

Benefits

- **Convenience**

Quickly and easily register and schedule 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 visit, you will be notified right away by email.

Video Visitation Details & Schedule

Cost for online visitation*:

15 minutes \$6.00

Visit Scheduling:

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

Registration & Scheduling:

<https://rrjva.renovosoftware.com>

*Policies, prices and times subject to change. Current times and prices will be shown during the scheduling process online or at the kiosk.



Video Visitation Scheduling & Registration

Visitors can now register for and schedule visits with inmates of this facility. Please review this brochure before registering for, or scheduling an inmate 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://rrjva.renovosoftware.com>

HAVE QUESTIONS?

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

855-208-7349





VISITATION SCHEDULING & REGISTRATION:

<https://rrjva.renovosoftware.com>

GTL VIDEO VISITATION

Register

Visitors can now register for, and schedule inmate visitations online or at the visitation kiosk in the visitation lobby.

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 visitation account creation and for using the online registration tool.

Once you have registered on the 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

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

To schedule an inmate 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.

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

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 arrive 15 minutes or more before your visit is scheduled to begin and a photo ID is required for all visitors at check-in.

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 24 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.

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).

Visit History

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

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

Navigation: VISITATION | MY ACCOUNT | CONTACT

Date/Time: [Field]

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.

Search Criteria: [Internet Visit Diagrams]

Name: Johnny Johnson

Date: 08/03/2013 [OK]

Visitation Location: [No Preference]

Time of Day: [No Preference for Time]

Buttons: Previous | Search