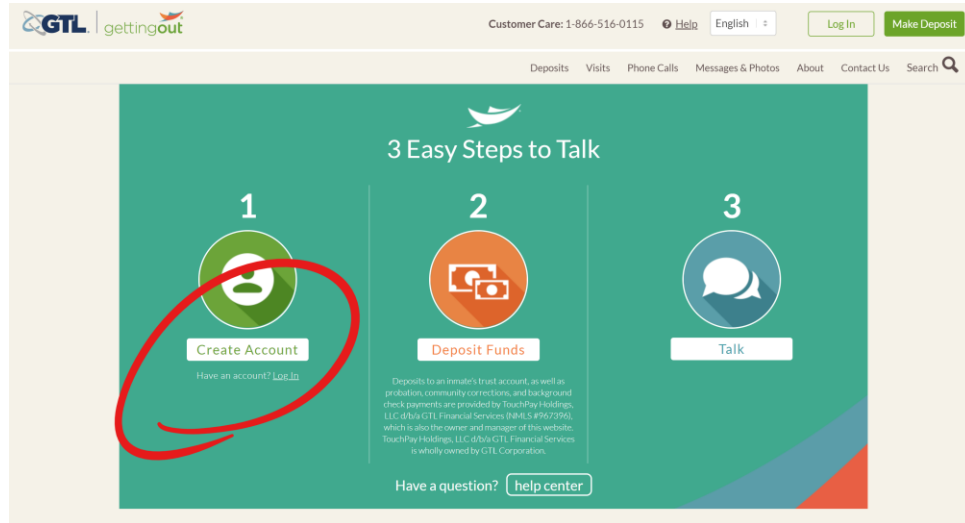


# Essex County NJ – Video Visitation Process and Instructions

## CREATING AN ACCOUNT

1. Create an account on [www.gettingout.com](http://www.gettingout.com). Click the “Create Account” link, and fill out the form on the next page:



2. You will receive an email like the below, to complete the account setup. Click the link in the email to proceed:

### Activation Required

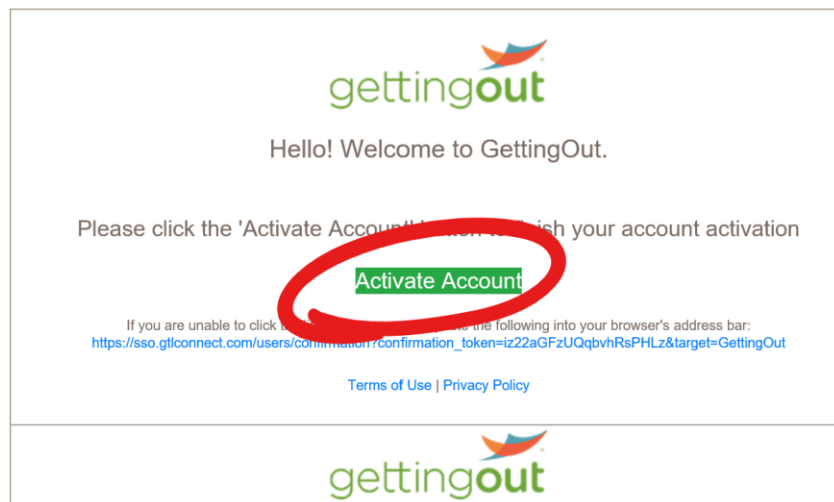


GettingOutActivate <no-reply@telmate.com>



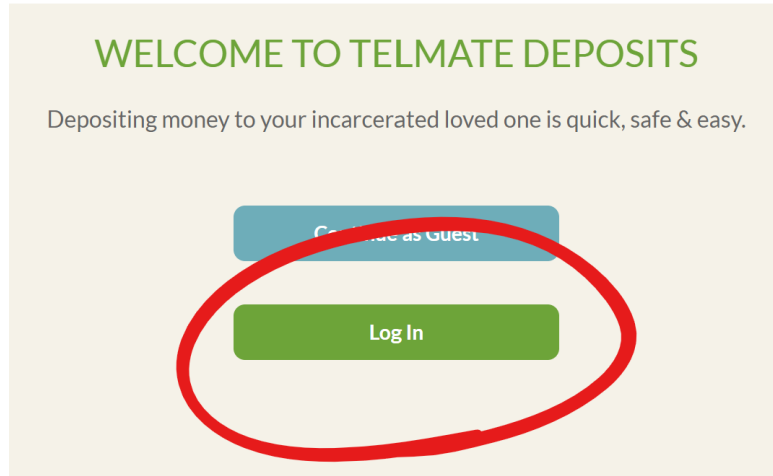
4

[i](#) If there are problems with how this message is displayed, click here to view it in a web browser.

