



## Securus Home Video Visitation

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### LOGGING IN

- Go to: <https://securusvideovisitation.securustech.net/>

Your username is the first initial of your first name followed by your last name.  
Example: Lara Croft will be **lcroft**

Username:

Password:

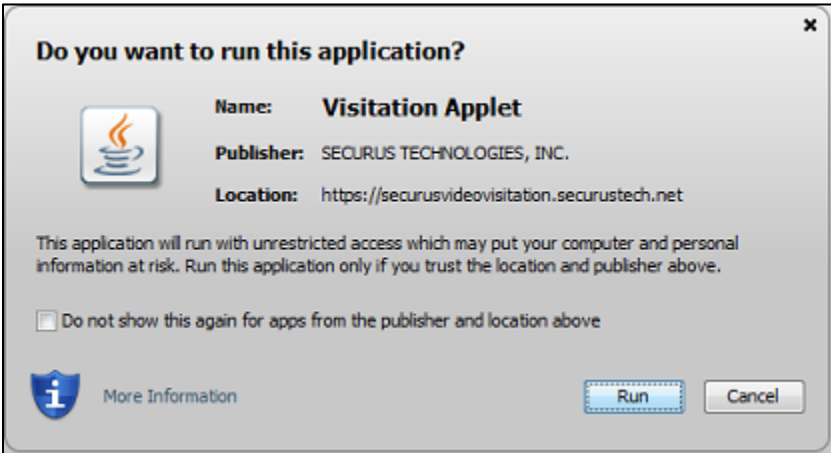
Sign in

[Forgot your password?](#)  
[Check my computer configuration](#)

Your password, which can be changed after login, will be **password1**

**Note: An administrator must create a user account prior to login.**

- Securus will request to run the following application. Select Run.



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## NAVIGATING SECURUS

After running the application, the following home screen will appear:

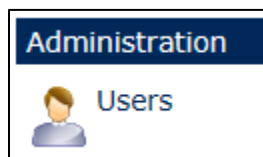
The screenshot shows the SecurUS home interface. At the top, a navigation bar includes a welcome message for 'Lara Croft' and the location 'San Diego - Las Colinas Det Re Fac, CA'. Below this are several menu sections:

- Appointments:** Contains links for 'Appointments', 'New appointment', 'New appointment for others', 'New public appointment', and 'Appointment Details'. A callout box points to this section, stating: 'Allows you to view, accept, and cancel video visits'.
- Administration:** Contains links for 'Users', 'Terminals', 'Sites', 'Logs', and 'Block List'. A callout box points to the 'Users' link, stating: 'All pending, approved, or denied home users are shown here'.
- Detailed Reports:** A callout box points to this section, stating: 'Visitor schedules are generated here'.
- Session Viewer:** Contains a link for 'Session Viewer'.

## APPROVING/DENYING HOME USERS

Prior to home users scheduling video visitations, they must be approved by detentions information staff. **Denying home users will be completed by a Detentions Processing Supervisor (DPS).** To approve/deny pending users:

- Select **Users** under the row labeled Administration.



- Under the User list select:
  - Show: All
  - Status: new
- Click search

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**User list**

Show:

User:

You could use wildcard (\*) to match users. The search is made on username or first name or last name or "First name Last name".

Status:

Visit allowed:

Group:

Location:

Location filter only applies to inmates.

Housing unit:

Housing unit filter only applies to inmates.

Click for rules:



Group	Username	First name	Last name	Status	Visit allowed	Actions
Home User	gphrson0111@gmail.com	RENÉE	JONASSEN	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Home User	zoh.fara@gmail.com	ZOHRA	LIANG	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Home User	bratmanugan@gmail.com	JANINE	UNGER	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Home User	gphrson0111@gmail.com	VERONICA	ORLANDO	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Home User	fernandez0111@gmail.com	CAROL	HARTMAN	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Home User	gphrson@gmail.com	JOSE	LOPEZ	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

**6 results**

- The home user's information will be displayed.

**Edit user** [gphrson0111@gmail.com](#)

Username:

First name:

Last name:

Active:

**Group**

Home User

**Contact information**

Email:

Phone:

Address:

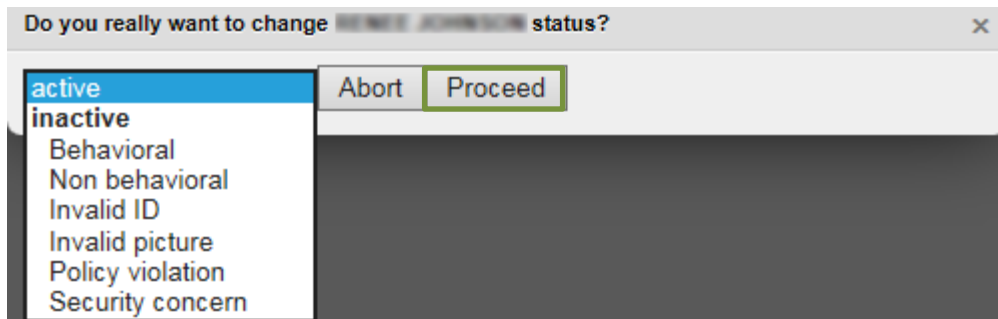
City:

Zipcode:

State:

- Under Group, click on **Home User**  to approve/deny the home user. Once you have made the appropriate choice, click Proceed.

