

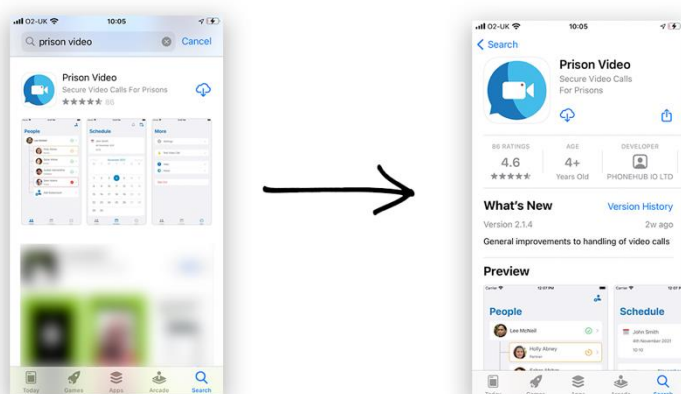
Prison Video app user guide

What you will need to make a secure video call

- Mobile phone or tablet device
- An internet connection
- The Prison Video app installed on your phone or tablet
- An account created in the Prison Video app
- Passport, driving licence or other government-issued photo ID for each participant over the age of 18
- A face photo of each participant, including children, will need to be uploaded using the app

Step 1: Download and install the app

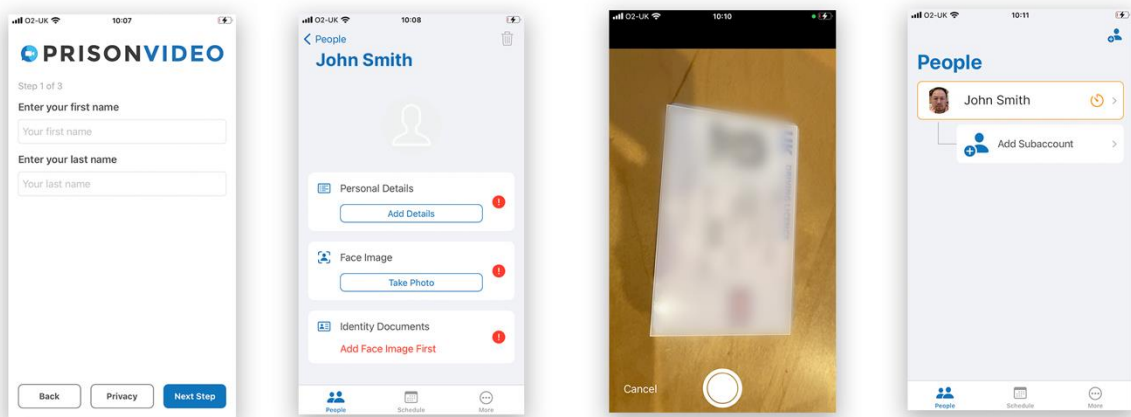
- Download the Prison Video app from [Google Play](#) or the [Apple App Store](#) (or equivalent app stores outside the UK)
- Install the app on your phone or tablet
- Allow notifications if prompted. You can check if notifications are enabled within the settings for the Prison Video app on your phone or tablet



Step 2: Create an account in the app for yourself

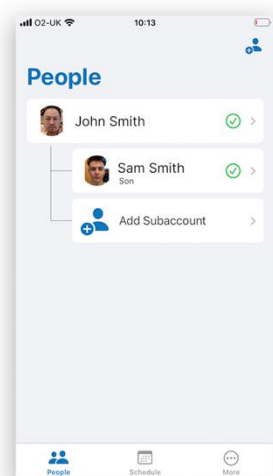
Complete the following fields on your screen:

- Enter your name, address, and date of birth
- Take a picture of your driving licence, passport, or other government-issued photo ID
- Take a photo of your face



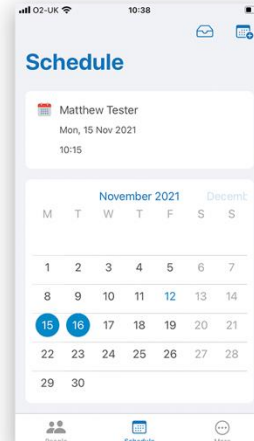
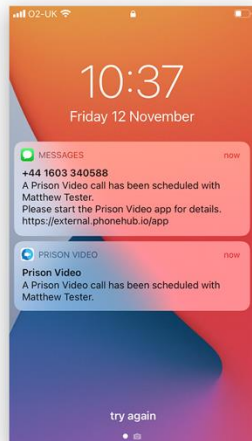
Step 3: Add any additional participants

- Add details of any people who want to take part in secure video calls with you
- Upload a clear photo of each participant's face.
- Upload a photo of ID for people over the age of 18 only, unless the prison specifically asks you to provide anything else



Step 4: Book a call. Prison staff will either invite you to book a secure video call or you will be able to request a call, depending on the booking system the prison is operating.

You will receive a notification when your secure video call has been scheduled. (Remember, notifications from Prison Video should be enabled or allowed on your phone or tablet device).



Step 5: Get set up for the secure video call

- Check your internet connection. Wi-Fi is recommended, but you can also use 3G or 4G mobile data.
- Open the Prison Video app on your phone or tablet device.

Step 6: Have the secure video call

The call will start when your family member or significant other has connected at the other end, so please be patient. You will be notified when the call starts.

Once you receive a notification to join the call you will need to agree to the rules and allow any required permissions. You will then be able to see and hear each other.

Any questions or comments?

Email support@prisonvideo.com