PA DOC Inmate Visitation

Visitor Guide
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1  RELEASE NOTES

The following section highlights new features, changes, fixes and discontinued features of PA DOC Inmate Visitation System.

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**INMATE VISITATION GUIDE**

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

### Personal Visitation Overview

- Please visit the Department’s website for the most up to date information regarding inmate visitation (https://www.cor.pa.gov).
- Video visits continue to be offered to visitors free of charge.
- **All contact and video visits must be scheduled in advance.** Visitors must use the PA DOC inmate visitation system (https://inmatevisitation.cor.pa.gov) to schedule visits.
- Each visitor should only have one account. Only one account may be linked to each authorized visitor and creating multiple accounts will impact your approval and scheduling ability. If you forget your password, please do not create a new account but rather reset your password.
- In order to add an inmate to your account that you wish to visit, you must be on the inmate’s authorized visitors list and a DC-313 must be present for any children participating.
- Visitor restrictions may apply to both contact and video visits and prevent you from scheduling.
- You will receive automatic email notifications for status changes to your account or visits. Please regularly check your email for updates.
- Visits must be scheduled at least 3 days in advance but cannot be scheduled beyond 60 days in advance.
- Up to 4 authorized visitors may participate in a contact visit and up to 6 authorized visitors may participate in a video visit.
- The frequency of the visits will be based on available timeslots and inmate’s housing status.
- An inmate in general population may receive up to 6 video visits and 4 contact visits per month. These quotas are subject to change based on operational needs.
- **All video visits with non-attorneys are audio/video recorded and subject to review. Video visits with attorneys are not audio/video recorded.**
- The recording, uploading, sharing, or otherwise distributing a video visit is not authorized.
- Three-way or other multi-party calls during video visits are prohibited.

### Scheduling a 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 visit if accompanied by a parent/guardian.
- A visitor shall **register** on the PA DOC inmate visitation system at [https://inmatevisitation.cor.pa.gov](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 video visit links, 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:
  
  - The inmate you are requesting to visit has already exceed 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.

- Visits must be scheduled **at least 3 days in advance** but cannot be scheduled more than 60 days in advance.

**Canceling a 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.
  - You may connect to a video visit from a smart phone.
  - 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.
  - 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:
  - Logging into their PA DOC inmate visitation account ([https://inmatevisitation.cor.pa.gov](https://inmatevisitation.cor.pa.gov)) and selecting (Video Call URL).
  - Clicking on the URL link that was emailed to you.
  - Using Zoom desktop / mobile app with the meeting id and password mentioned in the email sent to you.
- **Zoom Video Visit (URL options):** Above URL options will direct you to the Zoom Video Conferencing website ([https://zoom.us](https://zoom.us)) where you will select Launch Meeting to join the visit. The meeting ID will automatically populate but you must enter your name or email address.
- **Zoom Video Visit (desktop / mobile app):** Use Zoom desktop / mobile app installed on your device and select “Join Meeting” / “Join” option to enter Meeting ID and Password to join the visitation

Visit Limits and Length of Visits

- Visits are available via timeslots which are based on an inmate’s housing status. Each housing unit is only afforded visits during designated times for their respective zone.
- A video visit will be **45 minutes** in length and contact visits will be at a minimum, **one hour**.
- The frequency of the visits will be based on available timeslots and an inmate’s housing status. An inmate in general population may receive up to **6 video visits** and **4 contact visits** per month. Quotas are subject to change. Inmates and visitors are not guaranteed to receive the maximum allotments.
  - An inmate in general population may receive 2 weekday (Monday through Friday) video visits and 1 weekend (Saturday and Sunday) video visit per month, for a total maximum of 6 video visits per month.
An inmate in general population may receive 1 weekday (Monday through Friday) contact visit and 1 weekend (Saturday and Sunday) contact visit per month, for a total maximum of 4 contact visits per month.

An inmate in the Restricted Housing Unit under Disciplinary Custody may receive 1 video visit per month.

An inmate in the Restricted Housing Unit under Administrative Custody may receive 1 video visit per week.

Other housing statuses may also affect an inmate’s visits (i.e. medical status, cell restriction etc.)

**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**

- All video visits with non-attorneys are audio/video recorded and subject to review. Video visits with attorneys are not audio/video recorded.
- The recording, uploading, sharing, or otherwise distributing a video visit is not authorized.
- Three-way or other multi-party calls during video visits are prohibited.
- 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.
3 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 “Log In”.

- Any visitor who does not have a Keystone Account, must click “Register”. 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.

- Visitors should only have ONE account.

  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-url)

*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.
Contact Information. Complete all the fields required in the contact information form.

- For out of USA address, you may select State as "Out of Country" and enter only the numeric portion of the Zip code.

- Click “Next” to continue.
- **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.*

![Visitation Scheduler System](image)

*Figure 6: 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 9: 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.
4 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
Upcoming Visitations

Figure 12: Home - Upcoming Visitations

- **View Visit Details.** Click the icon present in the “View” column to display visitation details.

Figure 13: Home - Visit Details

**Note:** Video Visitation Meeting ID and Passcode are displayed here.

- **Email Video Visit Details.** Click the icon present in the “Email” column and click “Send” in the confirmation message to receive an email with visitation details of the selected visit. This option only exists for Video Visitation.

Figure 14: Home - Email send confirmation
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 for a video visit or up to 4 authorized visitors for an in-person visit may participate in a visit.

Please make sure that you have read all the instructions before scheduling a video / in-person 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.
  - “Video Visitation” – for video visit
  - “Contact Visitation” – for In-Person visit
- Click “Select” from the “My Inmate” list to continue with the scheduling.
Visit Questions. User may be required to answer questions before continuing with scheduling a visit

- User may not be allowed to continue with scheduling the visit, if any of the answers does not qualify to schedule the visit

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.

![Visitor Selection](image)

Figure 17: New Visitation - Other Visitors selection

➢ 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.
  - 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 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.

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.
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.

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

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”.

![Figure 25: Visitation – Change](image)

![Figure 26: Visitation - Upcoming Visits](image)
**Completed/Cancelled Visits**

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

![Visits Completed / Cancelled](image)

**Visit History**

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

![Visits History - Past Visits Only](image)
Manage Inmates

For a quick reference, all approved and submitted inmates are displayed in the “My Inmates” section.

- Click “Manage Inmates”, to display your inmate list and the status of the request.

- **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.

![Search for Inmate (Add to My Inmates list)](image)

**Figure 30: Manage Inmates – Search and Add New Inmates**

**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
Figure 31: Visitation - Manage Visitor Group

- **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.

![Manage Visitor Group - Remove Visitor](image)

- **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.

![Manage Visitor Group - Awaiting Requests](image)

- **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 34: Manage Visitor Group - Add New Minor Visitor

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

Figure 35: Manage Visitor Group - Minor visitor list

➢ Update the Minor Information and click “Update Minor” option.
Remove the request sent to other visitor. Click “Remove Request” option from the sent request section shown below.
Account Services

The Account Services section 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 38: 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 39: 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 40: Visitation – Change Contact Information*