PA DOC Inmate Visitation

Visitor Guide
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1 INMATE VISITATION POLICY GUIDE

**Please take the time to read this entire guide as you will find the answers to your questions**

**Video Visitation Overview**

- Beginning on **August 19, 2020**, visitors must begin using the PA DOC inmate visitation system (https://inmatevisitation.cor.pa.gov) to schedule visits for **September 1, 2020** and after.
- **Beginning September 1, 2020**, connecting to video visits will be through a different platform (no longer ZOOM).
- Video visitation is a free service being offered to inmates. The frequency of the visits will be based on available timeslots and an inmate’s housing status (see visit limits and length of visits section below).
- The visiting rules for video visitation are generally the same as those for visiting in the facility. Visitors who have been restricted from visiting any institution may not participate in this program. If any inappropriate conduct occurs on the behalf of the inmate or the visitor, the visit will be terminated.

**Scheduling a Video Visit**

- All visitors must be on the authorized visitor list and a DC-313 must be present for any children participating.
  - A minor may only participate in a video visit if accompanied by a parent/guardian.
- A visitor shall register on the PA DOC inmate visitation system at https://inmatevisitation.cor.pa.gov.
- A visitor must create a user account with a valid name, DOB and address. This information will be used to validate that you are on the authorized visitor list. If this information does not match, it may cause a delay in scheduling a visit.
  - A minor should not create a registered account. Rather, a minor should be added under the parent/guardian’s account.
  - All visitors over the age of 18 must create an account. This includes a minor that was previously linked to an account who has since turned 18 years of age.
- It is also imperative that a valid email address is provided, as this is how you will receive the visit link, and any updates regarding your account/visits (i.e. if a visit is canceled).
- In order to add an inmate to your account that you wish to visit, you must be on the inmate’s authorized visitors list. There are no exceptions to this.
  - Note: If you are not on an inmate’s visitors list, you should contact the inmate directly to have them submit the appropriate paperwork for you to be added to their visitors list. You should not contact the SCI where the inmate is housed if
you are not on the authorized visitors list, as the required process will not be circumvented.

- Once you select an inmate that you wish to visit, you must select a date that you wish to visit. If no timeslots generate, then no slots are available on that date and you should try another date. Reasons that no timeslots may generate:
  o The inmate you are requesting to visit has already exceed their quota for that day/week/month.
  o The inmate’s assigned housing unit does not have visiting hours available on the date you selected (see visit limits and length of visits section below).
  o All available timeslots are reserved by other visitors.
- Visits must be scheduled at least 3 days in advance but cannot be scheduled more than 60 days in advance.
- Up to 6 authorized visitors may participate in a video visit. Similar to in-person visits, an inmate may reject to participate in a video visit.

Canceling a Video Visit

- A visitor shall cancel a visit as far in advance as possible, but at a minimum of 3 days in advance.
- If the facility needs to cancel your visit, you will receive an automatic email notification that the visit is canceled. You should not call the facility when a visit is canceled, as sometimes operations simply require that visits be canceled. Other reasons your visit may be canceled, is that the inmate does not want to accept the visit, the inmate’s housing status has changed, the inmate was transferred etc. Please use the inmate/parolee locator on the PA DOC’s website for your loved one’s location.

Connecting to a Video Visit

- In order to participate in video visitation, the visitor must have internet access. The device being used to connect to the visit must have audio and video capabilities for the full benefits of the video visit.
  o You may connect to a video visit from a smart phone.
  o If your device (i.e. laptop) has a microphone but no camera, then you will be able to see the inmate and speak to them but they will not see you.
  o If your device (i.e. laptop) does not have a microphone but has a camera, then the inmate will be able to see you and you will be able to hear them; however, they will not be able to hear you.
- Join the visit no more than 3 to 5 minutes before your scheduled visit. Also, please hang up as soon as your visit is concluded. There are visits scheduled before and after yours.
- The visitor may connect to a visit by:
  o Logging into their PA DOC inmate visitation account (https://inmatevisitation.cor.pa.gov) and selecting connect.
- Clicking on the URL link that was emailed to you.
- Both of the above options will direct you to the PA DOC Video Conferencing website (https://meetme.cor.pa.gov) where you will enter select to join the visit as a **GUEST (not registered user)**. The meeting ID will automatically populate but you must enter your name and email address.
- For convenience, you may select “remember me” to expedite connection in the future.

