

PA DOC Inmate Visitation

Visitor Guide

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1 RELEASE NOTES

The following section highlights new features, changes, fixes and discontinued features of PA DOC Inmate Visitation System.

Date	Feature / Change	Page No
July 15, 2026	Modified days in advance to accurately reflect business logic.	Page 5
September 25, 2025	Public site accessibility WCAG 2.1 Level AA compliant user interface changes	Pages 9-38
August 20, 2024	User Interface changes after implementing IVVS (UIX compatible with different device form factors)	Page 10-35
April 12, 2022	Corrected GP weekday quotas	Page 6-7
Mar 01, 2022	Video visit details: option to view the details of scheduled Zoom visit (Meeting ID and Password) from visitor home page – upcoming visits	Page 17
Mar 01, 2022	Resend visitation email: Visitation email resend request option from visitor home page – upcoming visits	Page 17
Dec 15, 2021	Video visitations (effective Dec 15, 2021) are conducted using Zoom video cloud.	Page 6

2 INMATE VISITATION GUIDE

Please take the time to read this entire guide to find the answers to your questions

Personal Visitation Overview

- Please visit the Department's website for the most up to date information regarding inmate visitation (<https://www.cor.pa.gov>).
- Video visits continue to be offered to visitors free of charge.
- **All contact and video visits must be scheduled in advance.** Visitors must use the PA DOC inmate visitation system (<https://inmatevisitation.cor.pa.gov>) to schedule visits.
- Each visitor should only have **one account**. Only **one account** may be linked to each authorized visitor and creating multiple accounts will impact your approval and scheduling ability. If you forget your password, please do not create a new account but rather reset your password.
- In order to add an inmate to your account that you wish to visit, you must be on the **inmate's authorized visitors list** and a DC-313 must be present for any children participating.
- **Visitor restrictions** may apply to both contact and video visits and prevent you from scheduling.
- You will receive **automatic email notifications** for status changes to your account or visits. Please regularly check your email for updates.
- Visits must be scheduled at least **2 days in advance** but cannot be scheduled beyond 60 days in advance.
- Up to **4 authorized visitors** may participate in a contact visit and up to **6 authorized visitors** may participate in a video visit.
- The frequency of the visits will be based on available timeslots and inmate's housing status.
- An inmate in general population may receive up to **6 video visits** and **4 contact visits** per month. These quotas are subject to change based on operational needs.
- **All video visits with non-attorneys are audio/video recorded and subject to review. Video visits with attorneys are not audio/video recorded.**
- **The recording, uploading, sharing, or otherwise distributing a video visit is not authorized.**
- **Three-way or other multi-party calls during video visits are prohibited.**

Scheduling a Visit

- All visitors must be on the authorized visitor list and a DC-313 must be present for any children participating.
 - o A minor may only participate in a visit if accompanied by a parent/guardian.

- A visitor shall **register** on the PA DOC inmate visitation system at <https://inmatevisitation.cor.pa.gov>.
- A visitor must **create a user account** with a valid name, DOB and address. This information will be used to validate that you are on the authorized visitor list. If this information does not match, it may cause a delay in scheduling a visit.
 - o A minor should not create a registered account. Rather, a minor should be added under the parent/guardian's account.
 - o All visitors over the age of 18 must create an account. This includes a minor that was previously linked to an account who has since turned 18 years of age.
- It is also imperative that a **valid email address** is provided, as this is how you will receive the video visit links, and any updates regarding your account/visits (i.e. if a visit is canceled).
- In order to add an inmate to your account that you wish to visit, you must be on the inmate's authorized visitors list. There are no exceptions to this.
 - o Note: If you are not on an inmate's visitors list, you should contact the inmate directly to have them submit the appropriate paperwork for you to be added to their visitors list. You should **not** contact the SCI where the inmate is housed if you are not on the authorized visitors list, as the required process will not be circumvented.
- Once you select an inmate that you wish to visit, you must select a date that you wish to visit. If no timeslots generate, then no slots are available on that date and you should try another date. Reasons that no timeslots may generate:
 - o The inmate you are requesting to visit has already exceed their quota for that day/week/month.
 - o The inmate's assigned housing unit does not have visiting hours available on the date you selected (see *visit limits and length of visits* section below).
 - o All available timeslots are reserved by other visitors.
- Visits must be scheduled **at least 3 days in advance** but cannot be scheduled more than 60 days in advance.

Canceling a Visit

- A visitor shall **cancel** a visit as far in advance as possible, but at a minimum of **3 days in advance**.
- If the facility needs to cancel your visit, you will receive an automatic email notification that the visit is canceled. You should not call the facility when a visit is canceled, as sometimes operations simply require that visits be canceled. Other reasons your visit may be canceled, is that the inmate does not want to accept the visit, the inmate's housing status has changed, the inmate was transferred etc. Please use the inmate/parolee locator on the PA DOC's website for your loved one's location.

Connecting to a Video Visit

- In order to participate in video visitation, the visitor must have internet access. The device being used to connect to the visit must have audio and video capabilities for the full benefits of the video visit.
 - o You may connect to a video visit from a smart phone.
 - o If your device (i.e. laptop) has a microphone but no camera, then you will be able to see the inmate and speak to them but they will not see you.
 - o If your device (i.e. laptop) does not have a microphone but has a camera, then the inmate will be able to see you and you will be able to hear them; however, they will not be able to hear you.
- Join the visit **no more than 3 to 5 minutes before** your scheduled visit. Also, please hang up as soon as your visit is concluded. There are visits scheduled before and after yours.
- The visitor may connect to a visit by:
 - o Logging into their PA DOC inmate visitation account (<https://inmatevisitation.cor.pa.gov>) and selecting **(Video Call URL)**.
 - o Clicking on the URL link that was emailed to you.
 - o Using Zoom desktop / mobile app with the meeting id and password mentioned in the email sent to you.
- **Zoom Video Visit (URL options):** Above URL options will direct you to the Zoom Video Conferencing website (<https://zoom.us>) where you will select **Launch Meeting** to join the visit. The meeting ID will automatically populate but you must enter your name or email address.
- **Zoom Video Visit (desktop / mobile app):** Use Zoom desktop / mobile app installed on your device and select “Join Meeting” / “Join” option to enter Meeting ID and Password to join the visitation

Visit Limits and Length of Visits

- Visits are available via timeslots which are based on an inmate’s housing status. Each housing unit is only afforded visits during designated times for their respective zone.
- A video visit will be **45 minutes** in length and contact visits will be at a minimum, **one hour**.
- The frequency of the visits will be based on available timeslots and an inmate’s housing status. An inmate in general population may receive up to **6 video visits** and **4 contact visits** per month. Quotas are subject to change. Inmates and visitors are not guaranteed to receive the maximum allotments.
 - o An inmate in general population may receive 2 weekday (Monday through Friday) video visits and 1 weekend (Saturday and Sunday) video visit per month, for a total maximum of 6 video visits per month.

