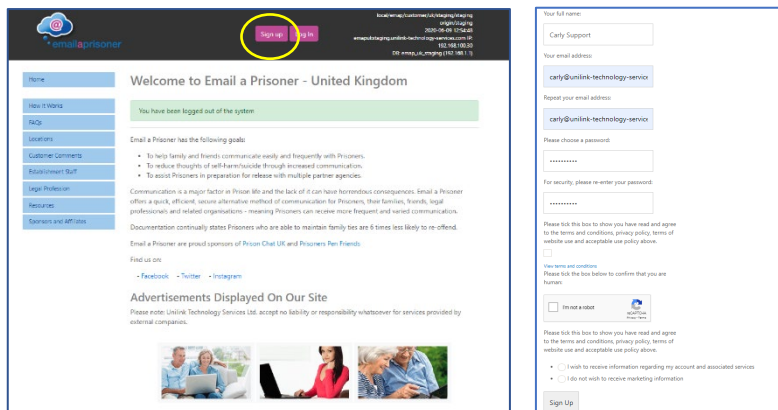


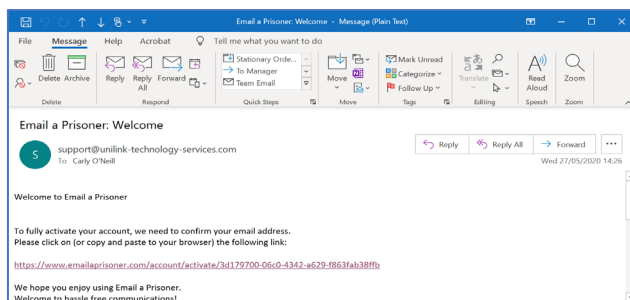
# Video Sessions Step by Step Process – Requester

## Requester Phase 1

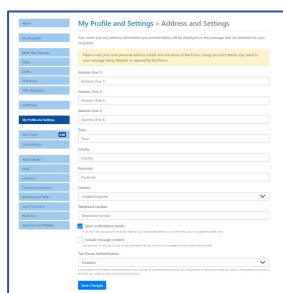
- 1) The customer registers an Emailprisoner (EMAP) account at <https://www.emailprisoner.com/account/register>



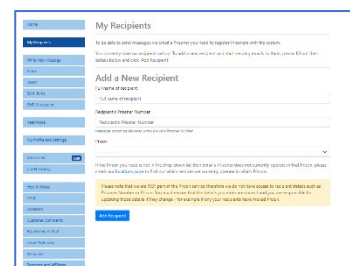
The customer will receive an email to activate their account:



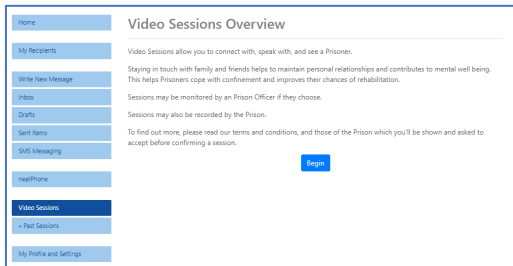
- 2) Once the link is activated the customer will then be logged into their account and can update their profile and settings:



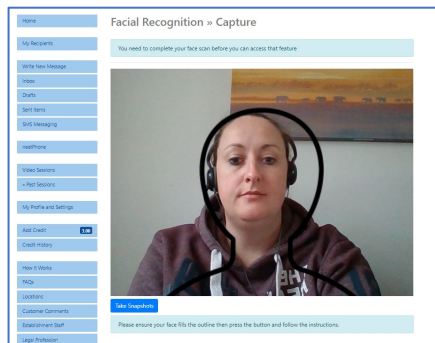
- 3) Under “My Recipients” the customer adds prisoner name, prisoner number and location. If the recipient is at an establishment facilitating Video Sessions, the tab will be shown in the menu.



- 4) The customer clicks the “Video Sessions” button which gives an overview. The customer can then click ‘Begin’.



