

DCYF

# Video Visitation with Incarcerated Parents

Step by Step Guide for J-Pay Video Visitation

# Why use video visitation?

- Face-to-face parent/child contact is not possible
- Child's development supports this type of contact (e.g. verbal)
- Maintain family connections
- Policy allows it!



# Visitor application

- Even for video visits, you must be on the inmate's approved visitor list through DOC
- Complete the application process prior to setting up your J-PAY account and sending an inmate funds
- <https://washingtondoc.wufoo.com/forms/r19abi5r0x75gnm/>
- For more information about visiting inmates:  
<http://visiting.doc.wa.gov/>

# Accessing funds for J-PAY

- Worker completes the J-PAY Credit Card Request Form and obtains supervisor signature for approval
- Form is sent to Business office contact in region
- Business office sets up service with the credit card number to use in putting funds on the specific inmate's J-PAY account (**keep it confidential!**)
- A new request form is needed for every time funds are put on the inmate's account

## J-PAY CREDIT CARD REQUEST FORM

DATE OF REQUEST:

DATE SERVICE PREFERRED:

Social Worker Name/Phone:

Supervisor's Name/Phone:

Family Name (first & last) & address & phone number:

Name of all Child(ren) and DOB(s):

Case Number:

Intake Number(s):

Check Task Requested and indicate in writing **specific items**

- Purchase basic household cleaning or specific personal basic hygiene items
- Pay for a utility bill (attach utility bill)
- Purchase clothing items and for whom not to exceed \$200.00 per child as per policy allows)
- Purchase fuel
- Purchase emergency basic food items (this is after all other resources have been exhausted such as local food banks)
- JPAY visits for incarcerated parent

Please give specific instructions (when the task needs to happen, addresses/phone numbers, specific sizes, and items):

\_\_\_\_\_  
Social Worker Signature

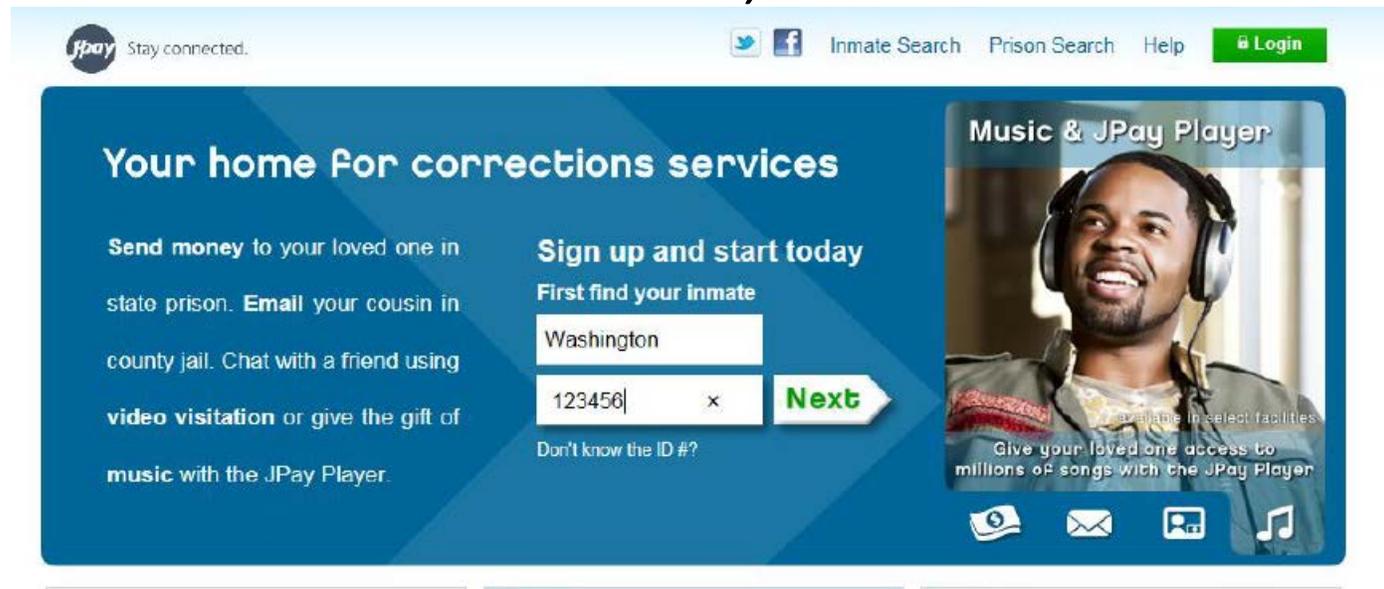
\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

