

Benefits

- **Convenience**

Quickly and easily register and schedule video visits online.

- **Confirmed visits**

Video visits are confirmed in the system immediately. You will get a notification with the details by email.

- **Cancellation notifications**

If an inmate is unable to attend a scheduled video visit, you will be notified right away by email .

- **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!

Video Visitation Details & Schedule

Visitation Hours*:

A or B Pod: Saturday
1 p.m. - 3:30 p.m. & 7:30 p.m. - 9 p.m.

C or D Pod: Sunday
1 p.m. - 3:30 p.m. & 7:30 p.m. - 9 p.m.

E or F Pod: Tuesday
1 p.m. - 3:30 p.m. & 7:30 p.m. - 9 p.m.

G or H Pod: Thursday
1 p.m. - 3:30 p.m. & 7:30 p.m. - 9 p.m.

Requirements:

Valid email address and a credit or debit card

Online Visitation*:

No charge for up to a 15 minute visit

Visit Scheduling:

All visits must be scheduled at least one day in advance, but not more than 7 days in advance.

Registration & Scheduling:

<https://vv.wilkescounty.net>

Check-in:

All visitors must be signed in 15 minutes prior to the scheduled visit start time.

*Prices and times subject to change. Current times and prices will be shown during the scheduling process online. All times shown are Eastern time.

HAVE QUESTIONS?

For more information about this program, call the video visitation information line:

(336) 990-0463



Video Visitation Scheduling & Registration

Visitors can now register for and schedule video visits with inmates of this facility. Please review this brochure before registering for, or scheduling an inmate video visit.

VISITATION SCHEDULE, DETAILS AND LOCATIONS are listed on the back of this brochure.

Please be sure to note your visitor information below.

Visitor ID:

Password:

<https://vv.wilkescounty.net>





VISITATION SCHEDULING & REGISTRATION:
<https://vv.wilkescounty.net>

GTL VIDEO VISITATION

Register

Visitors can now register for, schedule and conduct inmate visitations online.

At any time, go to the visitation website and click "Register Today." Fill in the required information including a valid email address. If you do not have an email address, there are many webmail providers who offer free email accounts. An email account is required for video visitation account creation and for using the online registration tool.

Once you have registered on the video visitation website, 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 from the system, call 855-208-7349.

Next, log in using the temporary password provided in the email. You will be prompted to change your password. Be sure to pick a password you can remember, or note it in a secure location.

Schedule a Visit

Video visits must be scheduled at least one day in advance but cannot be scheduled more than seven days in advance.

To schedule an inmate video visit, log in with the email address you used for registration and the new password you created after logging in with your temporary password. Click "Visitation" in the main menu, add any additional visitors that will attend the video visit and select the inmate you'd like to visit. **Before** scheduling an internet visit, use the **INTERNET VISIT TESTER** to ensure that your system is compatible.

Next, enter your preferred date, time and location and click "Search." Click "Select" next to the desired video visitation time. NOTE: all visits are listed in the time zone of the facility of the internet visit.

If you select a paid visit, enter your billing information. All major credit cards, check cards and Visa® Gift Cards are accepted. On the next page, you can review selections and make changes. At the bottom of the page, indicate that you have reviewed the policies. Verify all the information on the page, and click "Confirm." The status of the video visit should now be "Confirmed." Upcoming video visits are shown on the Home page. Click a visit to review its details.

Check In & Visit

Visitors must log in to the website 15 minutes or more before your visit is scheduled to begin. Your upcoming visit will be highlighted in red when you log in. Click the play button on the right side of the red bar. Follow the instructions that appear on your screen. After completing the tester, click "Start Visit," then "Allow." Your visit will begin at the scheduled time.

Cancellation

To cancel a visit, click "Cancel Visit" on the summary page in your account, or click the "X" next to the visit on the home page. You will then be asked to confirm your cancellation. All video visits must be canceled at least 48 hours prior to the start of the visit or you will be expected to show and deemed a no-show if you fail to attend.

Visit History

To view information about past visits, click the "View Visit History" link under the "My Account" tab.