

## Walk through for Mobile Download for Android Devices

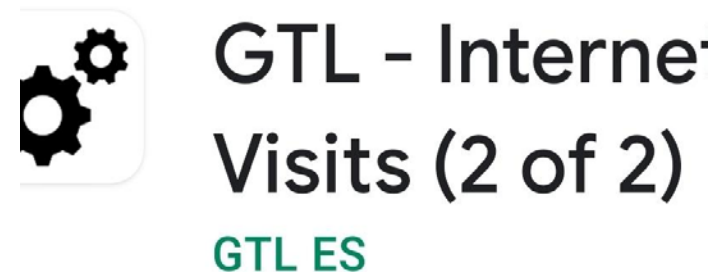
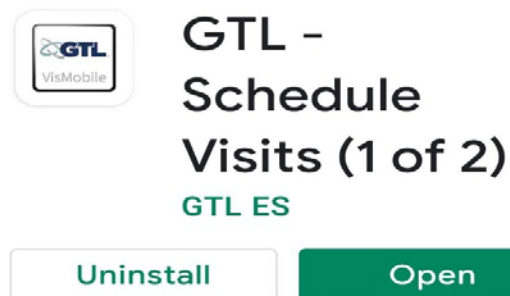
In South Carolina, GTL Visitation does not work on Apple devices. Visitors will be unable, at this time, to download any visitation apps from GTL on an iPhone and iPad. Also note that at this time, Google Chromebook computers cannot use the applications for visitation due to security settings on the devices.

- 1) Go to the Google Play Store (The big Play button) and type "GTL Visitation App" in the application search bar.

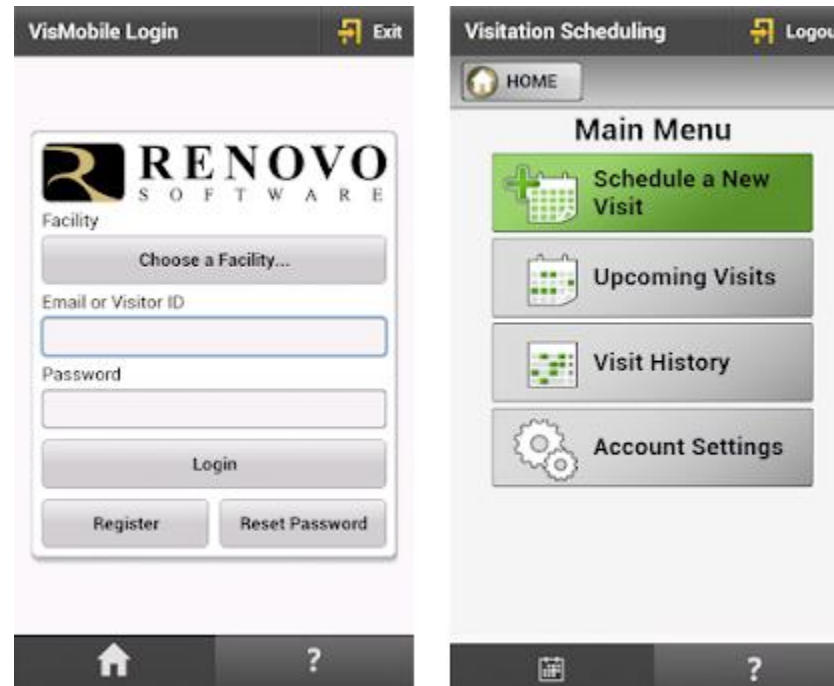


- 2) There should be an application that looks like this, but has 2 items to download:

\*You MUST download both apps before you can start the virtual visitation process by mobile device! \*



- 3) You will need to register an account on the website/mobile app before you can use the application. \*Visitors MUST enter “South Carolina DOC” in the location menu to access “your inmate’s institution” as a location option! \*
- 4) When you are registered, and you go to the app to open it, this is what you should see:



- 5) You can schedule a new visit with the inmate for the times and days specified on the mobile app/website. The times and days vary by institution. Please set a reminder for your visit after you have set it up, so you know when you log back into the app.



- 6) If you have been able to register the inmate and schedule a visit, on the date and time of the visit you will log back into the mobile app and select the inmate you are visiting. Then you will press the button that says, "Start Visit".
- 7) After you start the visit, you will be brought into an online "waiting room" to be verified by the Visitation Coordinator where, when prompted, you will hold up your identification card or other identifying documents to show you are the visitor that is scheduled to visit. \*This is NOT optional. You MUST show your identification, or you will be unable to visit. \*

- 8) The visit will start and end automatically. Once you are checked in by the Visitation Coordinator, the visit will start at the top of the hour and will end at 50 minutes past the hour. At this time, you may schedule a new visit for the next available date/time.