

INTRODUCTION

Welcome

Welcome to the **Texas Department of Criminal Justice (TDCJ) Online Visitation Scheduler**. Visitors can utilize this system to create personal profiles and schedule visits with TDCJ inmates at their convenience.

Notes, Tips, and Warnings

There are a variety of notes, tips, and warnings used in this user guide. You may find these notations throughout:

NOTE: Indicates special instructions.

TIP: Indicates user-friendly tips that may help you.

WARNING: Indicates problems or pitfalls you may encounter.

BEFORE GETTING STARTED

- **Visitors MUST create their own accounts-**
TDCJ staff **CANNOT** create visitor accounts. They can only assist in updating information such as names and addresses once accounts have been created.
- **Email Addresses-**
Once an account is created for an email address, that account cannot be deleted, and the email address may not be changed.
- **Inmate Location-**
inmate location is updated throughout the day. If an inmate's location is blank in the system, it means that they are being transferred. When they arrive at their destination, that information will be updated in the system.

TO BEGIN

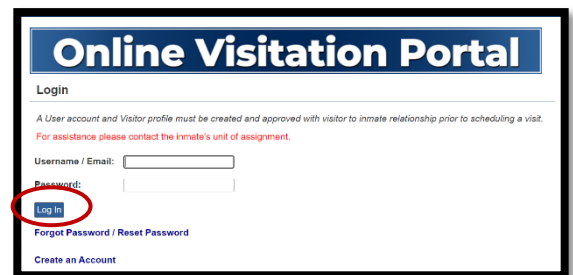
To begin, log on to the **TDCJ Online Visitation Scheduler** system by opening your internet browser and entering the following web address:

<https://visitation.tdcj.texas.gov/Visitation/startLoginAction.action>

Press the **Enter** key.

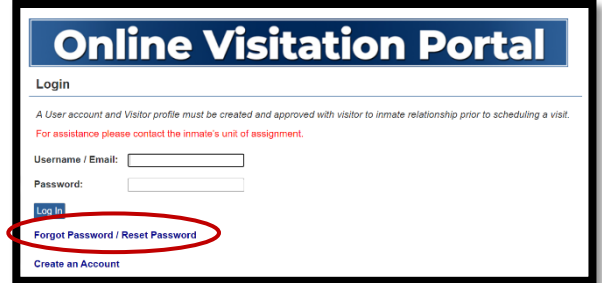
To Log In

If you have already created an account with the TDCJ Online Visitation Scheduler and wish to check the status of your upcoming visits, type in your email address and password at the prompts and click the **Log In** button.



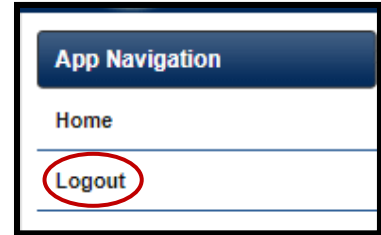
Forgot/Reset Password

If you have already created an account with the TDCJ Online Visitation Scheduler but forgot or need to reset your password, type your email address in the blank where requested and click the **Forgot Password/Reset Password** link. An email will be sent with steps on how to reset your password.



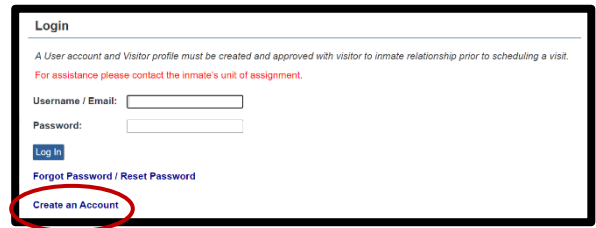
To Log Out

The **Logout** button is located on the **left** side of the screen in the **App Navigation Menu**. Click **Logout** to sign out of your account and return to the Login screen.

