

VIDEO CONNECT ACCOUNT SETUP

USER GUIDE

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ABOUT VIDEO CONNECT

Staying in touch with your incarcerated loved one matters – Video Connect makes it easier than ever to get that face-to-face connection... even when you’re apart.

Video Connect is our most feature-packed video calling service. Video calls are now...

- ✓ Initiated on-demand by your incarcerated loved one – no more prescheduled calls!
- ✓ Paid for using funds from your prepaid AdvanceConnect calling account



Before you can receive a video call from your loved one, you must complete the setup steps below. If you do not complete these steps, you will not be able to join video calls.

GETTING STARTED WITH VIDEO CONNECT

This section explains how to set up Video Connect so you can successfully prepare to accept incoming video calls from your loved one.

CRITICAL: To use Video Connect you must:

- ✓ Download the Securus Mobile app and create your account
- ✓ Allow notifications
- ✓ Set up and fund your AdvanceConnect account
- ✓ Add your loved one as a contact
- ✓ Verify your ID images (if required)
- ✓ Schedule a call (select facilities only)
- ✓ Allow video calls
- ✓ Allow mic and camera access

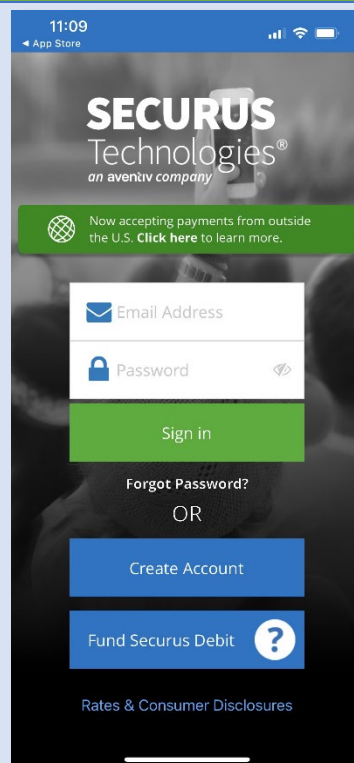


Once you've completed these steps, you'll be ready to accept an incoming video call from your loved one.

✓ DOWNLOAD THE SECURUS MOBILE APP AND CREATE YOUR ACCOUNT

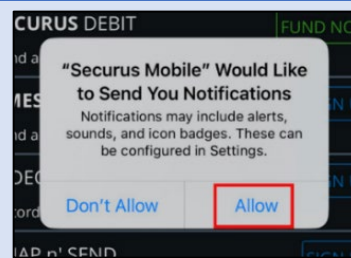
To receive video calls, you must first download the Securus Mobile app.

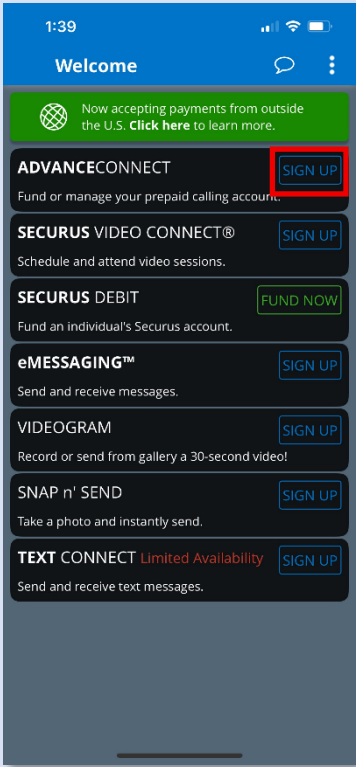
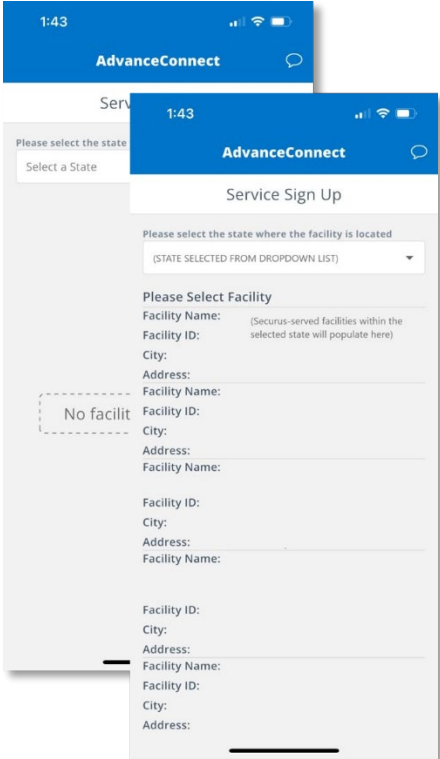
Then, create or sign in to your Securus account.



