



## **User Guide** Video Sessions







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.

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"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."





## Video Sessions User Guide Contents

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**1**a

Registrat	ion	
emailaprisone	r	staging origin/staging 2010-06 163902 https://dcs.des.des.uker. 10.12.199 live.cd%cyfligto@.u-west- 2rds.amaconaws.com) rtior:24.55 (Base:23.1-test)
Home	Welcome to Email a Pri	soner - c
emailaprisoner		Sign up Log In
Home	Sign up to Email a Priso	ner met Us
How It Works FAQs	Registering is totally free and very simple. To register; please fill out your name, emp	Your email address
Locations Customer Comments	lf you have any problems please s	contactus+test@unilink.com
Establishment Staff	Please ensure you enter your - account.	Repeat your email address
Legal Profession Resources	Your full name Contact Us	contactus+test@unilink.com
Sponsors and Affiliates	Your email address contactus+test@unil	Please choose a password
	Repeat your email add	
	Please choose a passwor	For security, please re-enter your password
	For security, please re-enter y	
	Please tick this box to show you use and acceptable use policy above View terms and conditions	Please tick this box to show you have p use and acceptable use policy above
	Please tick the box below to confirm that you are	Sear terms and conditions
	Please tick this box to show you have read and ag and acceptable use policy above.	ree to the terms and conditions, privacy policy, terms of website use
	<ul> <li>I wish to receive information regarding my ac</li> <li>I do not wish to receive marketing informatio</li> </ul>	count and associated services n
	Sign Up	

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

The customer will receive an email to activate their account

Welcome to Email a Prisoner
To fully activate your account, we need to confirm your email address. Please click on (or copy and paste to your browser) the following link:
https://www.emailaprisoner.com/account/emailconfirm/1b34d285-1d00-4351-b65c-b7557d5eb38e
We hope you enjoy using Email a Prisoner.
Welcome to hassle free communications!

Help and Support: Tel: 03333 44 18 16 | Email: support@unilink-technology-services.com www.emailaprisoner.com Find us on:



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

emailaprisoner	Accust 0 (1888) Change password Log out	
Home	My Profile and Settings » Address and Settings	County
ly Recipients	Thank you for accepting the new terms and conditions and choosing your mailshot preferences.	County
hite New Message	Your registration has been completed, Before you can send your first message, you'll need information below. We'll also ask you to confirm your email address by clicking the list email.	Postcode
rafts ent Items MS Messaging	Your name and any address information you provide below will be displayed and Affiliates	B539 5VJ
eatPhone	Please enter your own personal address details and not those of the your message being delayed or rejected by the Prison.	Country
ly Profile and Settings	Address (line 1) PO Box 1288	United Kingdom
dd Credit 🛛 💷	Address (line 2)	Telephone number
ow It Works	Address (line 2) Address (line 3) Address (line 3)	07984399056
lQs cations	Foundation (inite a) Toren Bishop Sotton	Send confirmation emails
tablishment Staff	County County	B you tick this box we will send an email to your registered addres
sources	Postcode BS39 SVJ	Tick this box to include a copy of the message that you sent to yo
sensors and Attitudes	Country	Multi Factor Authentication
	Untere Kinggorn Telephone number	Disabled
	07984399056 Send confirmation emails	Choose type of multi-factor authentication. If you choose to a link that you need to click to access your account
	Concentration of the second of the seco	Save Changes
	unarrow V Construints and the first and the state of the	
	Save Changes	

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.







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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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 customers 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.





## **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'**.

	Home	Video Sessions						
1	My Recipients	Your Video Session request has been sent to VV Test Prison Staging						
	Write New Write							
	Recipient name	Prison	Prison	Date Requested	Actions			
	John Smith	VV Test	VV Test Prison Staging	08 Oct 2021 21 Oct 2021	Cancel Cancel			
	User Guide	VV Rejected Vi	ted ideo Sessions.					
	Uite	Recipient name	Prison	Date Requested				
1	How It Works	John Doe	VV Test Prison Staging	09 Jun 2020	Cancelled			
ľ	Locations	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.