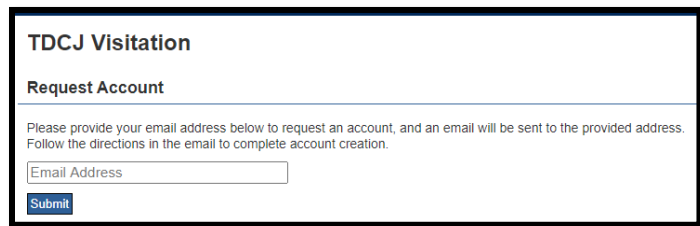


TO CREATE A NEW ACCOUNT

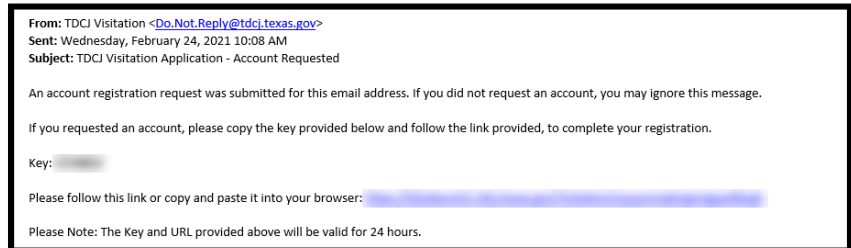
If this is your first time using the TDCJ Online Visitation Scheduler, you **MUST** create an account before you can schedule any visits. Click the **Create an Account** link.



Enter a valid email address to use for your account and click the **Submit** button.



After submitting your email address, an email will be sent with a **7-digit validation code** and **link** to complete account registration.



After clicking the link in the email, you will be sent back to the visitation scheduler, where you will be asked to:

- Re-enter email address
- Enter the **7-digit key** included in registration email
- Create a password that matches ALL requirements
- Re-type password for confirmation
- Click the **Submit** button

Background Questionnaire

Upon submitting a valid password, the **Background Questionnaire** screen will display. All questions in the Background Questionnaire **MUST** be answered to move on to the next step in creating an account.

After **Background Questionnaire** is submitted, the page will display the message **Update Complete**. **Red Text** will notify you if your profile is incomplete. Click the **Edit my Profile** link to go to the **Visitor Profile Page**.

Visitor Profile Page

The **Visitor Profile Page** consists of fields designed to identify basic information about the visitor.

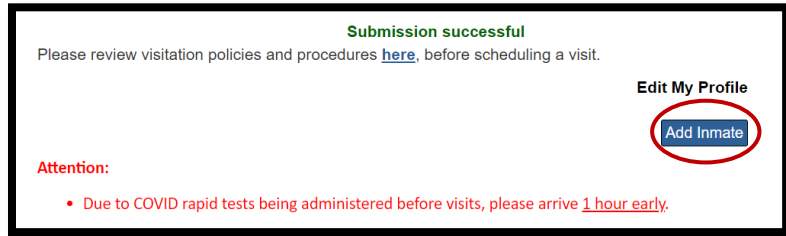
NOTE: Fields marked with an asterisk (*) **MUST** be completed.

WARNING: The telephone number must be entered in **XXX XXX XXXX** format with no dashes. *(Use spaces in place of dashes)*

Adding Inmates to Your Profile

When the **Visitor Profile** is complete, the **Home Page** will display with a link to **Edit my Profile** and the **Add Inmate** button.

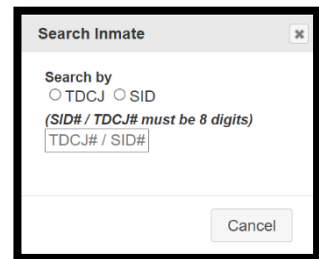
NOTE: Also included on this page is a link to remind visitors of TDCJ visitation policies and procedures to review before visits. Please read through them carefully. Also included are any other special instructions requiring your attention.



To add an inmate to your profile, click the **Add Inmate** button. This will display the **Search Inmate** pop-up window. Select to search for the inmate via either their **TDCJ** or **SID number**.

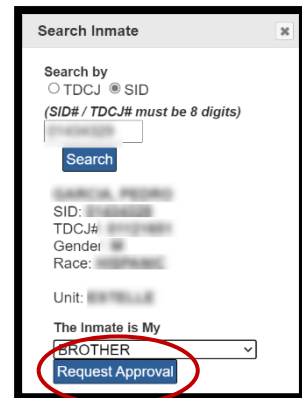
NOTE: The inmate TDCJ or SID number must be **8 digits** in length.