- 5) The customer will then be instructed to create a Face Scan, following the listed instructions (process takes about 1 minute to create facial scan and verify it). Once the facial scan is uploaded the notification “face scan will be reviewed when you book a Video Session” is shown.



- 6) The customer is instructed to choose a photographic ID option and capture a photo of the ID, which will be scanned and uploaded.



- 7) We would then recommend all customers complete a Test Call, to ensure the browser and device are compatible for a Video Session:

## Video Sessions

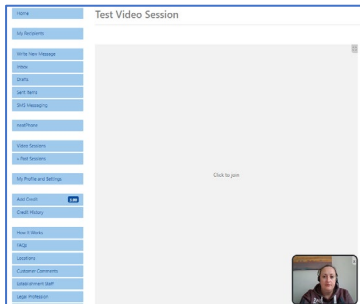
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### Test Video Session

Please click the button below to start a test session and check your device is compatible with our service. We encourage you to do this before making a booking.

[Enter Test Video Session](#)

If the customers video feed appears in the bottom right-hand window, the device and browser are compatible for a Video Session. If unsuccessful it is suggested that the device settings are checked to make sure the camera and microphone are enabled for the device/browser.



- 8) The customer can then send the request for a Video Session. The recipient, document ID and facial scan are chosen from the drop-down option. Any notes for the session can be added in the comments box and will be shown to the establishment staff with the request.

**Request a new Video Session**

To request a new session, please select one of your recipients below.

Only recipients at Prisons supporting Video Sessions will be shown.

We send your request to the Prison. They then review it, approve it and offer you one or more dates and times.

Payment may be required when you book one of the dates and times offered, depending on the Prison

Recipient:

Document scan:

Face scan:

ⓘ Please provide the Prison Officer with any additional information that may be useful, such as names of third parties or times when not available.

Comments

e.g. Joe Bloggs, Sarah Lane  
I'm only available on Mondays & Saturdays

[Send Request](#)

- 9) The customer will then be presented with a screen displaying that the Video Session request has been sent to the chosen establishment and the status will be 'pending'.

## Video Sessions

Your Video Session request has been sent to Test Prison

### Pending Requests

Once approved you will be offered dates and times.

Recipient name	Prison	Date Requested	Actions
John Doe	Test Prison	21 May 2021	<a href="#" style="background-color: #d9534f; color: white; padding: 2px 10px; text-decoration: none; border-radius: 3px;">Cancel</a>

- 10) If the session and/or scans are rejected the establishment will choose the reason for rejection and the customer will receive an email with this information.

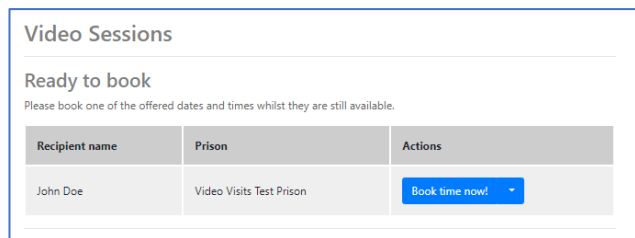
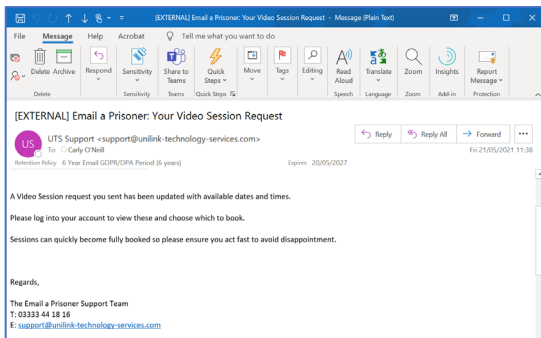
Sorry, your Video Session (140) has been cancelled.

The reason given was:  
(Reason given here)

For more information or to request another session, please log into your account.