# How to create a J-PAY account

- Go to the J-PAY website: <https://www.jpayers.com/>
- From the main page, enter the state and inmate ID number and click next
- If you don't know the inmate ID number, there is a link where you can search for it



- Select the name of the inmate and it will take you to the next page where you create your account

The screenshot shows a web application interface for inmate search. At the top, there is a header with a logo and the text "Stay connected." followed by social media icons for Twitter and Facebook, and a link for "Inmate Search". Below the header is a navigation bar with links for "Home", "Inmate Services", and "Parole & Probation". The main content area is titled "Search Results" and displays "Selected State: 'Washington'". Underneath, it says "Select your Inmate/Offender" and shows a table with two columns: "Name" and "ID", and one row: "Agency". The table contains two entries, both with redacted names and IDs. The first entry is for the "Washington State Department" and the second is for the "Washington Interstate Compac". At the bottom of the page, there are three input fields: "Select State...", "Inmate ID", and a green "Search Again" button.

Stay connected.

Inmate Search

Home Inmate Services Parole & Probation

Search Results

Selected State: "Washington"

Select your Inmate/Offender

Name	ID	Agency
[REDACTED]	[REDACTED]	Washington State Department
[REDACTED]	[REDACTED]	Washington Interstate Compac

Select State... Inmate ID Search Again

- Put an email, password, security question and answer
- Then check the box where it says “By selecting this box I agree to Payments Terms of Service”
- Click the “Register” button and it will take you to the next page

**jpay** Stay connected.

[Home](#) [Inmate Services](#) [Parole & Probation](#)

### Registration

✓ Inmate/Offender: ~~XXXXXXXXXX~~ (XXXXXX) [BACK](#)

**Create an Account**

Email Address

Confirm Email

Password

Confirm Password

**Choose a security question**

Select one...

