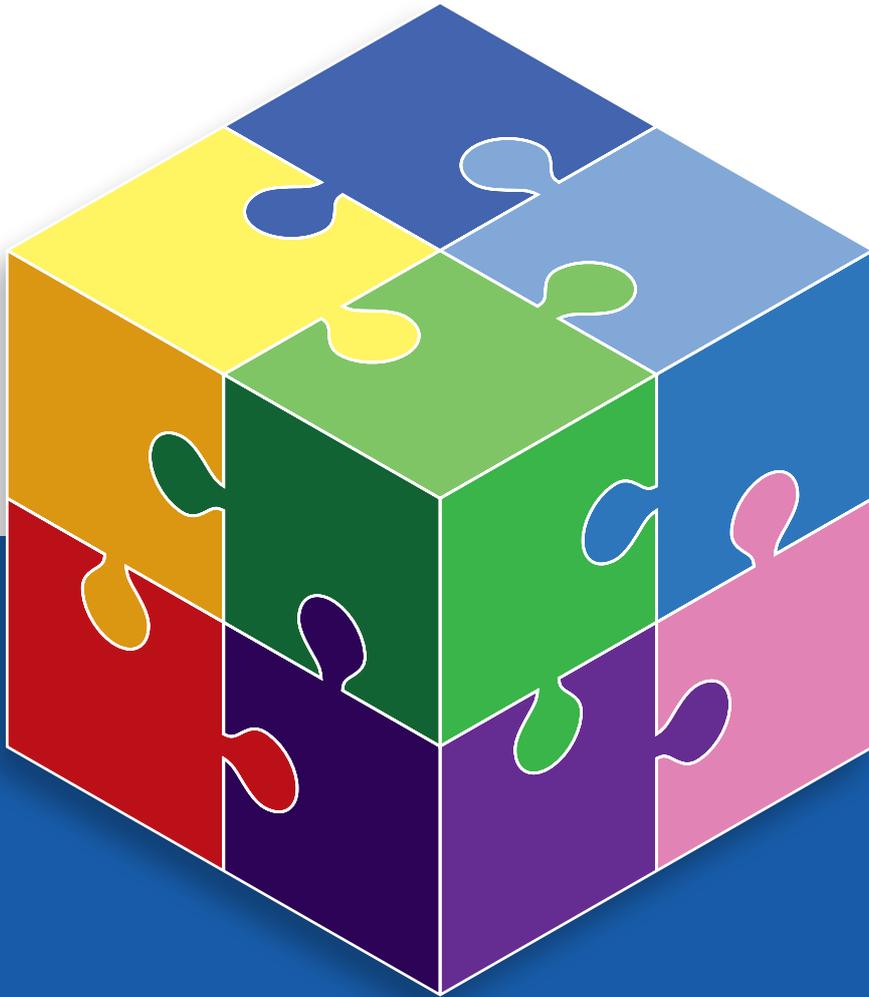


# UNILINK

Excellence Through Innovation



## User Guide

Video Sessions



## • videosessions



We believe in communication, and we believe it is vital foundation of strong family connections, healthy personal relationships, better parenting and improved mental and overall wellbeing.

This is especially true in secure places where communication plays a vital role of connecting the inside with the outside world.

Many prisoners are held far from home making it often difficult for loved ones to visit due to the travel time required and cost involved. Designed for secure institutions, Video Sessions provides a simple, secure and cost-effective alternative to visits in person, helping families to stay in touch with loved ones whilst they are detained.

“

“Seeing my brother face to face. I live in the south of England he is in Scotland. These visits are essential.”

“

“I enjoy seeing both of my family members by video link in between physical visits, it keeps everybody connected.”

**Help and Support:**

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# Video Sessions User Guide

## Contents

### Requester Phase 1

1a	Registration .....	4
1b	Profile and Settings .....	5
1c	Profile and Settings .....	6
1d	Profile and Settings .....	7
1e	Profile and Settings .....	8

### Requester Phase 2

2a	Booking a Video Session .....	9
2b	Booking a Video Session .....	10

### Requester Phase 3

3a	The Video Session .....	11
3b	The Video Session .....	12

Video Sessions FAQs .....	13
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Help and Support .....	14
------------------------	----

