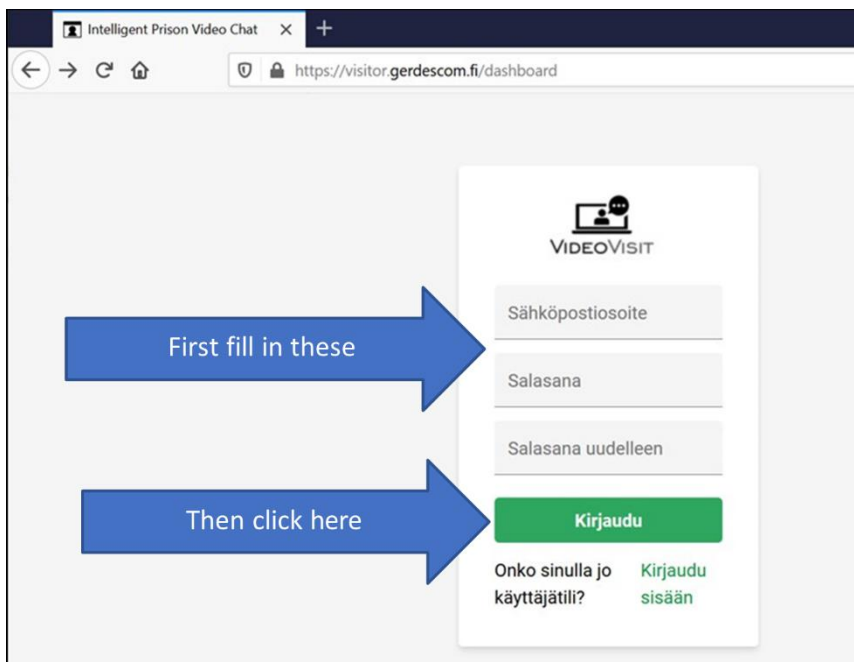


1. Signing in to VideoVisit as a new user

Note! Use only **Firefox** browser.

1. If you want to use the video call system VideoVisit, you must first sign in to VideoVisit as a new user (an active email address is required). You must sign in as a new user in good time before the first video call.

- Go to the web address <https://visitor.gerdescom.fi/dashboard>



2. Write **your email address** in the first field.

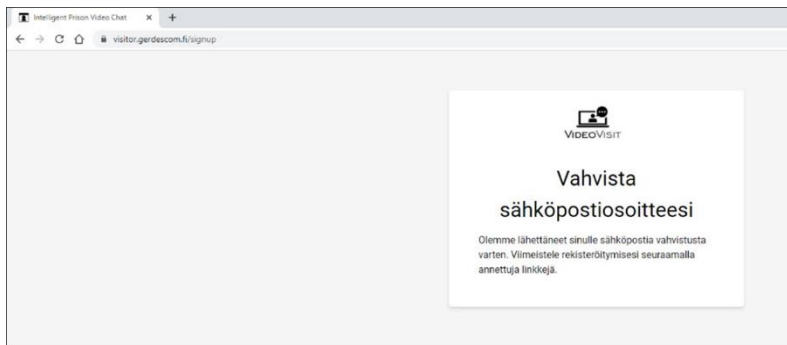
3. **Think up a password** and write it in the next field.

- This is the password you will need when you login to VideoVisit in future.
- Use a password that is not easy to guess.
- Keep the password only to yourself, do not give it to other people.