Answer

By selecting this box I agree to Payments Terms of Service

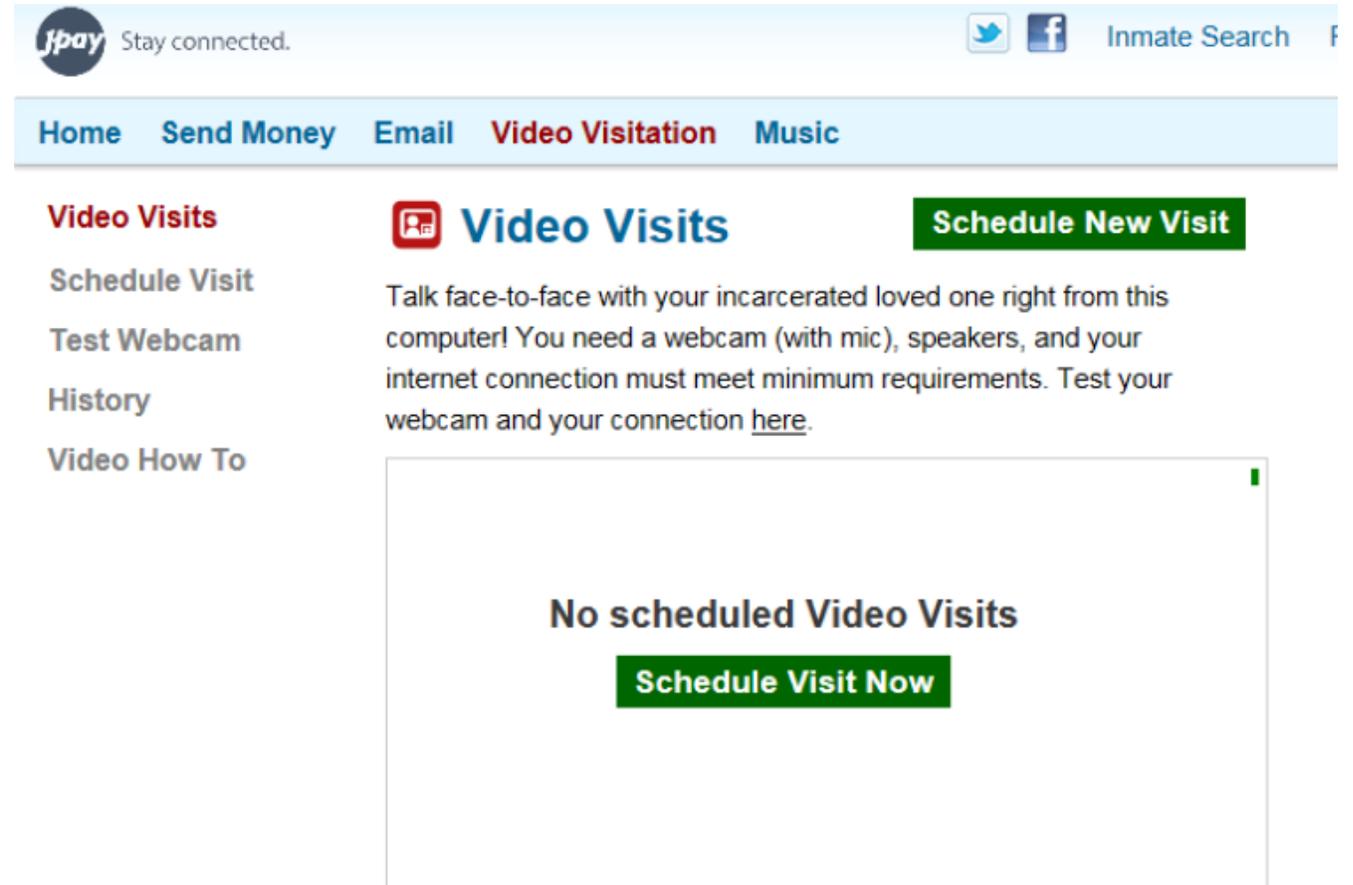
**Register**

# Sending money

- From the J-PAY account home page, there is a box that says “Send Money”
- Enter the amount based on the fee for the standard time allotment of 30 minutes (verify rates on DOC webpage: <http://www.doc.wa.gov/corrections/incarceration/visiting/video-visits.htm> )

# Setting up a visit

- Click “Video Visitation” and then “Schedule New Visit”



The screenshot shows the Jpay website interface. At the top, there is a navigation bar with the Jpay logo and the text "Stay connected." on the left, and social media icons for Twitter and Facebook, along with an "Inmate Search" button on the right. Below this is a secondary navigation bar with links for "Home", "Send Money", "Email", "Video Visitation" (highlighted in red), and "Music".

On the left side, there is a vertical menu with the following items: "Video Visits" (highlighted in red), "Schedule Visit", "Test Webcam", "History", and "Video How To".

The main content area features a "Video Visits" heading with a video camera icon, followed by a green button labeled "Schedule New Visit". Below this, there is a paragraph of text: "Talk face-to-face with your incarcerated loved one right from this computer! You need a webcam (with mic), speakers, and your internet connection must meet minimum requirements. Test your webcam and your connection [here](#)."

At the bottom of the main content area, there is a white box with a thin border containing the text "No scheduled Video Visits" and a green button labeled "Schedule Visit Now".

# Before you proceed...

- Click “My Account” in the top right corner and complete “My Profile”
- You can use “Social” as the first name and “Worker” as the last if you prefer
- Use office address and phone number
- Click Save and return to Video Visitation page

Stay connected.

Home Send Money Email Video Visitation Music My Account

**My Profile**

Offender Information

Add Phone Number

Payment Methods

Change Password

Email Preferences

**My Profile**

Please enter your information below.

First Name

Middle Initial

Last Name

Date of birth Month  Day  Year

Your billing address

Address

Address 2

City/Town

Country

State/Province

Zip/Postal Code

Country Code:

Phone

Cell Phone

Save

# Terms of use

- Click “Schedule Visit” and check the box that says “I have read and agree to the Video Visitation Terms of Service”
- Then click “Continue”

Stay connected.