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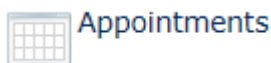


- Reasons for denial of home user:

<b>Behavioral</b>	N/A
<b>Non behavioral</b>	N/A
<b>Invalid ID</b>	ID not uploaded, ID expired, non-government issued ID, ID not legible/blurry, etc.
<b>Invalid picture</b>	Picture not uploaded, picture has filters, picture too blurry, etc.
<b>Policy violation</b>	User is under the age of 18.
<b>Security concern</b>	User information does not match ID, ID and picture do not match, etc.

### VISITATION APPROVALS

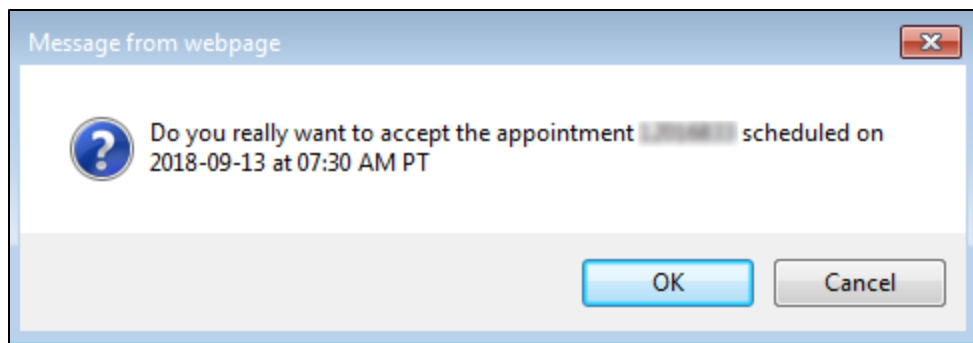
Visitation requests may be approved or denied depending on the number of visitations allowed per facility guidelines. To approve a visitation request:



ID	Type	User list	Date	Start time	Duration	Status	Actions
123456789	Home user	ADRIAN BLAKE (M00441902) - San Diego - Las Colinas Det Re Fac, CA - <small>Phone: 619 - 551 - 1111</small> L.B. THOMAS TAMMY BLAKE (Photos)	2018-09-13	07:00 PM PT	30	Submitted	



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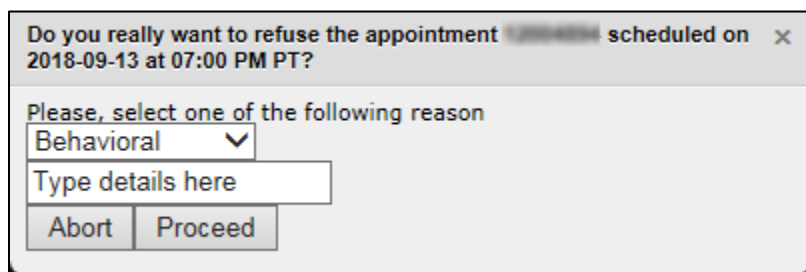
### VISITATION CANCELLATIONS

Visitation cancellations will be completed by a DPS. Due to home video visitations being a paid service, the utmost scrutiny must be taken prior to cancelling a home video visit. To cancel a home video visit:



ID	Type	User list	Date	Start time	Duration	Status	Actions
[REDACTED]	Home user	ADRIAN BLUM (ADRIANBLUM) - San Diego - Las Colinas Det Re Fac, CA - [REDACTED] - [REDACTED] TAMMY BLUM (Photos)	2018-09-13	07:00 PM PT	30	Submitted	[Calendar] [Checkmark] [Red X] [Pencil] [Monitor]

- A window will prompt for further action.



### Behavioral Cancellation

A video visitation may be cancelled due to a lockdown, inmate behavioral issues or account usage violations. If a video visitation is canceled due to behavioral reasons, the home user will be charged for the session and a brief explanation is required.

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User	IP address	Date	Message Type	Message
ACTIVE VISITOR	209.163.225.158	2017-06-03 11:15:35 AM PT	Info	Creation with "Payment Pending" status (date: 2017-06-04, time: 01:35 PM PT, terminal: 4_B_East_T6046), Housing Unit is 4B
System	209.163.225.158	2017-06-03 11:16:06 AM PT	Info	Status changed to "Submitted"
Employee	204.19.244.2	2017-06-03 11:23:35 PM PT	Info	Status changed to "Scheduled"
System	204.19.244.2	2017-06-04 10:49:55 AM PT	Warning	Status changed to "Cancelled by admin" - "Behavioral (INMATE ON LOCKDOWN)"

### Nonbehavioral Cancellation

A home video visitation may be canceled for reasons outside the control of the inmate or the home user; such as, a terminal was not available, the terminal was inoperable, or the inmate was not produced in a timely manner. When a video visitation is cancelled due to nonbehavioral reasons, the home user will receive a credit for the session and a brief explanation is required.