#### Help and Support:

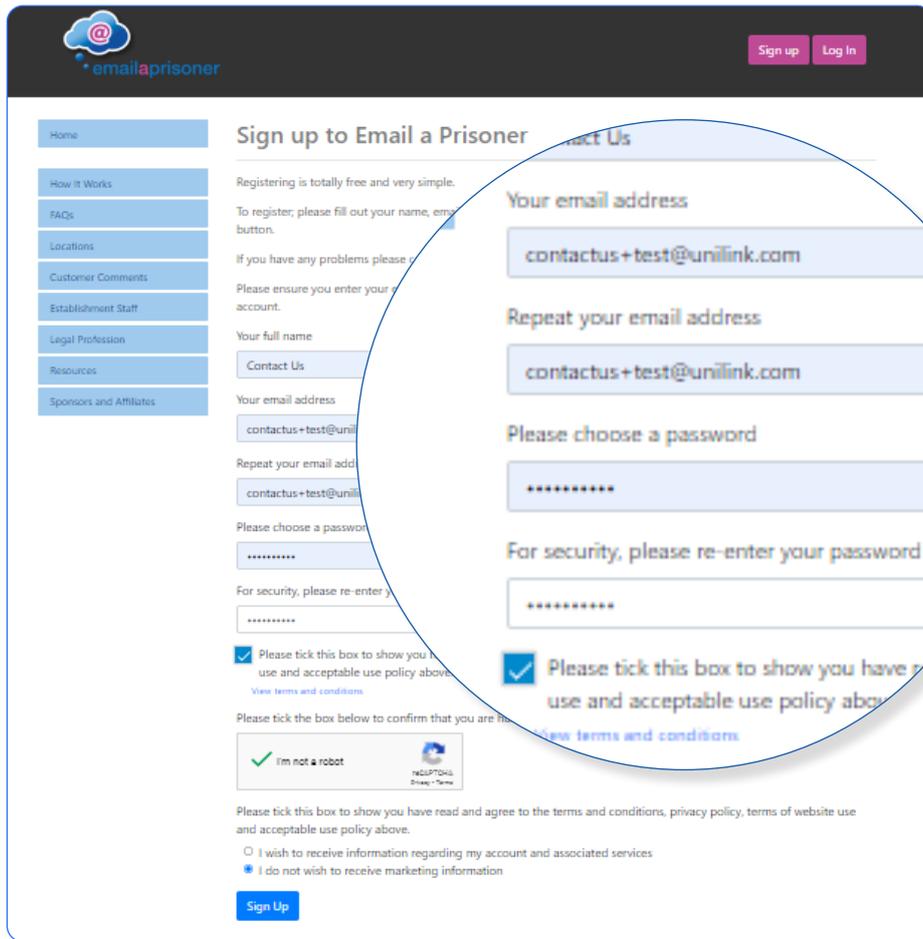
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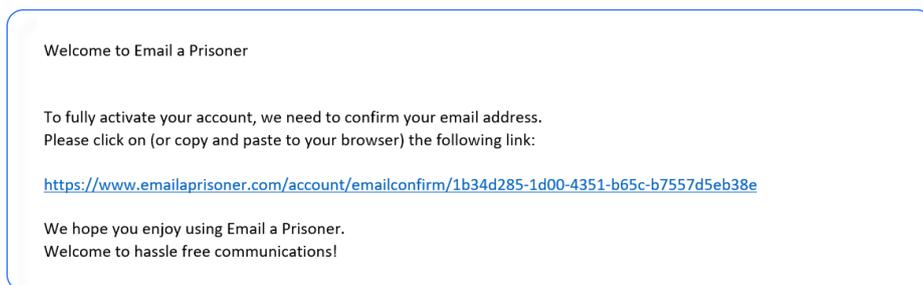
# Requester Phase 1

## 1a Registration



The customer registers an **Emailaprisoner (EMAP)** account at <https://www.emailaprisoner.com/account/register>

