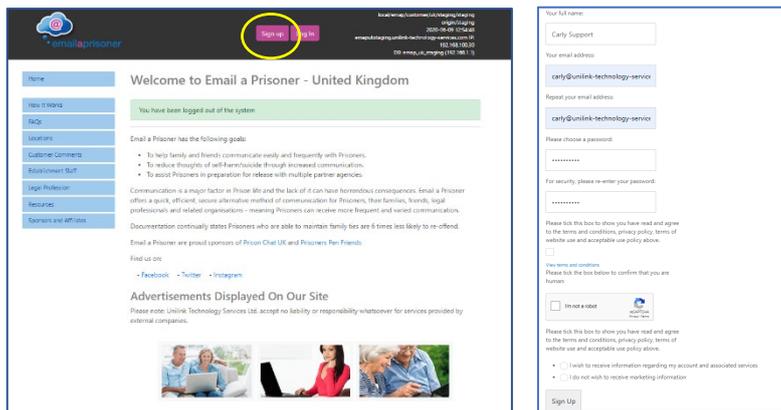


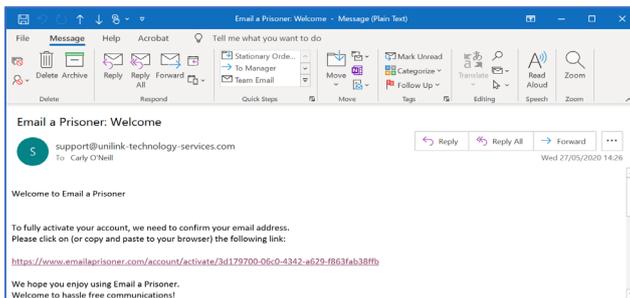
Video Visits Step by Step Process – Visitor

Visitor Phase 1

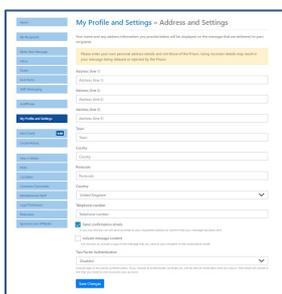
- 1) The customer registers an Emailprisoner (EMAP) account at <https://www.emailprisoner.com/account/register>



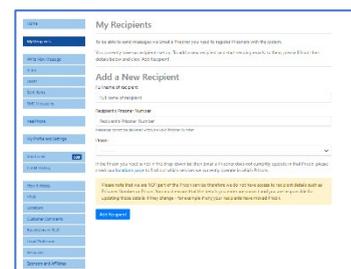
The customer will receive an email to activate their account:



- 2) Once the link is activated the customer will then be logged into their account and can update their profile and settings:

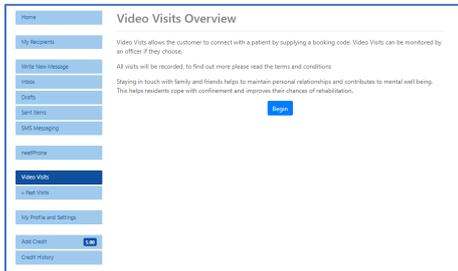


- 3) Under “**My Recipients**” the customer adds prisoner name, prisoner number and location. If the recipient is an establishment facilitating Video Visits the tab will be shown in the menu.

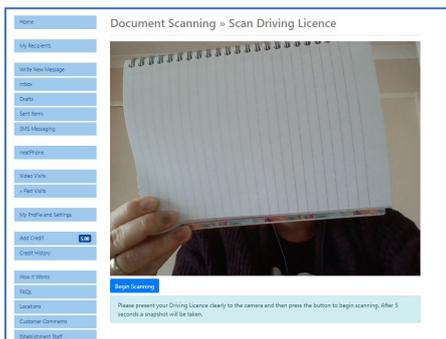
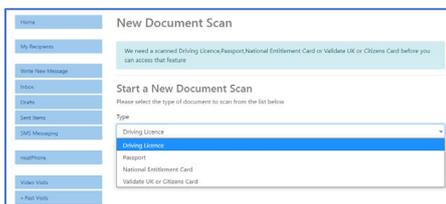


at

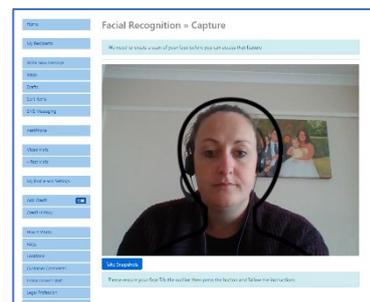
- 4) The customer clicks the “Video Visits” button which gives an overview. The customer can then click ‘Begin’.



