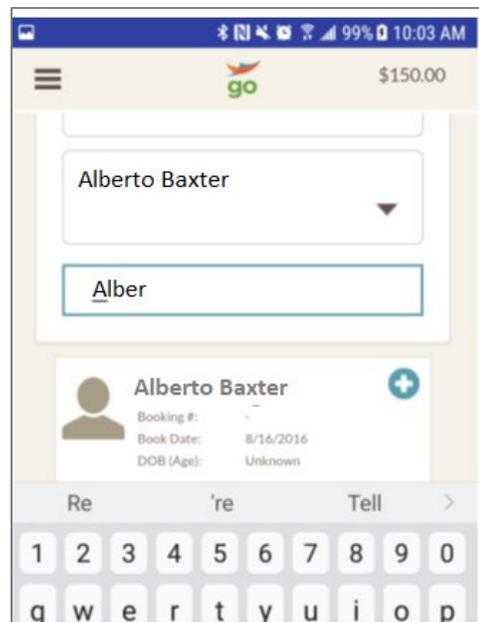1) Visitors log in to GettingOut.com (go) or Go Visits app and sign in using their **email address and password**.

2) Visitor agrees to the Terms of Service and selects **I Agree**.

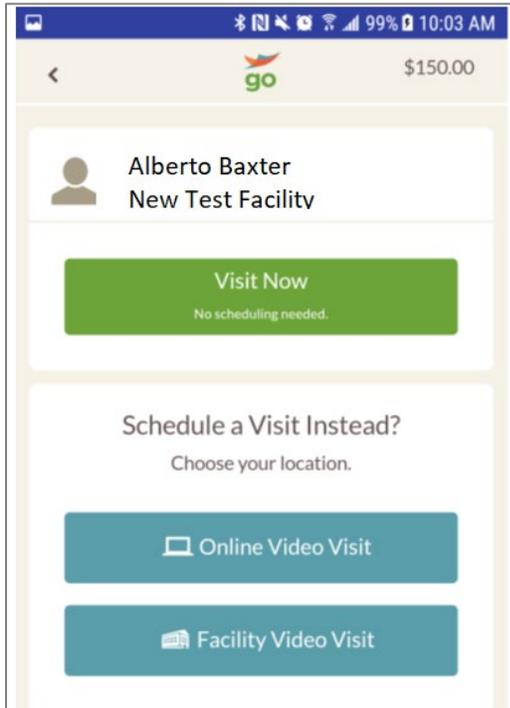3) Visitors search for inmates by entering the country, state, and facility where the inmate resides.

4) Visitor enters the inmate's name into the search window. In this case, the visitor is searching for Alberto Baxter. When the correct inmate shows up, the visitor selects the inmate.
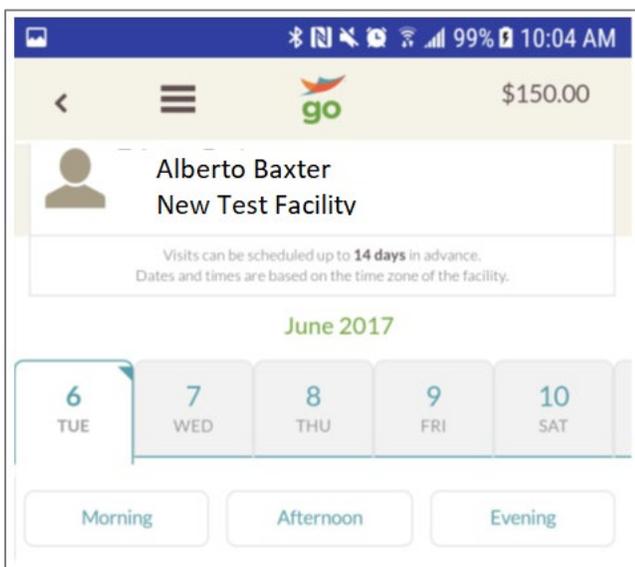
The Visit page displays. The visitor can schedule a visit from this screen by selecting Online Video Visit or Facility Video Visit.
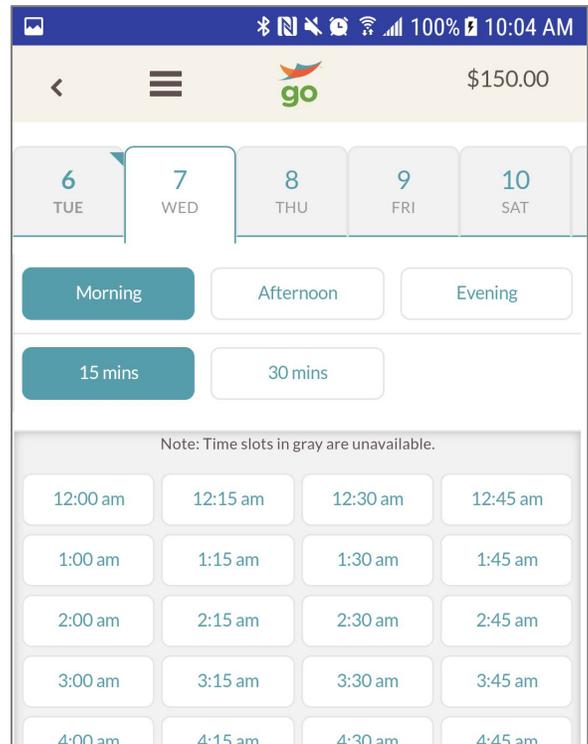
- In this case, the visitor selects **Online Video Visit**.