The customer will receive an email to activate their account



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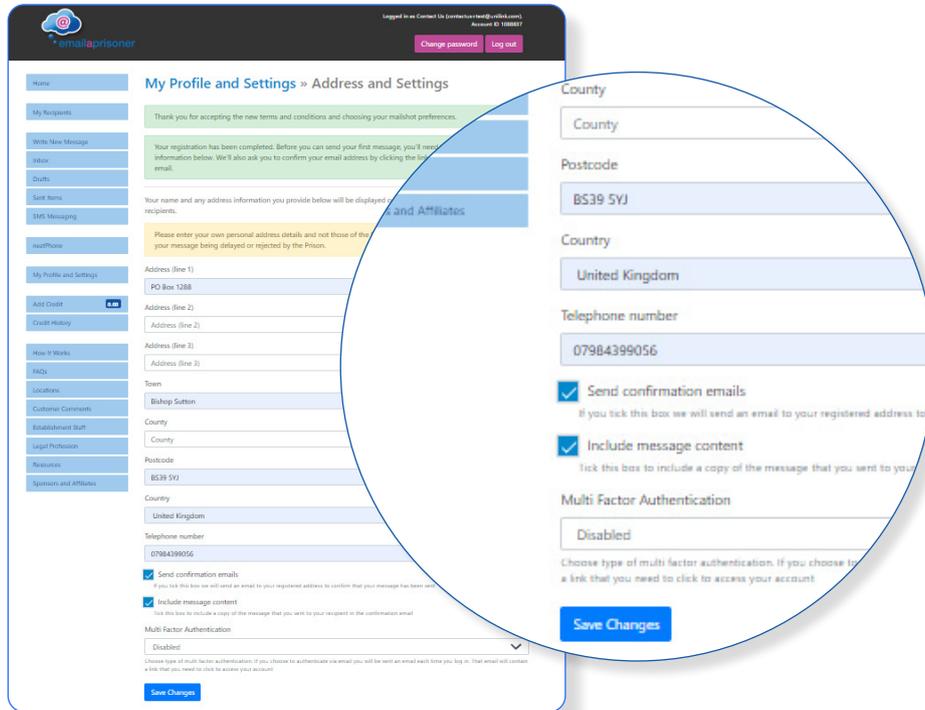
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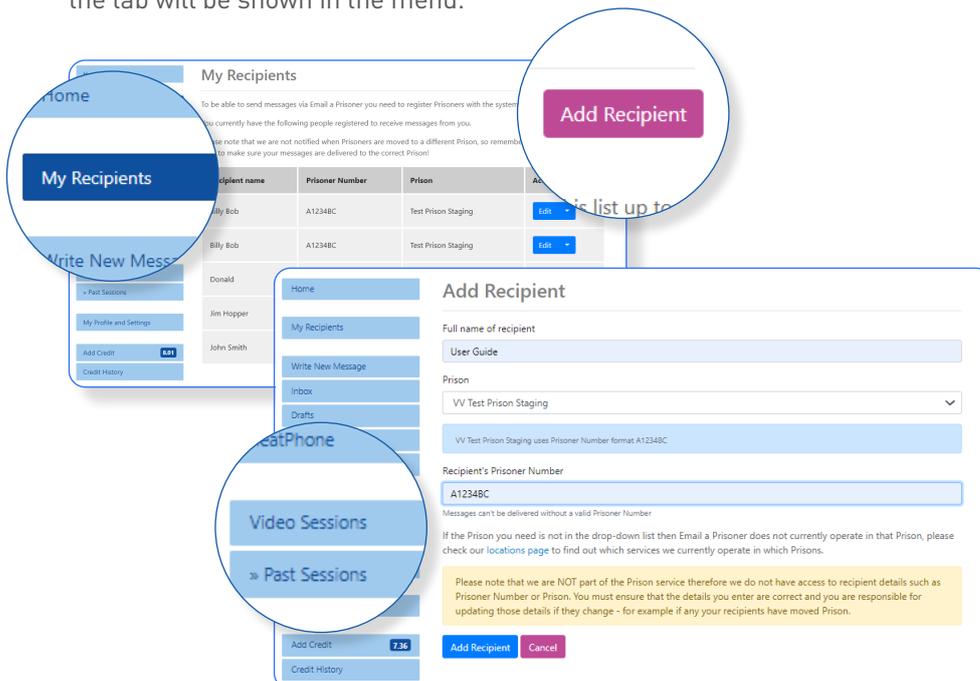
# Requester Phase 1

## 1b Profile and Settings

Once the link is activated the customer will then be logged into their account and can update their profile and settings:



Under “**My Recipients**” the customer adds prisoner name, prisoner number and location. If the recipient is at an establishment facilitating Video Sessions, the tab will be shown in the menu.



