

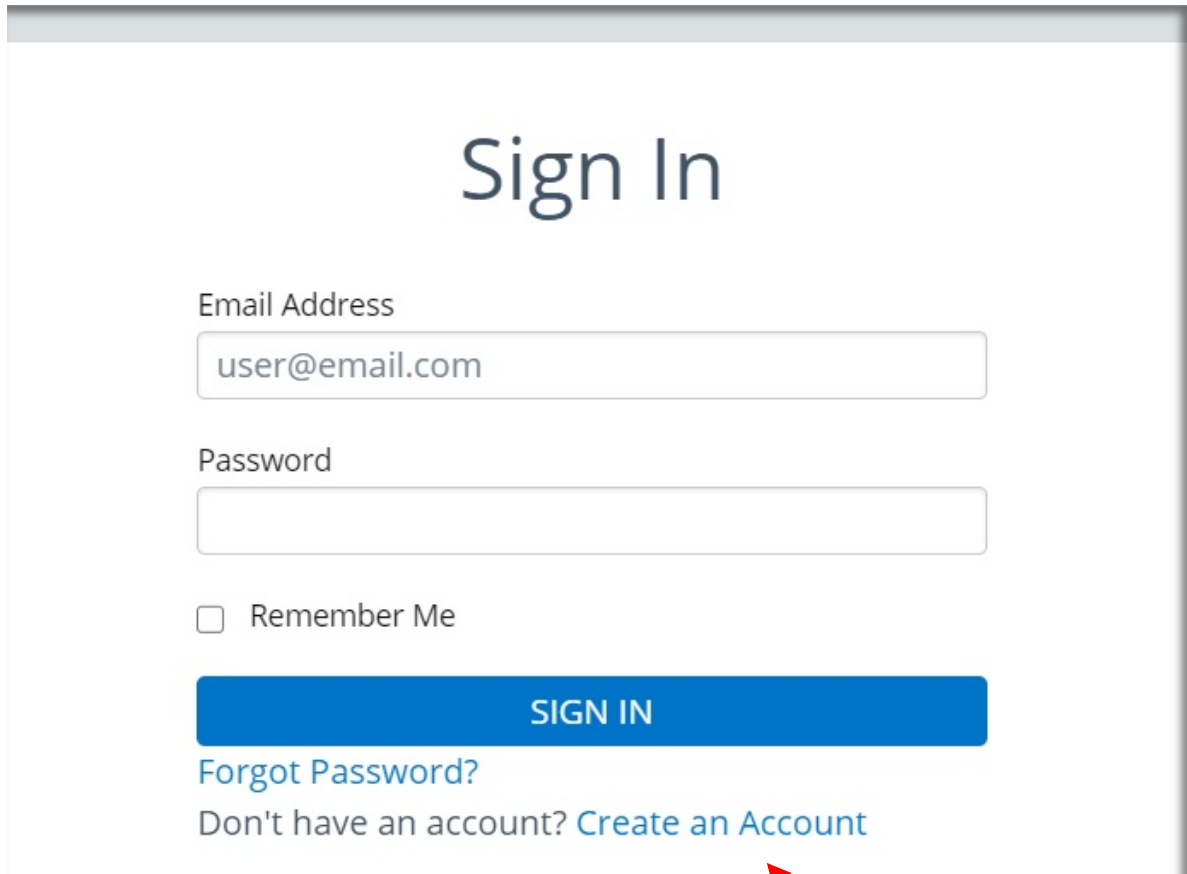
ESSEX COUNTY SHERIFF'S DEPARTMENT



FRIENDS & FAMILY VIDEO VISITS INSTRUCTIONS STEP BY STEP

Setting up a Securus Connect Account

Using a web browser go to <http://www.videovisitsanywhere.com/>
to begin the sign up process



The screenshot shows a web page titled "Sign In". It features two input fields: "Email Address" with the placeholder text "user@email.com" and "Password". Below these fields is a checkbox labeled "Remember Me". A blue button labeled "SIGN IN" is positioned below the checkbox. At the bottom of the form, there are two links: "Forgot Password?" and "Don't have an account? Create an Account". A red arrow points from the text "Create an Account" in the instruction below to the "Create an Account" link in the screenshot.

If you do not have an account yet* click **Create an Account**

*If you already have a Securus Account, please scroll to the section

**Setting Up and Configuring the Friends & Family
Video Visit Account**

1

2

3

Email & PasswordSecurity QuestionsContact Information

Email & Password

You will use this email address to log in to Securus Online.

