

## Requirements to Schedule a Visit

### Requirements:

- Valid photo ID is required for all visitors at check-in.
- For online visitation, an internet enabled device with a camera, speakers and microphone (or headset) is required, as well as a debit or credit card.
- If you are a professional visitor, please contact the correctional facility directly to determine the process for obtaining "Professional Visitor" status. You can continue with the registration as a personal visitor in the meantime and once you obtain "Professional Visitor" status, you will see the label "Professional" next to your name on the homepage. In addition, your professional visits will not be monitored or recorded **after** your status has been granted.

## Video Visitation Details & Schedule

### Registration & Scheduling Website:

<https://alamedaca.gtlvisitme.com>

### Visitation Hours\*:

**In-Person:** Wednesday - Sunday

**Onsite Video & Internet Visitation:**  
Monday - Sunday

8:00 a.m. - 11:00 a.m.

12:00 p.m. - 3:00 p.m.

6:00 p.m. - 9:00 p.m.

*\*Set hours by housing unit*

### Cost for Onsite Video & Internet Visitation\*:

**Video: 25 minutes \$6.25**

### Visit Scheduling:

All visits must be scheduled at least 1 days in advance, but not more than 3 days in advance.

### Check-in:

All visitors must be signed in 30 minutes prior to the scheduled visit start time.

### Cancellation Policy:

All visits must be canceled 48 hours in advance to receive a full refund. Cancellations between 24 and 48 hours in advance will receive a 50% refund. Cancellations less than 24 hours before the scheduled visit will not be refunded.

\*Prices and times subject to change. Current times and prices will be shown during the scheduling process online.

### HAVE QUESTIONS?

For more information about this program, call the video visitation information line:



**855-208-7349**



## Video Visitation Scheduling & Registration

Visitors can now register for and schedule video visits with inmates of this facility. Please review this brochure before registering for, or scheduling an inmate video visit.

**VISITATION SCHEDULE, DETAILS AND LOCATIONS** are listed on the back of this brochure.

Please be sure to note your visitor information below.

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Visitor ID:

Password:

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## GTL VIDEO VISITATION SCHEDULING & REGISTRATION

### Register

Visitors can now register for, schedule and conduct inmate visitations online.

If your site has pre-registration requirements, they will appear on the back of this brochure and must be followed to receive an active account. Please review the back of this brochure for any special instructions before proceeding with account creation.

To register for an account, go to the visitation website and click "Register Today." Fill in the required information including a valid email address. If you do not have an email address, there are many webmail providers who offer free email accounts. An email account is required for video visitation account creation and for using the online registration tool.

Once you have registered on the video visitation website, check your email inbox for an email to finalize your registration. If you do not receive an email, check your spam/junk folder. If you still don't see an email from the system, call 855-208-7349.

Next, log in using the temporary password provided in the email. You will be prompted to change your password. Be sure to pick a password you can remember, or note it in a secure location.

### Schedule a Visit

Video visits must be scheduled in advance. Please see the back of this brochure for specific details.

To schedule an inmate video visit, log in with the email address you used for registration and the new password you created after logging in with your temporary password. Click "Visitation" in the main menu, add any additional visitors that will attend the video visit and select the inmate you'd like to visit. If your site offers internet visits (see the back of this brochure) **before** scheduling an internet visit, use the **INTERNET VISIT TESTER** to ensure that your system is compatible.

Next, enter your preferred date, time and location and click "Search." Click "Select" next to the desired video visitation time. NOTE: all visits are listed in the time zone of the facility of the internet visit.

If you select a paid visit, enter your billing information. All major credit cards, check cards and Visa® Gift Cards are accepted. On the next page, you can review selections and make changes. At the bottom of the page, indicate that you have reviewed the policies. Verify all the information on the page, and click "Confirm." The status of the video visit should now be "Confirmed." Upcoming video visits are shown on the Home page. Click a visit to review its details.

### Check In & Visit

Visitors must log in to the website before your visit is scheduled to begin. See the back of this brochure for the exact details on how many minutes in advance you must be checked in. Your upcoming visit will be highlighted in red when you log in. Click the play button on the right side of the red bar. Follow the instructions that appear on your screen. After completing the tester, click "Start Visit," then "Allow." Your visit will begin at the scheduled time.

### Cancellation

To cancel a visit, click "Cancel Visit" on the summary page in your account, or click the "X" next to the visit on the home page. You will then be asked to confirm your cancellation. All video visits must be canceled prior to the start of the visit or you will be expected to show and deemed a no-show if you fail to attend. See the back of this brochure for information regarding cancellations and refunds.

**Full refunds** will be issued for visits canceled by the facility (except if due to policy violations).

### Visit History

To view information about past visits, click the "View Visit History" link under the "My Account" tab.

All visits are scheduled by the visitor by going to [www.gtlvisitme.com](http://www.gtlvisitme.com) or by downloading GTL's Android Apps in the Google Play Store by searching "GTL Inmate Visits." Be sure the visitor downloads BOTH Apps!



Schedule Visits



Sign in to schedule and manage upcoming visits with your inmate. Inmate visitation scheduling allows you to skip the long lines by reserving your visitation time. You can select the date, time and location that is most convenient for you. Best of all, visits are confirmed instantly!

**REGISTER TODAY**



VISITATION MY ACCOUNT CONTACT

Date/Time: [input field]

Select your visit date, time and location preferences in the fields below and click Search to see a list of available visit times for the selected inmate.

Criteria: [input field] [Internet Visit Requirements](#)

Name: Johnny Johnson

Date: 08/03/2013

Location: [input field] No Preference

Time of Day: [input field] No Preference for Time

Previous Search