TIP: If unsure of inmate’s TDCJ or SID number, use the **Offender Search** feature on the TDCJ website:
<https://offender.tdcj.texas.gov/OffenderSearch/start.action>



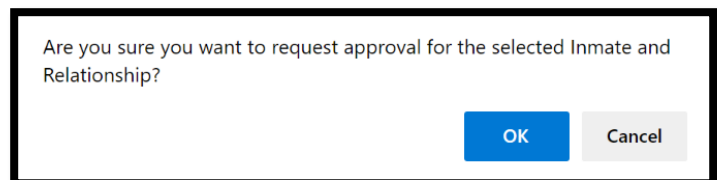
Once the TDCJ or SID number has been entered on the **Search Offender** page, click the **Search** button. If the search finds the correct person, select your relationship to them from the **The Inmate is My** dropdown menu.

When the correct option has been selected, click the **Request Approval** button.

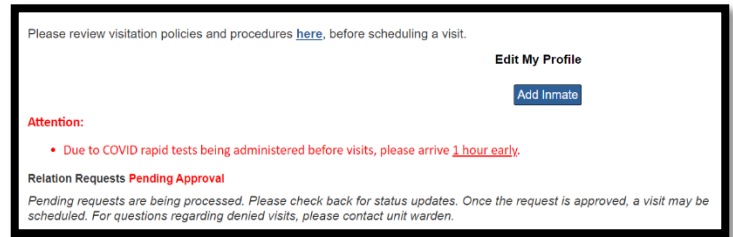


When the **Request Approval** button is clicked, a confirmation message will appear at the top of the page. Click **Ok** to submit the request or **Cancel** to return to the **Search Inmate** pop-up window.

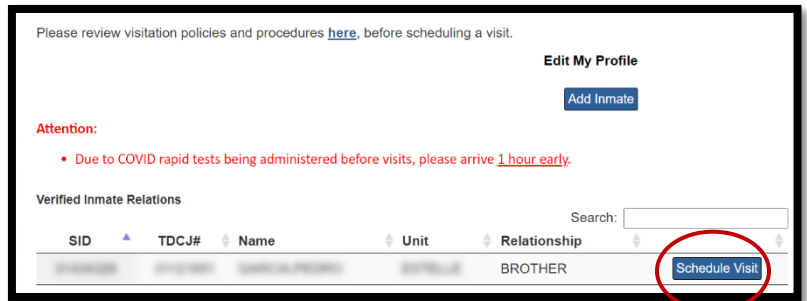
Once you click **Ok**, the **Relationship Request** will be sent to the inmate’s unit of assignment, where TDCJ staff will verify the Visitor/Inmate relationship.



NOTE: Until the Relationship Request has been approved by TDCJ staff, the relationship will remain on the visitor's home page in the **Relation Requests Pending Approval** section.



Once TDCJ staff has confirmed the Visitor/Inmate relationship, the Relationship will move to the **Verified Inmate Relations** section. At this point, visits may be scheduled with the inmate if the **Schedule Visit** button is available by their name.



NOTE: In some cases, the **Schedule Visit** button may be blank or replaced with **Call Unit**, in which case you should call the inmate's unit of assignment to schedule a visit.

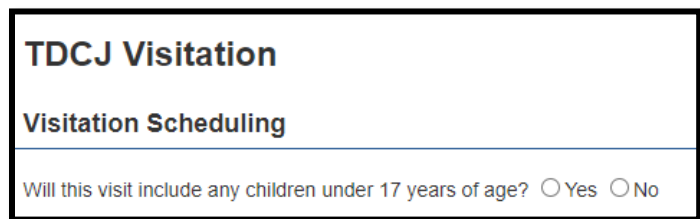
NOTE: If the Visitor/Inmate relationship has been confirmed, but the inmate's visitation privileges have been removed, the message **Not Approved for Visits** will replace the **Schedule Visit** button.

SCHEDULING VISITS

From the Home Page of the Visitor Profile, click the **Schedule Visit** button next to the inmate you wish to visit. (See above image).

Visitor Age Restriction

Some inmates are restricted from having visitors aged 17 or under. If the message **Will this visit include any children under 17 years of age?** appears, no visitors aged 17 or under may join the scheduled visit.



NOTE: Children of the inmate who are aged 17 or under may be allowed to visit inmate **IF** there is a **Non-Victim Child Affidavit** on file for that child in the inmate's classification folder.

Clicking **Yes** for this question will inform you that children aged 17 and under may not visit selected inmate. Click the **No** option if no children aged 17 or under are visiting to continue scheduling visit.