- An inmate in general population may receive 1 weekday (Monday through Friday) contact visit and 1 weekend (Saturday and Sunday) contact visit per month, for a total maximum of 4 contact visits per month.
- An inmate in the Restricted Housing Unit under Disciplinary Custody may receive 1 video visit per month.
- An inmate in the Restricted Housing Unit under Administrative Custody may receive 1 video visit per week.
- Other housing statuses may also affect an inmate's visits (i.e. medical status, cell restriction etc.)

Visitor Attire

- Visitors are expected to dress appropriately and avoid clothing that is revealing or provocative in accordance with the DC-ADM 812. Visitors shall not wear a bathing suit, an extremely short skirt/dress, shorts, a halter-top, or clothing made of see-through material. Failure to follow these requirements may result in the termination of the visit and/or loss of visitation privileges.

Visitor Conduct/Security

- **All video visits with non-attorneys are audio/video recorded and subject to review. Video visits with attorneys are not audio/video recorded.**
- **The recording, uploading, sharing, or otherwise distributing a video visit is not authorized.**
- **Three-way or other multi-party calls during video visits are prohibited.**
- The Department expects the inmate and his/her visitors to demonstrate proper conduct during a visit. Conduct that is offensive or insulting will not be tolerated. Unacceptable conduct during a visit will be cause for termination of the visit. Unacceptable conduct by the inmate could result in a misconduct being issued and his/her prohibition from future visits.
- Unacceptable conduct by a visitor could result in that visitor's visiting privileges being suspended. Reports of unacceptable conduct by a visitor shall be reported to the Facility Manager of the inmate's facility. The Facility Manager shall decide what restrictions, if any, shall be imposed. If a visitor's visiting privileges are restricted, he/she will be so informed, in writing by the Facility Manager
- Officers will be monitoring all visits and are permitted to end the visit if visitation rules are violated.

Subsequent sections of this document explain how to use the Inmate Visitation System

3 INMATE VISITATION SYSTEM

Sign-In and Registration

- Click the below URL to access the Pennsylvania Department of Corrections (PA DOC) Inmate Visitation System.

<https://inmatevisitation.cor.pa.gov/>



Figure 1: Inmate Visitation Login

- Any visitor having a **Keystone Account** may enter the login details and click “**Log In**”.
- Any visitor who does not have a Keystone Account, must click “**Register**”. Please note that this will take you to the **Keystone website**. Visitors must create a Keystone Account and come back to this site to continue the registration process with PA DOC Inmate Visitation System. The keystone registration is a one-time requirement.
- **Visitors should only have ONE account.**

What is Keystone Login?

Keystone Login is an account management system for Commonwealth online services. You can use your Keystone Login username and password to log into any online service that participates in Keystone Login.

First Time User – Keystone Registration

Visitors who do not have a Keystone Account must register with a PA Keystone Login. Visitors shall complete the registration based on the instructions of the Keystone Website.

Home Log In Register Help

PA KEYSTONE LOGIN

Contact the Keystone Login Help Desk for all questions, concerns and issues with Keystone Login. The help desk can be reached by phone at 877-328-0995 or by email at KeystoneLoginSupport@randstadusa.com.

Register

Personal Information:

First Name *

Last Name *

Date Of Birth *

Contact Information:

Email

Mobile Phone Number

Login Information:

Username *

Password *

Confirm Password *

The username should be between 6 and 64 characters and should not contain any spaces.
The password must pass these rules:
☐ Must be between 12 to 128 characters in length.
☐ Do not include any of your username, your first name, or your last name.
The password must pass 3 out of 4 of these rules:
☐ One uppercase letter.
☐ One lowercase letter.
☐ One numeric number.
☐ One non-character (such as !, #, %, ^, etc).
Password Strength: Invalid

Security Questions:

Security Question 1 *

Security Answer 1 *

Security Question 2 *

Security Answer 2 *

Security Question 3 *

Security Answer 3 *

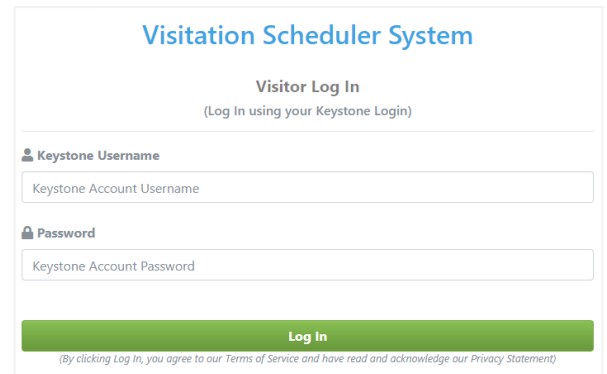
Privacy Policy | Security Policy
Copyright © 2020, Commonwealth of Pennsylvania. All rights reserved.

Figure 2: Keystone Registration Form

Current Keystone Account Holder

A visitor with an existing Keystone Account can log into PA DOC Inmate Visitation System using their Keystone User Name and Password.

(User Information available with your keystone account will be pre-populated in the PA DOC Inmate Visitation System)



The screenshot shows the 'Visitation Scheduler System' login page. It has a title 'Visitor Log In' with a subtitle '(Log In using your Keystone Login)'. There are two input fields: 'Keystone Username' with the placeholder text 'Keystone Account Username', and 'Password' with the placeholder text 'Keystone Account Password'. Below these fields is a green 'Log In' button. At the bottom, there is a small disclaimer: '(By clicking Log In, you agree to our Terms of Service and have read and acknowledge our Privacy Statement)'.

New to PA DOC Inmate Visitation System

A new user of PA DOC Inmate Visitation System is required to provide the following information before being registered to schedule a visitation.

- **Email Address.** Please note that a valid email address must be provided for all the communication related to the visitation and other functions that can be performed on this website.
- Click **“Next”** after you have entered a valid email address.



The screenshot shows the 'Inmate Visitor Visitation System' registration process. At the top, it says 'Visitor Registration'. Below this is a progress bar with six steps: 'Email' (active), 'Verify Email', 'Personal Info', 'Contact Info', 'Inmate Info', and 'Confirm'. Below the progress bar is a message: 'A valid email address is required, this email will be used for all notifications.' Below this is an 'Email Address' field with the placeholder text 'padocvisitor005@edataexperts.com'. There are two buttons: 'Cancel' and 'Send Code'.