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 know the content is safe.	EMAIL: do not click any	/ links or open a	any attachments unless you trust the sender and
A Video Session request y Please log into your accor Sessions can quickly beco	you sent has been updat unt to view these and ch me fully booked so plea	ed with availab loose which to se ensure you a	le dates and times. book. act fast to avoid disappointment.
Home My Recipients Write New Message Inbox	Video Sessions We hope you enjoyed your Vid your feedback, if you haven't a Ready to book	deo Session(s). Please Iready. Please Click H	take a few minutes ERE and follow th Actions
Drafts Sent Items SMS Messaging neatPhone	Recipient name User Guide	Prison VV Test Prison Stag	ing Book time now!
When the custome <b>"Book time now!"</b> be asked to read a the Video Session	er clicks on , they will Ind accept Terms and	Norse My Responses With New Message Schar Darts Sant Messa Messagen Messagen	Terms and Conditions  Torms and the performance of the second secon
Conditions.	Acation of the Visits cannot take place do not follow the above accept the terms and co mit	e require	<ul> <li>Link provide a large harge and sense that any parameter sense.</li> <li>And what has any parameter sense that back har is a manameter and parameter and advectore parameter sense and advectore sense</li></ul>
		C) Atticutus	vince cannot take paper in a pathe space or authors      // you do not follow the above requirements, this could jeeparties your access to future virtual virtus.      // accept the terms and conditions      submet



## **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.

Home	Video Sessions » Book Time				
My Recipients	Cancel Request				
Write New Message	Booking a Video Session with User Guide at VV Test Prison Staging.				
Inbox	Requester: Carly O'Neill				
Drafts	Prisoner: A1234BC (User Guide)				
Sent Items	Status: Approved				
SMS Messaging	When: Not booked yet				
	Date request sent: 2021-10-21				
neatPhone	Comments: Thursday 21st October 2021				
Video Sessions	Please choose from the offered dates and times below.				
» Past Sessions	Slots which are now fully booked are shown with a line				
My Profile and Settings	Once confirmed, you will not be able to change the new request.				
Add Credit 7.36	Book Video Session Reject All and Rec Thursday 21st October 2021				
Credit History					
How It Works	• 12:00 - 13:00 - £0.00				
FAQs	Book Video Session Reject All and Request New Back				
Locations					

\* 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:

Home	Video Sessions						
My Recipients	Your booking has bee	Your booking has been confirmed! We have sent a message to your recipient with the details of the Video Session					
Write New Message	I						
Inbox	We hope you enjoyed vour feedback, if you	We hope you enjoyed your Video Session(s). Please take a few minutes to complete our short survey and give us					
Drafts							
Sent Items	Confirmed Vie	Confirmed Video Sessions					
SMS Messaging	You can enter a Video Se	You can enter a Video Session up to 5 minutes early.					
neatPhone	Recipient name	Prison	Date	Time	Actions		
Video Sessions	User Guide	VV Test Prison Staging	21 Oct 2021	12 PM	Upcoming -		
» Past Sessions							

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.





## **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".

Home	Video Sessior	าร		
My Recipients	We hope you enjoyed yo your feedback, if you ha	our Video Session(s). Please take ven't already. Please Click HERE a	a few minutes to com and follow the instru	Actions
Inbox Drafts	Confirmed Vide You can enter a Video Sess	eo Sessions ion up to 5 minutes early.	-	Actions
Sent Items	Recipient name	Prison	Date	Begin!
neatPhone	User Guide	VV Test Prison Staging	21 Oct 2021	

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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## **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.





## **Video Sessions FAQs**

#### What browser can I use?

You can use all updated versions of modern browsers when using the Emailaprisoner (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.



## 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.emailaprisoner.com/content/frequentlyaskedquestions





#### www.emailaprisoner.com

Help and Support:

Tel: 03333 44 18 16

Email: support@unilink-technology-services.com