Email Address

Email Confirmation

Password

Password Confirmation

Password must contain

- 8 characters
- 1 number
- 1 uppercase letter
- 1 lowercase letter

☒ I have read and agree to the [Terms and Conditions](#).

NEXT

Fill out all necessary information as required. Once done check the **box** next to the acknowledging the Terms and Conditions and then click **NEXT**

Please keep track of your login and security question information.
ECSD staff will not be able to assist you with any account information.
You will need to contact [Securus Tech Support](#)

1

Email & Password

2

Security Questions

3

Contact Information

Security Questions

Select three security questions below. These questions will help us verify your identity should you forget your password.

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3

[BACK](#)[NEXT](#)

Fill out required Security Questions and Answers and click **NEXT**

1

2

3

Email & PasswordSecurity QuestionsContact Information

Contact Information

Please complete the information below as it appears on your ID.

First Name

Last Name

Email Address

Country

Address

Address Line 2

City

State

Zip

Phone (US Only)

Create 4-Digit Passcode

Your 4-Digit Passcode is specific to your account and will be used for identification and security purposes whenever you contact our Customer Care Team. If you already have a passcode, enter it below. ⓘ

4-Digit Passcode

Confirm 4-Digit Passcode

Verification

824932

BACK

SUBMIT

Fill out Contact information and enter the Verification code then click **SUBMIT**

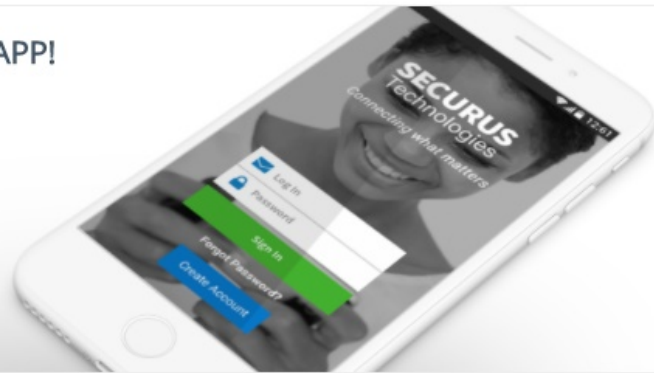
Your Securus Online Account was Created Successfully!

If your incarcerated loved one is located at a facility with Securus Video ConnectSM you can have a session from anywhere using a smartphone or tablet.

Check availability then download the Securus Mobile app.

The ALL-NEW Securus Mobile APP!

- Create a Securus Online account
- Enroll in Securus Video ConnectSM
- Fund prepaid calling account
- Enroll in AutoPay/TextPay



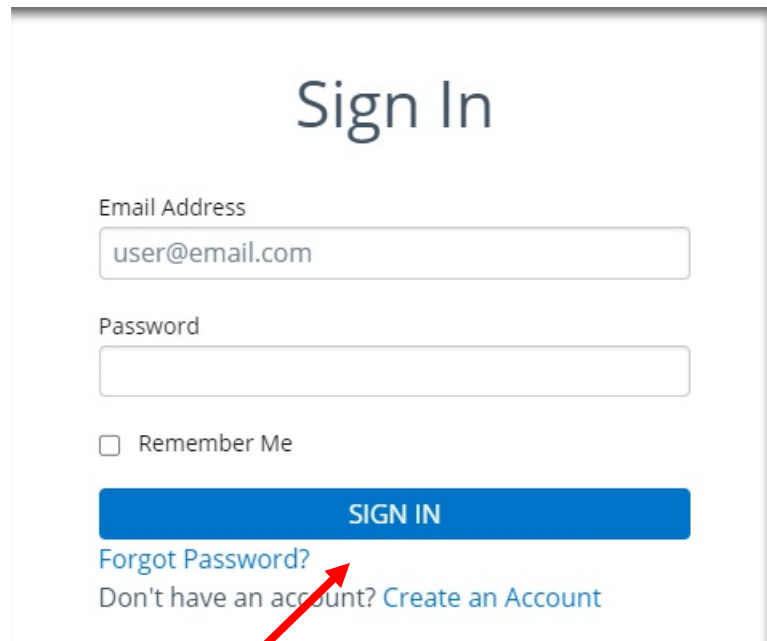
[CHECK AVAILABILITY](#)

Apple, the Apple logo, and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. Android, Google Play and the Google Play logo are trademarks of Google Inc.