Figure 3: Visitation Registration - Email Form

The screenshot shows the 'Verify Email' step of the registration process. At the top, a progress bar indicates the sequence: Email, Verify Email (current), Personal Info, Contact Info, Inmate Info, and Confirm. Below the progress bar, a message states: 'An Email has been sent to your email address with verification code, please enter the code and click "Verify & Next". If you haven't received the verification code or verification code has expired please click [Resend Verification Code](#)'. The form includes an 'Email Address' field with the value 'padocvisitor005@edataexperts.com' and a 'Verification Code' field with the value '020401'. At the bottom, there are 'Back' and 'Verify & Next' buttons.

Figure 4: Visitation Registration – Verify Email Form

- **Personal Information.** To register within the PA DOC Inmate Visitation System as a visitor, users age must be **18 years or older**.
- Users first name, last name and date of birth will be verified while accepting or rejecting the user's registration as a visitor.
- Click **"Next"** to continue.

The screenshot shows the 'Inmate Visitor Visitation System' interface. At the top, a progress bar indicates the steps: Email, Verify Email, Personal Info (current step), Contact Info, Inmate Info, and Confirm. Below the progress bar, the form fields for the 'Personal Info' section are displayed. These include: 'First Name *' with the value 'DOC'; 'Middle Name' (empty); 'Last Name *' with the value 'Visitor005'; 'Suffix' (empty); and 'Birthday *' with a dropdown menu set to 'January', a dropdown menu set to '01', and a text field set to '2000'. At the bottom of the form, there are two buttons: a light blue 'Back' button and a dark blue 'Next' button with a right arrow icon.

Figure 5: Visitation Registration - Personal Info Form

- **Contact Information.** Complete all the fields required in the contact information form.
 - For out of USA address, you may select State as "Out of Country" and enter only the numeric portion of the Zip code.
- Click **"Next"** to continue.

The screenshot shows the 'Inmate Visitor Visitation System' interface. At the top, a progress bar indicates the steps: Email, Verify Email, Personal Info, Contact Info (current step), Inmate Info, and Confirm. The 'Contact Info' step is highlighted with a blue circle and a checkmark. Below the progress bar, the form fields are as follows:

- Address Line 1 ***: Text input field containing '123 main street'.
- Address Line 2**: Text input field containing 'Appt / Unit No'.
- City ***: Text input field containing 'mechanicsburg'.
- State ***: Dropdown menu showing 'Pennsylvania'.
- Zip ***: Text input field containing '17055'.
- Out of Country (Select "Out of Country" as State)**: Text input field containing 'Country Name'.
- Phone Number (999-999-9999) ***: Text input field containing '777777777'.

At the bottom of the form, there are two buttons: a 'Back' button on the left and a 'Next' button on the right.

Figure 6: Visitation Registration - Contact Info Form

- **Inmate Information.** It is required to add inmate information to be registered as a visitor.
- **Inmate Search.** Visitors can search for an inmate using the search feature available on the screen (by Inmate Number or Inmate First Name and Last Name). *At least two characters are required for First and Last name to search for an Inmate by name.*

Inmate Visitor Visitation System
Visitor Registration

Email
Verify Email
Personal Info
Contact Info
Inmate Info
Confirm

Add Inmate(s): You may search, by Inmate Number or by Name, and add Inmate(s) to your registration.

Selected Inmate(s) *

No Inmates were selected for the registration.

[Back](#)
[Next](#)

Inmate Search

Inmate Number
 First Name (2 characters)
 Last Name (2 characters)
 [Search](#)

Figure 7: Visitation Registration - Inmate Information

Your search may result in multiple inmates based on your input. Please verify the inmate details before adding it to your inmate list.

Inmate Search

Inmate Number
 First Name (2 characters)
 Last Name (2 characters)
 [Search](#)

Inmate Name	Inmate No.	DOB	Action
JOHN S. BILLINGS	AB2080	09/20/1993	Add

Figure 8: Visitation Registration - Inmate search result

Visitors have the **Remove** option to remove the inmate from their inmate list.

➤ Click **“Next”** to continue.

Selected Inmate(s) *			
Inmate Name	Inmate No.	DOB	Action
JOHN S. BILLINGS	AB2080	09/20/1993	Remove

Back Next

Figure 9: Visitation Registration - Inmate Removal from User List

- **User Summary.** Review all the details before clicking “**Register**”. You may click “**Back**” to go to particular section of the registration form and make the necessary changes. All information provided must be accurate as this information will be used to validate that you are on the authorized visitor list. If this information does not match, it may cause a delay in scheduling a visit.

Inmate Visitor Visitation System
Visitor Registration

Progress: Email (✓) Verify Email (✓) Personal Info (●) Contact Info (●) Inmate Info (●) Confirm (✓)

Personal Information

Name: Visitor005, DOC
DOB: 01/01/2000

Contact Information

123 main street,
mechanicsburg, PA 17055
Phone: 7777777777
Email: padocvisitor005@edataexperts.com

Requested Inmate(s)		
Inmate Name	Inmate No.	DOB
JOHN S. BILLINGS	AB2080	09/20/1993

☐ I verify that the above information is correct and that I agree to the [PA DOC Visitation Policies](#).

Back Cancel Register

Figure 10: Visitation Registration - User Summary

- **Complete the Registration.** After verifying the details, click “**Register**”. Upon successful registration you will receive a confirmation message and an automatic email confirmation. These emails are automatically generated so please do not respond to the email.

Pennsylvania Department of Corrections

Inmate Visitor Visitation System

Visitor Registration - Confirmation

Congratulations! Your new visitor account has been created. Your Visitor Login Id and Password are your registered PA Keystone Login credentials. You will soon receive an email confirmation and visitation guidelines. Please check your inbox and junk email folder.

Please make a note of your email address or click **Print Summary** on this page. Your email address is important, all future communications will be sent to the registered email and it is also required when linking your profile with other registered visitors for scheduling purposes. If you forget the password you can use the **Forgot Password** option on the login page of this site.

Personal Information Name: Visitor005, DOC DOB: 01/01/2000	Contact Information 123 main street, mechanicsburg, PA 17055 Phone: 7777777777 Email: padocvisitor005@edataexperts.com	Requested Inmates JOHN S. BILLINGS [AB2080]
---	---	---

[Print](#) [Sign In](#)

Figure 11: Visitation Registration - Registration Confirmation

Registration with the PA DOC Inmate Visitation System is now complete. Click “**Return to Sign In**” to login in to the application.

Inmate Visitor Visitation System

Visitor Log In

Keystone Username

Password

[Log In](#)

(By clicking Log In, you agree to our Terms of Service and have read and acknowledge our Privacy Statement)

Powered by **PA KEYSTONE LOGIN**

[Register](#)
[Forgot Username](#)
[Forgot Password](#)

[Learn more about Keystone Login](#)
[Having trouble registering?](#)

If you have trouble signing in, please reset your password by clicking on "Forgot Username / Password" in the Sign In box.

