Joining a video visitation

On the day of the video visitation both you and your inmate/offender should join the video visitation at the appointed time.

**Things to remember**

- Not all services are available for all facilities. To know what services a facility allows go to the [Availability and Pricing](#) page and search for the facility you want.

- Make sure you have selected the correct inmate/offender for the service you want. On the JPay home page, in the Inmate/Offender list, select the inmate/offender you want.

- Make sure you are logged in to use the JPay services.

**To join a video visitation**

1. On the JPay home page, on the **Navigation** menu, click **Video Visitation**.

2. On the Video Visits page, in the **Video Visit** box you want, click **Start Visit Now!**

3. A pop-up will open asking you to allow the system to take control of your web camera and microphone. Click **Allow**.
4. The system will then attempt to detect your microphone and camera. Once this is done, click **OK**.

![Hardware Detection](image)

Please wait while we detect your microphone and video camera. During this test, please speak into your microphone for detection purposes.

**Status: Detection Complete!**

Camera: Monitor Webcam  
Microphone: Microphone Array (IDT High Definition Audio CODEC)

![Click OK](image)

Your session will begin when the inmate joins the video visitation.

*Note:* You may quit the call early by clicking **Quit**, however, you will be charged for the full 30 minute call.

*Note:* Under certain conditions you may extend the call by clicking **Extend Call**.