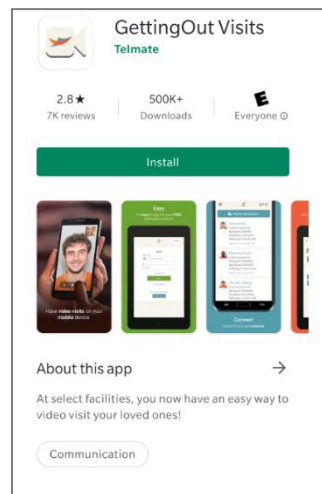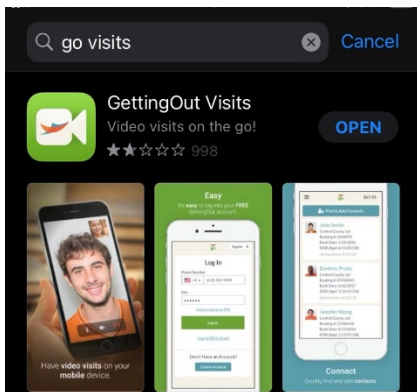# Setting Up an Account for Video Calling

Create an Account Using a Mobile Phone

- These steps may vary between different mobile phones. Follow these steps to create an account using a mobile device.

- You may receive an e-mail invite from a prisoner prior to setting up an account. If this is the case and you wish to speak to this prisoner, click Yes, Add this Contact » which will send you to the login page to setup an account.
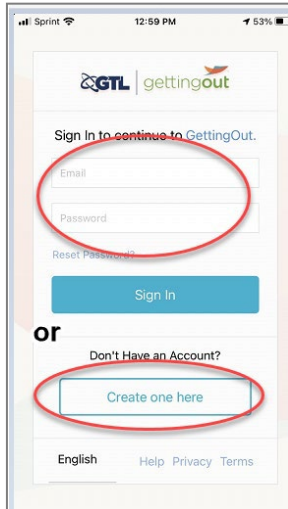
1) Using the App Store, look for the GO Visits app.
2) Click Get or Install.

3) Once installed, click Open.

4) Sign in or Create an account.

- IMPORTANT – If you already have a GTL account under "Connect Network" for depositing prisoner money, then use that user name and password to login to the Go Visit App and proceed to step 12.
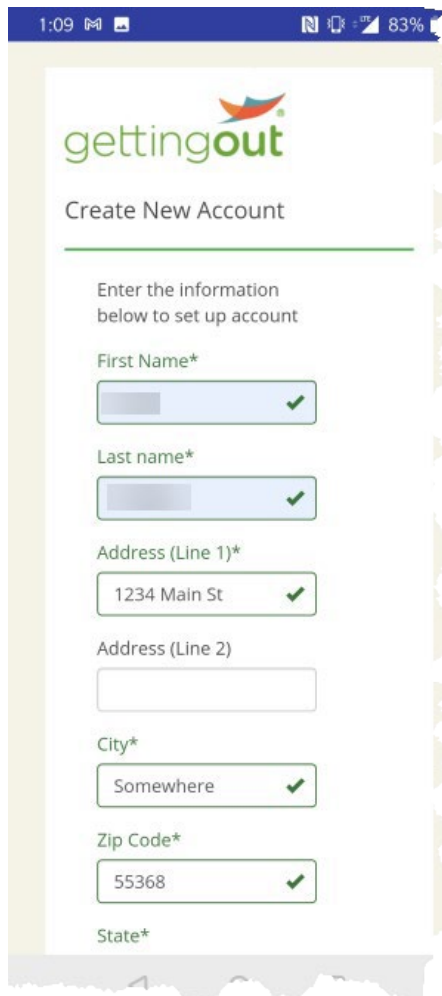

OR

5) If creating an account, complete all the required fields, such as Name, Address, etc.

6) The next screen asks for your Birthday and Last 4 of your SSN. You can skip this step without service interruption.