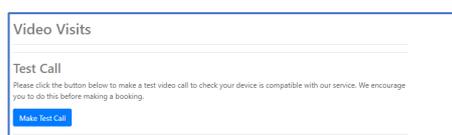
- 5) The customer is instructed to choose a photographic ID option and capture a photo of the ID, which will be scanned and uploaded.

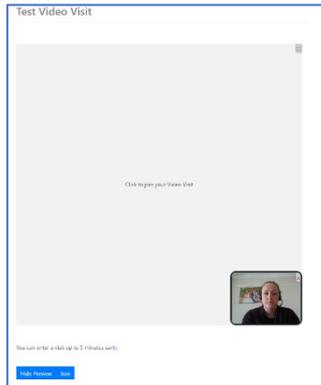


- 6) The customer will then be instructed to create a Face Scan, following the listed instructions (process takes about 1 minute to create facial scan and verify it). Once the facial scan is uploaded the notification “face scan will be reviewed when you book a Video Visit” is shown.



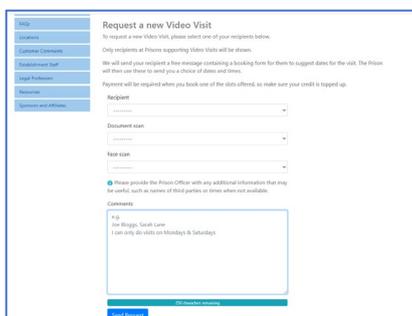
- 7) We would then recommend all customers complete a Test Call, to ensure the browser and device are compatible for a Video Visit:



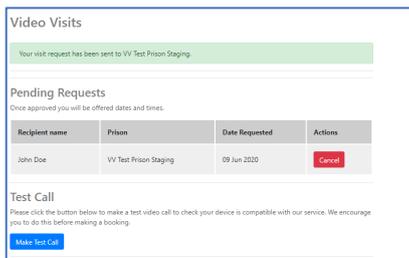


If the customer's video feed appears in the bottom right-hand window, the device and browser are compatible for a Video Visit. If unsuccessful, it is suggested that the device settings are checked and camera and microphone enabled for the device/browser.

- 8) The customer can then send the request for a Video Visit. The recipient, document ID and facial scan are chosen from the drop-down option. Any notes for the visit can be added in the comments box and will be shown to the establishment staff with the request.



- 9) The customer will then be presented with a screen displaying that the visit request has been sent to the chosen establishment and the status will be 'pending'.



- 10) If the visit and/or scans are rejected, the establishment will choose the reason for rejection and the customer will receive an email with this information.

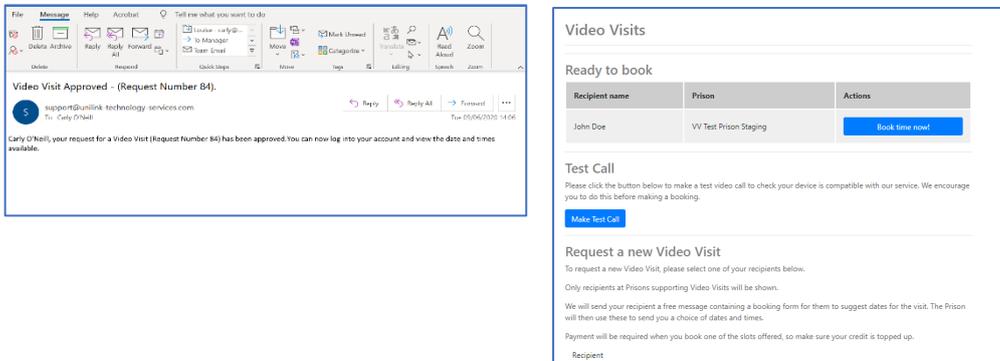
Sorry, your Video Visit (140) has been cancelled.

**The reason given was:
Visitor no longer available**

For more information or to request another visit, please log into your account.

Visitor Phase 2

- 1) Once the video visit has been approved at the establishment and a selection of dates and times have been offered, the customer is notified via their registered email address that they have dates to book and are instructed to log into their EMAP account to book the video visit.



The screenshot shows an email from support@unilink technology services.com to Carly O'Neill regarding an approved video visit request (Request Number 84). Below the email is a web interface for 'Video Visits'.

Video Visits

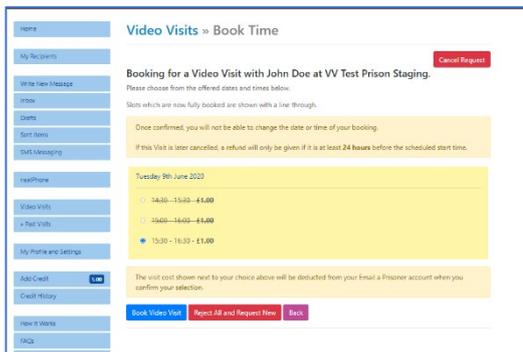
Ready to book

Recipient name	Prison	Actions
John Doe	VV Test Prison Staging	Book time now!

