ESSEX COUNTY SHERIFF’S DEPARTMENT

ATTORNEY \ PROFESSIONAL VISITS VIDEO CONNECT INSTRUCTIONS
STEP BY STEP
Each Attorney must create their own individual account. Shared accounts for firms, divisions or groups are prohibited.

**One Time Setup Per Each Attorney Video Account**

- Setting up a Securus Connect Account
- Setting Up and Configuring an Attorney Account
  
  24 hr. Approval Process

**Required Scheduling Process for Each Requested Attorney Video Connect**

- Scheduling an Attorney Video Connect session
Setting up a Securus Connect Account

Using a web browser go to https://securustech.online/#/login to begin the sign up process

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 an Attorney Account
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.
Fill out required Security Questions and Answers and click NEXT.
Fill out Contact information and enter the Verification code then click SUBMIT.
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 attorneys.

*If you already have a Securus Attorney Account, please scroll to the section [Scheduling an Attorney Video Connect Session](#)*
Setting Up and Configuring an Attorney Account

You will need to sign back in at https://securustech.online/#/login

Under SECURUS VIDEO CONNECT Click SIGN UP
Choose the ECSD Facility using the drop down menu’s
Accept the TERMS & CONDITIONS

Choose Attorney then click NEXT
Enter Your **Firm Name**, **Bar Card Number** and **Issue Date** then click **NEXT**

Verify your Web Camera is compatible and functioning

( *Please select the “Allow” button to provide access to your web camera*)
Use your web camera to **CAPTURE** pictures of your **Profile Photo**, **Government ID** and **BAR Card**.

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 and BAR Card photos. These items must match, or you will not be approved for the video visit.
CHOOSE the ECSD Facility ID 05672A then Click SUBMIT

Click AGREE
Thank you for adding SECURUS VIDEO CONNECT™ 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 24 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 CONNECT™ 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 an Attorney Video Connect Session

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

Enter your account information and SIGN IN

CLICK SECURUS VIDEO CONNECT ➔ SCHEDULE SESSION
Click SCHEDULE SESSION

Search for Inmate Name or Inmate ID #
Enter inmate name or ID# and click  FIND INMATE
Verify in the **SEARCH RESULTS** this is the inmate you are looking for and click **NEXT**

Enter the session **Relationship, Duration, Date & Time** requested using the drop-down menus. Note **Attorneys will have an option of 30- or 60-minute sessions.**

Check the box that you have Read & Agree to the **Terms and Conditions.** Click **NEXT**
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 & your client
Verify your appointment information and click **Finish**

You will receive an email with your appointment confirmation.
Technical Specifications

Note: Securus is 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.

Internet (DSL, Cable, Fiber) Speed

- 256KB minimum upstream and downstream speed
- To test network speed, go to speedtest.net.

Configurations Supported by Securus Online

- Windows (XP, 7, 8, 10) with Firefox or IE 9, 10, or 11
  - To optimize performance for IE 9, 10, and 11, add “securustech.net” to Compatibility view settings.
  - 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.
- MacOS 10.9+ with Firefox or Safari.

Supported Smart Phones (running the Securus Video Visit application)

- Android 4.0+
- Apple iOS 8.0+

Notes about video and sound

- Most built-in cameras on laptops, tablets, and smartphones provide sufficient picture quality.
- Visit is being monitored and recorded.
- Do NOT use while driving.
- Headset or earbuds with microphone recommended.