Please Note: The Keystone Login Help Desk is unable to assist with any questions or issues not related to the Keystone Login account. For questions regarding the Inmate Visitation System, please contact the facility where your loved one is located. You may also visit [PA Department of Corrections](#) for more information.

Figure 12: Visitation Registration – Login Screen

4 VISITATIONS

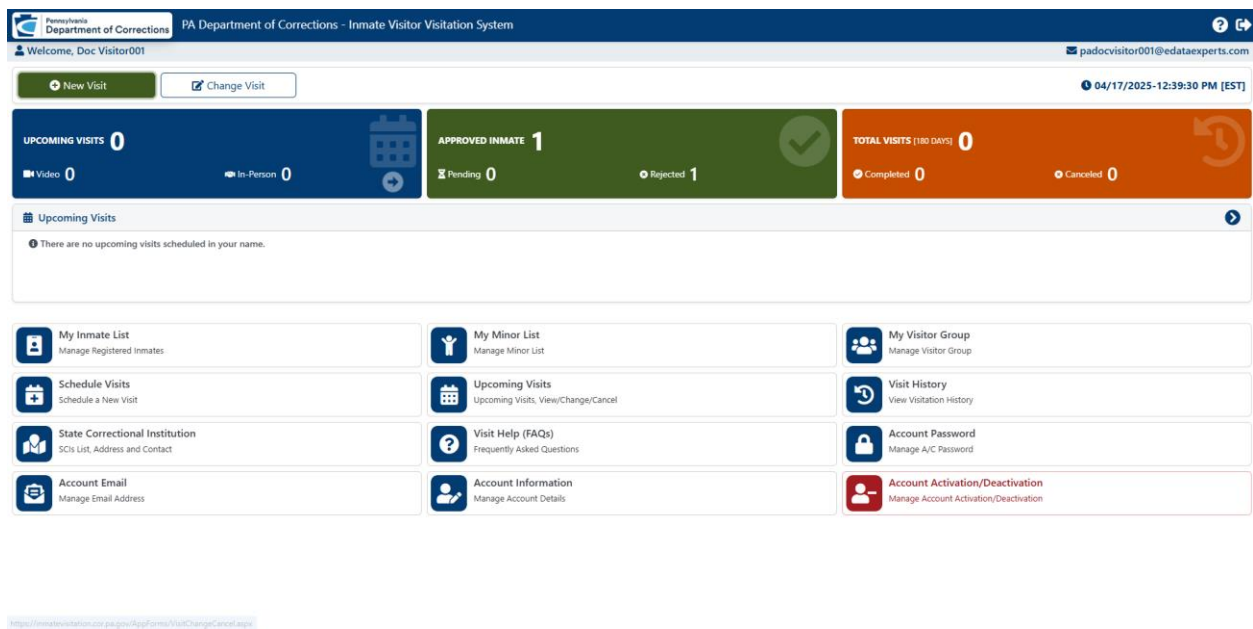


Figure 13: Inmate Visitation Home

The following services are offered by the PA DOC Inmate Visitation System

- ✓ Schedule a New Visit
- ✓ Change/Cancel a Visit
- ✓ Upcoming Visitations
- ✓ Visit History
- ✓ Manage Inmates
- ✓ Manage Minor List
- ✓ Manage Visitor Group
- ✓ My Suspension List
- ✓ State Correctional Institution
- ✓ Account Services

Upcoming Visitations

Upcoming Visits

Apr 18
Friday
12:30 PM - 03:30 PM
[View Visit](#)

IN-PERSON CONTACT (PERSONAL)
 Inmate: HARRY O. TWIGGS (RS2021)
 Participants: Prasanthi Valluri; Praveen Nagabairu
 Location: Camp Hill

Apr 30
Wednesday
02:15 PM - 03:00 PM
[View Visit](#) [Resend Email](#)

VIDEO (PERSONAL)
 Inmate: HARRY O. TWIGGS (RS2021)
 Participants: Prasanthi Valluri
[Video Call URL](#)
 Meeting ID: 85192211032 Passcode: 625583

Upcoming Visit List

Apr 18
Friday
12:30 PM - 03:30 PM
Upcoming
Inmate: HARRY O. TWIGGS (RS2021)

Participants:
 Prasanthi Valluri - Host
 Praveen Nagabairu

[Change Visit](#)
[Cancel Visit](#)

Apr 30
Wednesday
02:15 PM - 03:00 PM
Upcoming
Inmate: HARRY O. TWIGGS (RS2021)
[Video Call URL](#)
 Meeting ID: 85192211032 Passcode: 625583

Participants:
 Prasanthi Valluri - Host

[Resend Email](#)
[Change Visit](#)
[Cancel Visit](#)

Figure 14: Home - Upcoming Visitations

- **View Visit Details.** Click the icon present in the “**View**” column to display visitation details.

Visitation Details [Close](#)

Inmate: HARRY O. TWIGGS (RS2021)
 Visitation Time: 04/18/2025 12:30 PM - 03:30 PM
 Visit Type: In-Person Contact (Personal)
 Participants: Prasanthi Valluri; Praveen Nagabairu
 Location: Camp Hill

Figure 15: Home - Visit Details

Note: Video Visitation Meeting ID and Passcode are displayed here.

- **Email Video Visit Details.** Click the ‘**Resend Email**’ button present next to Visitation details and click “**Send**” in the confirmation message to receive an email with visitation details of the selected visit. This option only exists for Video Visitation.

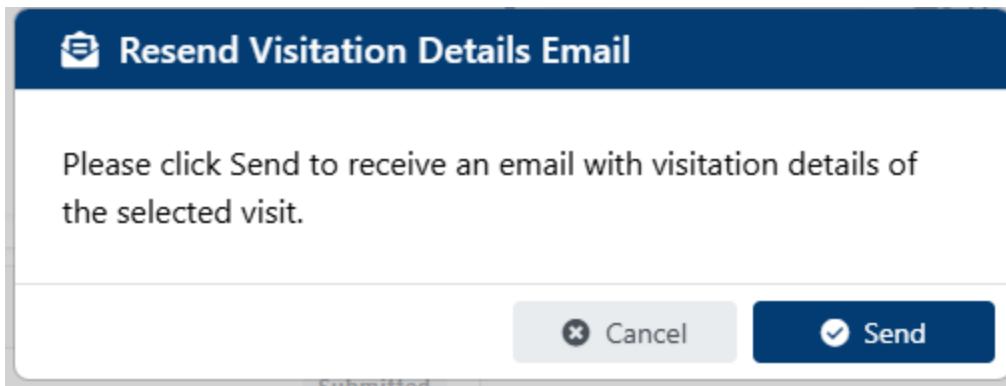


Figure 16: Home - Email send confirmation

Schedule a New Visit

Visitation Instructions

- All visitors must be on the authorized visitor list and a DC-313 must be present for any children participating.
 - A minor should not create a registered account. Rather, a minor should be added under the parent/guardian's account.
 - A minor may only participate in a video visit if accompanied by a parent/guardian.
- All visitors over the age of 18 must create an account. This includes a minor that was previously linked to an account who has since turned 18 years of age.
- Visits must be scheduled at least 3 days in advance but cannot be schedule more than 60 days in advance.
- Up to 6 authorized visitors for a video visit or up to 4 authorized visitors for an in-person visit may participate in a visit.