7) Click Submit or Skip.
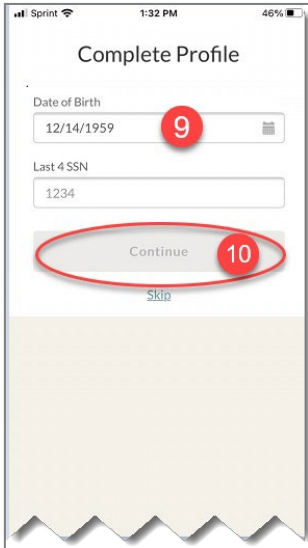8) Agree to the terms and conditions by placing a check mark next to the top two items and then click, I Agree.

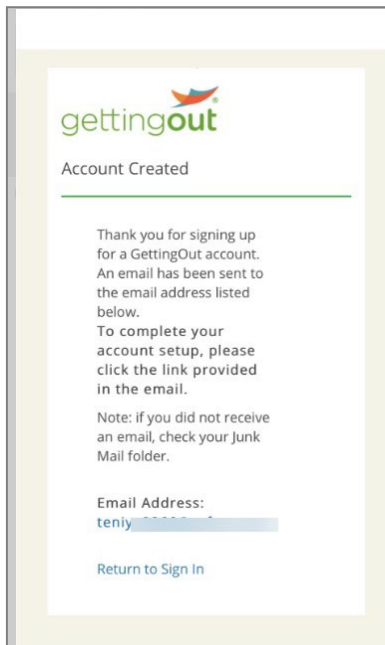9) Complete your profile by adding your Date of Birth and Last 4 of your SSN or choose SKIP. If you skip this step you will need to skip it each time you login into the account.
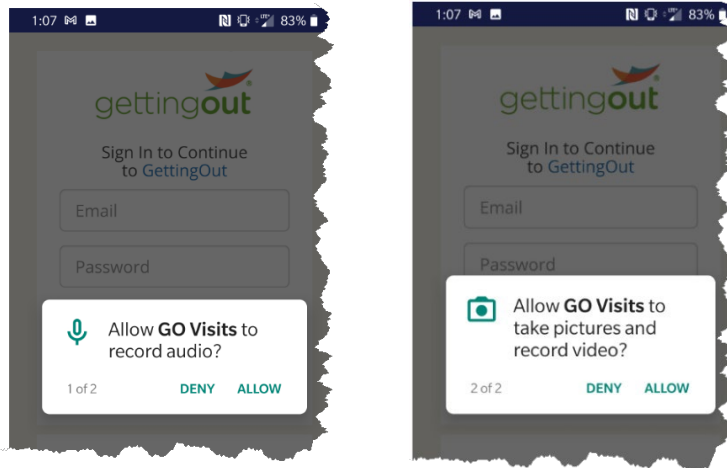
10) Click Continue or Skip.

11) After account is created, you will receive a verification email. Open the email and confirm your account. This step must be done before a visit can take place and will require you to sign back in.