Your Securus Account is now setup. You will have the option to download apps to your smartphone, but it is recommended to use a web browser during your initial account & scheduling setup process

You will need to log back into the [Securus Site](#) before continuing to setup your video visit connect account for Friends & Family

Setting Up and Configuring the Friends & Family Video Visit Account



Sign In

Email Address
user@email.com

Password

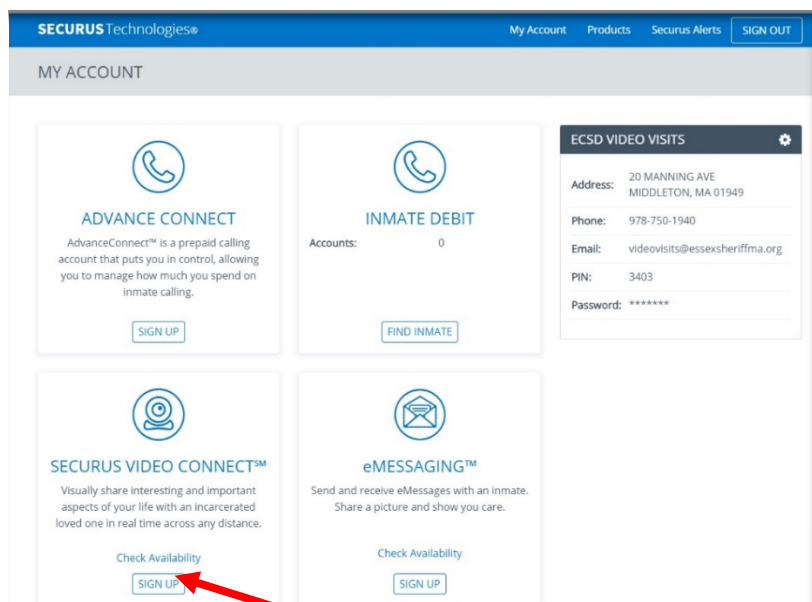
☐ Remember Me

SIGN IN

[Forgot Password?](#)

Don't have an account? [Create an Account](#)

You will need to sign back in at
<http://www.videovisitsanywhere.com/>



SECURUS Technologies® My Account Products Securus Alerts SIGN OUT

MY ACCOUNT

ADVANCE CONNECT

AdvanceConnect™ is a prepaid calling account that puts you in control, allowing you to manage how much you spend on inmate calling.

SIGN UP

INMATE DEBIT

Accounts: 0

FIND INMATE

SECURUS VIDEO CONNECT™

Visually share interesting and important aspects of your life with an incarcerated loved one in real time across any distance.

Check Availability

SIGN UP

eMESSAGING™

Send and receive eMessages with an inmate. Share a picture and show you care.

Check Availability

SIGN UP

ECSD VIDEO VISITS

Address: 20 MANNING AVE
MIDDLETON, MA 01949

Phone: 978-750-1940

Email: videovisits@essexsheriffma.org

PIN: 3403

Password: *****

Under **SECURUS VIDEO CONNECT** Click **SIGN UP**



SECURUS VIDEO CONNECTSM

Visually connect through video to share life events in real time from anywhere. Explore more convenient opportunities to communicate with your incarcerated loved ones with Securus Video Connect.

[Learn More](#)

[SIGN UP](#)

Click **SIGN UP**

FACILITIES WE SERVE

Securus is proud to serve over 3,400 Correctional Facilities across the United States.

To check if Securus services the facility of your incarcerated friends or family, please choose a state below.

To begin using Securus products and services you will need to enroll in Securus Online, our free all-in-one account management portal.

