



On March 18, 2020 the Cuyahoga County Correctional Center (CCCC) will begin using the Securus Video Visitation system for all friends and family visits with inmates – both onsite and remote. The following are answers to our most frequently asked questions.

PLEASE BE ADVISED: “Public/On-Site” visits for inmates housed at the Bedford Heights Jail Annex (BHJA) will be conducted at the Cuyahoga County Corrections Center, Visitation Lobby Area.

Q: How does the new video visitation system work?

A: Inmates will visit with friends and family from a video visitation terminal (right) in their housing area. Friends and family can visit for free from a similar terminal in the Cuyahoga County Video Visitation Lobby area. These are called “**Public Visits/On-Site**”.



The new system allows visitors to continue coming to the Cuyahoga County visitation area for free visits, but it also allows friends and family to visit remotely from home, office or anywhere you have Internet service. Remote visitors will need a Securus account and a smartphone, tablet or computer with a webcam and a high speed Internet connection. “**Remote Visits**” must be paid by credit card or debit card during online scheduling

Q: How often can I visit inmates?

A: Each inmate is allowed one twenty minute free “**Public/On-Site Visit**” per week from friends or family members at the Cuyahoga County visitation area, Monday through Friday. Inmates may have unlimited twenty-five minute “**Remote Visits**” per day, from approved visitors, Monday through Friday. Weekend **Remote Visits** may or may not be available and will be dependent on the inmate’s location, within the jail, at that time.

Q: Do I need to schedule my visit or can I just show up?

A: Both “**Public/On-Site**” and “**Remote**” visits must be scheduled **at least 24 hours in advance**. You can schedule free “**Public/On-Site**” visits at the lobby terminals or you can use www.videovisitananywhere.com. When you schedule your free “**Public/On-Site**” visits, be sure to write down the following information:

- Date and time of your visit
- PIN number you’ll use to login at the lobby terminal for your visit
- Your assigned video terminal where your PIN will be valid (example: Visitor 1, Lobby 3)

You can also open a free Securus account for “**Remote**” visits at www.videovisitananywhere.com. Then, remote visitors request approval from the facility. Once approved, you can login and schedule a remote visit.

Q: Is there a charge for video visitation?

A: Each inmate will continue to receive one free **Public/On-Site** visit each week, but they can now enjoy unlimited remote visits each day. Remote visits cost \$5.00 for 25 minutes.

Q: Where is the Cuyahoga County Corrections Center Video Visitation Lobby located?

A: The Visitation area is located at 1215 West 3rd Street, Cleveland Ohio 44113.

Q: When can I visit?

A: Visitation hours are:

Public/On-Site Visitation Schedule (Free visit) (Cuyahoga County Corrections Center & Bedford Hts. Jail)

- Monday through Friday
 - 8:30 AM - 11:00 AM
 - 1:30 PM - 4:30 PM

Remote Visitation Schedule (Paid visit) (Cuyahoga County Corrections Center, CCCC)

- Monday thru Friday
 - 8:30 AM - 11:00 AM
 - 1:30 PM - 4:30 PM
 - 7:00 PM – 9:00 PM

NOTE: Weekend visits for inmates housed at the CCCC may be available for scheduling, however, it will depending on the inmate's location, within the Jail, at that time.

Remote Visitation Schedule (Paid visit) (Bedford Hts. Jail Annex)

- Sunday thru Saturday
 - 8:30 AM - 11:00 AM
 - 1:30 PM - 4:30 PM
 - 7:00 PM – 9:00 PM

Q: What do I need to do to visit from home?

A: You can conduct visits using an Apple or Android smartphone or a tablet. Download the free Securus Visitation app in the App Store or Google Play. You can also use a computer with high speed internet access and a webcam. You will need to do the following:

1. Create a visitation account at www.videovisitanywhere.com.
2. Request access to visit Cuyahoga County. Your request is then reviewed by jail staff.
3. Once you are approved to be a visitor, go to www.videovisitanywhere.com to schedule remote visitation appointments.

Q: Is there anything else I should know?

A: Here are some rules you must follow to protect your visitation privileges:

1. The visitor who schedules the visit is considered the primary visitor and must be present at the time of check in and for the visit.
2. **On-Site Visits** will be limited to two (2) Adults and two (2) Children.
 - Anyone over the age of 18 years is considered an adult for visitation. Proof of age will be required before visitation is allowed.
 - Children must be accompanied by their parent or legal guardian. Proof of age and/or guardianship will be required before visitation is allowed.
3. Visitors are required to present valid photo identification (state driver's license, state identification card, passport, military identification).
4. Children not allowed to visit may not be left unattended in the lobby.

If you have any questions about visiting from home, visit www.videovisitanywhere.com for further information.