Home Send Money Email **Video Visitation** Music

Video Visits **Schedule Visit** Test Webcam History Video How To

Step 1 Step 2 Step 3

✓ Offender: ~~Stephen Smith~~  
#113888  
Washington State Department of Corrections

I have read and agree to the [Video Visitation Terms of Service](#)

Cancel Continue

# Choose the date, then click Continue

 Stay connected.   [Inmate Search](#) [Prison Search](#) [Help](#) [Log out](#)

[Home](#) [Send Money](#) [Email](#) [Video Visitation](#) [Music](#) [My Account](#)

[Video Visits](#)  [Schedule Visits](#) Step 1 Step 2 Step 3

[Schedule Visit](#)  
[Test Webcam](#)  
[History](#)  
[Video How To](#)

All times are converted to the facility timezone: **Pacific Standard Time**

**Choose Date**

February 2016						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	1	2	3	4	5
6	7	8	9	10	11	12

[BACK](#) [Cancel](#) [Continue](#)

# Choose time and click Continue

The screenshot displays the JPay website interface. At the top, there is a header with the JPay logo and the text "Stay connected." followed by social media icons for Twitter and Facebook, and links for "Inmate Search", "Prison Search", "Help", and a "Log out" button. Below this is a secondary navigation bar with links for "Home", "Send Money", "Email", "Video Visitation" (highlighted in red), "Music", and "My Account".

The main content area features a left sidebar with links for "Video Visits", "Schedule Visit" (highlighted in red), "Test Webcam", "History", and "Video How To". The central section is titled "Schedule Visits" and includes a progress indicator showing "Step 1", "Step 2" (active), and "Step 3". Below the title, a note states: "All times are converted to the facility timezone: **Pacific Standard Time**".

A "Choose Time" section contains a dropdown menu with "7:30-8:00am" selected. At the bottom of this section are two buttons: a grey "BACK" button and a green "Continue" button.

# Choose the 30 minutes Call option then Continue

The screenshot shows the Jpay website interface. At the top, there is a navigation bar with the Jpay logo and the text "Stay connected." followed by social media icons for Twitter and Facebook, and links for "Inmate Search", "Prison Search", "Help", and a "Log out" button. Below this is a secondary navigation bar with links for "Home", "Send Money", "Email", "Video Visitation", "Music", and "My Account".

The main content area is titled "Video Visits" and includes a sidebar with links for "Schedule Visit", "Test Webcam", "History", and "Video How To". The "Schedule Visits" section is active, showing a progress indicator with three steps: "Step 1", "Step 2", and "Step 3". The current step is "Step 3", which is titled "Make your purchase".

Under "Make your purchase", there is a radio button selected next to the option "30 Minutes Call For \$12.95". Below this selection are three buttons: "BACK" (grey), "Cancel" (red), and "Continue" (green).

Enter the information in Payment Method (Name as social worker, address, and credit card information) and click Continue

The screenshot shows the Jpay website interface. At the top, there is a navigation bar with the Jpay logo and the text "Stay connected." followed by social media icons for Twitter and Facebook, and links for "Inmate Search" and "Prison". Below this is a secondary navigation bar with links for "Home", "Send Money", "Email", "Video Visitation", and "Music". The main content area is titled "Schedule Visits" and includes a progress indicator showing "Step 1", "Step 2", and "Step 3". On the left side, there is a sidebar menu with links for "Video Visits", "Schedule Visit", "Test Webcam", "History", and "Video How To". The "Schedule Visit" section contains a form titled "Payment Method" with the following fields:

Payment Method	
First Name	Social
Middle	
Last Name	Worker
Address	3600 S. Graham St.
Address Line 2	
City	Seattle
State / Province	Washington
Zip/Postal Code	98118
Country	United States of America
Card Number	
Type of Card	Please Choose

Continue to get the final screen

**Jpay** Stay connected.  

[Home](#) [Send Money](#) [Email](#) [Video Visitation](#) [Music](#)

