

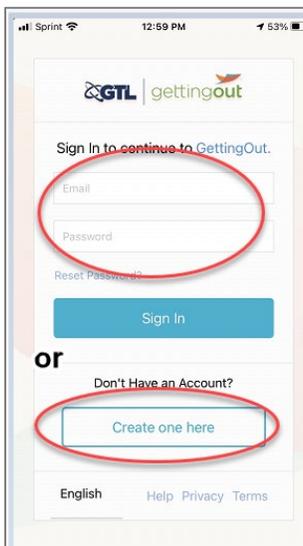
Setting Up an Account for Video Calling/Visit

Create an Account Using a Mobile Phone

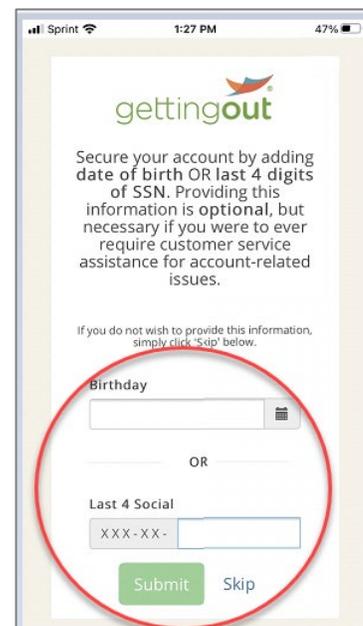
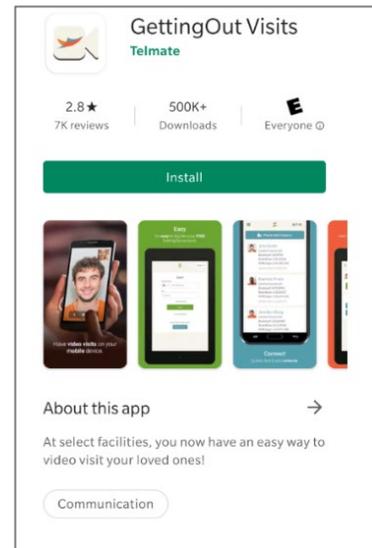
Note: These steps may vary between different mobile phones.

Following these steps to create an account using a mobile phone.

- 1) Using the App Store, look for the GO Visits app.
- 2) Click Get or Install.
- 3) Once installed, click Open
- 4) Sign or Create an account.



- 5) If creating an account, complete all the required fields, such as Name, Address, etc.
- 6) Enter your Birthday and Last 4 of your Social Security Number (SSN). This step can be skipped, but it is not recommended.



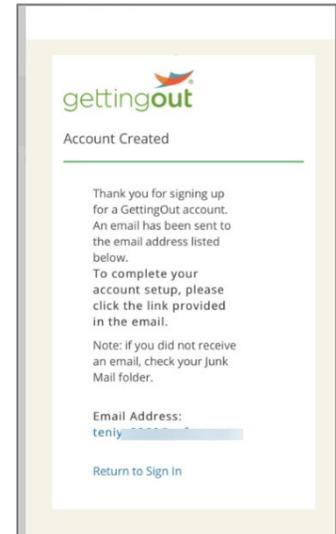
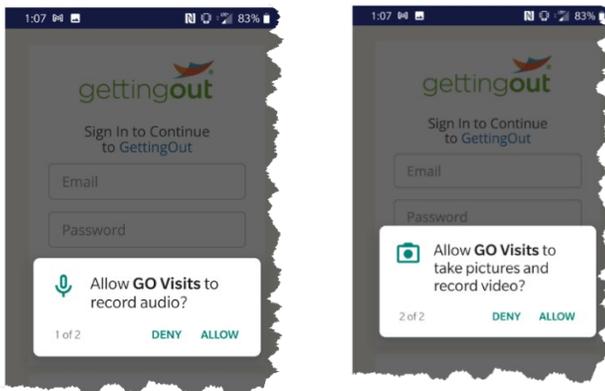
- 7) Click **Submit**.
- 8) Agree to the terms and conditions by placing a check mark next to the top two items and then click, **I Agree**.
- 9) Complete your profile by adding your **Date of Birth** and **the Last 4 digits of your SSN**.
- 10) Click **Continue**.




- 11) You are all finished until the inmate sends you an email inviting you to be added as a contact.
- 12) The email invite will be sent to your email account. In that email, click **Yes, Add this Contact**.
- 13) After the account is created, you will receive a verification email. Open the email and confirm your account. **This step must be taken before a visit can take place.**

Important Note: Before receiving a call from your loved one, you must have installed the GO Visits app and be logged into the GO Visits app.

If you are asked by the system to use your camera and/or microphone, you should respond Allow/Yes.

For assistance, please call Friends and Family Customer Service:

- By Phone at: 866-516-0115
- On the website: gettingout.com