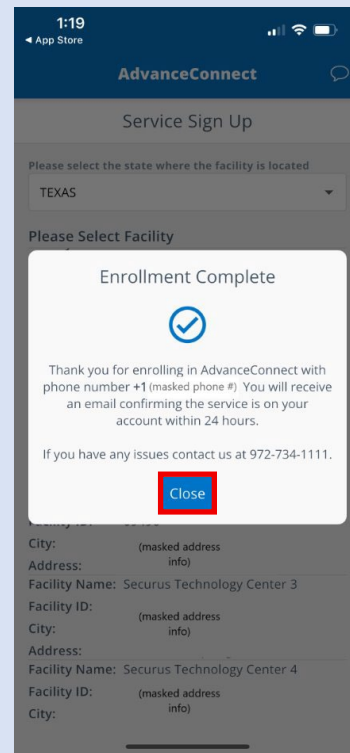
✓ ALLOW NOTIFICATIONS

When prompted, tap **“Allow”** notifications so you will get alerts when your loved one calls.

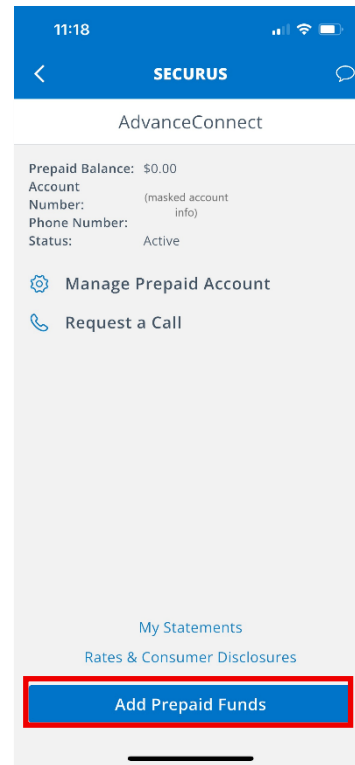


✓ SET UP AND FUND YOUR ADVANCECONNECT ACCOUNT	
Next, set up and add funds to your AdvanceConnect account, which is required for video calling. Tap “Sign Up” or “Launch” next to AdvanceConnect	
Choose the state where your loved one is located. Then, tap your loved one’s facility from the list of results.	

Tap “Close” to complete enrollment.



Now it's time to add funds to your account. Tap “Add Prepaid Funds.”



Follow the steps to add your billing information. Tap **"Next"** to continue.

11:20

< AdvanceConnect

Billing Address

Your billing address must match your credit card.

Personal Details

FIRST NAME

LAST NAME

Billing Address

COUNTRY

STATE

CITY

ADDRESS 1

ADDRESS 2

ZIP CODE

Next

Enter your card details and tap **"Next"** to continue.

To skip this step in the future, check the **"Save Credit Card"** box.

If you've added funds before and checked this box, your card is already saved to your account. In that case, you may not see this step during checkout.

11:21

< AdvanceConnect

Credit Card Details

Select Card type:

☐ Master Card ☒ Visa

☒ Save Credit Card

Next

Enter your desired transaction amount.
Tap **"Fund Now"** to continue.

11:21

< **AdvanceConnect**

Payment Details

Minimum \$0.01, maximum \$100.00

\$5.00

Deposit: \$5.00
Transaction Fee: \$0.00
Total Charges: \$5.00

Fund Now

Confirm funding by tapping **"Submit."**

Once you complete your transaction, your account is funded and ready to pay for incoming video calls from your loved one.

11:21

< **AdvanceConnect**

Confirm Funding

\$

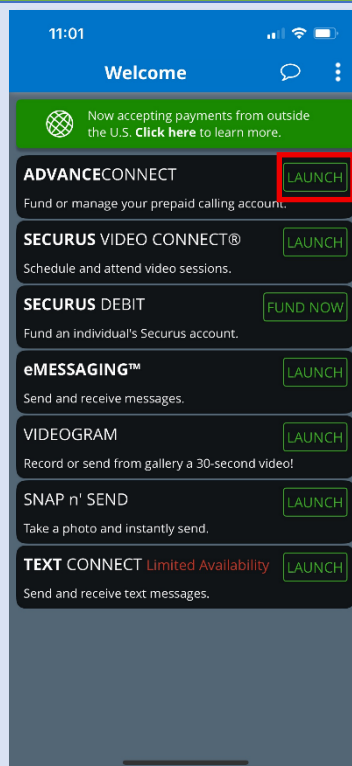
\$5.00 will be added to your AdvanceConnect account.