### Video Visit Limits and Length of Visits

- Video visits will be scheduled during normal visiting hours/days of the respective facility. Beginning **September 1, 2020**, available video visitation timeslots will be based on an inmate’s assigned housing unit. Each housing unit is only afforded video visits during designated times for their respective zone. This means that each housing unit will not have timeslots available every day of the week (i.e. D-unit may only be afforded visits on Tuesdays, Thursdays and Sundays).
- A video visit will be **45 minutes** in length.
- The frequency of the visits will be based on available timeslots and an inmate’s housing status.
  - An inmate in general population may receive **1 video visit per week** (Monday through Friday) and **1 weekend** (Saturday and Sunday) visit per month, for a total maximum of 5 video visits per month.
  - An inmate in the Restricted Housing Unit under Disciplinary Custody may receive **1 visit per month**.
  - An inmate in the Restricted Housing Unit under Administrative Custody may receive **1 visit per week**.
  - Other housing statuses may also affect an inmate’s visits (i.e. medical status, cell restriction etc.)

- Note: these video visit quotas are only while in-person visits are suspended. It is likely that these quotas will change once in-person visits are reinstated; however, these combined quotas have not been determined at this time, as in-person visits remain suspended indefinitely. Please know that video visits will remain a visiting option, even when in-person visits are reinstated.

### Visitor Attire

- Visitors are expected to dress appropriately and avoid clothing that is revealing or provocative in accordance with the DC-ADM 812. Visitors shall not wear a bathing suit, an extremely short skirt/dress, shorts, a halter-top, or clothing made of see-through material. Failure to follow these requirements may result in the termination of the visit and/or loss of visitation privileges.
Visitor Conduct/Security

- **Video visits are audio/video recorded, and are subject to review.**
- The Department expects the inmate and his/her visitors to demonstrate proper conduct during a visit. Conduct that is offensive or insulting will not be tolerated. Unacceptable conduct during a visit will be cause for termination of the visit. Unacceptable conduct by the inmate could result in a misconduct being issued and his/her prohibition from future visits.
- Unacceptable conduct by a visitor could result in that visitor’s visiting privileges being suspended. Reports of unacceptable conduct by a visitor shall be reported to the Facility Manager of the inmate’s facility. The Facility Manager shall decide what restrictions, if any, shall be imposed. If a visitor’s visiting privileges are restricted, he/she will be so informed, in writing by the Facility Manager.
- Officers will be monitoring all visits and are permitted to end the visit if visitation rules are violated.

Subsequent sections of this document explain how to use the Inmate Visitation System.
2 INMATE VISITATION SYSTEM

Sign-In and Registration

- Click the below URL to access the Pennsylvania Department of Corrections (PA DOC) Inmate Visitation System.

  https://inmatevisitation.cor.pa.gov/

- Any visitor having a Keystone Account may enter the login details and click “Sign In”.
- Any visitor who does not have a Keystone Account, must click “Register A Keystone Account”.

Please note that this will take you to the Keystone website. Visitors must create a Keystone Account and come back to this site to continue the registration process with PA DOC Inmate Visitation System. The keystone registration is a one-time requirement.

What is Keystone Login?
Keystone Login is an account management system for Commonwealth online services. You can use your Keystone Login username and password to log into any online service that participates in Keystone Login.
First Time User – Keystone Registration

Visitors who do not have a Keystone Account must register with a PA Keystone Login. Visitors shall complete the registration based on the instructions of the Keystone Website.

![Keystone Registration Form](image)

**Figure 2: Keystone Registration Form**
Current Keystone Account Holder

A visitor with an existing Keystone Account can log into PA DOC Inmate Visitation System using their Keystone User Name and Password.

(User Information available with your keystone account will be pre-populated in the PA DOC Inmate Visitation System)

New to PA DOC Inmate Visitation System

A new user of PA DOC Inmate Visitation System is required to provide the following information before being registered to schedule a visitation.

➢ Email Address. Please note that a valid email address must be provided for all the communication related to the visitation and other functions that can be performed on this website.
➢ Click “Next” after you have entered a valid email address.

➢ Personal Information. To register within the PA DOC Inmate Visitation System as a visitor, users age must be 18 years or older.
- Users first name, last name and date of birth will be verified while accepting or rejecting the user’s registration as a visitor.
- Click “Next” to continue.

![Figure 5: Visitation Registration - Personal Info Form](image)

- **Contact Information.** Complete all the fields required in the contact information form.
- Click “Next” to continue.

![Figure 6: Visitation Registration - Contact Info Form](image)
- **Inmate Information.** It is required to add inmate information to be registered as a visitor.