4. **Write your password again.**

5. Click **Sign in.**

6. You have now been sent a link to your email. (Next you need to verify your e-mail address.)

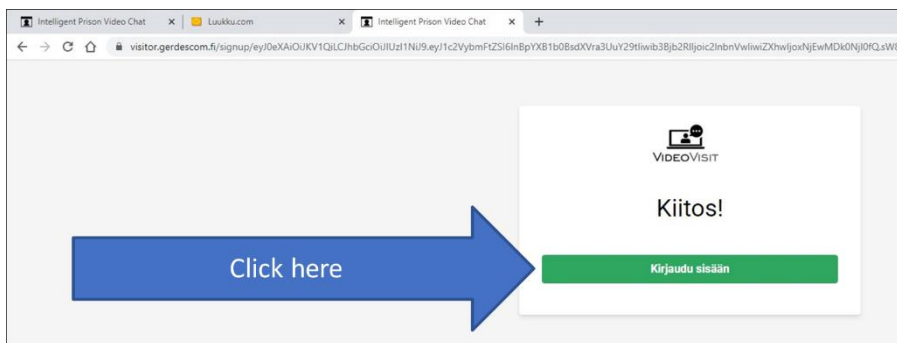


7. Login to your own email and click the link sent to you.

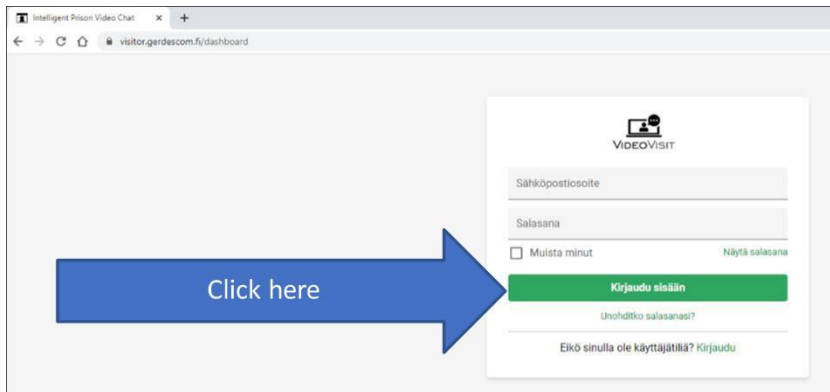
- The note field of the email says **VideoVisit: Verify your email address.**
- The sender is noreply@visitor.gerdescom.fi. Do not reply to this message by email.
- **NOTE! If you cannot find the email in your own Inbox folder, check your Spam folder.**

