



# WASHTENAW COUNTY OFFICE OF THE SHERIFF



2201 Hogback Road ♦ Ann Arbor, Michigan 48105-9732 ♦ OFFICE (734) 971-8400 ♦ FAX (734) 973-4624 ♦ EMAIL sheriffinfo@ewashtenaw.org  
**JERRY L. CLAYTON**  
SHERIFF

**MARK A. PTASZEK**  
UNDERSHERIFF

## Visitor's Visitation Registration Process

1. Visitors may pre-register with the new visitation system by either using a PC terminal in the Sheriff Visitation lobby or online using any internet web browser (Internet Explorer, Firefox, Chrome, etc.) from any location with internet access. **Please note that you must have a valid email address in order to register for video visitation on the new system. Your registration will not be allowed to continue without a valid email address.**

**If you do not have a valid email address, please apply for one or use an existing email address of a family member before trying to register with new system again.**

2. If using the PC provided onsite in the Sheriff lobby, please use the one designated and marked for new system pre-registration. The PC will automatically take you to the registration page. If you are using a PC from home or other location please enter the following web link into your internet browser to gain access to the new systems registration page:

<https://securustech.net/video-products/>

3. Once you see the new visitation systems main web page, select Remote Video or Onsite Video depending on your preferred type of visit then follow the instructions on the webpage.
4. **Log On Information:** Provide a valid email address then select "Next".

**Please note that you must have a valid email address in order to register for video visitation. Your registration will not be allowed to continue without an email address being entered.**

5. **Personal Information:** Fill in all fields.
6. **Personal Identification:** Please enter a valid form of identification, a driver's license or valid state ID.
  - a. Note: When you register ensure that the ID type and number that you choose are the same identification that you bring to your scheduled visit as it will be used to verify your identity for the visitation session.
7. **Confirmation:** Review all information for accuracy as it appears on the screen.
8. **Summary Page:** Please make note of your Visitor ID to schedule any visitation sessions. An email will be sent to your email address containing both your temporary password and login id (which is your email address). When you access the system again to schedule a visit, the visitation system will ask you to change your temporary password. Once done, you will be allowed to schedule visitation visits.



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9. **When scheduling a visit you will need:**
  - a. Your **Visitor ID** which was on the confirmation page of your registration.
  - b. Your **Email Address** and **Password**

## New Visitation Scheduling Process

- ✓ You must have an account and be registered with the system before you can schedule a visit.
  - ✓ Persons scheduling the inmate's weekly visit must include everyone attending the weekly visit when scheduling (See Step #8).
  - ✓ Persons not included when the weekly visit is scheduled will not be allowed to visit that week.
  - ✓ Once the weekly visit is scheduled, no one else will be able to schedule another visit with that inmate for the week.
1. Visitors may gain access to the Sheriff's Office visitation site through an internet browser from any computer. Computers will be available in the public lobby of the Sheriff's Office for those who do not otherwise have access to a computer.
  2. Once access has been made to the Washtenaw County Sheriff's Office website, <http://www.ewashtenaw.org/government/sheriff/>, visitors will schedule a visit by selecting the  **Video Visitation** icon. Then select the link for "Register & schedule a video visit" on the next page.

### **OR**

You may access the visitation system and scheduling directly from any web browser and PC by entering the following link <http://securustech.net/video-products/> in your web browser.

3. Select Remote Video or Onsite Video according to your preference then follow the registration/sign up steps.
4. Enter the user name and password that you created during the registration process and select login.
5. Select the State (Michigan) and the Facility (Washtenaw County Sheriff's Office).



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6. Enter the inmate's first and last name to search for and then click on the "Search" button. Or you may search on the inmate ID if known. ***Please note that exact spelling of the inmate's given name must be used.***
7. For your security please ensure you select the Logout icon in the top right corner of the screen upon completion of process.