How to chat face-to-face with your loved ones from the JPay Kiosk

What your friend or family member needs to do
- Go to JPay.com and log in or create an account
- Add you to the account using your inmate ID #
- Follow the instructions to schedule the Video Visitation session at least 24-hours before desired date/time
- Pay $9.95 for the Video Visitation with a credit or debit card
- Make sure their computer has the minimum requirements (the website will help them with this)
- Log back into their account about 10 minutes before the scheduled visitation time

What you need to do
- Tell your friends and family that Video Visitation is now available, and to go to JPay.com
- When your loved one has successfully scheduled a Video Visitation, you will be notified by email
- You must log into the assigned kiosk at the scheduled time

General information about Video Visitation
- 30 minutes long
- Cost $9.95, paid with a credit/debit card by your loved one
- Can be extended by another 30 minutes for an additional charge
- Are subject to the same rules and guidelines as in-person visits

If you have questions or problems, submit a trouble ticket directly to JPay through the kiosk