Please make sure that you have read all the instructions before scheduling a video / in-person visitation.

- **Visitation Type and Inmate Selection.** Select the Visitation Type from the “**Visitation Type**” list. User can schedule a visitation with an approved inmate only.
 - “**Video Visitation**” – for video visit
 - “**In-Person Visitation**” – for In-Person visit
- Click “**Select**” from the “**Approved Inmates**” list to continue with the scheduling.

Schedule Visitation

Progress: Inmate (selected), Visit Q&A, Visitors, Confirm

Visitation Type *

- ☒ Video Visit
- ☐ In-Person Visit

Approved Inmates *

Inmate: KEON ABAD (GV3510)	Relationship: Friend (Video Visit ? : Recorded)	SELECT
Inmate: DARION Z. ABEL (AB1270)	Relationship: Friend (Video Visit ? : Recorded)	SELECT
Inmate: JOHN S. BILLINGS (AB2080)	Relationship: Attorney/Magistrate/Paralegal (Video Visit ? : Not Recorded)	SELECT
Inmate: JAMES RIGGINS (JH3179)	Relationship: Attorney/Magistrate/Paralegal (Video Visit ? : Not Recorded)	SELECT
Inmate: JOSE R. SALAZAR-ORTIZ (AB1364)	Relationship: Friend (Video Visit ? : Recorded)	SELECT
Inmate: HARRY O. TWIGGS (RS2021)	Relationship: Friend (Video Visit ? : Recorded)	SELECT

Figure 17: New Visitation - Visitation Type and Inmate Selection

- Visit Questions. User may be required to answer questions before continuing with scheduling a visit
 - User may not be allowed to continue with scheduling the visit, if any of the answers does not qualify to schedule the visit

Visit Questions *

- I acknowledge that I am aware all non-attorney video visits are recorded (audio/video) and subject to review by PA DOC. ☒ Yes ☐ No
- I acknowledge that the recording, uploading, sharing or otherwise distributing of this visit is not authorized. ☒ Yes ☐ No
- I verify that I, and any visitor 12 years+ attending a visit with me, have been fully vaccinated, or have an exemption to being vaccinated. ☒ Yes ☐ No
- I acknowledge that making 3-way or multi-party calls of this visit is not authorized. ☒ Yes ☐ No
- I understand that I, and any visitor 12 years+ attending a visit with me, may be required to provide proof of our vaccination or exemption upon request. ☒ Yes ☐ No

Figure 18: New Visitation - Visit Questions

- **Other Visitors Selection.** User can add an Adult Visitor/Minor Visitor (if any) for the visitation if they are also on that inmate's authorized visitors list.
- Click **"Next"** to continue with scheduling.

Figure 19: New Visitation - Other Visitors selection

- **Visitation Summary and Visitation Date.** Visitation Summary will display the overview of the Visitation. Make sure that all the provided information is appropriate. You may click the “**Back**” button to go the specific section and make the necessary change if required.

Figure20: New Visitation - Summary

Visitation Date and Time Slots

- Visits must be scheduled at least 3 days in advance but cannot be schedule more than 60 days in advance.
- If no timeslots generate, then no slots are available on that date and you should try another date. Reasons that no timeslots may generate:
 - The inmate you are requesting to visit has already exceed their quota for that day/week/month.
 - The inmate’s assigned housing unit does not have visiting hours available on the date you selected.
 - All available timeslots are reserved by other visitors.

- **Visitation Date.** Select the date of the visitation and select one of the slots from Available slots for selected date.

Figure 21: New Visitation - Available Timeslots

- If the time slots are not available for the selected date, please change the requested visitation date.
- Once you select the **Visitation Timeslot**, click “**Confirm & Schedule**” to complete the visitation scheduling.
- Once the visitation is created successfully, you will receive a confirmation message and email.

Figure 22: New Visitation - Confirmation

- All the instructions related to the visitation will be contained in the email. You will also see the confirmed visitation details in the upcoming visits list section of the visitation system.

Upcoming Visit List			
Apr 18 VIDEO (PERSONAL) Friday 11:15 AM - 12:00 PM Inmate: HARRY O. TWIGGS (RS2021) Upcoming Video Call URL Meeting ID: 85731154949 Passcode: 175979	Participants: Prasanthi Valluri - Host Praveen Nagabairu		Resend Email Change Visit Cancel Visit
Apr 18 IN-PERSON CONTACT (PERSONAL) Friday 12:30 PM - 03:30 PM Camp Hill Inmate: HARRY O. TWIGGS (RS2021) Upcoming	Participants: Prasanthi Valluri - Host Praveen Nagabairu		Change Visit Cancel Visit
Apr 30 VIDEO (PERSONAL) Wednesday 02:15 PM - 03:00 PM Inmate: HARRY O. TWIGGS (RS2021) Upcoming Video Call URL Meeting ID: 85192211032 Passcode: 625583	Participants: Prasanthi Valluri - Host		Resend Email Change Visit Cancel Visit

Figure 23: Visitation - Upcoming Visits

Change/Cancel a Visit

- Click “**Change/Cancel a Visit**” to display all your upcoming visitations. This option only exists if you are the visit host.

Upcoming Visit List			
Apr 18 VIDEO (PERSONAL) Friday 11:15 AM - 12:00 PM Inmate: HARRY O. TWIGGS (RS2021) Upcoming Video Call URL Meeting ID: 85731154949 Passcode: 175979	Participants: Prasanthi Valluri - Host Praveen Nagabairu		Resend Email Change Visit Cancel Visit
Apr 18 IN-PERSON CONTACT (PERSONAL) Friday 12:30 PM - 03:30 PM Camp Hill Inmate: HARRY O. TWIGGS (RS2021) Upcoming	Participants: Prasanthi Valluri - Host Praveen Nagabairu		Change Visit Cancel Visit
Apr 30 VIDEO (PERSONAL) Wednesday 02:15 PM - 03:00 PM Inmate: HARRY O. TWIGGS (RS2021) Upcoming Video Call URL Meeting ID: 85192211032 Passcode: 625583	Participants: Prasanthi Valluri - Host		Resend Email Change Visit Cancel Visit

Figure 24: Visitation - Change/Cancel

- **Cancel Visitation.** Click “**Cancel**” option, **verify the visitation** details displayed in the confirmation message and click “**Confirm & Cancel Visit**”.
- An email notification will be sent to all the visitation participants after the cancellation is confirmed.