State

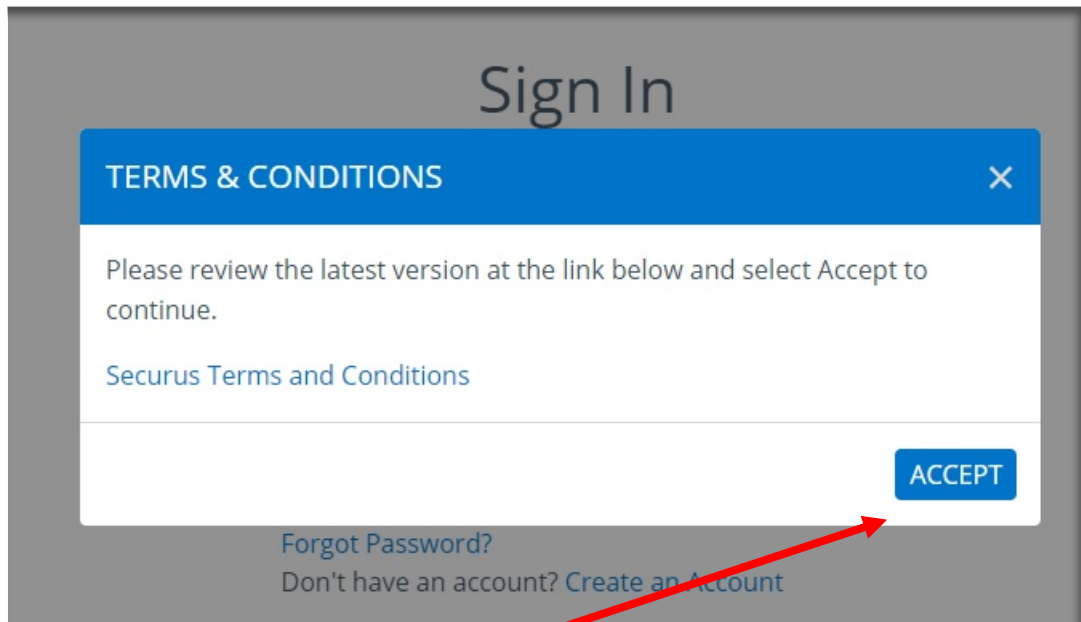
MASSACHUSETTS

Facility

ESSEX COUNTY MIDDLETON JAIL & HOC

Products and Services at this Facility

Choose the ECSD Facility using the drop-down menu's



Accept the **TERMS & CONDITIONS**


A screenshot of the 'SIGN UP FOR SECURUS VIDEO CONNECT™' page. It features a four-step progress bar at the top: 1. User Type (active, green), 2. System Check, 3. Document Upload, and 4. Facility Selection. Below the progress bar, the text states: 'Securus Video Connect™ saves you time and money by allowing you to have a session with your incarcerated friends or loved ones from anywhere.' Under the heading 'Select User Type', there are two radio button options: 'Friend or Family Member' (which is selected) and 'Attorney'. A red arrow points from the text 'Choose Friend & Family Member then click NEXT' below to the 'Friend or Family Member' option. Another red arrow points from the same text to a blue 'NEXT' button located at the bottom right of the form.

Choose **Friend & Family Member** then click **NEXT**

SECURUS VIDEO CONNECTSM

SIGN UP FOR SECURUS VIDEO CONNECTSM


1 User Type 2 System Check 3 Document Upload 4 Facility Selection




Verify Your Web Camera

To finish adding Securus Video ConnectSM to your Securus Online account, you must complete a system check and provide photo identification for your account. By running the system check, you will know if your personal computer is compatible with the SECURUS VIDEO CONNECTSM service.

Please select the "Allow" button to provide access to your web camera.



CAN YOU SEE YOUR IMAGE?

NO  YES

Verify your Web Camera is compatible and functioning
(Please select the "Allow" button to provide access to your web camera)


1 User Type 2 System Check 3 Document Upload 4 Facility Selection


SECURUS VIDEO CONNECTSM



You must take two photos to submit for approval to the Correctional Facility. Click the camera image below to take your photos using your computer's web camera.



In order to add Securus Video ConnectSM to your account, you are required to take a photo of your government issued photo ID and a photo of yourself. These images will be added to your Securus Online account and will be submitted to the correctional facility for approval where you would like to have a session with an inmate.

The information collected by this website, including your photograph and government-issued or other ID, is subject to our [privacy policy](#). By using Securus Video ConnectSM, you consent to our collection and use of this information.

Profile Photo 

Government ID 

CAPTURE  

UPLOAD CAPTURE  

UPLOAD

SUBMIT

Use your web camera to **CAPTURE** pictures of your
Profile Photo , Government ID

SIGN UP FOR SECURUS VIDEO CONNECT™

1 User Type 2 System Check 3 Document Upload 4 Facility Selection

SECURUS VIDEO CONNECT™

You must take two photos to submit for approval to the Correctional Facility. Click the camera image below to take your photos using your computer's web camera.

In order to add Securus Video Connect™ to your account, you are required to take a photo of your government issued photo ID and a photo of yourself. These images will be added to your Securus Online account and will be submitted to the correctional facility for approval where you would like to have a session with an inmate.