Submit

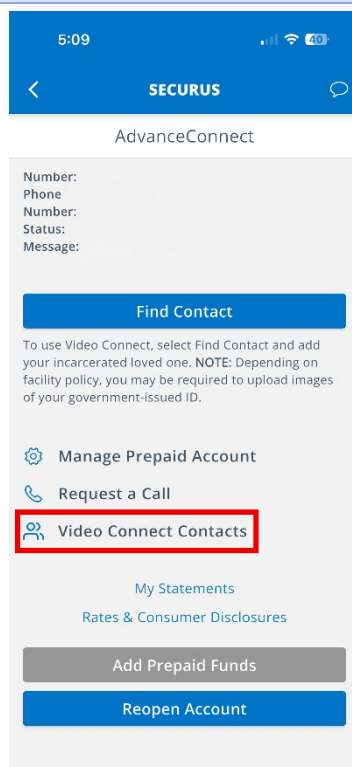
✓ ADD YOUR LOVED ONE AS A CONTACT

After you create and fund your AdvanceConnect Account, **you must add your loved one as a contact.**

Just tap “Launch” in the AdvanceConnect section.

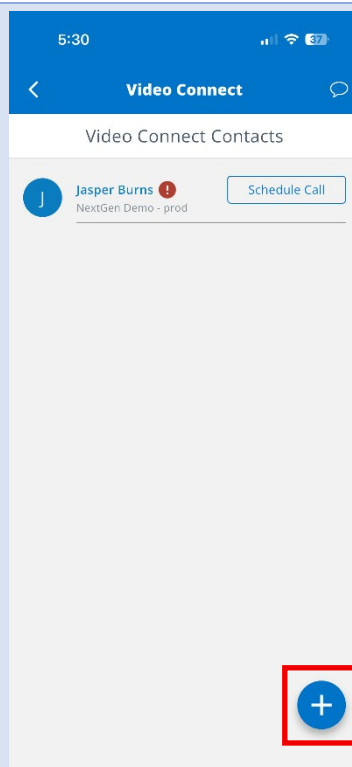


Then, tap “Video Connect Contacts.”

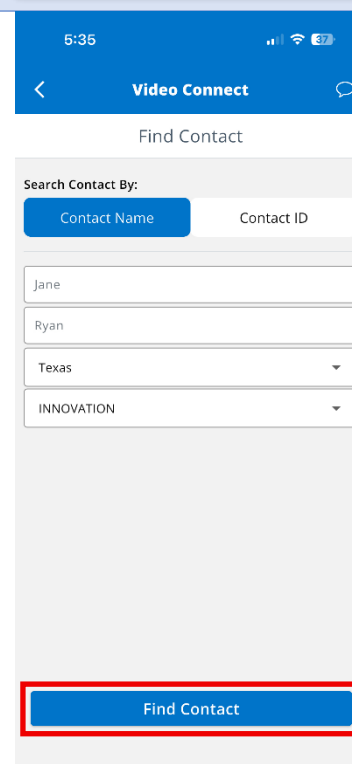


Tap the blue “+” sign at the bottom of your screen to find your loved one.

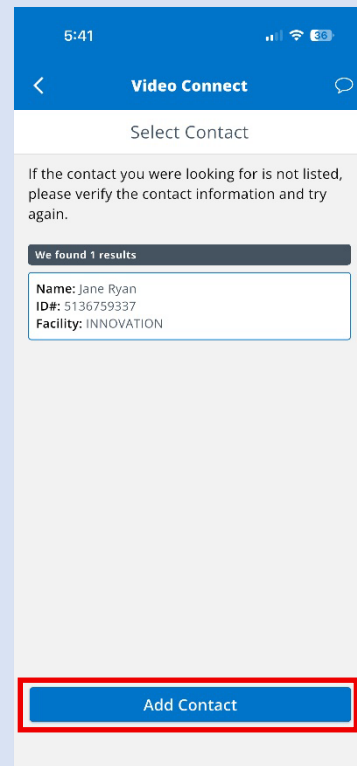
Any contacts you've already added will appear here. If a contact has a red alert icon, it means your request to connect with them is still waiting for facility approval. Approval times vary by facility.



To find your loved one, search by name or contact ID, then add the state and facility before tapping “Find Contact.”