? Confirm - Cancel Visitation ?

You have selected to **CANCEL** the Video (Personal) visit scheduled with **HARRY O. TWIGGS** on **04/18/2025 11:15 AM - 12:00 PM**, this will cancel the Visitation. Please confirm.

Cancel
Confirm

Figure 25: Visitation - Cancel Confirmation

- **Change Visitation.** Click “**Change**” visitation option from the **Upcoming Visits** list.

The screenshot shows the 'Upcoming Visit List' with three entries:

- Entry 1:** Apr 18, VIDEO (PERSONAL), Friday, 11:15 AM - 12:00 PM. Inmate: HARRY O. TWIGGS (RS2021). Meeting ID: 85731154949, Passcode: 175979. Participants: Prasanthi Valluri (Host), Praveen Nagabairu. Actions: Resend Email, Change Visit, Cancel Visit.
- Entry 2:** Apr 18, IN-PERSON CONTACT (PERSONAL), Friday, 12:30 PM - 03:30 PM, Camp Hill. Inmate: HARRY O. TWIGGS (RS2021). Meeting ID: 85731154949, Passcode: 175979. Participants: Prasanthi Valluri (Host), Praveen Nagabairu. Actions: Change Visit, Cancel Visit.
- Entry 3:** Apr 30, VIDEO (PERSONAL), Wednesday, 02:15 PM - 03:00 PM. Inmate: HARRY O. TWIGGS (RS2021). Meeting ID: 85192211032, Passcode: 625583. Participants: Prasanthi Valluri (Host). Actions: Resend Email, Change Visit, Cancel Visit.

Figure 26: Visitation – Change/Cancel

After clicking the “**Change**” option, the visitation summary will be displayed as shown below. You may **add** or **remove** participants to and from the visitation. An email notification will be sent to any other participants after the changes are confirmed.

- User can also cancel the visitation by clicking the “**Cancel Visit**” option.

The screenshot shows the 'Visitation Details' page for the Apr 18 visitation. It includes a header with the date and time, and a section for 'Visitation Participants' with a 'Remove' button. Below this is an 'Add Participants' section with a message: 'There are no Visitors to be displayed.'

Figure 27: Visitation – Change

Upcoming Visits

- All the upcoming scheduled visitations are shown here. You may also join a video visit by clicking “**Video Call URL**”.

Upcoming Visit List

Apr 18 **VIDEO (PERSONAL)**
 Friday 11:15 AM - 12:00 PM
 Inmate: HARRY O. TWIGGS (RS2021)
 Meeting ID: 85731154949 Passcode: 175979

Participants: Prasanthi Valluri - Host, Praveen Nagabairu

Buttons: Resend Email, Change Visit, Cancel Visit

Figure 28: Visitation - Upcoming Visits

Visit History

- All completed/cancelled visitations are shown here. You can see visit history data for the past 360 days.

Date	Visit Type	Time	Inmate	Host
Apr 30	VIDEO (PERSONAL)	Wednesday 02:15 PM - 03:00 PM	HARRY O. TWIGGS (RS2021)	Prasanthi Valluri - Host
Apr 18	IN PERSON CONTACT (PERSONAL)	Friday 12:30 PM - 03:30 PM	HARRY O. TWIGGS (RS2021)	Praveen Nagabairu
Apr 18	VIDEO (PERSONAL)	Friday 11:15 AM - 12:00 PM	HARRY O. TWIGGS (RS2021)	Praveen Nagabairu
Apr 8	VIDEO (PERSONAL)	Tuesday 09:00 AM - 09:45 AM	JOSE R. SALAZAR-ORTIZ (AB1364)	Prasanthi Valluri - Host
Apr 5	VIDEO (PERSONAL)	Saturday 10:00 AM - 11:45 AM	HARRY O. TWIGGS (RS2021)	Praveen Nagabairu
Apr 5	VIDEO (PERSONAL)	Saturday 10:00 AM - 10:45 AM	DARION Z. ABEL (AB1270)	Prasanthi Valluri - Host
Apr 5	VIDEO (PERSONAL)	Saturday 09:00 AM - 09:45 AM	DARION Z. ABEL (AB1270)	Prasanthi Valluri - Host

Figure 29: Visitation - Visits History

Manage Inmates

For a quick reference, all approved and submitted inmates are displayed in the “**My Inmate List**” section.

- Click “My Inmate List”, to display your inmate list and the status of the request.

Inmate List			
Inmate Name	Inmate Number	Status	Action
KEON ABAD	GV3510	Approved	Remove
DARION Z. ABEL	AB1270	Approved	Remove
JOHN S. BILLINGS	AB2080	Approved	Remove
ROBERT W. FELTON	NM2010	Submitted	Remove
JAMES RIGGINS	JH3179	Approved	Remove
JOSE R. SALAZAR-ORTIZ	AB1364	Approved	Remove
JOHNYE SAMPSON	DX3320	Rejected	Resubmit Remove
HARRY O. TWIGGS	RS2021	Approved	Remove

Figure 30: Visitation - Manage Inmates

- **Remove an Inmate.** Click “**Remove**” option from the **Inmate** list, to remove an inmate. Please note that removing the inmate from the list also removes any scheduled visits and any minor visitor associated with this inmate.
- **Add an Inmate.** You can search for an inmate using the search feature available on the screen (by Inmate Number or Inmate First Name and Last Name). *At least two characters are required for First and Last name to search for an Inmate by name.*

Your search may result in multiple inmates based on your input. Please verify the Inmate details before adding it to your Inmate list. Click “**Add**” to submit the request. You will receive a confirmation message and email notification. Newly added inmates along with the request status will be shown in “**My Inmates**” list.