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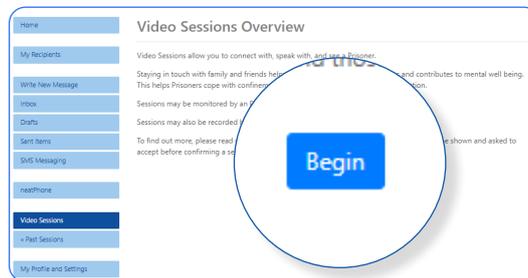


# Requester Phase 1

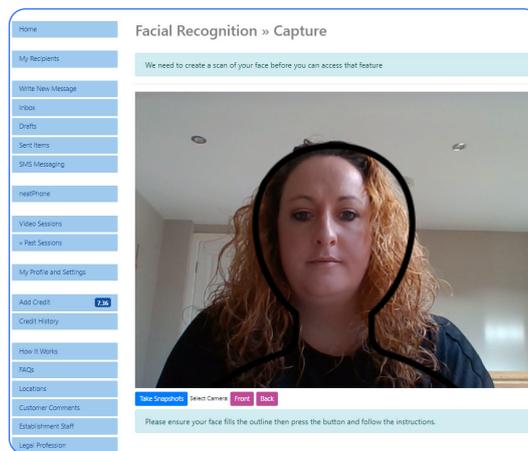
## 1c Profile and Settings

The customer clicks the **“Video Sessions”** button which gives an overview.

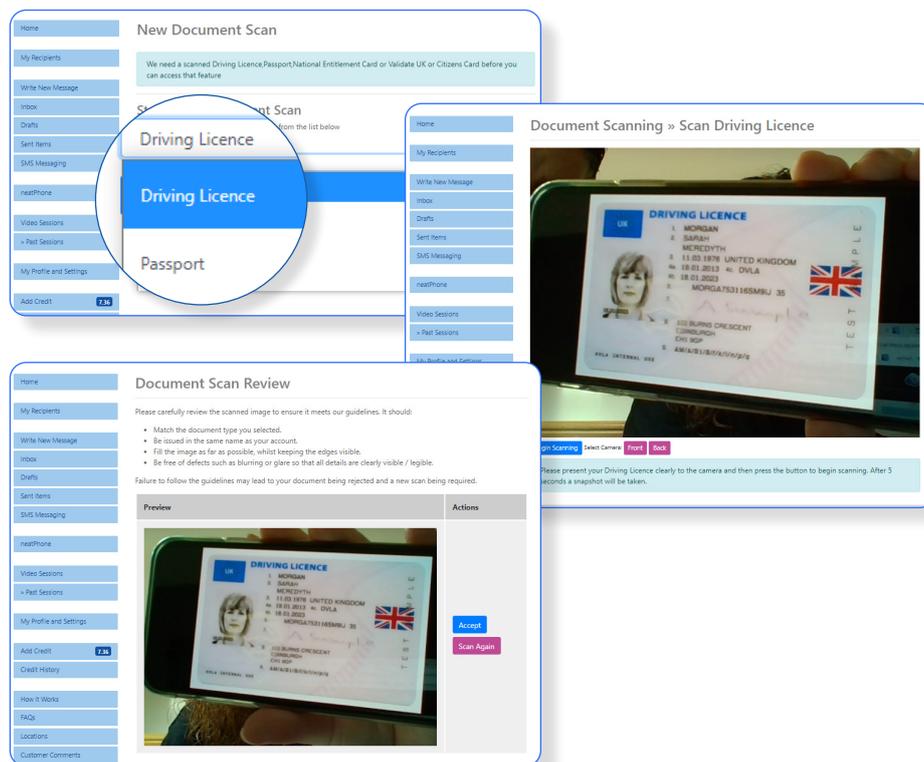
The customer can then click **‘Begin’**.



The customer will then be instructed to create a Face Scan, following the listed instructions (process takes about 1 minute to create facial scan and verify it). Once the facial scan is uploaded the notification **“face scan will be reviewed when you book a Video Session”** is shown.



The customer is instructed to choose a photographic ID option and capture a photo of the ID, which will be scanned and uploaded.



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# Requester Phase 1

## 1d Profile and Settings

We would then recommend all customers complete a **Test Call**, to ensure the browser and device are compatible for a Video Session:

### Test Video Session

Please click the button below to start a test session and check your device is compatible with our service. We encourage you to do this before making a booking.

[Enter Test Video Session](#)

If the customer's video feed appears in the bottom right-hand window, the device and browser are compatible for a Video Session. If unsuccessful it is suggested that the device settings are checked to make sure the camera and microphone are enabled for the device/browser.

The customer can then send the request for a Video Session. The recipient, document ID and facial scan are chosen from the drop-down option. Any notes for the session can be added in the comments box and will be shown to the establishment staff with the request.

### Test Video Session

Click to join



### Test Video Session

Please click the button below to start a test session and check your device is compatible with our service. We encourage you to do this before making a booking.

[Enter Test Video Session](#)

#### Request a new Video Session

To request a new session, please select the recipient below.