8. The link opens a new page that says **Thank you!** Click the green button

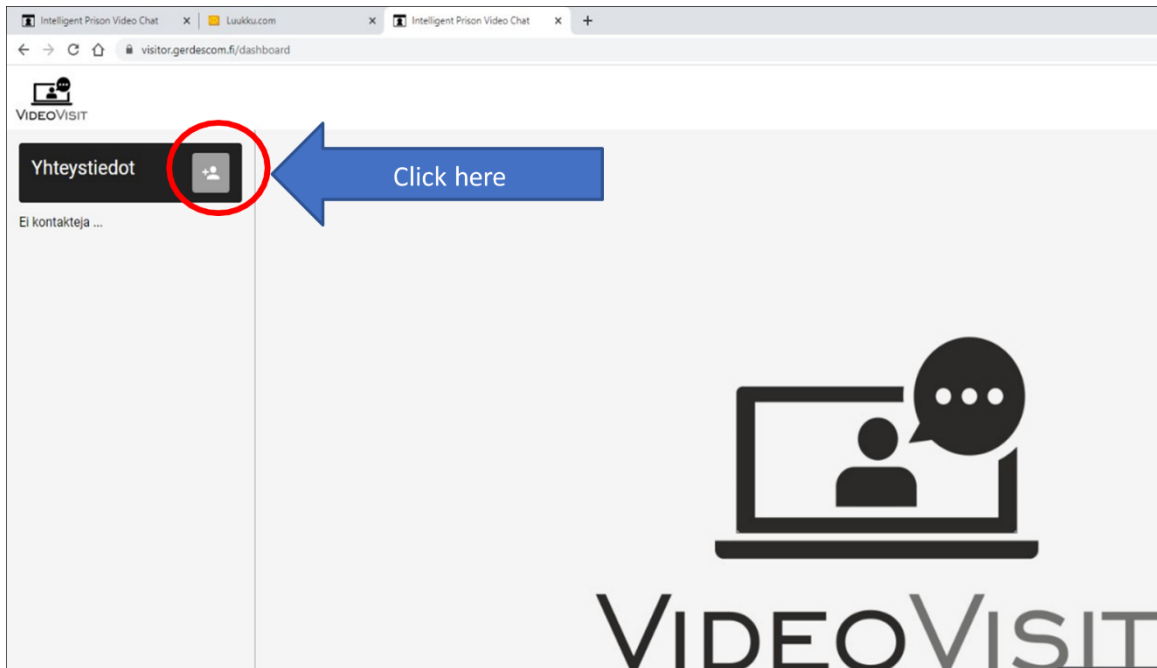
Login



9. Enter your email address and password and click **Login** .

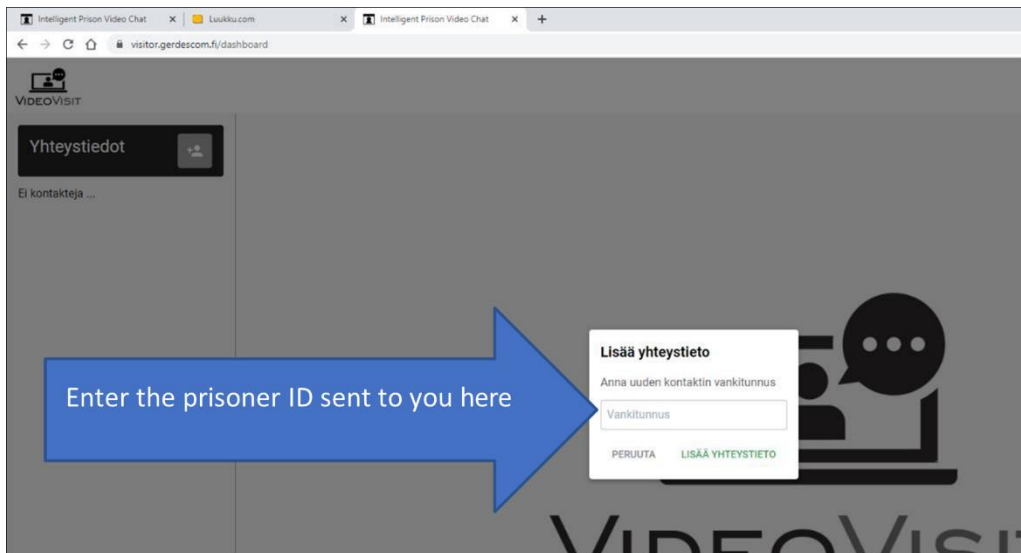


10. Click the light grey icon next to **Contacts** .

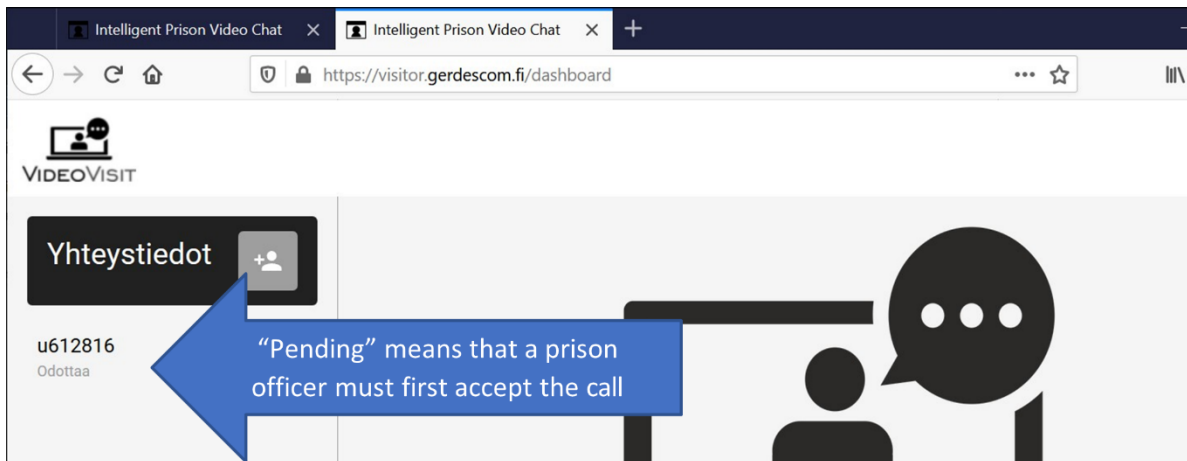


11. A new smaller window saying **Add contact** opens.

Write the prisoner ID (U number) sent to you in the empty field that says **Prisoner ID** in light grey and click **Add contact**.



12. The word **"Pending"** appears under the added contact.



Once the staff accepts the request, the word “Pending” will disappear and you can call the prisoner at the agreed time by clicking on the prisoner ID. NOTE! Sometimes it can take hours/days for the staff to accept the request especially if you added the contact several days before the agreed time of the video call. Do not worry about it. You can log out of VideoVisit service even though it says “Pending”. The staff will accept your request before the actual video call.

Note!

