HOW DO I START A REMOTE VISITATION?

You will need the following:

- A computer
- A webcam and microphone, or a computer with these components built in (most laptops have these built in).
- Latest version of Safari and Firefox. Using other browsers may not load the page appropriately in order to begin your visitation.
- Latest version of Flash Player must be installed on the browser you are going to use for your visit. If you're not sure what version of Flash you have, go to http://get.adobe.com/flashplayer/ and update your computer to the most current version for free.
- A high-speed Internet connection is recommended. Dial-up and satellite are not supported

Tips:

- When using a Wi-Fi connection, you may experience a lag or delay depending on the traffic of your connection. Internet issues are not subject to credit.
- For the best visit experience you should use headphones, but they're not required.
- You can test your webcam and microphone for at-home visitations: https://visit.telemate.com/test
- We cannot assist with downloading and installing newest Flash Player or browser versions such as Safari or Firefox.
- We cannot guarantee that your visit will be free as internet connection, camera and microphone problems could exist that our test cannot identify.

What Adobe Flash Player Settings do I need to choose to start my visit?

You can test your camera and microphone before you start your visit using the Video Visit Troubleshooter on Gettingout.com

Here's what you need to choose for the Adobe Flash Player Settings:

1. When the pop-up window appears for the Flash setting, click on the second tab. It looks like a monitor icon with an eye.
2. Select "Allow" and click the "Remember" box.
3. Select the Close button.
4. Attempt to restart your video visit.

How do I invite an Inmate to a video visit?

1. Schedule a suggested visit.
2. If the Inmate approves you can visit and also be added as a contact.
3. Also, the Inmate can send you a request if they have your email address. You'll be sent a message to your GettingOut account asking if you want to accept the invitation.

To start a remote visit:

1. Log into Gettingout account 5 minutes prior to start time.
2. You should see a green start button under Quick Links (left side of profile)
3. Click start button
4. Click "allow" when the adobe flashplayer pop-up screen appears. You will see yourself on the screen
5. Wait for Inmate to connect.

Tips:

- If Green start button does not appear, log out and log back in.
- Ensure you are logging in at least 5 minutes prior to visit start time.
- Ensure your visit is confirmed be checking the "Calendar" tab.