Only recipients who are eligible for video sessions can be selected.

We send you a test call before your session to ensure you can see and hear the other party one or more dates and times.

Please provide any additional information in the comments box, depending on the Prison.

**Recipient**

User Guide (A1234BC) - VV Test Prison Staging

**Document scan**

-----

**Face scan**

-----

**Comments**

Please provide the Prison Officer with any additional information that may be useful, such as names of third parties or other relevant details.

250 characters remaining

[Send Request](#)

# Requester Phase 1

## 1e Profile and Settings

The customer will then be presented with a screen displaying that the Video Session request has been sent to the chosen establishment and the status will be **'pending'**.

The screenshot shows a web interface for 'Video Sessions'. A green notification bar at the top states: 'Your Video Session request has been sent to VV Test Prison Staging'. Below this, a blue banner asks the user to complete a survey. The main content area is titled 'Pending Requests' and includes the text: 'Once approved you will be offered dates and times.' Below this is a table with the following data:

Recipient name	Prison	Date Requested	Actions
John Smith	VV Test Prison Staging	08 Oct 2021	Cancel
	VV Test Prison Staging	21 Oct 2021	Cancel

Below the table, there is a 'User Guide' link and a section titled 'VV Rejected' with the text: 'Cancelled or Rejected Video Sessions.' Below this is another table with the following data:

Recipient name	Prison	Date Requested	Actions
John Doe	VV Test Prison Staging	09 Jun 2020	Cancelled
John Doe	VV Test Prison Staging	10 Jun 2020	Cancelled

If the session and/or scans are rejected the establishment will choose the reason for rejection and the customer will receive an email with this information.

**Sorry, your Video Session (140) has been cancelled.**

**The reason given was:**

**(Reason given here)**

**For more information or to request another session,  
please log into your account.**

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# Requester Phase 2

## 2a Booking a Video Session

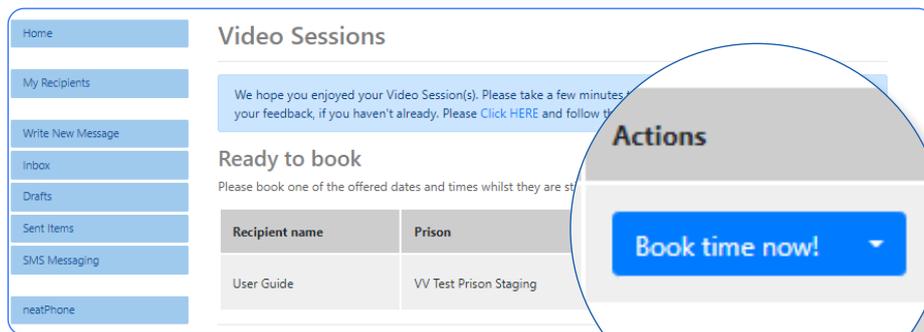
Once the video session has been approved at the establishment and a selection of dates and times have been offered, the customer is notified via their registered email address that they have dates to book and are instructed to log into their EMAP account to **book the video session**.

\*\*\* THIS IS AN EXTERNAL EMAIL: do not click any links or open any attachments unless you trust the sender and know the content is safe. \*\*\*

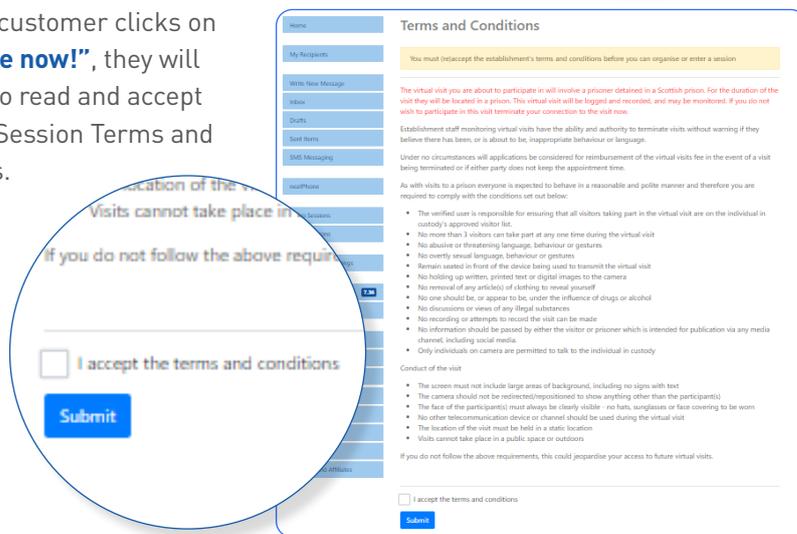
A Video Session request you sent has been updated with available dates and times.

