Requirements to Schedule a Visit

Requirements:

- Valid photo ID is required for all visitors at check-in.
- For online visitation, an internet enabled device with a camera, speakers and microphone (or headset) is required, as well as a debit or credit card.
- This site requires pre-registration. Before scheduling a visit, visitors must submit an application to the facility to become an approved visitor. Once on the inmate’s approved visitor list, you can register for an in-person visit at the facility. You must provide the facility with a valid email address where you can receive email. If you do not have an email address, there are many webmail providers who offer free email accounts. An email account is required for account creation and for using the online registration tool.
  After you are registered with the facility, visit the website listed on this brochure and click “Forgot Password” and enter the email address you provided to the facility in the form that appears. After this, go to the email account that you provided and use the email you received from the system to set your password and then be sure to keep a record of it for future visits.
- If you are a professional visitor, please contact the correctional facility directly to determine the process for obtaining “Professional Visitor” status. You can continue with the registration as a personal visitor in the meantime and once you obtain “Professional Visitor” status, you will see the label “Professional” next to your name on the homepage. In addition, your professional visits will not be monitored or recorded after your status has been granted.

Video Visitation Details & Schedule

Registration & Scheduling Website:

https://chesterfieldcountyva.gtlvisitme.com

Visitation Hours*:

Sunday - Monday
8:00 a.m. to 9:00 p.m. - Eastern Time Zone

Online Visitation: Yes

$4 for up to a 10 minute visit*
$10 for up to a 25 minute visit*

Visit Scheduling:

All visits must be scheduled at least two days in advance, but not more than six days in advance.

Check-in:

All visitors must be signed in 15 minutes prior to the scheduled visit start time.

Cancellation Policy:

All visits must be canceled 48 hours in advance to receive a full refund. Cancellations between XX and YY hours in advance will receive a XX% refund. Cancellations less than XX hours before the scheduled visit will not be refunded.

*Prices and times subject to change. Current times and prices will be shown during the scheduling process online.

HAVE QUESTIONS?
For more information about this program, call the video visitation information line:

(855) 208-7349

Video Visitation Scheduling & Registration

Visitors can now register for and schedule video visits with inmates of this facility. Please review this brochure before registering for, or scheduling an inmate video visit.

VISITATION SCHEDULE, DETAILS AND LOCATIONS are listed on the back of this brochure.

Please be sure to note your visitor information below.

Visitor ID:

Password:
To view information about past visits, click “View Visit History.”

Full refunds will be issued for visits canceled 48 hours in advance of the scheduled time. To cancel a visit, click “Cancel Visit” on the summary page. To reschedule a visit, click “Edit Visit Details.”

Video visits are shown on the home page. Click a visit to view the video visit summary page, where you can review the information about the patient and the scheduled time. Click “Reschedule” to change the scheduled time. If you need to cancel the visit, you can do so by clicking “Cancel.”

To register for an account, go to the registration webpage. Once you have registered on the video visitation website, you can log in using the temporary password provided. Remember, or note it in a secure location.

If you do not receive an email confirmation, call 552-208-7394.

If you do not receive an email, please review the video visitation instructions. If you still do not see an email from the system, contact us.

Addresses are verified in the time zone of the location. The video visitation tool will show the video visit and any additional information that will be sent via email. Address your email to the patient or provider. If you do not receive a visit, please review the video visitation instructions. If you still do not receive a visit, please contact us.

Video visits can now register for a scheduled and conduct a visit.

CANCELED

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