Inmate Search			
Add Inmate(s): You may search, by Inmate Number or by Name, and add Inmate(s) to your Inmate List.			
Inmate Number	First Name (2 characters)	Last Name (2 characters)	
	ja	ri	Search
Inmate Name	Inmate Number	DOB	Action
JAMES D. RIGDON	AK1348	09/06/1952	Add
JAMAL RIGGINS	CB4889	11/11/1973	Add
JAMES RIGGINS	CY4758	09/28/1968	Add
JAMES RIGGINS	JH3179	09/28/1968	Add
JAMIL RIGGS	KL0702	08/13/1977	Add
JAMIL RIGGS	FB5605	08/13/1977	Add
JAMES F. RIGLER	FG2252	02/12/1957	Add

Figure 31: Manage Inmates – Search and Add New Inmates

My Minor List

- **Add Minor Visitor.** Click “**Add New Minor Visitor**”. You can add a minor visitor for an inmate. Select the inmate from your inmate list. Contact Information and Phone number will pre-populated but you may change this information. Click “**Register Minor**”, to send the request to the PA DOC for the approval. You will receive an email notification after the request is reviewed by the PA DOC.

Register Minor Visitor

Select Inmate *

--- Select Inmate ---

Minor's Personal Information

First Name *

Middle Name

Last Name *

Valluri

Suffix

Birthday *

--- Month --- Day --- YYYY

Minor's Contact Information

Address Line 1 *

5100 Carlisle Pike, Suite 202

Address Line 2

Appt / Unit No

City *

Mechanicsburg

State *

Pennsylvania

Zip *

17050

Out of Country (Select "Out of Country" as State)

Country Name

Phone Number (999-999-9999) *

7171234567

Cancel Register Minor

Figure 32: Add New Minor Visitor

- **Edit Minor Visitor.** Click “**Edit**” option from the **Minor Visitor** List.

Minor List New Minor			
Visitor Name	Inmate Number	Status	Action
Minor Abc	NM2010	Approved	Edit Remove
Xyz Abc			Edit
Minor Def	GV3510	Approved	Edit Remove

Figure 33: Minor visitor list

- Update the Minor Information and click **“Update Minor”** option.

Edit Minor Visitor

Select/Change Inmate *

FELTON, ROBERT WAYNE

Minor's Personal Information

First Name *

Minor

Middle Name

Last Name *

Abc

Suffix

Birthdate *

March

27

2007

Minor's Contact Information

Address Line 1 *

5100 Carlisle Pike, Suite 202

Address Line 2

Appt / Unit No

City *

Mechanicsburg

State *

Pennsylvania

Zip *

17050

Out of Country (Select "Out of Country" as State)

Country Name

Phone Number (999-999-9999) *

7171234567

Cancel

Update

Figure 34: Edit Minor visitor

My Visitor Group

For a quick reference, all approved adults are displayed in the **“My Visitor Group”** section.

My Visitor Group Add Visitor		
Visitor Name	Status	Action
Praveen Nagabairu	Approved	Remove

Figure 35: Manage Visitor Group – Approved Visitor

➤ Click **“Manage Visitor Group”**. Below is the list of services offered in **Manage Visitor Group** screen

- Add Registered Visitor
- Remove Registered Visitor
- Approve/Reject Other Visitor Request
- Remove the Request Sent to Other Visitor

My Visitor Group Add Visitor		
Visitor Name	Status	Action
Praveen Nagabairu	Approved	Remove

Requests Awaiting Your Response		
Visitor Name		Action
Rakesh Shetty		Accept Reject

Requests Sent to Other Visitors		
Visitor Name		Action
Ramanakumar V. Surapaneni		Remove Request

Minor List New Minor			
Visitor Name	Inmate Number	Status	Action
Minor Abc	NM2010	Approved	Edit Remove
Xyz Abc			Edit
Minor Def	GV3510	Approved	Edit Remove

Figure 36: Visitation - Manage Visitor Group

➤ **Add Registered Visitor.** Click **“Add Visitor”**, enter the visitors valid email address that you wish to add and submit the request by using **“Make a Request”** option. For privacy reasons we do not allow searching of other visitors in the system. After submission the visitor matching the entered email address will be notified that you wish to add them to your Visitor list. If you enter an invalid email address, the visitor you are requesting to add will not receive your request.

Add Registered Visitor - Send Request

* Enter the Email Address of the visitor you wish to add to your My Visitors list. For privacy reasons we do not allow searching of visitors in the system. After submission the visitor matching the entered Email Address will be notified that you wish to add them to your My Visitors list and will have the option to accept or reject your request. Once they accept the request you will be able to schedule joint visits.

Visitor Email Address *

Cancel

Request

Figure 37: Mange Visitor Group - Add new visitor

- **Remove Registered Visitor.** You can remove an adult visitor from “**My Visitor Group – Adult Visitors**” using **Remove** option.

My Visitor Group			Add Visitor
Visitor Name	Status	Action	
Praveen Nagabairu	Approved	Remove	

Figure 38: Manage Visitor Group - Remove Visitor

- **Approve/Reject other visitor request.** All requests sent by other visitors are listed here. You have the option to approve or reject the request. An email notification will be sent to the other visitor upon you accepting/rejecting the request.

Requests Awaiting Your Response		
Visitor Name	Action	
Rakesh Shetty	Accept	Reject

Figure 39: Manage Visitor Group - Awaiting Requests

- **Remove the request sent to other visitor.** Click “**Remove Request**” option from the sent request section shown below.

Requests Sent to Other Visitors	
Visitor Name	Action
Ramanakumar V. Surapaneni	Remove Request

Figure 40: Manage Visitor Group - Remove Sent Request

My Suspension List

- When Visitor is suspended due to mis-behavior in prison or based on Inmate Notes, Active Suspensions on Visitor are displayed in this module.

Suspension Details	
Suspension Dates 04/28/2025 - 05/04/2025 Status: Active Appeal End Date: 05/27/2025 VisitType: ☒ Video Visits ☒ In-Person Contact Visits ☒ In-Person Non-Contact Visits Reason: Visitor Suspended	Inmates: ABAD, KEON [GV3510]

Figure 41: Visitor Suspension List

- This module and banner in IVVS home page appears only when there is an active Suspension on Visitor. Otherwise, this section and banner doesn't appear on Home page.

Welcome, Prasanthi Valluri		prasanthi.valluri@edatexperts.com	
New Visit Change Visit		04/28/2025-12:14:58 PM [EST]	
UPCOMING VISITS 2 Video 1 In-Person 1	APPROVED INMATE 6 Pending 1 Rejected 1	TOTAL VISITS (180 DAYS) 13 Completed 12 Canceled 1	ACTIVE SUSPENSIONS 1 04/28/2025 - 05/04/2025

Figure 42: Visitation - Visitor Suspension Banner

State Correctional Institution

State Correctional Institution section provides details of SCIs List, Address and Contact information.