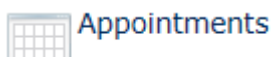
User	IP address	Date	Message Type	Message
ACTIVE VISITOR	209.163.225.158	2017-06-03 01:44:27 PM PT	Info	Creation with "Payment Pending" status (date: 2017-06-10, time: 01:00 PM PT, terminal: 1_D_T6045), Housing Unit is 1D
System	209.163.225.158	2017-06-03 01:46:15 PM PT	Info	Status changed to "Submitted"
System		2017-06-06 05:53:59 PM PT	Warning	Status changed to "Cancelled by admin" - "Non behavioral (no terminal available)"
System		2017-06-06 05:53:59 PM PT	Info	Location Change - JESSICA MARTIN (ID: 48043246) - San Diego - Las Colinas Det Re Fac, CA - from House_1D - 1D to - Unspecified - X

### VISITATION MODIFICATIONS

A modification in the visit date, time, and terminal may be completed if the video visitation is more than 24 hours in advance.

#### Date/Time Modification

To modify a home user's video visitation date and time:



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ID	Type	User list	Date	Start time	Duration	Status	Actions
12345678	Home user	ASHLEY BLISS (MIDKALMRE) - San Diego - Las Colinas Det Re Fac, CA -  12 - 33 - L.B. TERRY TERRY BLISS (Photos)	2018-09-13	07:00 PM PT	30	Submitted	

▶ Save

**Change date & time**

Previous 7 days	2018-Sep 12 Wed	2018-Sep 13 Thu	2018-Sep 14 Fri	2018-Sep 15 Sat	2018-Sep 16 Sun	2018-Sep 17 Mon	2018-Sep 18 Tue	Next 7 days
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Earlier time

07:00 PM PT	07:35 PM PT	08:10 PM PT	09:20 PM PT
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Later time

▶ Save

Reset

### Terminal Modification

To modify the video visit terminal:

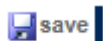
[Appointments](#)



ID	Type	User list	Date	Start time	Duration	Status	Actions
12345678	Home user	ASHLEY BLISS (MIDKALMRE) - San Diego - Las Colinas Det Re Fac, CA -  12 - 33 - L.B. TERRY TERRY BLISS (Photos)	2018-09-13	07:00 PM PT	30	Submitted	

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**Note: Reasonable accommodations must be made prior to cancelling or modifying a video visitation. Prior to completing any changes, the home user must be notified.**

### VIDEO VISITATION SCHEDULE

The video visitation schedule is generated to alert sworn staff of the upcoming visits. To create a video visitation schedule:



- Enter/confirm the desired Start and End Date

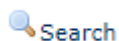
Appointment Report	
Start Date	2018-09-13
End Date	2018-09-13

- On the Status section, select Scheduled

Status	<ul style="list-style-type: none"><li>Alive</li><li><b>Scheduled</b></li><li>Pending</li><li>Ready</li></ul>
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- On the Visitation Type, select Home user

Visitation Type	<ul style="list-style-type: none"><li>Regular</li><li>Public</li><li><b>Home user</b></li><li>Private attorney</li></ul>
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**Appointment Report**

Start Date	2018-09-13	* Required	Inmate Location	House_1A House_1B House_1C House_1D	Visitor Location	Public Lobby Los Colinas
End Date	2018-09-13	* Required	Inmate Terminal	1_A_T8206 1_B_T6048 1_C_T5734 1_D_T7085	Visitor Terminal	Visitation_10_T5753 Visitation_11_T6192 Visitation_12_T6122 Visitation_1_10474
User			Visitation Type	Regular Public Home user Private attorney	User Group	Admin Emergency Home User Inmate
Appointment Id			Status	Alive Scheduled Pending Ready		

| 
  | 
  |

- On the Export Format section, select XLS and click Export Data

Export Format: CSV

- CSV
- XLS**
- PDF


- Save the Excel document to your designated facility's visitor log located in:
  - V drive → Detentions Services Bureau → Facility (SDCJ, VDF, SBDF, LCDRF, EMDRF, GBDF) → Visitor's Log.
  - Save the file in the following format: Video Visits MM-DD-YYYY
- Forward the Excel document to the appropriate sworn staff.

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## FREQUENTLY ASKED QUESTIONS

- **How do I create a home user account?**

- Home users can create an account by going to: [www.securustech.net](http://www.securustech.net)
- On the top right of the website, click 



- A new page will appear. Prompt users to click, [Don't have an account? Sign up now!](#)
  - Users will then be prompted to create a login.
- **How do I get a refund/credit on my account?**
    - Please contact Securus customer service by going to [www.securustech.net](http://www.securustech.net), or by calling (972) 734-1111.
  - **How long are the video visits?**
    - Video visits are typically between 20-30 minutes long, however may vary depending on the needs of the facility.
  - **How much does a home video visit cost?**
    - A 30 minute session is \$5, however pricing for home video visits are subject to change.
  - **What are the hours available for a home video visit?**
    - Visit hours are subject to change per facility guidelines.
  - **When will my home user account be approved?**
    - New user accounts are typically approved within 24 hours.
  - **When will my video visitation be approved?**
    - Video visitations are typically approved within 24 hours.

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