- **Inmate Search.** Visitors can search for an inmate using the search feature available on the screen (by Inmate Number or Inmate First Name and Last Name). *At least two characters are required for First and Last name to search for an Inmate by name.*

![Image of Inmate Registration Screen]

*Figure 7: Visitation Registration - Inmate Information*

Your search may result in multiple inmates based on your input. Please verify the inmate details before adding it to your inmate list.
Visitors have the **Remove** option to remove the inmate from their inmate list.

➢ **Click “Next” to continue.**
User Summary. Review all the details before clicking “Register”. You may click “Back” to go to particular section of the registration form and make the necessary changes. All information provided must be accurate as this information will be used to validate that you are on the authorized visitor list. If this information does not match, it may cause a delay in scheduling a visit.

![Visitation Scheduler System](image)

Figure 10: Visitation Registration - User Summary

Complete the Registration. After verifying the details, click “Register”. Upon successful registration you will receive a confirmation message and an automatic email confirmation. These emails are automatically generated so please do not respond to the email.
Registration with the PA DOC Inmate Visitation System is now complete. Click “Return to Sign In” to login in to the application.
3 VISITATIONS

The following services are offered by the PA DOC Inmate Visitation System:

- Schedule a New Visit
- Change/Cancel a Visit
- Upcoming Visitations
- Completed/Cancelled Visitation
- Visit History
- Manage Inmates
- Manage Visitor Group
- Account Services

Schedule a New Visit

Visitation Instructions

- All visitors must be on the authorized visitor list and a DC-313 must be present for any children participating.
- A minor should not create a registered account. Rather, a minor should be added under the parent/guardian’s account.
- A minor may only participate in a video visit if accompanied by a parent/guardian.
- All visitors over the age of 18 must create an account. This includes a minor that was previously linked to an account who has since turned 18 years of age.
- Visits must be scheduled at least 3 days in advance but cannot be scheduled more than 60 days in advance.
- Up to 6 authorized visitors may participate in a video visit. Similar to in-person visits, an inmate may reject to participate in a video visit.

Please make sure that you have read all the instruction before scheduling a video visitation.

- **Visitation Type and Inmate Selection.** Select the Visitation Type from the “Visitation Type” list. User can schedule a visitation with an approved inmate only.
- Click “Select” from the “My Inmate” list to continue with the scheduling.

![Schedule Visitation](image)

*Figure 13: New Visitation - Visitation Type and Inmate Selection*

- **Other Visitors Selection.** User can add an Adult Visitor/Minor Visitor (if any) for the visitation if they are also on that inmate’s authorized visitors list.
- Click “Next” to continue with scheduling.
Visitation Summary and Visitation Date. Visitation Summary will display the overview of the Visitation. Make sure that all the provided information is appropriate. You may click the “Back” button to go the specific section and make the necessary change if required.
Visitation Date and Time Slots

- Visits must be scheduled at least 3 days in advance but cannot be scheduled more than 60 days in advance.
- If no timeslots generate, then no slots are available on that date and you should try another date.
  Reasons that no timeslots may generate:
  - The inmate you are requesting to visit has already exceeded their quota for that day/week/month.
  - The inmate’s assigned housing unit does not have visiting hours available on the date you selected (see visit limits and length of visits section below).
  - All available timeslots are reserved by other visitors.

- **Visitation Date.** Select the date of the visitation and click “Get Available Time Slots”.
- For the selected date if the time slots are available, you will be notified by a message with the number of available slots. User can select the time slot using “Visitation Timeslot” list. You must select this field in order for the dropdown to appear.

If the time slots are not available for the selected date, please change the requested visitation date.

Once you select the **Visitation Timeslot**, click “Confirm & Schedule” to complete the visitation scheduling.

Once the visitation is created successfully, you will receive a confirmation message and email.
Visitation has been scheduled successfully and an email notification has been sent to all the participants selected for this Visitation.

Figure 17: New Visitation - Confirmation

- All the instructions related to the visitation will be contained in the email. You will also see the confirmed visitation details in the upcoming visits list section of the visitation system.

Figure 18: Visitation - Upcoming Visits

**Change/Cancel a Visit**

- Click “Change/Cancel a Visit” to display all your upcoming visitations. This option only exists if you are the visit host.

Figure 19: Visitation - Change/Cancel
- **Cancel Visitation.** Click “Cancel” option, verify the visitation details displayed in the confirmation message and click “Confirm & Cancel Visit”.

- An email notification will be sent to all the visitation participants after the cancellation is confirmed.

