

Please see instructions below to connect with your incarcerated friend or family member at the Grand Traverse County Jail. You are able to set up phone and video accounts through the Securus website. Setting up the Advance Connect phone account first is suggested *if you are also going to use the video visitation system.*

****INMATES HAVE THE ABILITY TO MAKE OUTGOING PHONE CALLS (not video) BY PURCHASING WITH MONEY FROM THEIR COMMISSARY ACCOUNT. THIS OPTION DOES NOT REQUIRE YOU TO SET UP A PHONE ACCOUNT. FOR INSTRUCTIONS ON HOW TO DEPOSIT MONEY TO AN INMATE, CLICK THE “INMATE FUNDS DEPOSIT” WEB PAGE.**

TO SET UP A SECURUS PHONE ACCOUNT:

Go to *Securustech.net* to sign up

An AdvanceConnect account is a friend & family-owned prepaid calling account that allows you to receive collect calls from incarcerated individuals. The charges will be deducted automatically from your prepaid account. Securus' prepaid AdvanceConnect account puts you in control of your spending and ensures you can receive calls from correctional facilities.

This account offers you the following benefits:

- The maximum funding amount is up to \$50.00 per transaction.
- You are able to receive calls from an incarcerated individual as long as funds are available in your account.
- You can add multiple phone numbers to your account so your loved one can reach your home phone, work phone, cell phone, other relatives, neighbors, friends, etc.
- Calls will connect to cell phones (subject to facility restrictions).
- You have 24/7/365 access to your account on our website or by contacting us via phone

Step 1: Log on to Securustech.net

Step 2: Choose the icon that says Receive a Call Today – Sign Up

Step 3: Fill in your e-mail information and create a password

Step 4: Create Security Questions

Step 5: Fill out your contact information and create a 4 digit passcode

Step 6: You will then be directed to a page that confirms you have created an online account.

Step 7: You will then go to the upper right corner and sign into your account

Step 8: Sign into your account

Step 9: Once signed into your account you will be taken to the MY ACCOUNT page where you will be able to sign up for an ADVANCE CONNECT ACCOUNT

The screenshot shows a user interface for a 'MY ACCOUNT' page. At the top left, there is a blue banner for 'Call Subscriptions' with a 'LEARN MORE' button. Below this are four service cards: 'ADVANCE CONNECT' (with a 'SIGN UP' button), 'SECURUS DEBIT' (with 'Accounts: 0' and a 'FIND CONTACT' button), 'SECURUS VIDEO CONNECTSM' (with 'Check Availability' and a 'SIGN UP' button), and 'eMESSAGINGTM' (with 'Send and receive eMessages with an incarcerated individual. Share a picture and show you care.', 'Check Availability', and a 'SIGN UP' button). On the right side, there is a profile card for 'CARRIE' with a greyed-out name, followed by fields for 'Address: TRAVERSE C...', 'Phone: 231-342-21...', 'Email: carriehloe@all.com', 'PIN: 4423', and 'Password: *****'. Below the profile card is a section titled 'Looking for additional ways to connect to your loved one?' with a bulleted list: 'Text Connect', 'VideoGram', 'Snap n' Send', and 'Inbound Connect'. At the bottom of this section is the text 'Check out the Securus App!' and two app store download buttons: 'GET IT ON Google Play' and 'Download on the App Store'.

Step 10: Click on the ADVANCE CONNECT ACCOUNT circle and click NEXT

Step 11: Select the State

Step 12: Select the facility – Grand Traverse County

Step 13: Click on Submit and once submitted you will be able to add funds to the inmate’s account so they may place calls.

PLEASE NOTE: The inmate will **not be notified that the funds have been deposited into a phone account. Friends or family members can set up a video visit or send a letter to notify the inmate of the deposit.**

To add funds to the account click the ADD FUNDS button under the ADVANCE CONNECT box. Once funds are added and you have clicked on “Submit”, the inmate will then be able to call you and the fees will be taken from the funds on your account.

TO SET UP A VIDEO VISIT WITH AN INMATE:

VIDEO VISIT FROM YOUR HOME -

Using a computer or phone

Fees are \$ 6.95 for 20 minutes and \$13.95 for 40 minutes

Fees are set by vendor and subject to change without notice

To visit from your phone, you **MUST** download the Securus app.

Please note: If you have already signed up for an ADVANCE CONNECT account, you can log into your account and choose the box in the left corner that says SECURUS VIDEO CONNECT. ***Please then follow these steps:***

Step 1: Once you have selected the SIGN UP button (under Securus Video Connect) you will be directed to a page where you must select your user type. You will then hit NEXT.

Step 2: Securus will then verify that your phone or computer camera works.

Step 3: You must take two photos to submit for approval. One photo will be taken of yourself using your computer or phone camera. The other picture will be a picture capturing your photo id.

Step 4: You will then need to submit your photos. There is a consent for review. To use the service, you must agree to the Securus consent.

Step 5: You will then be directed to a page where you will choose the state of the facility (Michigan). On the next page you will need to scroll down and choose Grand Traverse County, MI # 03080. You will then be enrolled.

Congratulations!!! You may now schedule a video visitation session by clicking on SCHEDULE SESSION – REMOTE SESSION. **Please Note: It takes 24 hours to be approved.**

1: Once approved, enter the inmate's first and last name. Select FIND CONTACT. Choose the inmate in the search results. Complete all requested information.

- Relationship
- Duration of Appointment – 20 min or 40 min
- Date and Time – The system only allows you to schedule **24 hours in advance.**

2: You will then be required to put in payment details and submit your request.

YOUR APPOINTMENT WILL THEN BE SCHEDULED AND YOU WILL RECEIVE AN E-MAIL NOTIFICATION.

VIDEO VISIT ON-SITE

One 30 minute visitation per week for FREE.

Visits take place on a terminal in the Grand Traverse County Jail lobby.

MUST BE SCHEDULED 24 HOURS IN ADVANCE - applies to both scheduling methods.

Scheduling from your computer or phone:

Note: You must register with your photo id and get approval if you schedule from a computer or phone.

Step 1: Schedule a Session – Onsite Session, then choose Public Visitation under Location and enter the following information:

- Guest's Names and date of birth
- Relationship

Step 2: Search for your contact and then select your contact

Step 3: Select your relationship to the inmate (again)

Step 4: Choose your appointment date and time. Click on submit. No fees will be charged for the visit.

Your visitation confirmation will appear on the screen and an e-mail will be sent with your video visitation information.

Scheduling at the Grand Traverse County Jail

Video visitation can be scheduled using the visitation terminals in the Grand Traverse County Jail lobby. There is lobby access 24 hrs/day, 7 days a week. However to ensure that lobby staff is available to assist with scheduling if needed, we recommend that you appear M - F from 8 a.m. - 5 p.m., excluding holidays.

You will use the terminals to schedule your visit by selecting your inmate, date and time.