The information collected by this website, including your photograph and government-issued or other ID, is subject to our [privacy policy](#). By using Securus Video Connect™, you consent to our collection and use of this information.

Profile Photo Government ID

CAPTURE UPLOAD CAPTURE UPLOAD

SUBMIT

Once you have all your pictures CAPTURED Click **Submit**

Note: These are example pictures. You will need to submit your Profile Photo, valid Government ID Card photos. These items must match and be valid or you will not be approved for the video visit

SIGN UP FOR SECURUS VIDEO CONNECT™

1 User Type 2 System Check 3 Document Upload 4 Facility Selection

Please select the state of the Correctional Facility where the Inmate is housed.
If you are unable to locate the facility, please review [Facilities We Serve](#).

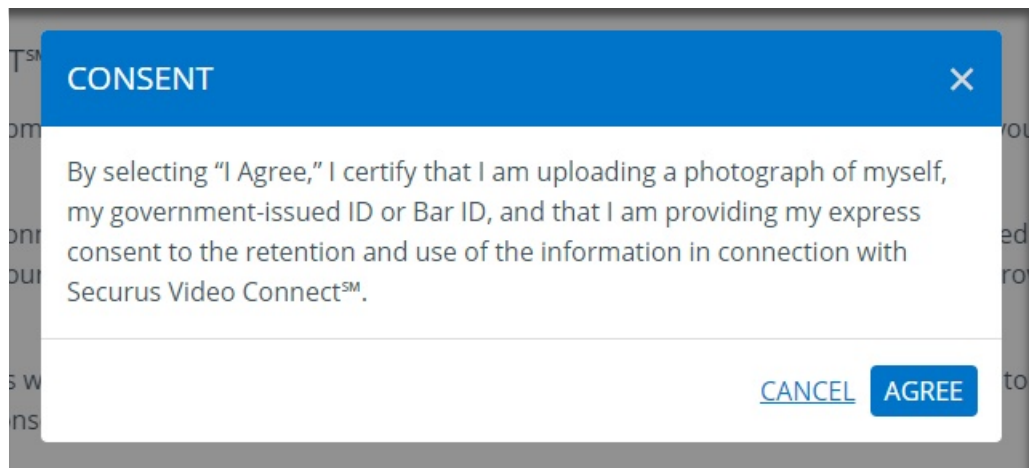
State
Massachusetts

| FACILITY ID | FACILITY NAME | CITY | ADDRESS |
|-------------|---|------------|-------------------|
| 05494 | Barnstable County Sheriffs Office, MA | BOURNE | 6000 SHERIFF'S PL |
| I-000609 | Berkshire Co House of Corrections, MA | | |
| 28032 | Boston Pre Release Center, MA | ROSLINDALE | 430 CANTERBURY ST |
| 05672 | Essex County Middleton Jail and HOC, MA | MIDDLETON | 20 MANNING AVE |
| 05699 | Essex Cty Lawrence Corr Alt Ctr, MA | LAWRENCE | 165 MARSTON ST |
| 06011 | Franklin County Jail, MA | GREENFIELD | 160 ELM ST |
| 28022 | Mass Alcohol and Substance Abuse Center, MA | PLYMOUTH | 1 BUMPS POND ROAD |
| 28028 | Souza-Baranowski Correctional Center, MA | SHIRLEY | 1 HARVARD RD |
| 04640 | Suffolk County House Of Correction, MA | BOSTON | 20 BRADSTON ST |
| 04639 | Suffolk County Jail, MA | BOSTON | 200 NASHUA ST |

SUBMIT

CHOOSE the **ECSD Facility ID*** then Click **SUBMIT**

***Please note that there will be three different Facility IDs. One for each of the ECSD's Correctional Facilities. Select the ID# where the inmate you wish to visit resides**



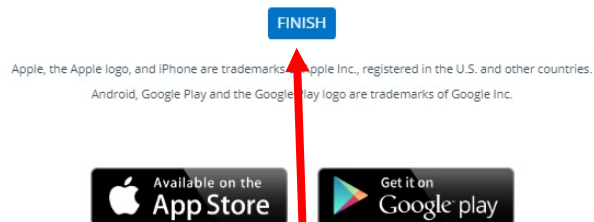
Click **AGREE**

SECURUS VIDEO CONNECTSM

THANK YOU FOR ENROLLING!