Test Call
Please click the button below to make a test video call to check your device is compatible with our service. We encourage you to do this before making a booking.
[Make Test Call](#)

Request a new Video Visit
To request a new Video Visit, please select one of your recipients below.
Only recipients at Prisons supporting Video Visits will be shown.
We will send your recipient a free message containing a booking form for them to suggest dates for the visit. The Prison will then use these to send you a choice of dates and times.
Payment will be required when you book one of the slots offered, so make sure your credit is topped up.
Recipient

- 2) The customer is presented with options of date/time slots. Once the customer clicks on the date/time of choice the cost of the video visit will be deducted from their EMAP credit and the video visit will be booked. **At the present time there is no charge for this service.**



The screenshot shows the 'Video Visits >> Book Time' interface. It displays booking options for John Doe at VV Test Prison Staging for Tuesday, 9th June 2020.

Booking for a Video Visit with John Doe at VV Test Prison Staging. [Cancel Request](#)

Please choose from the offered dates and times below.
Slots which are now fully booked are shown with a line through.

Once confirmed, you will not be able to change the date or time of your booking.
If this Visit is later cancelled, a refund will only be given if it is at least 24 hours before the scheduled start time.

Tuesday 9th June 2020

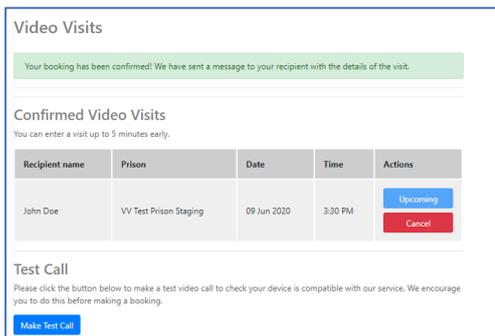
- ~~14:00 - 15:00 - £4.00~~
- ~~15:00 - 16:00 - £4.00~~
- 15:30 - 16:30 - £4.00

The visit cost shown next to your choice above will be deducted from your Email a Prisoner account when you confirm your selection.

[Book Video Visit](#) [Reject All and Request Free](#) [Back](#)

If there is a line through any of the dates/times, this means this slot is no longer available.

- 3) Once the customer clicks 'Book Video Visit', they will see the following message on screen:



The screenshot shows the 'Video Visits' confirmation screen. A green message states: 'Your booking has been confirmed! We have sent a message to your recipient with the details of the visit.'

Confirmed Video Visits
You can enter a visit up to 5 minutes early.

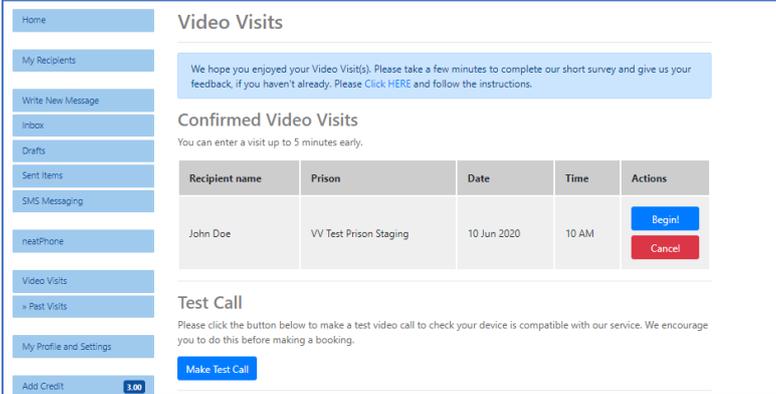
Recipient name	Prison	Date	Time	Actions
John Doe	VV Test Prison Staging	09 Jun 2020	3:30 PM	Upcoming Cancel

Test Call
Please click the button below to make a test video call to check your device is compatible with our service. We encourage you to do this before making a booking.
[Make Test Call](#)

- 4) There may be a time when the recipient is unable to make the visit time. In this case the booking will be cancelled by the prison staff and the customer will be notified via email, with a chosen reason for the booking being cancelled.

Visitor Phase 3

- At the date and time of visit – up to 5 minutes before the start time - the customer logs into their EMAP account, clicks on the “Video Visits” button where they will see a button next to the upcoming visit saying “begin”.



Video Visits

We hope you enjoyed your Video Visit(s). Please take a few minutes to complete our short survey and give us your feedback, if you haven't already. Please [Click HERE](#) and follow the instructions.