From the search results, select your loved one's name and then **"Add Contact."**

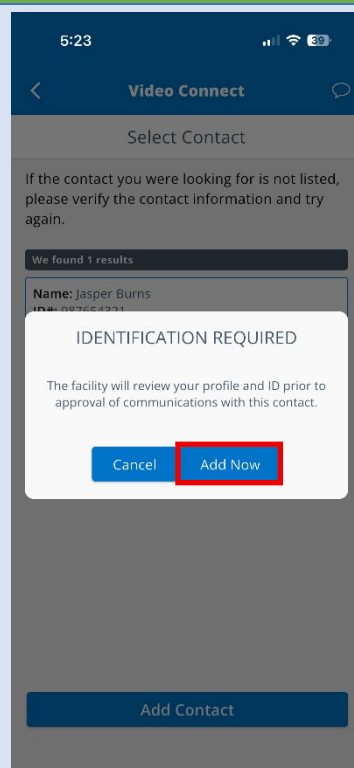


✓ VERIFY YOUR ID IMAGES (IF REQUIRED)

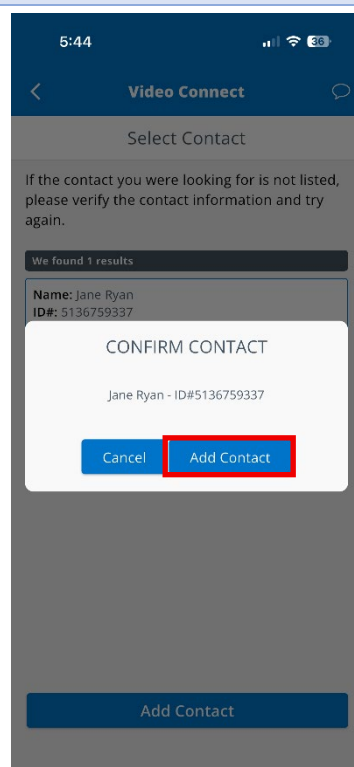
Some facilities may ask you to upload an ID before you can accept video calls. If this is necessary, you'll see a message here. Just tap **"Add Now"** and follow the simple steps.

You must upload ID front, ID back, and a selfie (all three images are required).

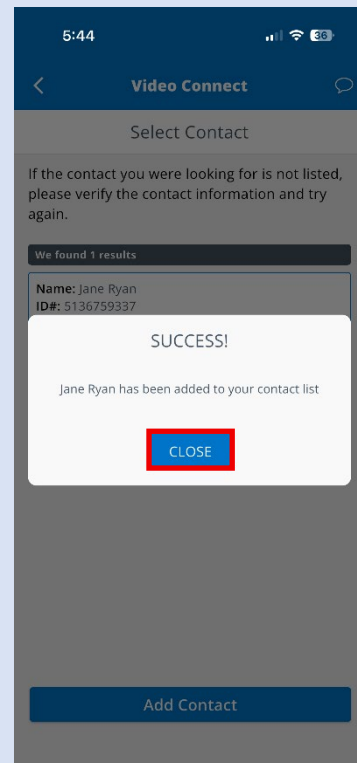
If you are not prompted to add ID images, you can do so by tapping the **three-dot menu** (top right), selecting **"My Settings," "Profile,"** and then **"My Identification."**



If your loved one's facility does not require preapproval, just select **"Add Contact."**