Thank you for adding SECURUS VIDEO CONNECTSM to your Securus Online Account. A confirmation email has been sent to the email address used during enrollment. Click on the confirmation link in the email to verify your email address. Failure to verify your email address within 48 hours of enrolling will lock your account. If you do not receive your confirmation email in 24 hours, please check your spam folder or contact [Securus Customer Care](#).

If your incarcerated loved one is located at a facility with SECURUS VIDEO CONNECTSM you can have a session from anywhere using a smartphone or tablet.

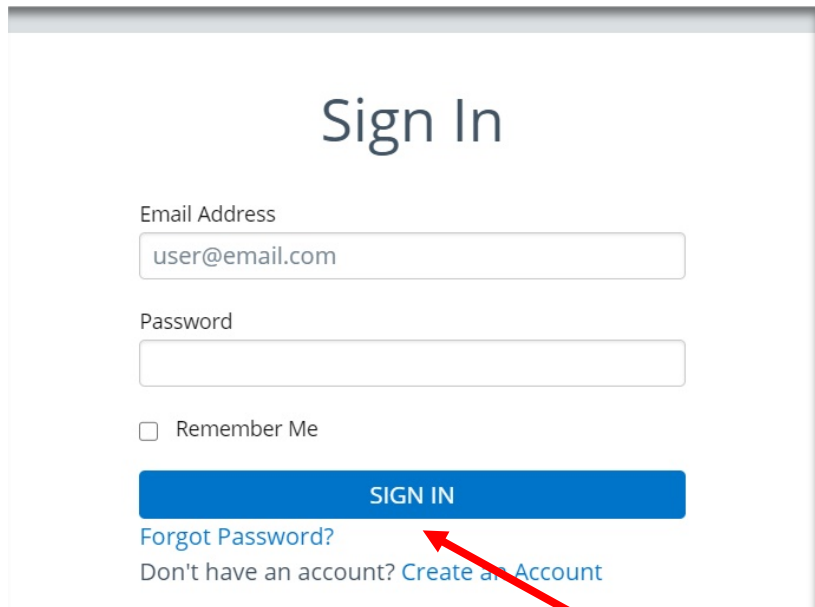


Click **FINISH**

Please check your email. You will need to wait 24 hours for your account to be processed

Scheduling a Friends & Family Video Visit Session

Once your account has met the requirements
and been approved please log back in



Sign In

Email Address
user@email.com

Password

☐ Remember Me

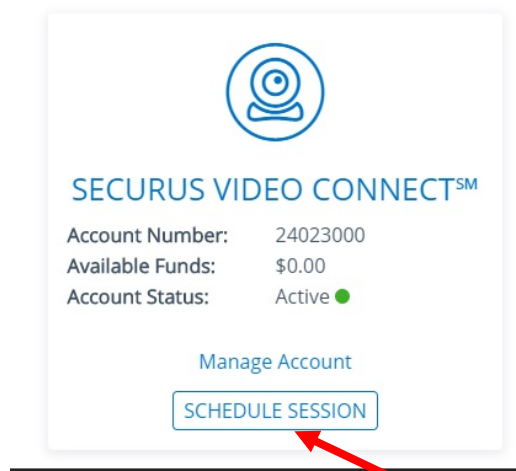
SIGN IN


[Forgot Password?](#)

Don't have an account? [Create an Account](#)

A red arrow points from the 'SIGN IN' button to the 'Create an Account' link.

Enter your account information and **SIGN IN**
<http://www.videovisitsanywhere.com/>





SECURUS VIDEO CONNECTSM

Account Number: 24023000
Available Funds: \$0.00
Account Status: Active ●

[Manage Account](#)

SCHEDULE SESSION

A red arrow points from the 'SCHEDULE SESSION' button to the 'CLICK SECURUS VIDEO CONNECT → SCHEDULE SESSION' text below.

CLICK SECURUS VIDEO CONNECT → SCHEDULE SESSION

SECURUS VIDEO CONNECT™

| | | |
|------------------------------------|---------------------------|------------------------------------|
| My Future Sessions | SCHEDULE A SESSION | |
| Account Statements | SITE NAME | REMOTE SESSION |
| Transaction Details | ESSEX COUNTY MIDDLETON... | SCHEDULE SESSION ⓘ |
| Unlimited Subscription | | |
| My Past Sessions | | |
| Schedule A Session | | |
| Add a New Facility | | |
| Block/Unblock | | |
| Credit Card Information | | |

[SCHEDULE SESSION](#) ⓘ

Click **SCHEDULE SESSION**

1

Inmate

2

Appointment

3

Checkout

Search For Inmate

Search by ☒ Inmate Name ☐ Inmate ID

First Name

Last Name

[FIND INMATE](#)

[Cancel](#) [NEXT](#)

Appointment Summary

Session Type: Remote

Site: ESSEX COUN...