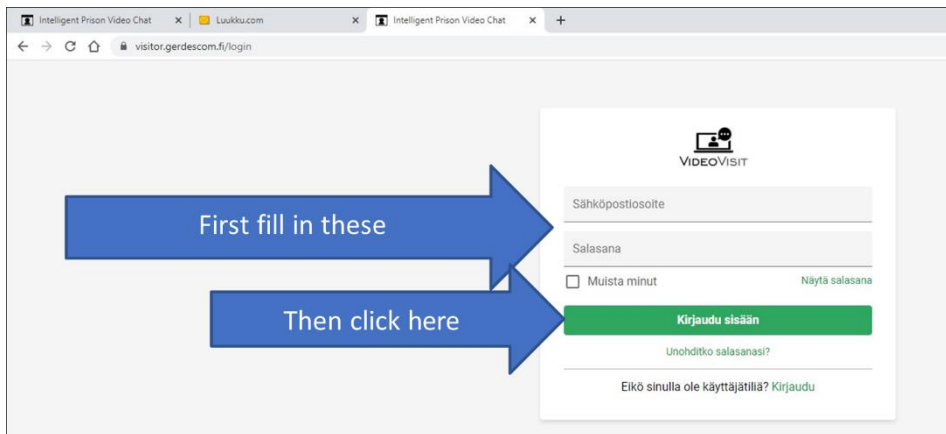
- a. Create your user account and add the contact in good time before the agreed video call.
- b. This video call connection is meant for you only. If someone else uses this video call connection, the use of this connection may be prohibited if necessary.
- c. The use of this VideoVisit service is free. If the system asks payment information etc., you have opened a wrong website. Check the web address!

2. Calling a prisoner via VideoVisit

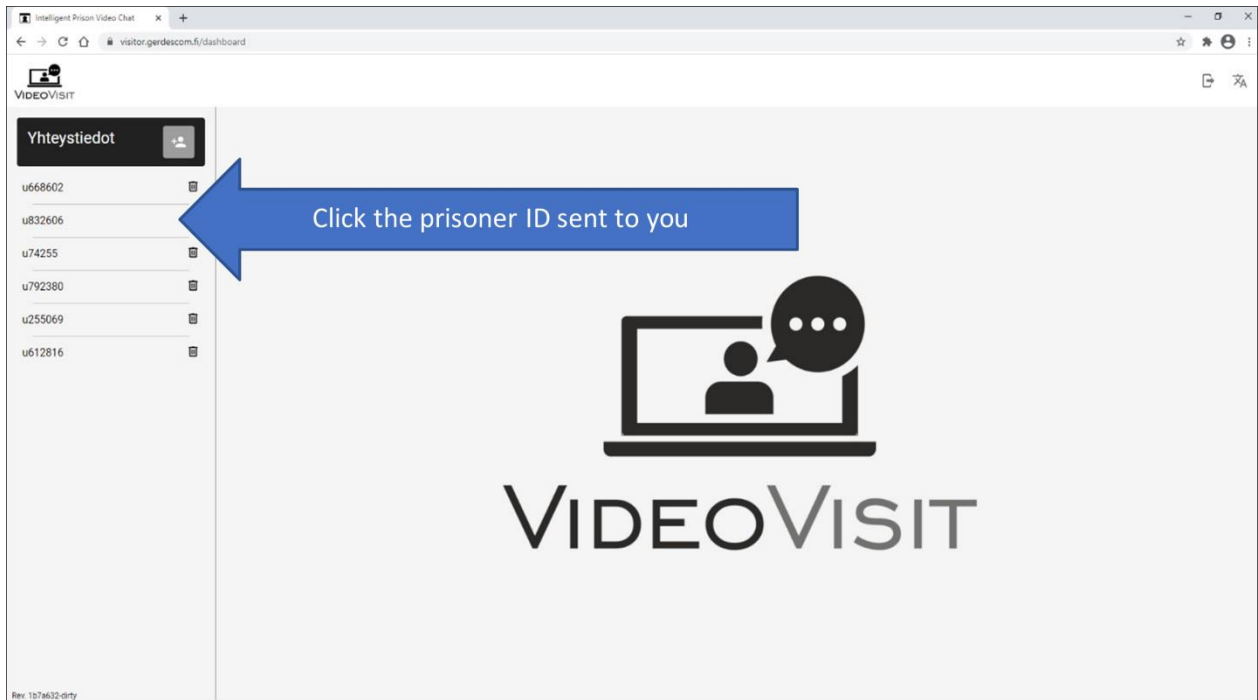
Note! Use only Firefox browser. It is best to call from a wired Internet connection (not WIFI) from a PC or smart device. Stay in the same place throughout the call. The connection may be affected if you switch to another place or move outside during a call.