Please log into your account to view these and choose which to book.

Sessions can quickly become fully booked so please ensure you act fast to avoid disappointment.



When the customer clicks on **“Book time now!”**, they will be asked to read and accept the Video Session Terms and Conditions.



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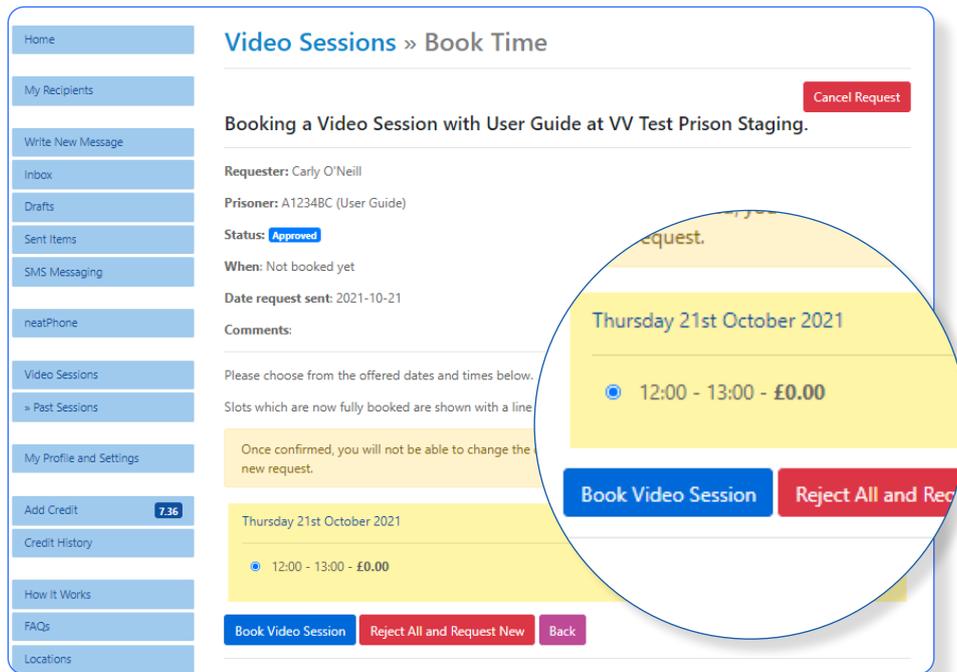


# Requester Phase 2

## 2b Booking a Video Session

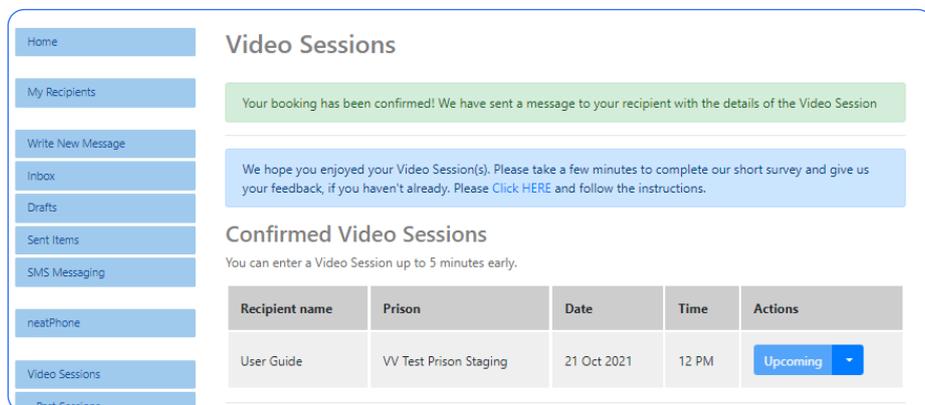
The customer is then presented with options of date/time slots. Once the customer clicks on the date/time of choice, the cost of the video session will be deducted from their EMAP credit and the video session will be booked.

**At the present time there is no charge for this service.**



*\* If there is a line through any of the dates/times, this means this slot is no longer available.*

Once the customer clicks 'Book Video Session', they will see the following message on screen:



There may be a time when the recipient is unable to make the session time. In this case the booking will be cancelled by the prison staff and the customer will be notified via email, with a chosen reason for the booking being cancelled.