State: MA

Inmate:

Duration:

Date:

Time:

Search for **Inmate Name** or **Inmate ID #**
Enter inmate name or ID# and click **FIND INMATE**

1 Inmate 2 Appointment 3 Checkout

Search For Inmate

Search by ☒ Inmate Name ☐ Inmate ID

First Name Last Name

FIND INMATE

Appointment Summary

Session Type: Remote
 Site: ESSEX COUN...
 State: MA
 Inmate:
 Duration:
 Date:
 Time:

Select Inmate

If the inmate you were looking for is not listed, please verify the inmate information and try again.

SEARCH RESULTS

| INMATE | INMATE ID | STATE | FACILITY |
|----------------------------------|-----------|-------|---------------|
| <input checked="" type="radio"/> | | MA | ESSEX COUN... |

[Cancel](#) **NEXT**

Verify in the **SEARCH RESULTS** this is the inmate you are looking for and click **NEXT**

1 Inmate 2 Appointment 3 Checkout

Current Promotions

Schedule (1) Session

- Schedule and pay for (1) session

Relationship To Inmate

Relationship

Appointment Details

Duration

Date Time

☐ I have read and agree to the [Terms and Conditions](#).

[Back](#) **NEXT**

Enter the session **Relationship** ,**Duration***, **Date & Time** requested
 Check the box that you have Read & Agree to the **Terms and Conditions**. Click **NEXT**

***Video Visits for Friends & Family are in 20-minute increments**

1 Inmate 2 Appointment 3 Checkout

You have 2:27 to complete this transaction

Billing Address
Your billing address must match your credit card. To avoid failed payments, please update the billing address to match the credit card.

First Name Last Name
Address Address Line 2
City State Zip

Payment Details
Credit Card Type Credit Card Number
Month Year CVV #

Coupon Code
Please enter coupon code and apply.
 APPLY

Payment Amount

| | |
|--------------|--------|
| Price | \$5.00 |
| Sales Tax | \$0.31 |
| Sub Total | \$5.31 |
| Total Amount | \$5.31 |

☐ Save Credit Card

[BACK](#) **SUBMIT**

Appointment Summary

| | |
|---------------|---------------|
| Session Type: | Remote |
| Site: | ESSEX COUN... |
| State: | MA |
| Inmate: | |
| Duration: | 30 Minutes |
| Date: | Nov 25, 2020 |
| Time: | 10:00 AM ET |

15 MINUTES TO COMPLETE AND SUBMIT THE PAYMENT INFORMATION

Enter payment Information and Click **SUBMIT**

You will have 15 minutes to complete this section or it will time out and the session will no longer be reserved for you

Verify your appointment information and click **Finish**

SCHEDULE A SESSION



CONFIRMATION

Thank you for scheduling a SECURUS VIDEO CONNECT™ Session. You will receive a confirmation email with the details of this session. If you do not receive this email within 24 hours please check your spam folder or contact Securus Customer Care.

Session Type: Remote
Name: [REDACTED]
Email: [REDACTED]
Contact Number: [REDACTED]
Site: Essex County Middleton Jail & Hoc, MA
Inmate: [REDACTED]
Duration: 30
Date: Dec 1, 2020
Time: 10:00 AM ET
Total Paid: \$5.31

FINISH

You will receive an email with your appointment confirmation

SECURUS Technologies
connecting what matters®

Phone Products Video Products Emessaging Facilities We Serve

Dear ECSD,

The following Securus Video Connect was successfully scheduled!

Did you know that you can easily communicate from your Android™ or Apple smartphone, tablet, or computer that has internet access?* Download the Securus Video Connect app today on Google Play™, the App Store or go to www.videovisitananywhere.com to conduct your conversation. For best results and to reduce echo, use a headset or earbuds with a microphone.

Appointment ID: [REDACTED]
Date: 2020-12-01
Time: 10:00:00
With: [REDACTED]
Duration: 30minutes
Prepaid Securus Video Connect Session Cost:

| | |
|--------------------|----------|
| Session Price: | \$5.00 |
| Tax: | \$0.31 |
| LESS: Credit Used: | \$(0.00) |
| Transaction Fee: | \$0.00 |

Total: \$5.31using card ending [REDACTED]

* Includes all applicable state and local taxes, including but not limited to sales, use and other transaction taxes

Reminder: All Securus Video Connects are subject to the rules, regulations, and [terms and conditions](#) of the hosting facility and of Securus Technologies. Sessions must be canceled with at least 1440 minnotice in order to receive a credit.

