

## Useful Information once registered to use the Video Conferencing facilities with SPS

- Once certified and added to the SPS system you can book a visit at all prisons apart from - The Open Estate
- To book a visit at a prison telephone the agents booking line as normal. When you telephone you will need to let the prison know that you intend to do the visit by video link. This will allow them to book the room with the video link equipment
- As with physical visits you can book the room for as long as you require, as long as the room is available.
- You can arrange to meet with several prisoners at the same prison using the one booking, in these circumstances the prison will have the clients waiting and once you have finished the meeting with one prisoner they will take them out the room and bring the next prisoner in.
- When you book a visit you should receive an email from the prison containing the code and pin.
- The code and pin is unique to each visit therefore each time you book a visit you will receive a unique code and pin that is solely for that meeting.
- When you connect to the prison they will ask to see your Law Society Pass. This is to verify your identify. Once they have verified your identity they will bring your client into the room.
- As with physical visits, video link visits are conducted with the client in sight but out of hearing.
- If you need to cancel the visit you must let the prison know. This is because the prisoner is brought down to the agents visiting room in advance of the booked video link visit. This is different from a physical visit where the client will only be brought down to the area once you arrive at the prison.