Important note: The above steps can all be completed on a computer or smart device. Before receiving a call from your loved one, you must haveinstalled the GO Visits app and be logged into the GO Visits app.
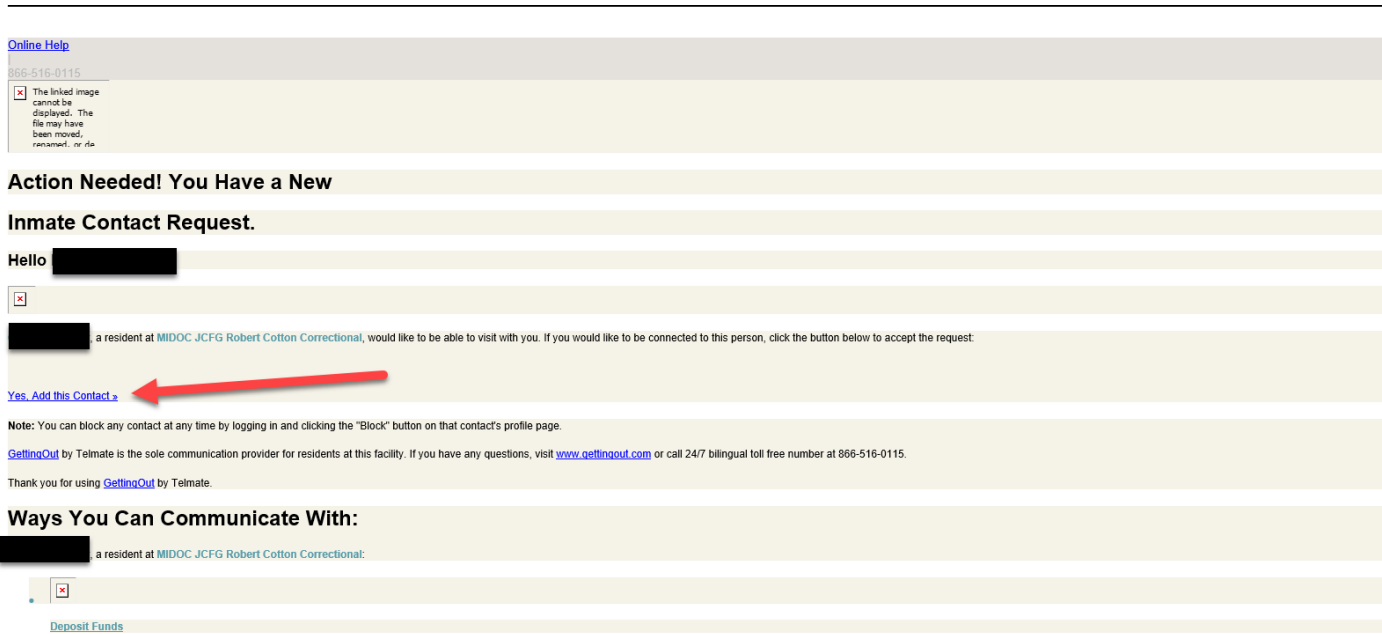

If you are asked by the system to use your camera and/or microphone, you should respond Allow/Yes.
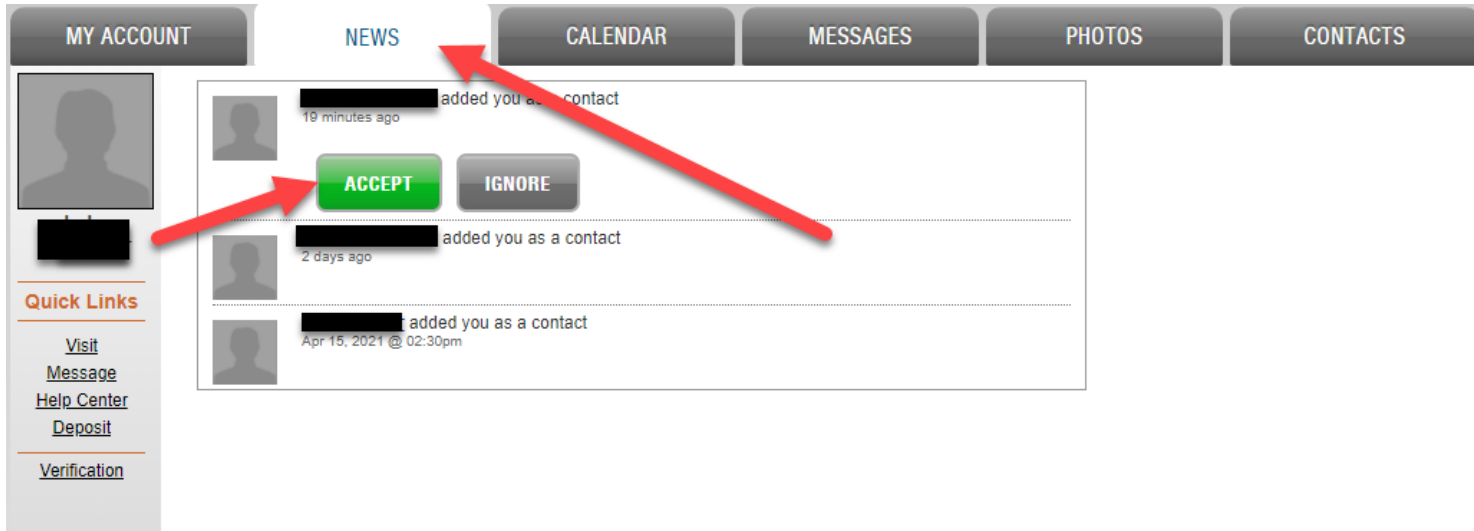

