ESSEX COUNTY SHERIFF’S DEPARTMENT

ATTORNEY \ PROFESSIONAL VISITS
VIDEO CHAIN 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**
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 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 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**

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You will receive an email with your appointment confirmation

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**Dear ECSO,**

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.videovisitanywhere.com](http://www.videovisitanywhere.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
- **Duration:** 30 minutes

Prepaid Securus Video Connect Session Cost:

- **Session Price:** $5.00
- **Tax:** $0.31
- **LESS: Credit Used:** $0.00
- **Transaction Fee:** $0.00

Total: $5.31 using 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 minutes 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 buy 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 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](https://securustech.net) 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](https://securustech.net)
- Google Play Store App: [Securus Video Visit App](https://securustech.net)

**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.