![Visitation - Cancel Confirmation](image)

- **Change Visitation.** Click “Change” visitation option from the Upcoming Visits list.

![Visitation – Change/Cancel](image)

- After clicking the “Change” option, the visitation summary will be displayed as shown below. You may add or remove participants to and from the visitation. An email notification will be sent to any other participants after the changes are confirmed.

- User can also cancel the visitation by clicking the “Cancel Visit” option.
Upcoming Visits

- All the upcoming scheduled visitations are shown here. You may also join a video visit by clicking “Video Call URL”.

Completed/Cancelled Visits

- Recently completed/cancelled visitations are shown here. Cancel Reason will be mentioned only for the cancelled visitations.
Visit History

- All completed/cancelled visitations are shown here. You can see visit history data for the past 360 days.

Manage Inmates

For a quick reference, all approved and submitted inmates are displayed in the “My Inmates” section.
 Click “Mange Inmates”, to display your inmate list and the status of the request.

![Manage Inmates](image)

 Remove an Inmate. Click “Remove” option from the My Inmates list, to remove an inmate. Please note that removing the inmate from the list also removes any scheduled visits and any minor visitor associated with this inmate.

 Add an Inmate. You can search for an inmate using the search feature available on the screen (by Inmate Number or Inmate First Name and Last Name). At least two characters are required for First and Last name to search for an Inmate by name.

Your search may result in multiple inmates based on your input. Please verify the Inmate details before adding it to your Inmate list. Click “Add” to submit the request. You will receive a confirmation message and email notification. Newly added inmates along with the request status will be shown in “My Inmates” list.
My Visitor Group

For a quick reference, all approved adult and minor visitors are displayed in the “My Visitor Group” section.

➢ Click “Manage Visitor Group”. Below is the list of services offered in Manage Visitor Group screen
  ➢ Add Registered Visitor
  ➢ Remove Registered Visitor
  ➢ Approve/Reject Other Visitor Request
  ➢ Add/Edit Minor Visitor
  ➢ Remove the Request Sent to Other Visitor
Add Registered Visitor. Click “Add Registered Visitor”, enter the visitors valid email address that you wish to add and submit the request by using “Make a Request” option. For privacy reasons we do not allow searching of other visitors in the system. After submission the visitor matching the entered email address will be notified that you wish to add them to your Visitor list. If you enter an invalid email address, the visitor you are requesting to add will not receive your request.
Remove Registered Visitor. You can remove an adult visitor from “My Visitor Group – Adult Visitors” using Remove option.

Approve/Reject other visitor request. All requests sent by other visitors are listed here. You have the option to approve or reject the request. An email notification will be sent to the other visitor upon you accepting/rejecting the request.

Add Minor Visitor. Click “Add New Minor Visitor”. You can add a minor visitor for an inmate. Select the inmate from your inmate list. Contact Information and Phone number will pre-populated but you may change this information. Click “Register Minor”, to send the request
to the PA DOC for the approval. You will receive an email notification after the request is reviewed by the PA DOC.

Figure 32: Manage Visitor Group - Add New Minor Visitor

- **Edit Minor Visitor.** Click “Edit” option from the Minor Visitor List.

Figure 33: Manage Visitor Group - Minor visitor list

- Update the Minor Information and click “Update Minor” option.
Figure 34: Manage Visitor Group - Edit Minor visitor

- **Remove the request sent to other visitor.** Click “Remove Request” option from the sent request section shown below.
**Account Services**

The Account Services sections has quick navigation links for the services that are listed below

- Change Password
- Change Email
- Change Contact

- **Change Password.** Click “Change Password” and you will see the user to below screen.

![Change Password](image)

*Figure 7: Visitation - Change Password*

- Please note that clicking the “Change Password” option will redirect the user to the PA Keystone website for sign-in.
- Follow the Instructions on the PA Keystone website to change your password. After changing your password, come back to the PA DOC Inmate Visitation System and sign-in using the new password.

- **Change Email.** Click “Change Email” will take you to below screen.

![Change Email](image)

*Figure 37: Visitation – Change Email*
- Enter “New Email” and “Confirmation Email” addresses, and click “Update Email Address”. Your email address must be valid, as it will be used for all the communication related to the visitation and other functions that can be performed on this website. An email notification will be sent to your old email address as well as to new email address.

- **Change Contact.** You can update your personal/contact information by selecting the “Change Contact Information” option. An email notification will be sent after the changes are made.

![Change Contact Information](image)

**Figure 38: Visitation – Change Contact Information**