12) You are finished until the prisoner sends you an email inviting you to be added as a contact.

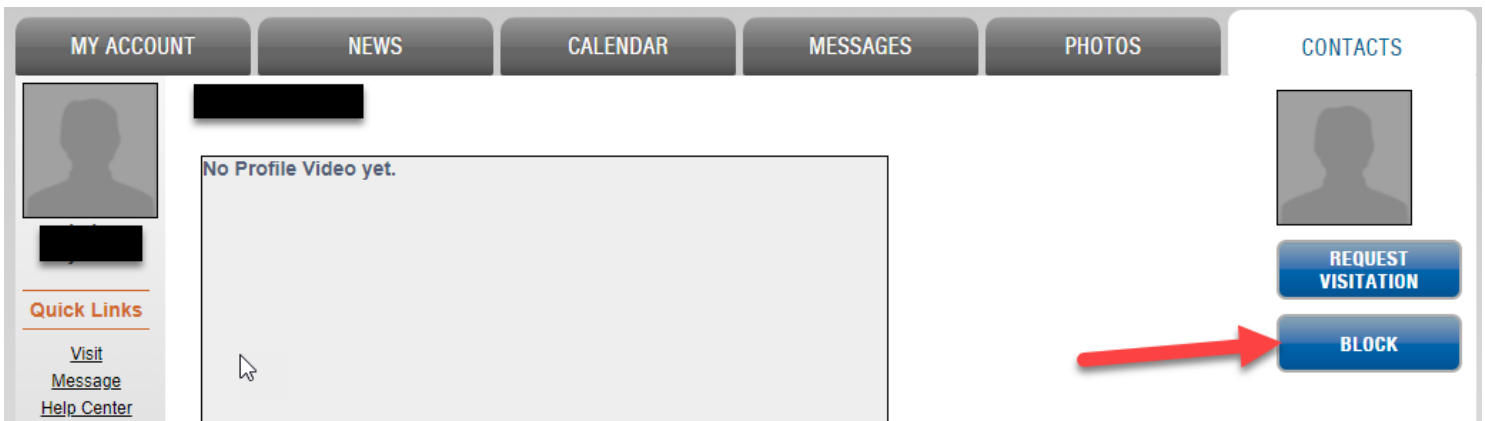13) The email invite will be sent to your email account that was used to setup your "govisits" account. In that email, click Yes, Add this Contact.   **Yes, Add this Contact »**

14) Clicking this link will send you to the GoVisits website to login (or open the application if you are using your smart device (tablet or smart phone). Login using the information created in number 4 and then submit or skip the verification process followed by accepting the terms of use agreement.

15) As seen below, there are several tabs on this dashboard. However, for the MDOC, the only tabs that are functional are the "News" and "Contacts" tabs. Click the news Tab and then Accept to accept videophone calls with this prisoner.

- You can remove contacts by selecting the Contact and then clicking "Block"

16) All other tabs and functionality on this screen are disabled.

For assistance, please call Friends and Family Customer Service:

- Call 866-516-0115
- Website: gettingout.com