## Requester Phase 2

- Once the video session has been approved at the establishment and a selection of dates and times have been offered, the customer is notified via their registered email address that they have dates to book and are instructed to log into their EMAP account to book the video session.



- When the customer clicks on **“Book time now!”**, they will be asked to read and accept the Video Session Terms & Conditions.

**Terms and Conditions**

You must (re)accept the establishment's terms and conditions before you can organise or enter a session

The virtual visit you are about to participate in will involve a prisoner detained in a Scottish prison. For the duration of the visit they will be located in a prison. This virtual visit will be logged and recorded, and may be monitored. If you do not wish to participate in this visit terminate your connection to the visit now.

Establishment staff monitoring virtual visits have the ability and authority to terminate visits without warning if they believe there has been, or is about to be, inappropriate behaviour or language.

Under no circumstances will applications be considered for reimbursement of the virtual visits fee in the event of a visit being terminated or if either party does not keep the appointment time.

As with visits to a prison everyone is expected to behave in a reasonable and polite manner and therefore you are required to comply with the conditions set out below:

- The verified user is responsible for ensuring that all visitors taking part in the virtual visit are on the individual in custody's approved visitor list.
- No more than 3 visitors can take part at any one time during the virtual visit
- No abusive or threatening language, behaviour or gestures
- No overtly sexual language, behaviour or gestures
- Remain seated in front of the device being used to transmit the virtual visit
- No holding up written, printed text or digital images to the camera
- No removal of any article(s) of clothing to reveal yourself
- No one should be, or appear to be, under the influence of drugs or alcohol
- No discussions or views of any illegal substances
- No recording or attempts to record the visit can be made
- No information should be passed by either the visitor or prisoner which is intended for publication via any media channel, including social media.
- Only individuals on camera are permitted to talk to the individual in custody

Conduct of the visit

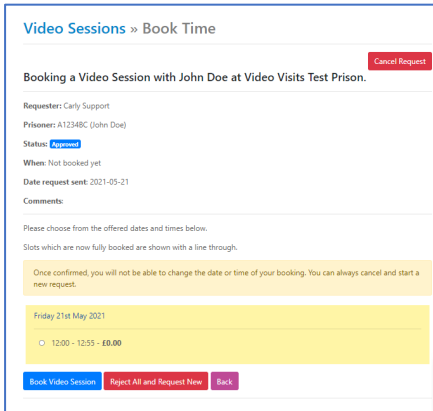
- The screen must not include large areas of background, including no signs with text
- The camera should not be redirected/repositioned to show anything other than the participant(s)
- The face of the participant(s) must always be clearly visible - no hats, sunglasses or face covering to be worn
- No other telecommunication device or channel should be used during the virtual visit
- The location of the visit must be held in a static location
- Visits cannot take place in a public space or outdoors

If you do not follow the above requirements, this could jeopardise your access to future virtual visits.

I accept the terms and conditions

[Submit](#)

- 3) The customer is then presented with options of date/time slots. Once the customer clicks on the date/time of choice, the cost of the video session will be deducted from their EMAP credit and the video session will be booked. At the present time there is no charge for this service.



**Video Sessions » Book Time**

**Booking a Video Session with John Doe at Video Visits Test Prison.** Cancel Request

Requester: Carly Support  
 Prisoner: A1234BC (John Doe)  
 Status: Approved  
 When: Not booked yet  
 Date request sent: 2021-05-21

**Comments**

Please choose from the offered dates and times below.  
 Slots which are now fully booked are shown with a line through.

Once confirmed, you will not be able to change the date or time of your booking. You can always cancel and start a new request.

