



Prison Video: a guide for prisoners' families and significant others



Key terms

User – family member, friend, or significant other

Contact – Person in custody

Participants – additional family member, friend or significant other

What you'll need to have a secure video call

- Mobile phone or tablet with the Prison Video application installed (Prison Video is not available on computers).
- An internet connection or strong mobile data connection (3G/4G+).
- Photographic identification (ID) for anyone on the call over 18. This can be a passport, driving licence or other government-issued photo ID.
- A portrait photo (passport style) of each participant, including children, which will be taken in the app.
- To register your contact (person in custody), you will need their full name, prisoner number, prison location and the relation to you (the user).
- Ask your contact to add your full details (and the details of any participants you wish to join you) to their approved visitor list.

Step 1: Download and install the Prison Video app

It is free to download from Google Play or Apple Store.

Allow notifications if prompted. You can check this in your mobile or tablet settings.

Step 2: Create an account in the app

Note: The app will ask you to enter your information in a specific order, and you must complete each step before moving to the next.

- Personal details: enter the requested information and ensure that your details match your ID exactly.
- Image: you will be asked to take a passport-style photograph
- Identity documents: you will need to take a photograph of your government-issued photo ID.

Once you have set up your account, your details will need to be verified by the Prison Video service.

Step 3: Add participants (optional)

If you would like anyone under 18 to join the call, you can enter their details at this point. You can also add the details of any other person who wishes to join the call. You will need the participant's:

- full name
- date of birth
- the relation to you (the user)
- a passport-style photograph
- a photograph of their government-issued photo ID (if over 18)

You can have up to three additional participants on a call. You can, however, add more than three participants to your app.

Participants under 18 are not required to upload an ID. However, the prison service may ask for more information at any time.

Step 4: Add your contact's details

You will need to enter their:

- full name
- prisoner number
- prison location
- relation to you (the user)

You can add more than one contact to your app.

This information is sent to the prison and must be verified and approved by the establishment before you can book a call.

It is important to check that your details (and participants' details) are on your contact's visit list. You may experience a delay in approval and verification if this is incomplete.

Step 5: Schedule a video call

You can only move to this stage if your details and your contact's details have been verified and approved.

Prisons offer either **prison-led booking** or **family-led booking**. You can find out how your prison books video calls on the Government's prison web pages at <https://www.gov.uk/government/collections/prisons-in-england-and-wales>.

1. Prison-led booking

Your contact (person in custody) books the call through their kiosk or a paper application, depending on how the prison operates. It is helpful to discuss your availability with your contact ahead of time. You will receive a notification in the app when a call has been approved.

2. Family-led booking

You request a video call through the Prison Video app. You can find this option in the 'schedule' section. The app sends a request to the prison, who will either accept or decline your request. You will receive a notification via your Prison Video app.

Being prepared for your call:

- The call starts promptly at the scheduled time.
- You will need a strong, reliable internet connection, so consider this when choosing a room for your call.
- Do not join your video call in a public place or a moving vehicle.
- You can find helpful tips and information in the 'More' section of the Prison Video app. You can also check for app updates (be sure you have the latest version before your call).
- Choose a location with good lighting.
- The main user must be present during the call. You can pass the phone to each participant registered and verified for the call.
- Only approved users and participants can join the call.
- No screenshots, photographs or screen recordings are allowed.

Further support and advice

If you have any questions about the Prison Video app or your account, please get in touch with their customer service team at 01666 333 760 or support@prisonvideo.com.

If you have any questions about scheduling or a prisoner's part of process, please get in touch with the prison directly.



www.prisonadvice.org.uk



Prison Advice & Care Trust (Pact) - 29 Peckham Road, London SE5 8JA
Charity registration no. 219278. Company registration no. 356443.