

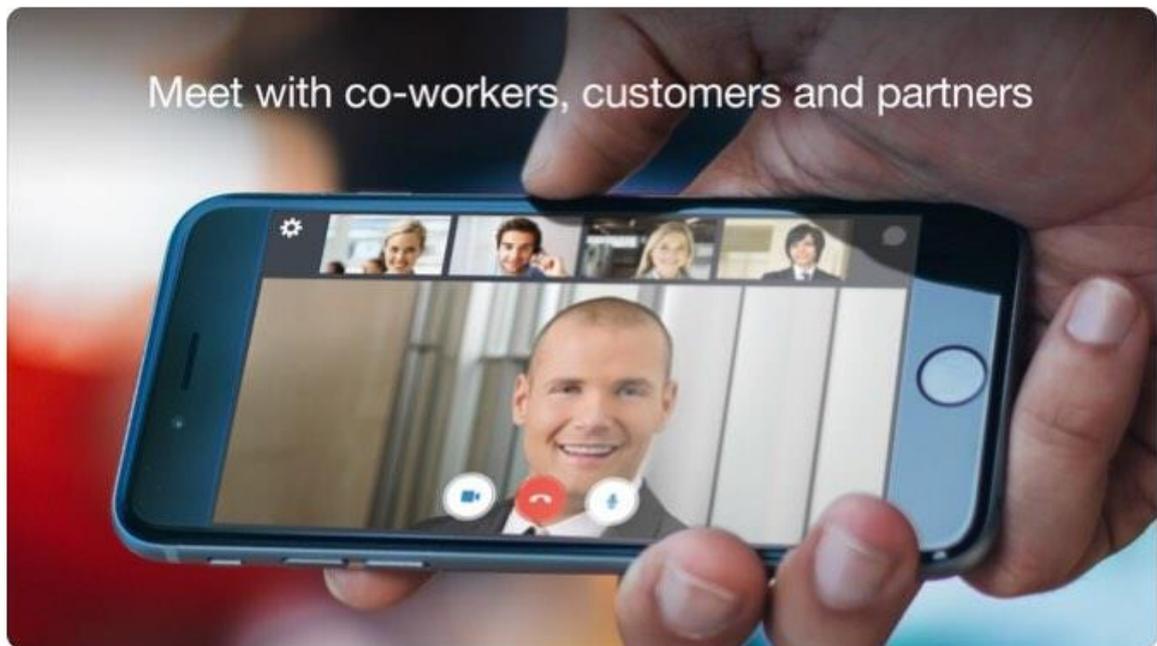
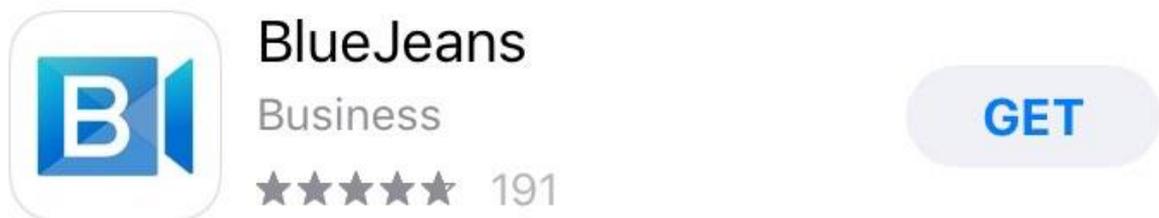
How to conduct a Personal Video Visit via Bluejeans

Setting up your device for a Personal Video Visit

Before your first Personal Video Visit, you will need to set up your mobile phone, tablet or computer with the BlueJeans software. This is a free application. Once BlueJeans is set up, you can access your Personal Video Visit by typing or pasting in the 'ticket' link you were emailed.

