

Skype video visits – Instructions for visitors

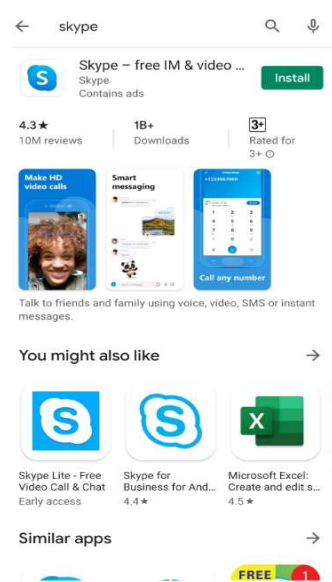
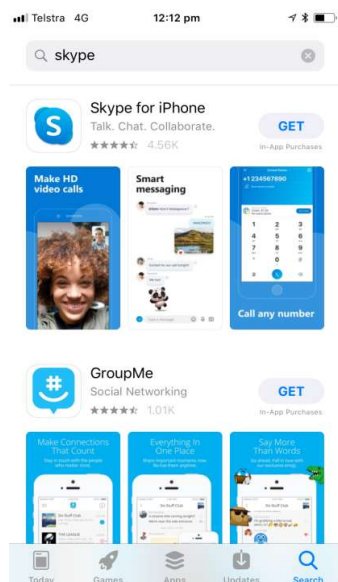
Corrections Victoria

Video-based visits using Skype have been implemented as a temporary option in response to suspension of personal visits for prisoners. Skype-based visits will enable prisoners to continue face-to-face communication with families and friends.

This guide will assist visitors to access, setup and receive Skype video calls.

Preparing for Skype-based visits

- Go to either App Store for iPhone/iPad/MacBook or Google Play store for Android devices and **download/install the “Skype” application.**



- Visitors will be required to **create an account in Skype** in order to receive calls from an offender. Follow the necessary steps the application requires to complete this task.
- Visitors will be required to **provide their Skype name (username)** to the prisoner.
- Visitors must be on the prisoner’s approved visitor list.
- It is the responsibility of the prisoner to correctly record their visitor’s Skype name, and provide it to the staff member facilitating the video call.

On the day of the video visit

- Visitors are to **launch the application** and ensure you are **signed into the account.**
- The prison facility will initiate the video call and ring the visitor. The visitor’s device will ring, and the visitor **accepts the call** by tapping the green phone button.

NOTE: Visitors cannot initiate calls to individual prisoners. Devices in prisons are set up to make outbound calls only