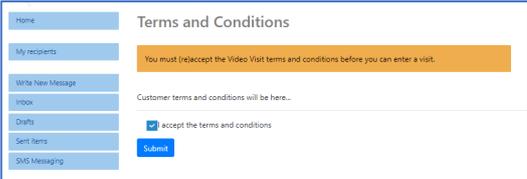
Confirmed Video Visits
You can enter a visit up to 5 minutes early.

Recipient name	Prison	Date	Time	Actions
John Doe	VV Test Prison Staging	10 Jun 2020	10 AM	Begin! Cancel

Test Call
Please click the button below to make a test video call to check your device is compatible with our service. We encourage you to do this before making a booking.

[Make Test Call](#)

- The customer will be required to accept the terms and conditions of the visit, then will click on the button “click to join your visit”.



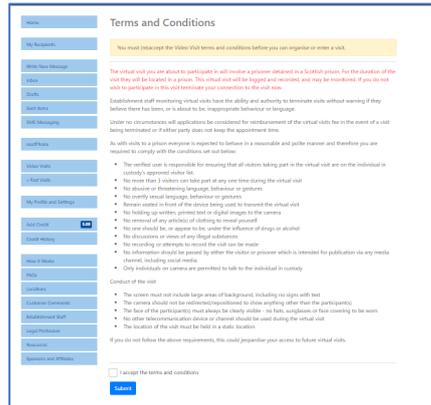
Terms and Conditions

You must (re)accept the Video Visit terms and conditions before you can enter a visit.

Customer terms and conditions will be here...

accept the terms and conditions

[Submit](#)



Terms and Conditions

You must (re)accept the Video Visit terms and conditions before you can engage or enter a visit.

The virtual visit you are about to participate in will involve a prisoner detained in a Scottish prison. For the duration of the visit they will be located in a prison. This virtual visit will be logged and recorded, and may be monitored. If you do not wish to participate in this visit terminate your connection to the visit now.

Establishment staff monitoring virtual visits have the ability and authority to terminate visits without warning if they believe there has been, or is about to be, inappropriate behaviour or language.

Under no circumstances will applications be considered for reimbursement of the virtual visit fee in the event of a visit being terminated or if other party does not keep the appointment time.

As with visits to a prison visitor is expected to behave in a reasonable and polite manner and therefore you are required to comply with the conditions set out below:

- The verified user is responsible for ensuring that all visitors taking part in the virtual visit are on the individual in custody's approved visitor list.
- No more than 3 visitors can take part at any one time during the virtual visit.
- No abusive or threatening language, behaviour or gestures.
- No sexually explicit language, behaviour or gestures.
- Remain seated in front of the device being used to transmit the virtual visit.
- No holding up clothes, gestures that obstruct the camera.
- No removal of any articles of clothing to conceal yourself.
- No use of mobile phones or other devices to take photos or videos.
- No discussions or views of any illegal substances.
- No recording or references to record the visit can be made.
- No information should be passed by either the visitor or prisoner which is intended for publication via any media channel including social media.
- Only individuals on camera are permitted to talk to the individual in custody.

Content of the visit

- The content must not include any form of harassment, including no direct text.
- The camera should not be redirected/repositioned to show anything other than the participant.
- The host of the participant must always remain visible on screen, regardless of face covering to be worn.
- No other telecommunication device or channel should be used during the virtual visit.
- The location of the visit must be held in a public location.

If you do not follow the above requirements, this visit jeopardises your access to future virtual visits.

I accept the terms and conditions

[Submit](#)

- The customer will see their image in the bottom of the screen and their recipient will be in the main screen.



Video Visit to John Doe

Visit time remaining 28:07

[Hide Preview](#) [End Video Visit](#)

- 4) The facial recognition checks will take place several minutes into the visit. If the face is not recognised a warning message will appear with an outline image, to encourage moving closer and straighter to the screen. The system will continue to check and once satisfied with the correct image, the warning message will disappear. If several checks do not match the image the screen will turn black and the video feed will not return until several correct scans have been correctly read by the system.



- 5) The time of the visit will be shown in a countdown clock. Five minutes before the end and every following minute there will be an alarm sound.
- 6) If the visit is being monitored and activity breaching the visit is observed the monitoring officer can terminate the visit which cannot be restarted. The customer will be removed from the visit and unable to rejoin and will immediately receive an email notification with the reason the visit was terminated:

Sorry, your Video Visit (149) has been terminated by the Prison.

**The reason given was:
Resident breaching terms and conditions**

Please review the Video Visit terms and conditions and contact the Prison directly if you still have any questions. Please also be aware that, when the terms and conditions are breached, serious or repeat occurrences can lead to a ban from using the service.

- 7) At the end of the visit time, the video session will end.