You will see a confirmation message, then just tap **"Close."**

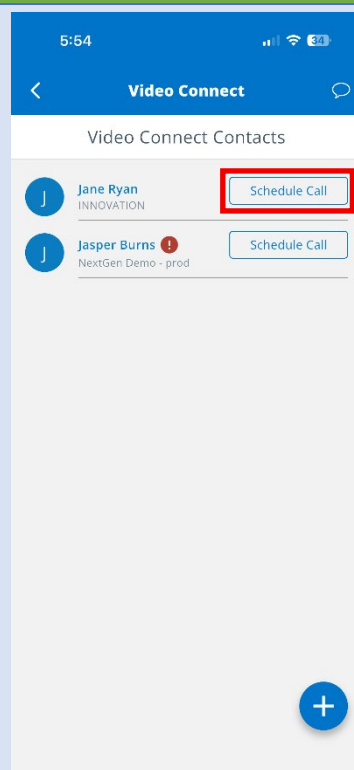


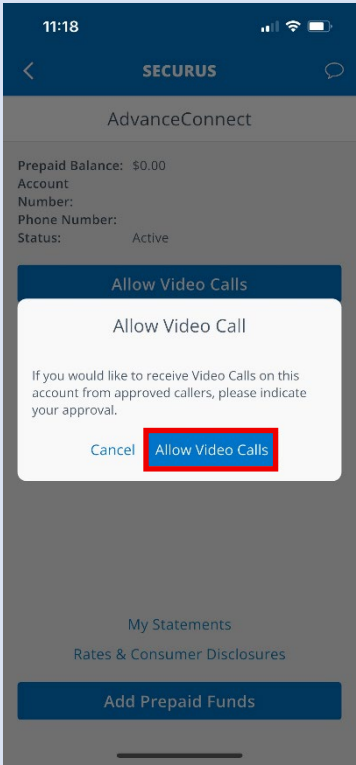
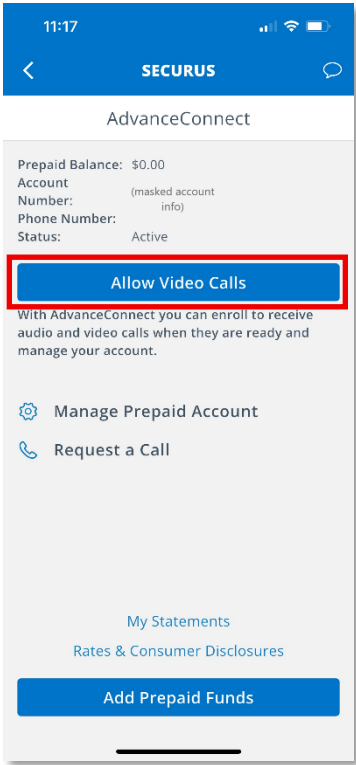
✓ SCHEDULE A CALL (SELECT FACILITIES ONLY)

Most facilities will allow your loved one to make video calls on demand.

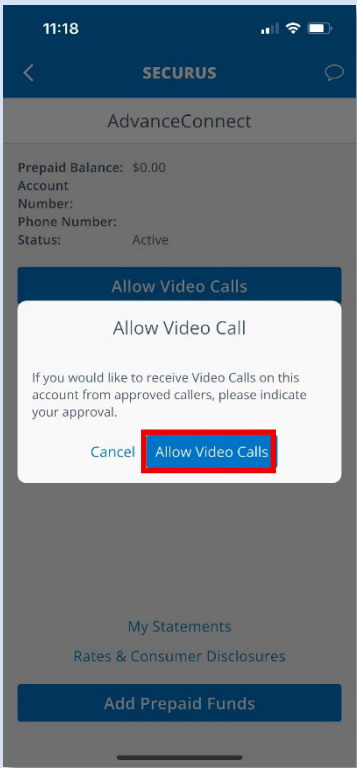
However, if your loved one's particular location only offers scheduled video calls, to make a reservation, tap **"Schedule Call"** next to the name in your Video Connect contacts, then choose the date, time, and call length that works best for you.

Only a small number of facilities require scheduled video calls. To see if your loved one is at one of these facilities, visit the [Facilities & Pricing](#) page on our website.



✓ ALLOW VIDEO CALLS	
Next, you must allow video calls on your device. You may be automatically prompted to allow video calls on your device. Tap “Allow Video Calls.”	 The screenshot shows the SECURUS AdvanceConnect app interface. At the top, the status bar shows the time 11:18. The app header includes a back arrow, the SECURUS logo, and a chat icon. Below the header, the section 'AdvanceConnect' displays account details: Prepaid Balance: \$0.00, Account Number, Phone Number, and Status: Active. A modal dialog titled 'Allow Video Calls' is centered on the screen. It contains the text: 'Allow Video Call' and 'If you would like to receive Video Calls on this account from approved callers, please indicate your approval.' At the bottom of the modal are two buttons: 'Cancel' and 'Allow Video Calls', with the latter highlighted by a red rectangle.
If you do not receive this pop-up, simply tap “Allow Video Calls” in your AdvanceConnect section.	 The screenshot shows the SECURUS AdvanceConnect app interface. At the top, the status bar shows the time 11:17. The app header includes a back arrow, the SECURUS logo, and a chat icon. Below the header, the section 'AdvanceConnect' displays account details: Prepaid Balance: \$0.00, Account Number (masked account), Phone Number (info), and Status: Active. A blue button labeled 'Allow Video Calls' is highlighted with a red rectangle. Below this button, the text reads: 'With AdvanceConnect you can enroll to receive audio and video calls when they are ready and manage your account.' Further down are links for 'Manage Prepaid Account' and 'Request a Call'. At the bottom, there are links for 'My Statements', 'Rates & Consumer Disclosures', and an 'Add Prepaid Funds' button.

