

## FAQs about Virtual Visitation

- **What do I need to do to have a virtual visit?**

Anyone on an inmate's approved visitation list can request a virtual visit. Set up an account at [sdoc.gtlvisitme.com/app](https://sdoc.gtlvisitme.com/app). Read all instructions and test your equipment. Each person who wants to visit, even if you visit together, must create an account. Names must match the name on the approved visitation list. Virtual visits are done on any type of computer, tablet or phone.

- **How do you get added to an inmate's approved visitation list?**

All potential visitors will need to apply to visit by submitting an application via the GTL website at the link below:

<https://sdoc.gtlvisitme.com/app>

- **Do you have to be an approved visitor in order to participate in virtual visits?**

Yes, family and friends must be approved to visit virtually and in person.

- **What is the schedule for a Virtual Visit?**

A visitor will request a time slot based on the institution's existing visitation schedule. The institution will try to accommodate the requested time, but please note that the time might not be available. A visitor can request a visit at a maximum of seven (7) days in advance and at a minimum of three (3) days in advance. Visits will be scheduled on a first come, first serve basis. A visitor can attempt to modify their virtual visit two (2) days in advance. A visitor can cancel the virtual visit one (2) days in advance.

- **Can an approved visitor schedule a Special Visit outside the institution's existing Virtual Visitation schedule?**

The Warden or an approved designee may permit special visits or authorize special conditions for visits outside of the established Virtual Visitation schedules for persons *who are immediate family members and can be verified on the relative screen and* on the inmate's visitation list.

- **Is there a cost to participating in Virtual Visitation?**

Yes, there is a 16 cents per minute. All visits will start on the hour. For example, the cost is \$8 for 50 minutes.

- **Will notification be sent out if the visit is cancelled, before it starts, by the institution?**

Yes, if the institution cancels the visit, a notification will be sent to the email address of the visitor.

- **How many individuals can participate in the Virtual Visit?**

Four (4) is the maximum number of approved visitors allowed to participate in a Virtual Visit.

- **Can minor children participate in the Virtual Visitation?**  
 Yes, an approved minor child(ren) can participate with an approved adult. The approved minor(s) will be counted toward the maximum number of participants.
- **Is a photo ID required to be shown before participating in a Virtual Visit?**  
 Yes, the visitation coordinator will request to see a photo ID for approved visitors ten (10) years and older. All approved minor children under the age of ten (10), must have their certified long form birth certificates as their identification.
- **Is there an arrival time for the visitor before a Virtual Visit starts?**  
 Yes, the visitor should be in place (in front of their electronic device) fifteen (15) minutes before the Virtual Visit starts.
- **Do I need the SCDC Form 19-118, "Authorization for Adult Supervision of a Minor," if I am not the parent or legal guardian for a Virtual Visit?**  
 No, this form is required for entry into an institution.
- **Is there a prohibited venue/ location for the visitor to participate in a virtual visit?**  
 Yes, certain venues/locations are prohibited (i.e. bedroom, bathroom, nightclubs, etc. are prohibited.)
- **Are there rules to follow during a Virtual Visit?**  
 Yes, the following is prohibited during virtual visits:  
 Behavior or actions that are sexual in nature  
 Any display of nudity  
 Inappropriate attire by the visitor  
 Any activity or display of Security Threat Group material(s)  
 Any unauthorized individual (adult or minor) suddenly appearing during the virtual visit  
 Use or display of any drugs/alcohol, weapons or related paraphernalia  
 Any unlawful activity or depiction of unlawful activity  
 An authorized (approved) visitor allowing an unauthorized individual to use their identification

**\*\*NOTE: Virtual Visits are always monitored and if inappropriate actions occur, your visit will be terminated immediately.**

- **Are there consequences for not following the rules of a Virtual Visit?**

Yes, there are consequences that are included but not limited to the following:

- An inmate who violates the visitation rules will be subject to disciplinary action per SCDC Policy OP-22.14, “Inmate Disciplinary System.”
- The visitor who engages in prohibited conduct may be suspended or terminated from virtual visitation privileges.
- This suspension could affect your in-person visitation privilege when that process is reinstated.

- **Are the virtual visits recorded?**

Yes, the virtual visits are recorded and are subject to review for appropriateness.

**If you have technical trouble, call GTL Visitor Support at 1 (855) 208-7349**

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