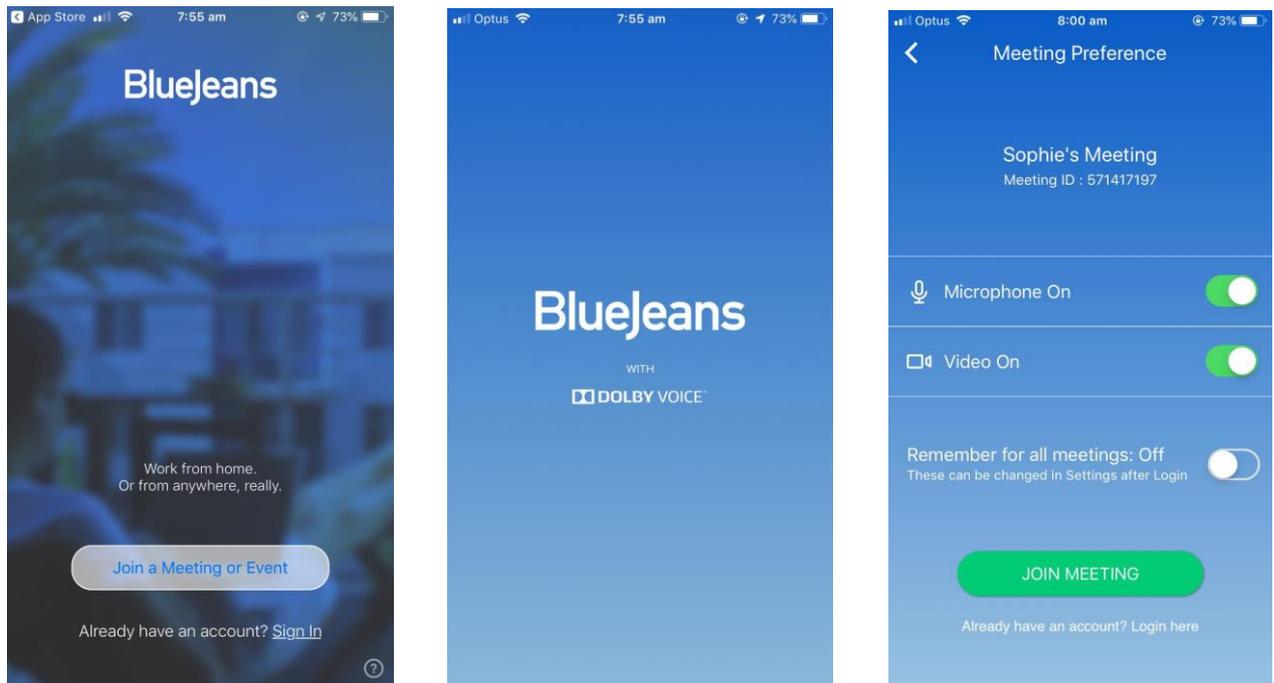
Instructions: Installing BlueJeans on your phone or tablet

In the App Store or Google Play store, search for **BlueJeans**. It looks like this:

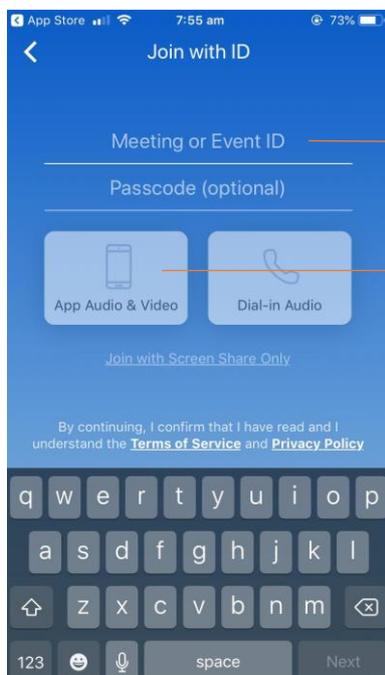


Tap 'get' to start downloading the BlueJeans app. You may need to enter your Apple ID password if you're using an iPhone or iPad, but this app is free, and you won't be charged.

Once you've downloaded the app, open it. Allow the app access to your **camera** and **microphone** if you're prompted. This is what the BlueJeans app looks like as it opens:

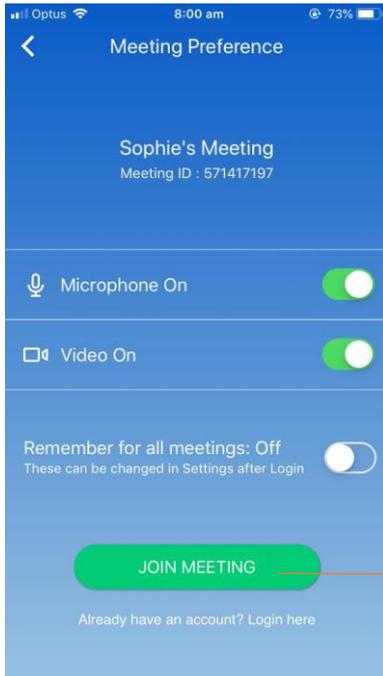


You will receive a unique ID number and a website URL for the visit. These will be sent to the email address you have provided the prison with. This link is how you access the visit. When starting a visit from a phone or tablet, you **only need to type in the nine-digit ID number, not a passcode.**