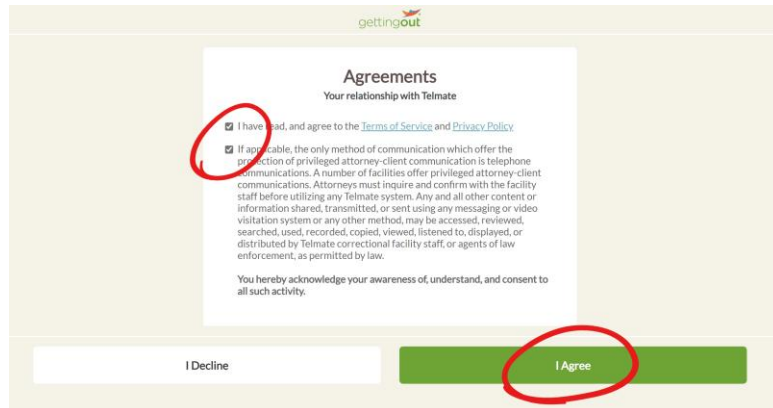


## Essex County NJ – Video Visitation Process and Instructions

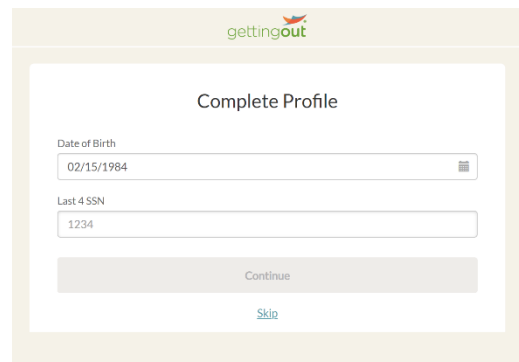
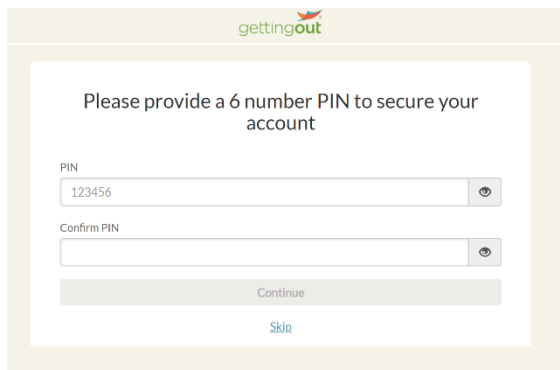
3. Login using your user credentials, enter your Date of Birth if prompted, or press skip. If you are presented with a Deposits screen, press the “Login” button:



4. To agree to the terms, check off the boxes and press the “I Agree” button

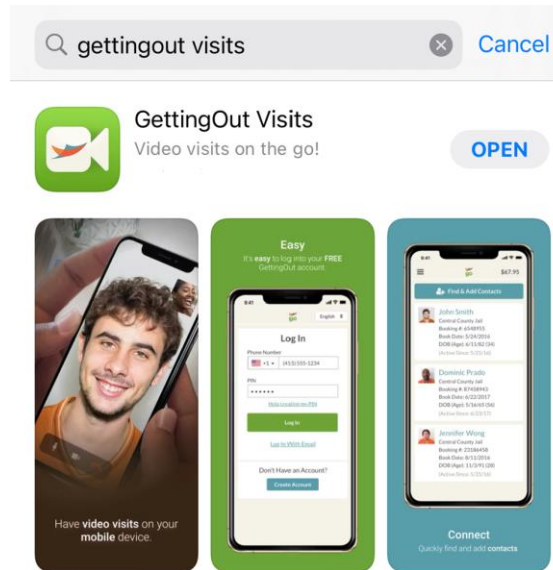


5. If prompted, enter a 6-digit PIN, your DOB, and/or last 4 of SSN, or press the skip links:



## Essex County NJ – Video Visitation Process and Instructions

- Once you are logged into your account, your account setup is complete. OK to close the web browser.
- All visits require the Visitor to use the “GettingOut Visits” mobile application.** The mobile app is available for Android OS or iOS devices. Search your mobile device’s app store for “GettingOut Visits” and download the app to your device:



