



## Video Visiting Frequent Asked Questions

**Q.** Your [video visitation instructions](#) mention entering a username and password but the link does not go to a registration page. Will visitation staff reply with login credentials, or is this missing information?

**A.** *Visiting application will still be processed the same way. Once you have passed the background check, your information will be entered into the video visiting program and the visitor will receive an email with their username and password. This email will also include instructions pertaining to logging in to a visit.*

**Q.** Many families are asking about when video visitation will be available for Uinta and CUCF, and I know you said "in the coming weeks". Is there any more information you can provide?

**A.** *The Uinta Facility is still being worked on to bring video visiting to them. As progress is made, we will provide an update. CUCF is also working through some technological issues, and we will provide an update when it launches.*

**Q.** Many families are also asking about whether this will be available to incarcerated individuals housed in Maximum security units. Will video visitation be available in coming weeks for them as well?

**A.** *The Uinta Facility mentioned in question #2 is "max".*

**Q.** Wondering why video visitation has to be scheduled so far in advance and only on certain days like in-person visits. Video visitation at the County Jails are typically done in an app, and visits can be done anytime during normal hours in most cases.

**A.** *We require a 48-hour advanced notice from the visitor to schedule a visit. This is to give our limited number of visiting staff time to receive the email from the visitor and ensure the visitor and inmate is in the video visiting system. This is a manual job that two Visiting Sergeants are assigned to complete. Please keep in mind that we are receiving a high volume of requests. Our Visiting Sergeants are working as fast as they can.*

**Q.** Any plans to streamline the approval process / scheduling a visit?

**A.** *The video visiting company is working on creating software that will be used to schedule visits.*

**Q.** What is the cost associated with video visitation?

**A.** *The cost of the video visiting has been paid for with Department of Correction funds. That includes the cost of the tablets, hardware that was installed in our visiting areas for Wi-Fi connections and airtime. The system works much like a cell phone plan. The Department of Corrections purchased a significant amount of air time and can purchase more when needed.*

*It has not yet been decided if or when the Department of Corrections will transition to charging a minimal fee per visit like the county jails do.*

**Q.** How does the video visitation service accommodate incarcerated individuals with disabilities such as hearing impairments or blindness?

**A.** *According to Thrive, the service can read aloud what is being said or typed into the system for those that are blind. Thrive is video and browser based, the browser can be enlarged to see better. This will help with lip reading.*

**Q.** Families have voiced a concern about the privacy and security of emailing a photograph of their IDs for visitation approval. What would you recommend for individuals concerned with potential identity theft of their information?

**A.** *Photos and ID's are required in order to process visiting applications. A background check is conducted on each adult applicant that requires us to use your name, date of birth and social security number. The Thrive system uses your photo for positive identification of who is on the video.*

*We do not share your information with anyone outside the Utah Department of Corrections.*