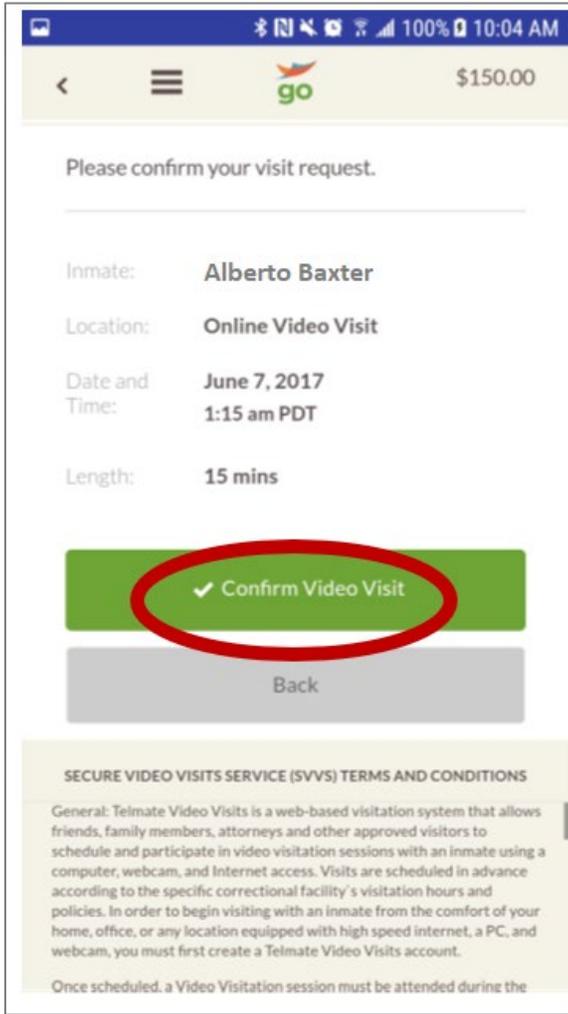5) Visitors select the date for the video visit. In this case, June 7.

6) Visitors select the time of day and the length of the visit. In this case, **Morning**, and **15 minutes**.