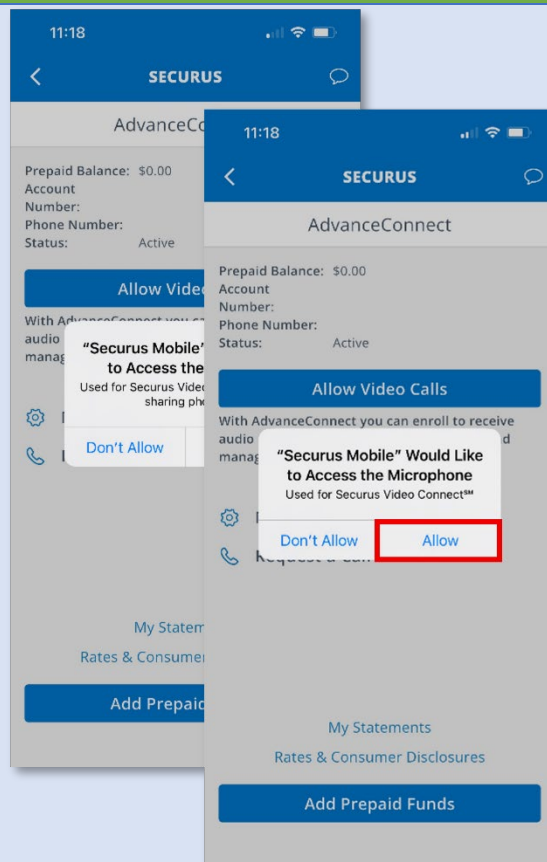
Then tap “Allow Video Calls.”



✓ ALLOW MIC AND CAMERA ACCESS

Next, so you can see and hear your loved one, **you must provide access to your camera and microphone** by tapping **"Allow"** for both.

If you don't complete this step now, you can do it later in your device settings, but we suggest taking care of it now so your setup is complete.



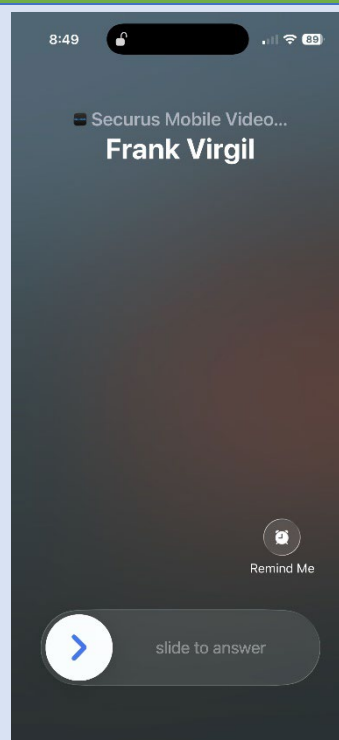
Now you're ready to receive video calls from your loved one!

✓ ACCEPTING AN INCOMING VIDEO CALL

Unlike Securus phone calls, **video calls come in through the Securus Mobile app.**

When you get a video call, your device will ring or vibrate, and you'll see a notification on your screen.

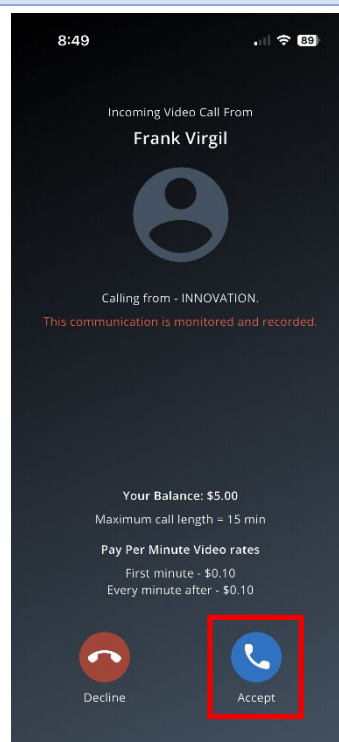
When you answer the call the Securus Mobile app will launch.



It will display your loved one's name and facility, your account balance, any potential duration limits, and the call cost per minute.

Tap **"Accept"** to connect face-to-face with your loved one. When you have finished, simply hang up.

You can always choose to decline – there's no charge if a call isn't connected.



Once your call is complete, you'll see a detailed summary on your device. Tap "Ok" to finish.