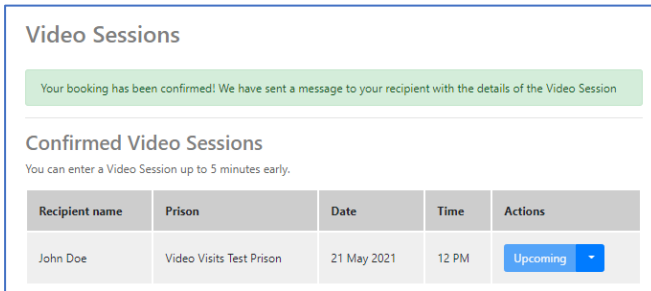
Friday 21st May 2021

12:00 - 12:55 - £0.00

Book Video Session Reject All and Request New Back

\*If there is a line through any of the dates/times, this means this slot is no longer available.

- 4) Once the customer clicks ‘**Book Video Session**’, they will see the following message on screen:



**Video Sessions**

Your booking has been confirmed! We have sent a message to your recipient with the details of the Video Session

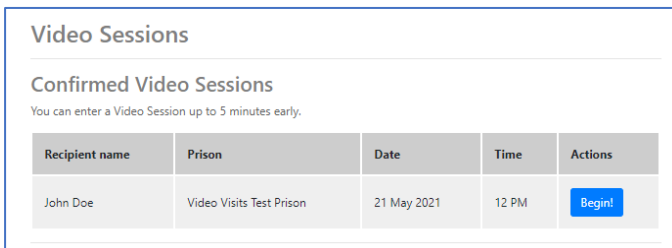
**Confirmed Video Sessions**  
 You can enter a Video Session up to 5 minutes early.

Recipient name	Prison	Date	Time	Actions
John Doe	Video Visits Test Prison	21 May 2021	12 PM	Upcoming

- 5) There may be a time when the recipient is unable to make the session time. In this case the booking will be cancelled by the prison staff and the customer will be notified via email, with a chosen reason for the booking being cancelled.

### Requester Phase 3

- 1) At the date and time of video session – up to 5 minutes before the start time - the customer logs into their EMAP account, clicks on the “**Video Sessions**” button where they will see a button next to the upcoming session saying “**begin**”.

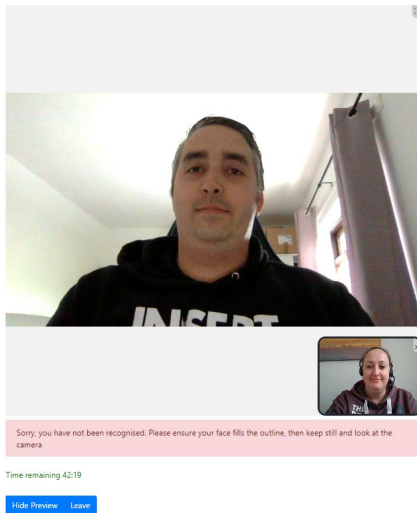


**Video Sessions**

**Confirmed Video Sessions**  
 You can enter a Video Session up to 5 minutes early.

Recipient name	Prison	Date	Time	Actions
John Doe	Video Visits Test Prison	21 May 2021	12 PM	Begin!

- 2) The customer will see their image in the bottom of the screen and their recipient will be in the main screen.



- 3) The facial recognition checks will take place several minutes into the session. If the face is not recognised a warning message will appear with an outline image, to encourage moving closer and straighter to the screen. The system will continue to check and once satisfied with the correct image, the warning message will disappear. If several checks do not match the image the screen will turn black and the video feed will not return until several correct scans have been correctly read by the system.
- 4) The time of the session will be shown in a countdown clock. Five minutes before the end and every following minute there will be an alarm sound.
- 5) If the video session is being monitored and activity breaching the terms and conditions is observed, the monitoring officer can terminate the session which cannot be restarted. The customer will be removed from the session and will immediately receive an email notification with the reason the session was terminated:

**Sorry, your Video Session (149) has been terminated by the Prison.**

**The reason given was:  
Resident breaching terms and conditions**

**Please review the Video Session terms and conditions and contact the Prison directly if you still have any questions.  
Please also be aware that, when the terms and conditions are breached, serious or repeat occurrences can lead to a ban from using the service.**

- 6) At the end of the session time, the video session will end.