Video Visits  
**Schedule Visit**  
Test Webcam  
History  
Video How To

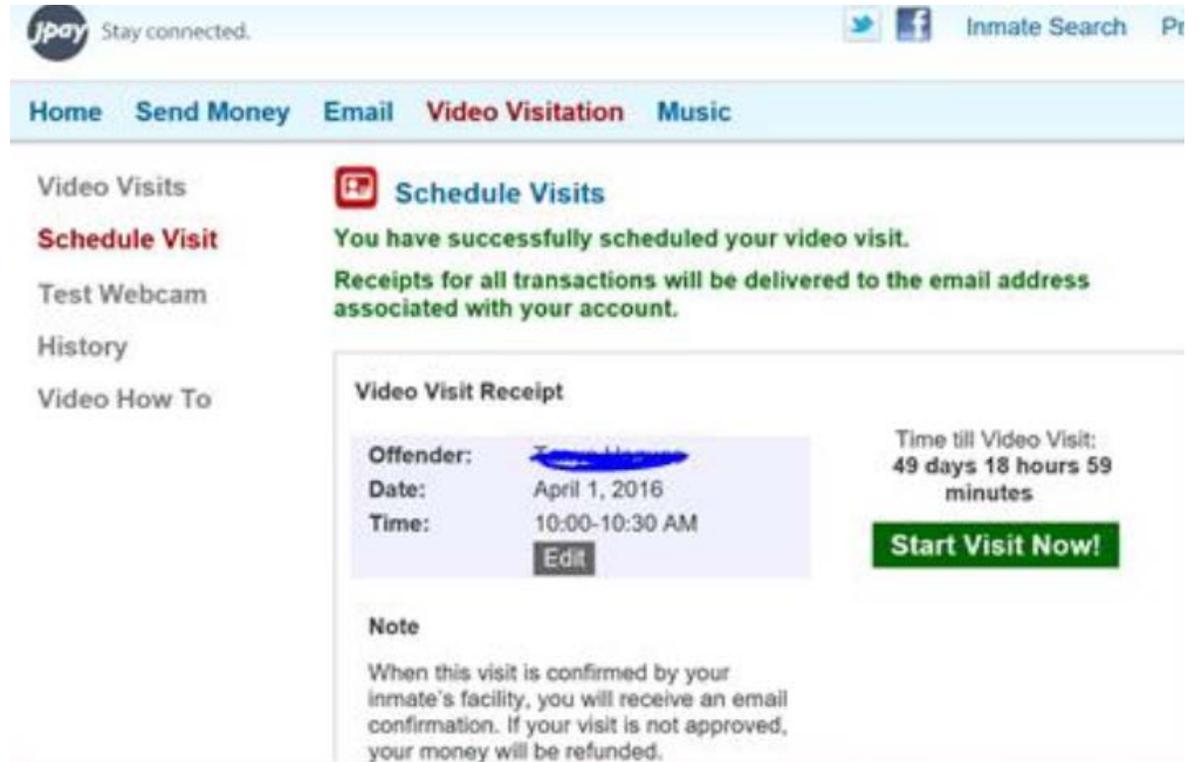
 **Schedule Visits** Step 1 Step 2 Step 3

**Video Visit Review**  
Offender:   
Date: April 1, 2016  
Time: 10:00-10:30 AM  
Total: \$12.95

**BACK** **Cancel** **Continue**

# Final steps

- Before you log out, make sure to delete the credit card information each time you schedule a visit
- Mark your calendar and be sure you have the child prepared for the visit day and time
- Send regional business office person the receipt once received and be sure to include the case name and number



The screenshot shows the Jpay website interface. At the top, there is a navigation bar with links for Home, Send Money, Email, Video Visitation, and Music. The 'Video Visitation' link is highlighted in red. Below the navigation bar, there is a sidebar with links for Video Visits, Schedule Visit (highlighted in red), Test Webcam, History, and Video How To. The main content area displays a confirmation message: 'You have successfully scheduled your video visit. Receipts for all transactions will be delivered to the email address associated with your account.' Below this message is a 'Video Visit Receipt' box containing the following information: Offender: [Redacted], Date: April 1, 2016, Time: 10:00-10:30 AM, and an 'Edit' button. To the right of the receipt box, it says 'Time till Video Visit: 49 days 18 hours 59 minutes' and a green 'Start Visit Now!' button. At the bottom, there is a 'Note' section stating: 'When this visit is confirmed by your inmate's facility, you will receive an email confirmation. If your visit is not approved, your money will be refunded.'