- Sign-in to the GettingOut Visits app, to link the app to your account, and to be able to receive visits with the inmate. (You will need to agree to the terms, and verify your identity similar to step 4 & 5 above):

A screenshot of the GettingOut app's sign-in screen. At the top is the "gettingout" logo. Below the logo is the text "Sign In to Continue to GettingOut". There are two input fields: "Email" and "Password". Below the "Password" field is a link that says "Forgot password?". At the bottom is a large green button labeled "Sign In" and a link below it that says "I have a Phone/PIN".

- Once logged in on the mobile app, you have completed all software setup. You must now make contact with the Command Center at Essex County Correctional, to have your account verified as an attorney, to establish an inmate as a contact, and for scheduling future video visits.

## Essex County NJ – Video Visitation Process and Instructions

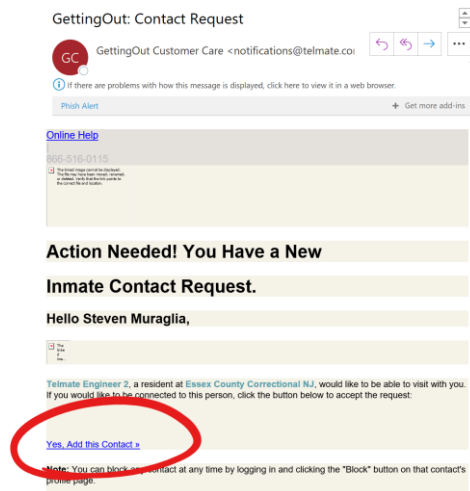
### ATTORNEY ACCOUNT VERIFICATION

1. To have your account verified as an Attorney/Professional, you must send a signed request to the Office of the Warden on company or agency letterhead, with the following information:
  - a) Professional Business Address
  - b) E-mail address registered with your “Getting Out” account
  - c) Professional license or registration information, if applicable
  - d) Copy of Photo ID
  - e) Professional Website, if available
2. E-mail the signed request, with the aforementioned information, to Sgt. Dupree ([ddupree@eccorrections.org](mailto:ddupree@eccorrections.org))
3. You will be notified by the Visit Sergeant when your account has been verified, or if more information is needed.

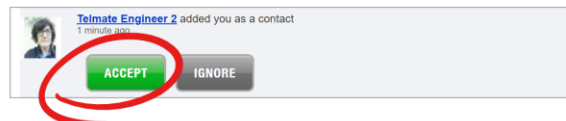
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### ESTABLISHING AN INMATE CONTACT

1. **The inmate must establish a Contact Request with the attorney or professional account. You will receive an email when contact is requested.**
2. In the e-mail, click the “Yes, Add this Contact” link:



3. Login to the link, and when prompted, click the “Accept” button under the contact request:



4. The inmate is now an established contact, and visits can be scheduled through Warden’s office.

## SCHEDULING VISIT WITH INMATE

1. To schedule a visit, e-mail Sgt. Dupree ([ddupree@eccorrections.org](mailto:ddupree@eccorrections.org)) the **DATE** and **TIME** of the requested visit, along with your **CLIENT'S NAME**.
2. Sgt. Dupree will send you an email, confirming the scheduled date and time.
3. At the time of the scheduled visit, the inmate will initiate the visit.
4. A notification will be sent to the mobile device (where the *GettingOut Visits* app is installed).
5. Click on the notification on your mobile device, and then click the “Answer” button:



6. Accept the prompts and terms, and the visit will connect.

### IMPORTANT NOTES:

- **Only visits scheduled through Sgt. Dupree will be free and not monitored.**
- **Scheduled visits must be requested at least 24 hours in advance.**
- **Professional Visits are permitted Monday – Friday, 9AM – 5PM EST.**
- **All visits are initiated by the inmate.**
- **For best audio quality, use headphones or earbuds on your mobile device**
- **If you experience technical issues, contact GTL TECH SUPPORT at 800-646-6283, Option 3,1**