Sincerely,
Securus Technologies, Inc.
Connecting What Matters

SECURUS Technologies

connecting what matters®

Phone Products Video Products Emessaging Facilities We Serve

Dear ECSD,

The following Securus Video Connect was successfully scheduled!

Did you know that you can easily communicate from your Android™ or Apple smartphone, tablet, or computer that has internet access?* Download the Securus Video Connect app today on Google Play™, the App Store or go to www.videovisitananywhere.com to conduct your conversation. For best results and to reduce echo, use a headset or earbuds with a microphone.

Appointment ID: [REDACTED]
Date: 2020-12-01
Time: 10:00:00
With: [REDACTED]
Duration: 30minutes
Prepaid Securus Video Connect Session Cost:

Session Price: \$5.00
Tax: \$0.31
LESS: Credit Used: \$(0.00)
Transaction Fee: \$0.00

Total: \$5.31using card ending [REDACTED]

* Includes all applicable state and local taxes, including but not limited to sales, use and other transaction taxes

Reminder: All Securus Video Connects are subject to the rules, regulations, and [terms and conditions](#) of the hosting facility and of Securus Technologies. Sessions must be canceled with at least 1440 minnotice in order to receive a credit.

Sincerely,
Securus Technologies, Inc.
Connecting What Matters

ECSD SECURUS VIDEO CONNECT TECHNICAL SPECIFICATIONS \ REQUIREMENTS

Connection: Use a high speed wired broadband connection and/or reliable secure Wi-Fi connection. In most circumstances this type of connection is more reliable than a cellular data connection. Public hot spots are not recommended.

Internet (DSL, Cable, Fiber) Speed

- Minimum of 256KB minimum upstream and downstream speed is needed but may be insufficient for the video visit.
- ECSD Recommends a minimum 10meg upstream and downstream connection for best results
- To test network speed, go to speedtest.net.
- Cellular data use is **NOT** recommended

Location: Place your device in a stable level location. Try not to move the device you are using as it will distort the video and sound during the session.

Do Not Use While Driving

Video & Sound:

- Video: Most built-in cameras on laptops, tablets, and smartphones provide sufficient picture quality.
- Sound: Headset or earbuds with microphone recommended

Echo & Sound Feedback: Do not use multiple devices during a session. Having two devices such as a laptop/tablet and a cell phone near with an active call-in session will disrupt the audio.

- Retransmission of video and audio to a third party using another device is strictly prohibited. Video visit will be terminated when detected.

Pop Up Blocker: Disable Pop Up Blockers. Click Link below for instructions on how to disable the popup blocker on most popular browser and operating systems

Click this link [How to Disable Pop-Up Blocker in Most Browsers](#)

Java: Verify the latest Java software is installed – get it at www.java.com. Only one version is needed.

- If the camera doesn't work, uninstall all Java versions, reboot your PC, and install the latest version of Java.
- Add <https://securusvideovisitation.securustech.net> to the exception list under the security tab in the Windows "Control Panel" under Java control panel.

Configurations Supported by Securus Online

Operating System & Browser Compatibility

Windows (XP, 7, 8, 10) with Firefox or IE 9, 9, 10, or 11

- MacOS 10.9+ with Firefox or Safari
- Google Chrome is not supported at this time

Windows 10 with Internet Explorer 11 Recommended

- To optimize performance for IE 9, 10, and 11, add "securustech.net" to Compatibility view settings.

Supported Smart Phones (running the Securus Video Visit application)

Do Not use the web browser to connect to the Securus Video Visit Site when using a cell phone or tablet

Use the **Securus Video Visit App** that you can download. These are available at the Apple App Store and Google Play Store for download via the links below

Apple App Store [Securus Video Visit App](#)

Google Play Store App [Securus Video Visit App](#)

Securus Video Visit application is supported on the following operating systems version or higher

- Android 4.0+
- Apple iOS 8.0+

Note: The ECSD & Securus are not responsible for the quality of your Internet connection or for the setup and operation of your computer, web camera, or other hardware. Problems related to your Internet connection or hardware should be directed to your Internet service provider or a qualified computer repair technician.