

Video Visitation must be done from a computer using Google Chrome and an updated flash player. Before starting this process you must make sure that your Adobe Flash player is fully updated and that you are using Google Chrome. So I would set these two things up, restart your computer and then hop on Google Chrome on your desktop or laptop computer and go to www.inmatecanteen.com and start the application.

Steps for how to start visiting are below:

-Go to www.inmatecanteen.com on a computer (not supported on mobile devices i.e. tablets, cell phones, etc)

-Log in, select your inmate, and select the Video Visit an Inmate option.

-Depending on the facility, you may be required to fill out a form, submit a driver's license picture, and a picture of your face. Once submitted, the facility will either approve or deny it. Once approved you will be all set to video visit!

- Make sure you are allowing flash player to run in google chrome by selecting the lock icon to left of the browser:

-Flash Player needs to be set to "allow". Then you can refresh the page and it should be good to go. If flash player is being blocked you will not be able to take a picture or see any video during the visitation

When you click on the video visitation link on the website, please visit the Audition Room to test your equipment. To find the Audition Room, please click on 'Video Visit an Inmate' and it will be located on the top of your screen. Here you can test and verify that your webcam and microphone are working. We highly recommend a hard line for video visiting, unstable internet can result in poor visit qualities.

To download or update Adobe Flash go to: <https://get.adobe.com/flashplayer/>

To download Google Chrome: <https://www.google.com/chrome/>