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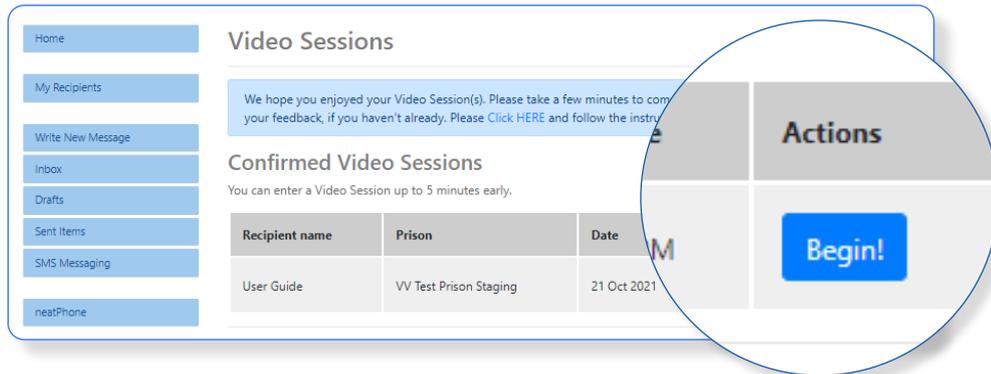
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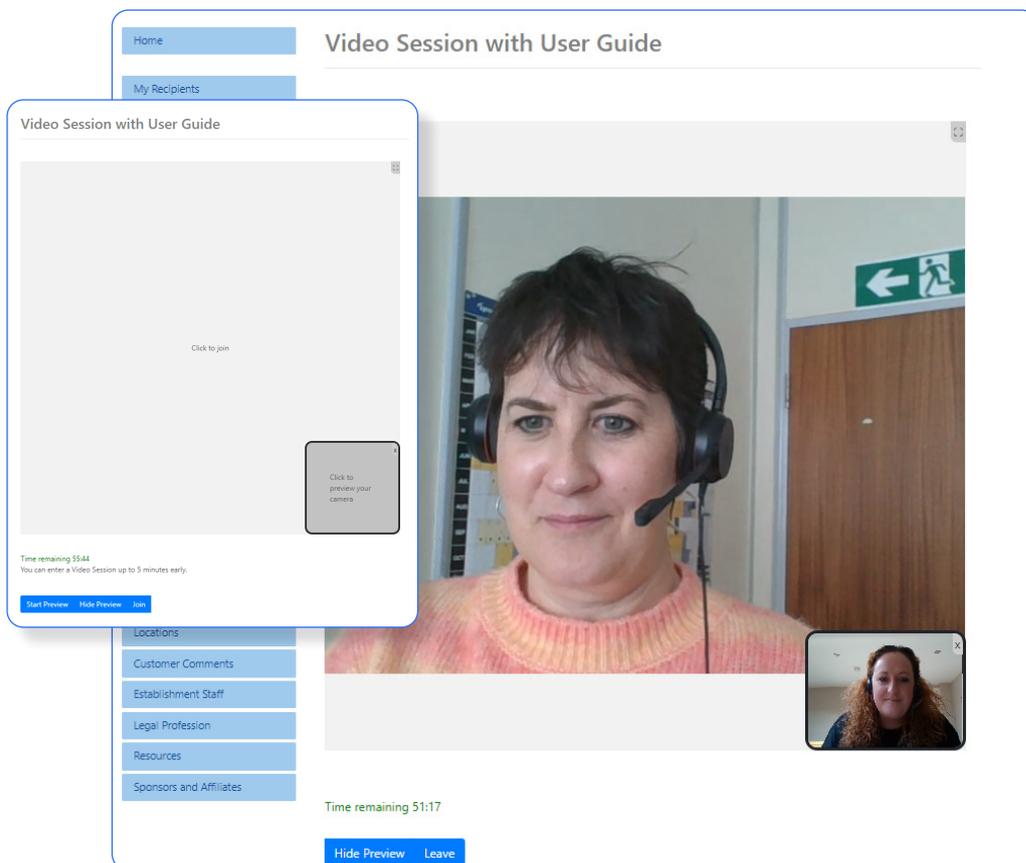
# Requester Phase 3

## 3a The Video Session

- 1 At the date and time of video session – up to 5 minutes before the start time - the customer logs into their EMAP account, clicks on the **“Video Sessions”** button where they will see a button next to the upcoming session saying **“begin”**.



- 2 The customer will see their image in the bottom of the screen and their recipient will be in the main screen.



