



VIRTUAL VISITS: MYTH BUSTING

1. **If I have a video visit does it mean this is instead of a face to face visit?**

No. A virtual visit does not count towards an individual in custody's visit allocation. These visits are in addition to physical visits in an establishment

2. **Will the facial recognition technology be used for any other purpose?**

Facial recognition technology is only used in virtual visits to confirm the identity of the person booking the virtual visit. There are currently no plans to use facial recognition technology for any other purpose.

3. **How many children can be on a virtual visit?**

There is no limit on the number of children under 16 who can take part in a virtual visit. However, the more people on the screen may impact on the quality of the visit.

4. **What if someone is at my house who isn't booked on the visit?**

Only individuals who are booked in and are on the individuals approved visitor list can take part in a virtual visit. It is the responsibility of the lead individual who booked the visit to ensure that this is appropriately managed. Please remember that only three adults are permitted on a virtual visit at any one time.

5. **If the technology fails will I get another chance for my monthly visit?**

Yes. If for any reason the virtual visit fails due to a technical issue, you are able to request another visit for that month.

6. **I don't have home Wi-Fi, can I have a virtual visit in a café?**

Any indoor venue with Wi-Fi can be used, however you should consider the impact on your privacy at all times. If you do not have a home Wi-Fi signal, you may be able to use a mobile data signal to make the connection.

7. **Can I use APEX in Aberdeen for a virtual visit and still have a home virtual visit?**

Yes. Please remember that the system offered via APEX in Aberdeen is a separate system to SPS' virtual visits. You would still need to go through both processes to have a visit via the system in APEX, and then the virtual visit offered via EMAP.

8. What is the best device to have a virtual visit from?

Any internet enabled device can be used as long as it has a camera and microphone. The more stable the device is, the better the quality of image and sound, so it is recommended that a laptop or tablet is used.

9. What browser is best for accessing the virtual visit webpage?

The EMAP virtual visits system supports all current web browsers. You must ensure that you have the latest version of the browser software downloaded on your device. The most common browsers used are Microsoft Edge and Google Chrome.

10. I cancelled my last virtual visit and have tried to rebook but it won't let me. Why?

If you have had to cancel a visit for any reason, please ensure that you update your booking on the EMAP website, then request a future visit. This request will then be managed by the receiving establishment.