

## **SCHEDULING VISITATION**

### **Visiting Hours**

Each institution establishes visiting hours and may or may not require reservations for visitation sessions. **Visiting hours and reservation requirements are being posted on the institution's webpage.** Visiting hours are subject to change without notice. **Visitors are encouraged to call the institution to verify before planning a visit.**

### **Online Scheduling**

**WE REQUEST THAT YOU DO NOT SET UP YOUR ONLINE ACCOUNT FOR VISITATION SCHEDULING PRIOR TO YOUR APPLICATION BEING APPROVED.**

All visits are scheduled through the website **ohdocGTLvisitme.com/Visitation/app.** **You must enter your information EXACTLY as you filled out your visiting application.** When you set up a visit for the first time through GTL you will initially be denied by GTL which generates an email to the institution visiting office. The visiting office will review the email and respond to GTL with an approval to allow the visitor to schedule. The Visiting Registration Officer or Visiting Supervisor checks the emails and verifies they are approved via DOTS. You will then receive an email telling you that you are approved. **We recommend you schedule your first visit a few weeks ahead as this does take time. Please be patient as this is a process.**

Visitor Support – 855-208-7349 / Email- [support@gtl.net](mailto:support@gtl.net)

**\*\*For Inmates at the Northeast Ohio Correctional Center (NEOCC), visits are scheduled by email at [neohiovisit@corecivic.com](mailto:neohiovisit@corecivic.com) or by phone at 330-746-3777 Extension 21020. Visiting NEOCC is Thursday through Sunday Only. \*\***

### **Video Visitation**

Once the account is set up, the incarcerated individual must request the video visit. Below is a link that will help guide you through the process.

[www.gettingout.com/help/video-tutorials/](http://www.gettingout.com/help/video-tutorials/)