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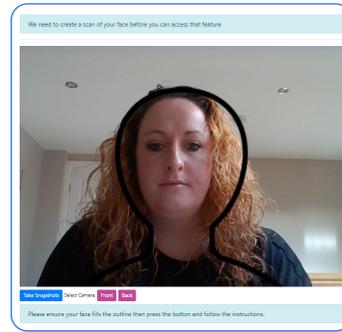
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# Requester Phase 3

## 3b The Video Session

- 3 The facial recognition checks will take place several minutes into the session. If the face is not recognised a warning message will appear with an outline image, to encourage moving closer and straighter to the screen. The system will continue to check and once satisfied with the correct image, the warning message will disappear. If several checks do not match the image the screen will turn black and the video feed will not return until several correct scans have been correctly read by the system.



- 4 The time of the session will be shown in a countdown clock. Five minutes before the end and every following minute there will be an alarm sound.
- 5 If the video session is being monitored and activity breaching the terms and conditions is observed, the monitoring officer can terminate the session which cannot be restarted. The customer will be removed from the session and will immediately receive an email notification with the reason the session was terminated:

**Sorry, your Video Session (149) has been terminated by the Prison.**

**The reason given was:**

**Resident breaching terms and conditions**

**Please review the Video Session terms and conditions and contact the Prison directly if you still have any questions.**

**Please also be aware that, when the terms and conditions are breached, serious or repeat occurrences can lead to a ban from using the service.**

- 6 At the end of the session time, the video session will end.

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# Video Sessions FAQs

## What browser can I use?

You can use all updated versions of modern browsers when using the Emailprisoner (Emap) account for Video Sessions. We would recommend using the following:

- Google Chrome versions 81, 83, 84 and 85 onwards
- Safari version 13.1 (iOS 13 onwards)
- Edge versions 81 and 83 onwards
- Firefox version 76 onwards

Please note that if you are using an Apple device the Video Session will only work using Safari as the browser.

## How do I allow camera access on my browser?

**Safari** – go to 'Settings' and find the app for 'Safari' then 'Settings for Websites' 'Camera' and 'Microphone' should be set to 'Allow'

**Google Chrome** – click on 'View Site Information' (padlock symbol) on the URL bar. On 'Site settings', the 'Camera' and 'Microphone' should be set to 'Allow'

## Can I use my phone/tablet for my Video Session?

You will be able to use any device that is able to connect to Wi-Fi with a camera and microphone enabled. Mobile Phone/Tablet/Laptop/PC.

## The Requestor is under 16?

Unfortunately, users need to be 16 or over to register for Video Sessions. This is a requirement of the Scottish Prison Service. Any requests from customer 16 or under will be rejected

Children are able to sit in on the session with an adult, however, the adult will need to register and add their own face scan and photo ID.

## I want to change my approved face scan/ID

Please go to 'my profile and settings' on your account, select and delete the relevant scans. You will be required to process new ones before making a request for a Video Session.

## How much does each session cost?

There is currently no charge to our customers for Video Sessions.

## How long does it take for my document/face scan to be reviewed?

As soon as you send your booking request it will be available to be verified on the establishment portal. However, it will depend on the staff at the establishment on how regularly the requests are checked.

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# Video Sessions FAQs

## I cannot make the time that has been offered - I need a certain day/time

If you are not able to make the Video Session time that has been offered, you will need to click on either **'Cancel'** and fill out a new request form or **'Reject All and Request New'**.

There is a comments box available on the request form, to add notes for the establishment staff to read with your booking request. This can be used to request a suitable day and time - we cannot guarantee that these will always be able to be offered.

## Prisoners declining/unable to attend session

There may be occasion when your recipient is unable to make the session, in which case it will be cancelled by staff, and you will be notified.

## How long will each session last?

Each session is currently set for thirty minutes. There will be a countdown timer on your screen and a warning alarm every minute from five minutes until the end of your session.

## Are Video Sessions private?

Your session may be monitored on another device by an Establishment Officer. They also retain the right to end your session if you or your recipient breach the Terms and Conditions.

Your session may be recorded, and the recording kept securely - in line with GDPR regulations - for a permitted time. After this time, they are permanently deleted

You will not have access to the recording.

## Can more than one person join the session?

There is not currently an option to choose a Family Session. The officers monitoring will make allowances for this, and you will be able to have up to 2 extra participants on the screen with you at one time. They will not need to add a face scan/photo ID.

You can find more Frequently Asked Questions on our website:

[www.emailprisoner.com/content/frequentlyaskedquestions](http://www.emailprisoner.com/content/frequentlyaskedquestions)

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