Type of Visit

Select the type of visit you want from the list of options. There are 4 types of visits available:

- **Regular**
- **Contact**
- **Video/Tablet** (this is NOT the same as the Securus Video program currently being offered at limited units)

NOTE: Because visitation types are based on the Visitor/Inmate relationship, facility visitation area designs, and inmates' visitation privileges, not all visit types may be available. If available, the system will offer the option of requesting either an **Extended** or **Special Visit**.

NOTE: Some visitors may be approved to request an Extended or Special Visit based on the distance between their home address and the facility address. If not requesting one of these options, skip the question or click **N/A**.

Review Open Dates

Once the desired type of visit has been selected, the **Review Open Dates** button will display.

Clicking the **Review Open Dates** button will open a dropdown menu of available dates to schedule your visit.

TIP: Any dates that fall during a week where that inmate already has a visit scheduled will not appear.

Once the desired visit date has been selected, click the **Review Available Times** button. All available time slots for that type of visit on that date will be shown.

The final step in scheduling a visit is to enter the number of adults that will be visiting (up to 4). One visitor is the current user who is logged into the application who has been approved for the types of visits offered.

NOTE: Any additional visitors must call the inmate’s unit of assignment to ensure that those visitors are on the inmate’s Approved Visitors List and meet the qualifications for the type of visit selected.

WARNING: If 3 or more adults are planning on visiting, the visitor scheduling the appointment should call the inmate’s unit of assignment to ensure that a Split Visit can be accommodated and will be approved by the Duty Warden.

Making Changes to Visit Before Changes Have Been Submitted

At this point, the following changes will have these impacts:

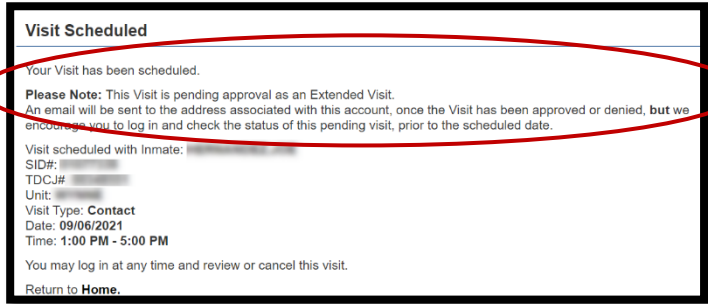
- Changing the type of visit will reset all the questions afterward.
- Changing the date will reset the available times and number of adults visiting.

Review your selections to make sure all responses are accurate. If so, click the checkbox next to the statement, **I have reviewed my selections and wish to schedule this visit**. When this box has been checked, the **Schedule Visit** button will appear. Click that button to schedule visit.

Visit Scheduled Screen

Once a visit has been scheduled, the **Visit Scheduled** screen will appear, displaying all the details of your visit.

NOTE: If an **Extended** or **Special Visit** was requested, the Visit Scheduled screen will appear with a special note.



When a visit has been scheduled, the visitation scheduler will generate and send an email to the email address on the visitor's account.

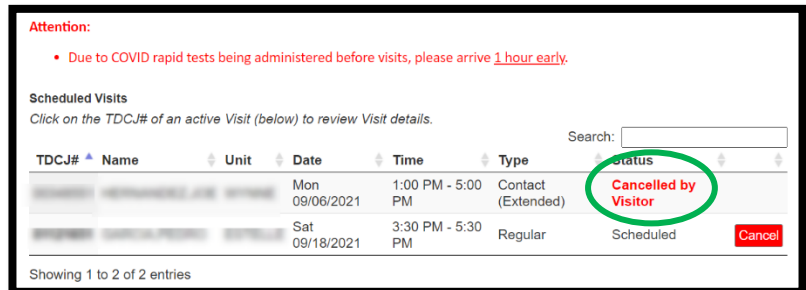
WARNING: While emails are sent, sometimes technical issues can occur, and no emails will be sent to visitor accounts.

TIP: Visitors should log on to the **TDCJ Online Visitation Scheduler** to verify that their visit is still scheduled and has not been cancelled before leaving to go to the unit.

Visit Cancellation

Visits may be cancelled by the visitor, TDCJ staff (for administrative reasons), or inmate transfers. If a visit is cancelled, this information will be displayed on the screen next to the visit details.

Visit Cancelled by Visitor



Visit Cancelled by TDCJ Staff/Scheduler