→ Type or paste in the nine-digit ID number that was sent to your

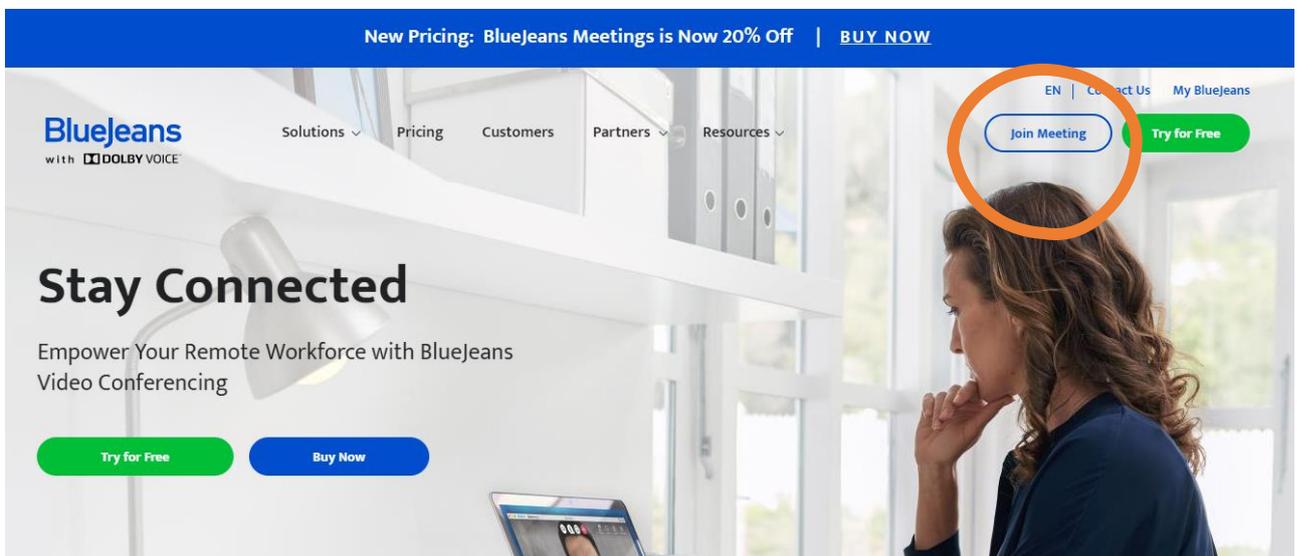
→ Tap this button to join the visit using video and audio.



When you're ready to start the visit, tap **join meeting**. Make sure you join at exactly the time of the scheduled visit, and you'll soon see your family member through your phone or tablet screen.

Instructions: Installing BlueJeans on your laptop or computer

Open your internet browser (eg Chrome, Firefox, Safari, Explorer) and type in **www.bluejeans.com** visit the BlueJeans website. It looks like this:



You **do not** need to make an account to use BlueJeans. Don't click 'Try for free' or 'Buy now'. To use BlueJeans for a Personal Video Visit, just click '**Join meeting**'.

You will receive a unique ID number and a website URL for the visit. These will be sent to the email address you have provided the prison with. This link is how you access the visit.

When starting a visit from a laptop or computer, you **only need to type in the nine-digit ID number, not a passcode.**

Join Meeting

Meeting ID

Passcode (optional)

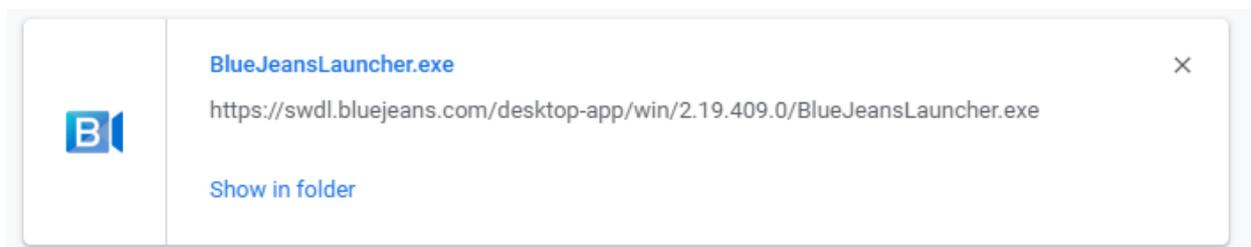
Name



Type or paste in the nine-digit ID number that was sent to your email.

Click 'Enter meeting' when you're ready to start the visit.

Many computer operating systems will require you to download the **BlueJeans app for desktop** before joining your first visit. This is a free app that takes just a couple of minutes to set up. Follow the prompts that will appear to open and run the **BlueJeans Launcher**.



Once you've downloaded the BlueJeans app for a computer, it will automatically run when you click 'Join meeting'. If this doesn't happen automatically, this screen will help you **launch the app, or join from your internet browser.**

Your meeting is live in the BlueJeans App

Don't see anything? [LAUNCH THE APP](#) or [DOWNLOAD AGAIN](#)

Can't Launch The App? [JOIN WITH BROWSER](#)

Your visit will start when you've clicked **join meeting** and the BlueJeans program is running. Make sure you join at exactly the time of the scheduled visit, and you'll soon see your loved one through your screen.

The screenshot shows the BlueJeans meeting interface. At the top, it displays 'BlueJeans | DOLBY VOICE' on the left, 'Sophie's Meeting - ID: 571 417 197' in the center, and 'Help' on the right. Below the header is a toolbar with icons for 'Start Rec', video, microphone, desktop, and phone. On the right side of the toolbar are icons for 'PEOPLE', 'CHAT', 'APPS', and 'SETTINGS'. The main content area has a blue background with the text 'You are the only one here' centered. Below this text is a dark video feed area with a microphone icon in the bottom right corner. At the bottom, there is a section titled 'Share this link to invite other people:' followed by a shareable link: <https://bluejeans.com/571417197>.