1. Go to the web address <https://visitor.gerdescom.fi/dashboard>

- Enter your email address and password.
- Click **Login**.

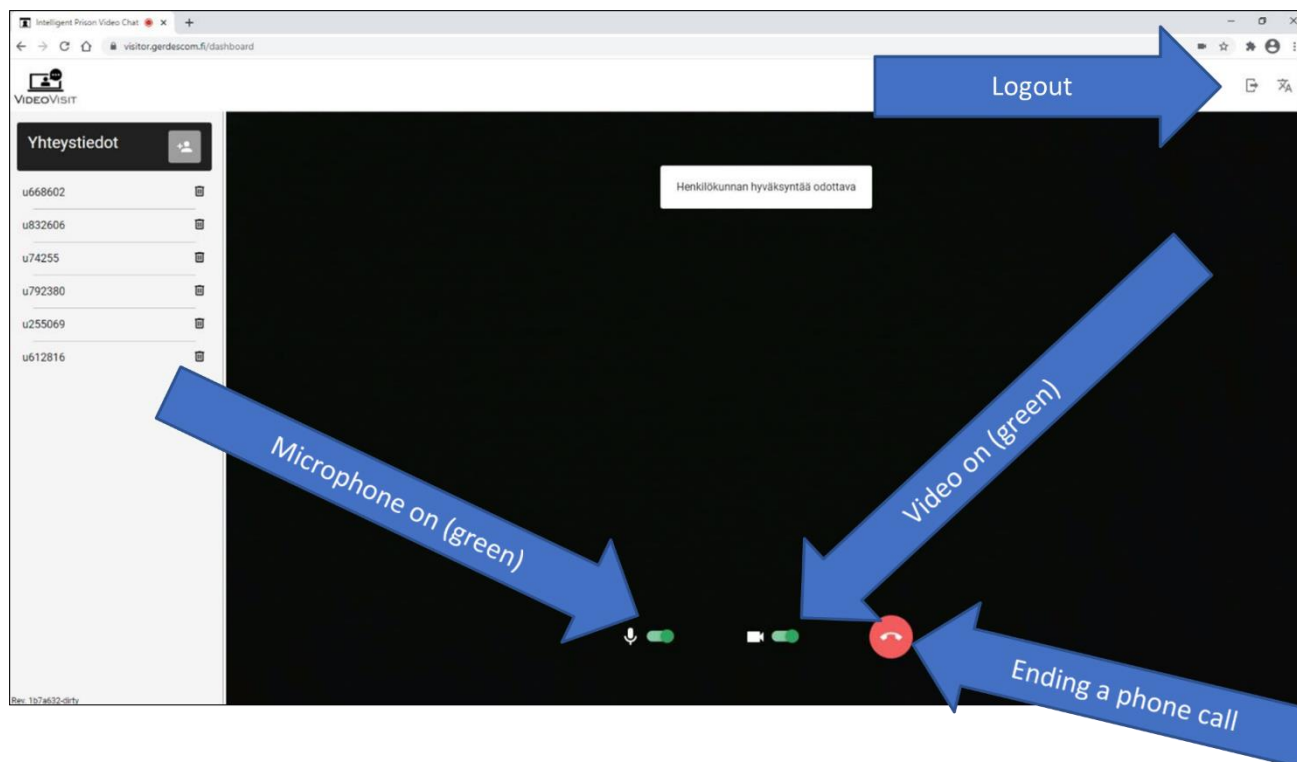


2. Click the prisoner ID (U number) on the left side of the window.



3. The call begins and the text “**Pending approval by prison staff**” will appear.

- At the bottom of the window, you can turn the **video** and **microphone on** or off.
- **Click the icons of the microphone and camera (sound and video are on when they are green).**



4. Wait until the prison staff accepts the call. After that, your call will be connected to the prisoner.

5. You can end the call by clicking the **red phone**. After the call ends, click **Logout** (the door icon in the top right corner).

Please note the following!

- You can call a prisoner only at an agreed time. If you repeatedly try to call the prisoner at other times than agreed or otherwise deviate from the agreed video call times, the right to video calls may be cancelled.
- The video call can only last for the time agreed in advance.
- You are not allowed to give the video call link to others.
- Only persons permitted to make a video call can attend the video call.
- **The prison staff have the right to monitor video calls** and disconnect it at any time.
- If these video call rules are violated, the right to video calls may be cancelled.