



FREQUENTLY ASKED QUESTIONS (FAQ) FREE PHONE CALLS AND VIDEO VISITATIONS



PHONE CALLS:

- Q. Who is eligible to make free phone calls?
A. Everyone
- Q. When will my loved one be able to call me?
A. Incarcerated individuals have access to telephones located in the common area (dayroom) of their housing units. Under normal conditions, incarcerated individuals have access to these telephones for several hours throughout each day. Telephones are generally not available during meals or after night count.
- Q. How often can my loved one call me and for how long?
A. Each free phone call is limited to 15 minutes. The number of phone calls per day is unlimited.
- Q. Can I call my loved one who is incarcerated?
A. Incarcerated individuals cannot receive incoming telephone calls. In the event of an emergency, please contact the facility where the incarcerated individual is housed and request to speak with a supervisor.
- Q. Do I need a Securus account to receive phone calls from the jail?
A. Creating Securus accounts are encouraged, but not required.
- Q. Can my loved one call me for free if my number is long distance?
A. Yes
- Q. Can my loved one call me for free if I have an international number?
A. Yes
- Q. Will the phones still record my conversations with my loved one?
A. Yes.
- Q. Can I purchase additional phone time for my loved one so I may talk to them longer?
A. No. After July 1, 2021, phone time cannot be purchased. Calls are limited to 15 min each, but the incarcerated individual may make an unlimited amount of calls per day.
- Q. What do I do if I am receiving harassing calls by someone in jail?
A. For urgent matters, please contact the applicable facility custody information office (<https://www.sdsheriff.gov/bureaus/detention-services-bureau/jail-information>) and request to speak with an on-duty supervisor. Additionally, you will have the ability to block incoming calls from a facility utilizing the called party prompts when a call is received.

VIDEO VISITATIONS:

- Q. How do I get started?
A. In order to begin visiting with your loved one, you must first create a Securus Video Visitation account. <https://securustech.online/#/enroll>
- Q. What is required to create an account?
A. You will be required to submit information such as your name, address, email and a photo of a valid government issued identification.
- Q. After I create my account, can I immediately start visiting?
A. It can take up to 24 hours after your account has been created to be able to schedule a visit.
- Q. How do I schedule a video visit?
A. Please visit [San Diego Sheriff Who's In Jail \(sdsheriff.gov\)](http://San Diego Sheriff Who's In Jail (sdsheriff.gov)) to determine what facility your loved one is housed at and follow the visitation instructions for that facility listed at WEBSITE.
- Q. What type of device is required to have a video visit?
A. Any device equipped with high speed internet and a web cam. You can visit <https://securusvideovisitation.securustech.net/config> to verify that your system is up to date.

- Q. Do all facilities have video visit capabilities?
 - A. With the exception of the South Bay Detention Facility, all other Sheriff's detention facilities have video visit capabilities.
- Q. Is there a fee?
 - A. There is no fee to visit remotely with your loved one.
- Q. What if I don't have a device that has a web camera or internet capability?
 - A. If your loved one is housed at the San Diego Central Jail, George Bailey Detention Facility, South Bay Detention Facility or Vista Detention Facility, you may be able to visit them in person. Please visit sdsheriff.gov for more information.
- Q. How will I be notified if my visit gets cancelled?
 - A. You will receive an email indicating your visit has been cancelled.
- Q. Why was my visit cancelled?
 - A. Visits can be canceled for numerous reasons; i.e. facility lockdown, scheduling conflicts, court appearance, etc.
- Q. How often can I visit my loved one remotely?
 - A. To afford everyone the opportunity to visit with their loved one, visits are limited to two 30-minute video visits per week.
- Q. How long is my video visit?
 - A. Visits are 30 minutes long.
- Q. If I encounter technical difficulties, will the visit be extended?
 - A. Unfortunately, in order to afford everyone an opportunity, the visit cannot be extended.
- Q. How far in advance can I schedule a video visit?
 - A. You can schedule a visit with your loved one up to 24 hours in advance.