7) The available time slots for a video visit display. The visitor selects the timer of the video visit. In this case, the visitor selects **1:15 am**.
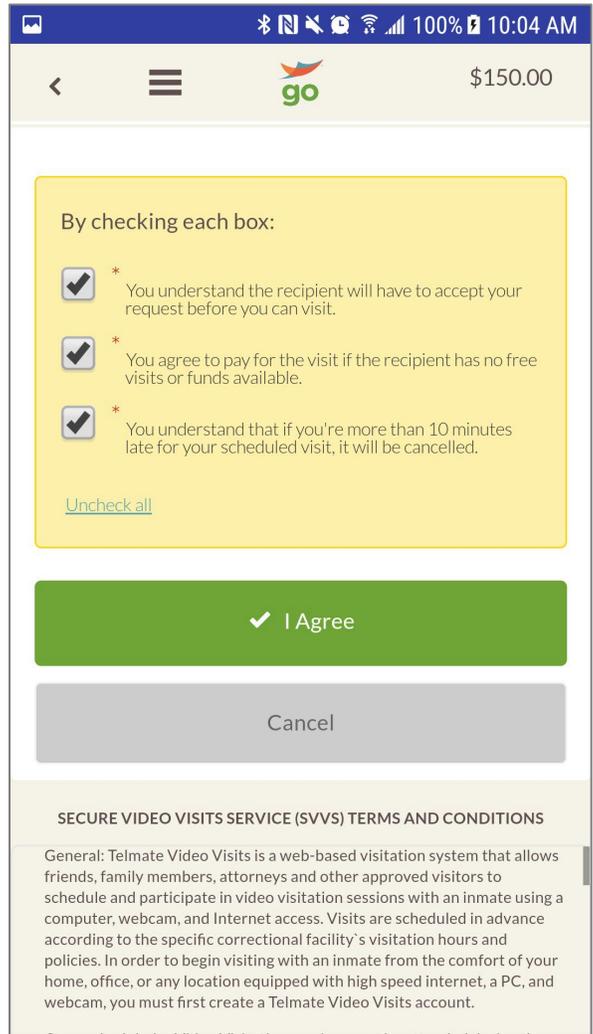
8) GTL go displays a visit request confirmation screen. Visitors confirm by selecting **Confirm Video Visit**.
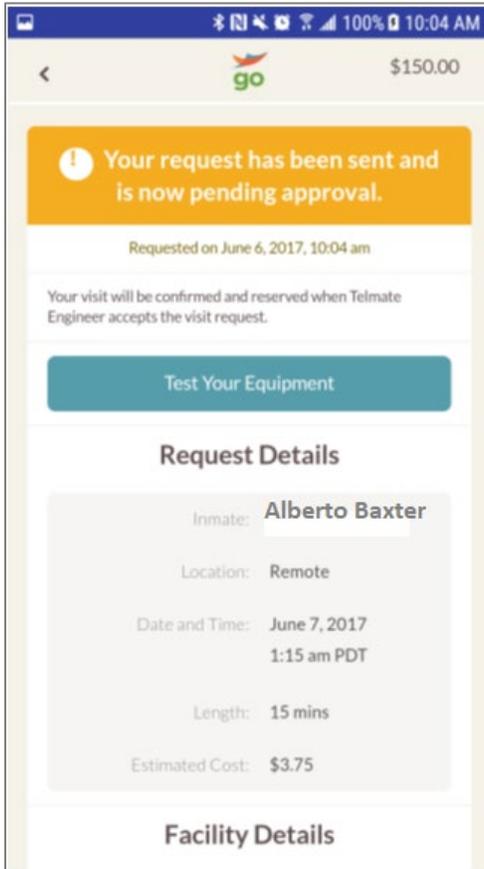

9) Visitors must agree to the Terms and Conditions of using the ViaPath system for video visits by reading and selecting the three boxes displayed. Only when the boxes are checked will the I Agree button become available.
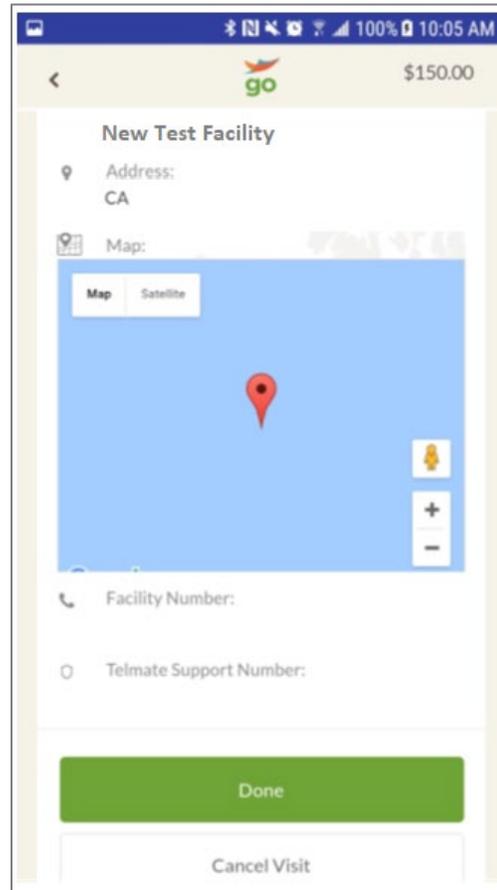
10) Visitor selects **I Agree**.

11) Visit requests are sent to the inmate for their acceptance. The details of the visit request are shown.

12) Visitors can test their phone to see if it will work for a video visit. When the visitor is done testing their equipment, the visitor selects Continue. A map of the facility location and the facility phone number display. Visitors select **Done** when they confirm the information is correct.

13) The pending video visit is displayed on the visitor phone. When the inmate logs into a tablet, the pending visit will show up on their screen as well.