



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

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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://visitation.ewashtenaw.org>

3. Once you see the new visitation systems main web page, select the **"Register Today"** blue icon on the right.
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 including address and phone numbers; then select **"Next"**.
6. **Personal Identification:** Please enter a valid form of identification. Available choices can be viewed by clicking the arrow next to the Identification Type box. Once completed, select **"Next"** to continue.
 - 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. If the information is accurate select **"Finish"**.
 - a. If you need to edit the information click **"Previous"** on the bottom of the page to correct any error and continue as previously suggested.



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- b. If the information is correct, enter the security code displayed in the lower left hand multi-colored box. Please note these numbers and letters are case sensitive (Upper or lower case). After entering the code, click the verification check box right below the security code box. Then select **"Finish"**.
 - c. Please save your **Visitor ID** to schedule any visitation sessions. In addition, allow 16 hours from initial registration for internal processing before attempting to schedule your first visit.
 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.
 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**



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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 <https://visitation.ewashtenaw.org> in your web browser. If using this method, please proceed to **Step 4**.

3. Select the **"Visitors"** icon.
4. Enter the user name and password that you created during the registration process and select login.
5. In the drop down block labeled "Schedule a Visit" in the center of the screen, chose and click on **"Search for an Inmate"**.
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.***



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7. If the search is successful you will see the name of the inmate appear on the page. Click on **"Select"** at the right of the inmates name to proceed with scheduling.
8. Check the name of the person visiting the inmate. There is a check box next to the name of the person scheduling the visit. If you want to add additional people to your visit you can do so by clicking on the **"Add a New Visitor"** link in the middle of the page. **Please note that all visitors must be registered in the visitation system before they can be added to a visit.** If there are no additional people to add to the visit, click on the **"Next"** button to continue.
9. Click in the date box to select a time of your visit there is a small calendar to the right of the field that will display a current calendar. Make your date selection there by clicking on a day.
 - a. Leave the next two fields (**Visitation Location and Time of Day**) as they are as this will allow the system to give you all of the available times for the date you chose and then click on the **"Search"** button.
10. The system will display all available times on this screen. Click anywhere on the line for the time you want your visit to be scheduled for. If you do not see a time the works for you, click on the **"Previous"** button or change the date above on the current page to select another date to have the system search for.
11. Under the **"Visitor"** box click on this box to select your relationship to the inmate. Next click on the check box in the lower left of the screen to confirm you agree with WCSO's policy on visitations. Once done click on **"Confirm"**.
12. The last page is a confirmation page that will detail all of the information related to your visit. It is not necessary to write down this information since the system will send you a conformation email containing your visits information. The email will be sent to the address associated with your visitation account you used to register with the visitation system.
13. The **"Confirm Appointment"** screen will appear to ensure that all information is accurate; correct any error as previously instructed before selecting finish.
14. After all the above steps are successfully completed you will receive an **"Appointment Scheduled"** screen and reservation number.
 - a. Please retain the Reservation number for verification purposes at visitation check in.
15. **For your security please ensure you select the Logout icon in the top right corner of the screen.**