 SCI Albion 10745 Route 18 Albion, PA 16475 (814) 756-5778	 SCI Bermer 801 Institution Drive Berlefonte, PA 16823 (814) 353-3630	 SCI Cambridge Springs 451 Fullerton Avenue Cambridge Springs, PA 16403 (814) 395-5400
 SCI Camp Hill 2300 Liburn Road Camp Hill, PA 17001 (717) 737-4531	 SCI Chester 100 East Fourth Street Chester, PA 19013 (610) 490-5412	 SCI Coal Township 1 Kelley Drive Coal Township, PA 17966 (570) 644-7890
 SCI Dallas 1000 Torres Road Dallas, PA 16812 (570) 675-1101	 SCI Fayette 30 Overlook Drive La Belle, PA 15450 (724) 364-2200	 SCI Forest 286 Woodland Drive Marienville, PA 16239 (814) 621-2110
 SCI Frackville 1111 Altamont Boulevard Frackville, PA 17931 (570) 674-4516	 SCI Greene 169 Progress Drive Waynesburg, PA 15370 (724) 852-2902	 SCI Houtdale 229 Institution Drive Houtdale, PA 16690 (814) 378-1000
 SCI Huntingdon 1100 Pike Street Huntingdon, PA 16654 (814) 645-2400	 SCI Laurel Highlands 3706 Grades Plaza Somerset, PA 15501 (814) 445-4501	 SCI Mahanoy 301 Mores Road Frackville, PA 17932 (570) 773-2158
 SCI Mercer 801 Butler Pike Mercer, PA 16137 (724) 862-1837	 SCI Muncy Route 420 Muncy, PA 17756 (570) 546-3171	 SCI Phoenix 1200 Maleychic Drive Coopersville, PA 18428 (810) 409-7880
 SCI Pine Grove 189 Pysack Road Indiana, PA 15701 (724) 465-9630	 SCI Quakana 4395 Quakana Highway Karlsru, PA 16843 (814) 263-4125	 SCI Rockview 1 Rockview Place Berlefonte, PA 16823 (814) 355-4874
 SCI Smithfield 1130 Pike Street Huntingdon, PA 16654	 SCI Somerset 1500 Western Hill Road Somerset, PA 15501	 SCI Waymart P.O. Box 756 Route 6 Waymart, PA 16791

Figure 43: Visitation - State Correctional Institutions

Account Services

- ✓ Account Password
 - ✓ Account Email
 - ✓ Account Information
 - ✓ Account Activation/Deactivation
- **Account Password.** Click **“Account Password”** and you will see the user to below screen.


Change Password
✕

i You are using **Pennsylvania Keystone Login** to access the PA Department of Corrections Inmate Visitor Visitation System. To change your login password, you may proceed by clicking **“Change Password”** button, below, you will be directed to PA Keystone Login. By clicking on the button you will be Signing off the Visitation system.

✕ Cancel
Change Password

Figure 44: Visitation - Change Password

- Please note that clicking the **“Account Password”** option will redirect the user to the PA Keystone website for sign-in.

- Follow the Instructions on the PA Keystone website to change your password. After changing your password, come back to the PA DOC Inmate Visitation System and sign-in using the new password.
- **Change Email.** Click “**Account Email**” will take you to below screen.

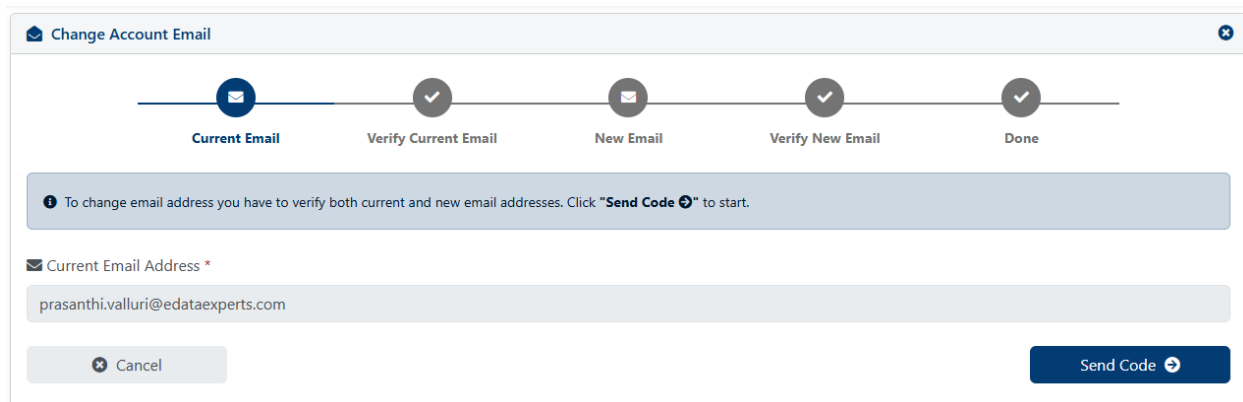


Figure 45: Visitation – Change Email

- Enter “**New Email**” and “**Confirmation Email**” addresses, and click “**Update Email Address**”. Your email address must be valid, as it will be used for all the communication related to the visitation and other functions that can be performed on this website. An email notification will be sent to your old email address as well as to new email address.
- **Account Information:** You can update your personal/contact information by selecting the “**Account Information**” option. An email notification will be sent after the changes are made.

Account Information

Personal Information

First Name *

Prasanthi

Middle Name

Last Name *

Valluri

Suffix

Birthday *

July

16

1995

Contact Information

Address Line 1 *

5100 Carlisle Pike, Suite 202

Address Line 2

Appt / Unit No

City *

Mechanicsburg

State *

Pennsylvania

Zip *

17050

Out of Country (Select "Out of Country" as State)

Country Name

Phone Number (999-999-9999) *

7171234567

Cancel

Update

Figure 46: Visitation – Change Contact Information

- **Account Activation/Deactivation:** You can Deactivate an active Visitor's account and Reactivate Visitor's account that is Deactivated in this section.

 Deactivate My Account 

 To deactivate your account, you may proceed by clicking "**Deactivate**" button. Once your account is deactivated,

1. You may continue login to your online account, access your data and attend previously scheduled visits
2. No new visits can be scheduled
3. You will not receive notifications from PA Department of Corrections Visitation Scheduler System
4. Changes to your personal information is not allowed
5. To schedule visits or make changes to your personal information, requires Reactivation of this account

☐ I accept to deactivate my account.

 Cancel

 Deactivate

Figure 47: Visitation – Account Deactivation

 Reactivate My Account 

 To reactivate your account, you may proceed by clicking "**Reactivate**" button. Once your account is reactivated,

1. You may continue login to your online account and make changes to your personal information
2. New visits can be scheduled
3. You will receive notifications from PA Department of Corrections Visitation Scheduler System
4. Changes to your personal information are allowed
5. To schedule visits or make changes to your personal information, requires Reactivation of this account

 Cancel

 Reactivate

Figure 48: Visitation – Account Reactivation