

# BENEFITS

- ✔ **Convenience:** Quickly and easily register and schedule visits online.
- ✔ **Confirmed Visits:** Visits are confirmed immediately. You will even get a notification with details.
- ✔ **Cancellation Notifications:** If anything changes, you are notified right away.
- ✔ **Family Friendly:** Visit from the comfort of your home. Visit during family events without bringing children into the correctional facility.
- ✔ **Less Travel:** Visit online. No need for travel, no lines, and no parking!

## ONLINE VISITATION

**See details online:**

<https://jailvisiting.ycsoaz.gov>



ONLINE VISIT QUESTIONS:  
**(855) 208 - 7349**

FACILITY:  
**(928) 771-3260**



# ONLINE VISITATION

**Available 7 days per week**

**6:00 am - 10:00 pm**  
(subject to facility operations)

.....

# ON-SITE VISITATION

**Monday - Friday**

**12:00 pm - 3:30 pm**



# REGISTER, SCHEDULE, & VISIT INMATES ONLINE

**NEW HOURS BEGINNING  
APRIL 28, 2014**



**Yavapai County  
Sheriff's Office**

<https://jailvisiting.ycsoaz.gov>

VISITOR ID:

PASSWORD:

[Click "Forgot Password" to change your password.](#)

The Yavapai County Sheriff's Office now allows for online registration, scheduling and inmate visitation. Please review this handout before registering or visiting online.

# 1. REGISTER

**Schedule Visits**



Sign in to schedule and manage upcoming visits with your inmate. Inmate visitation scheduling allows you to skip the long lines by reserving your visitation time. You can select the date, time and location that is most convenient for you. Best of all, visits are confirmed instantly!



**REGISTER TODAY**

**Effective April 28, 2014, visitors will be responsible for visitation registration & scheduling.**

At any time, go to the visitation website and click “Register Today.” Fill in the required information including a valid email address (if needed, create one at mail.google.com, mail.yahoo.com or any other email provider).

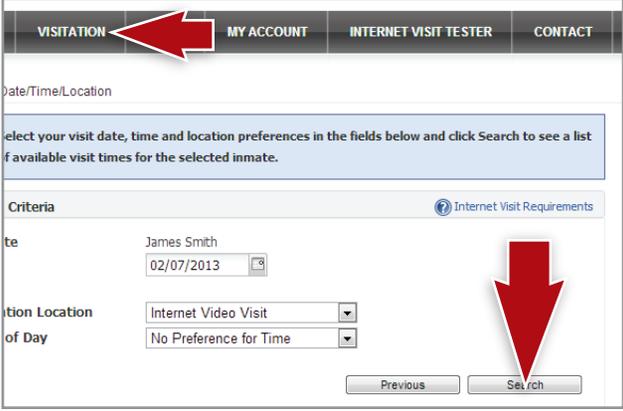
Check your email inbox for an email to finalize your registration. If you do not receive an email, **check your spam/junk folder**. If you still don’t see an email, call the number listed in this brochure. Next, log in using the temporary password provided in the email. You will be prompted to change your password. You may also register and schedule visits using the visitation kiosk in the lobby.

Before scheduling a visit, **lawyers, public defenders, clergy, and other professionals should contact the facility** in order to be designated as a professional visitor.

# 2. SCHEDULE

**Visits must be scheduled at least 1 day in advance** and may be scheduled as far as 7 days in advance.

 VISITATION WEBSITE  
<https://jailvisiting.ycsoaz.gov>



**VISITATION** MY ACCOUNT INTERNET VISIT TESTER CONTACT

Date/Time/Location

Select your visit date, time and location preferences in the fields below and click Search to see a list of available visit times for the selected inmate.

Criteria 

Name: James Smith

Date: 02/07/2013

Location: Internet Video Visit

Time of Day: No Preference for Time

Previous Search

First, log in and click “Visitation” in the main menu. Add any additional visitors that will attend the visit, and select the inmate you’d like to visit. Choose between a video visit at the facility or an online visit from home. Before scheduling an internet visit, use the **INTERNET VISIT TESTER**.



HOME VISITATION MY ACCOUNT **INTERNET VISIT TESTER** CONTACT

Welcome, Jennifer Smith

Enter your preferred date, time and location and click “Search.” **All visits are displayed in MOUNTAIN STANDARD TIME.**

If you select a paid visit, enter your billing information. All major credit cards, check cards and Visa Gift Cards are accepted.

# 3. CHECK IN

## **Visits at the facility:**

**Arrive no later than 15 minutes early** for check in. A valid photo ID is required. Late arrival will result in the visit being canceled.

## **Online visits:**

**Log in 15 minutes before** your visit is scheduled to begin. Your visit will be highlighted in red when you log in. Click the play button on the right of the red bar. Follow the instructions on the proceeding pages.

After completing the tester, click “Start Visit.” On the next page, click “Allow.” Your visit will begin at the scheduled time.

# CANCELATION

To cancel a visit, click “Cancel Visit” on the Summary page; or click the “X” next to the visit on the Homepage. You will be asked to confirm your cancellation. To view information about past visits, click the “View Visit History” link under the “My Account” tab.

**Unpaid Visits:** Unpaid visits must be canceled at least 24 hours in advance.

## **Paid Visit Refunds:**

- 48+ hours in advance:** 100% Refund
- 24 - 48 hours in advance:** 50% Refund
- Under 24 hours in advance:** NO Refund

**No refunds** will be issued for visits stopped due to inappropriate behavior, inappropriate dress or other policy violations.

**Full refunds** will be issued for visits cancelled by the facility (except if due to policy violations).