



Join a Virtual Personal Visit on Android

Visitor User Guide

Summary

This guide provides step-by-step instructions on how to join a scheduled Virtual Personal Visit as an approved visitor on an Android device.

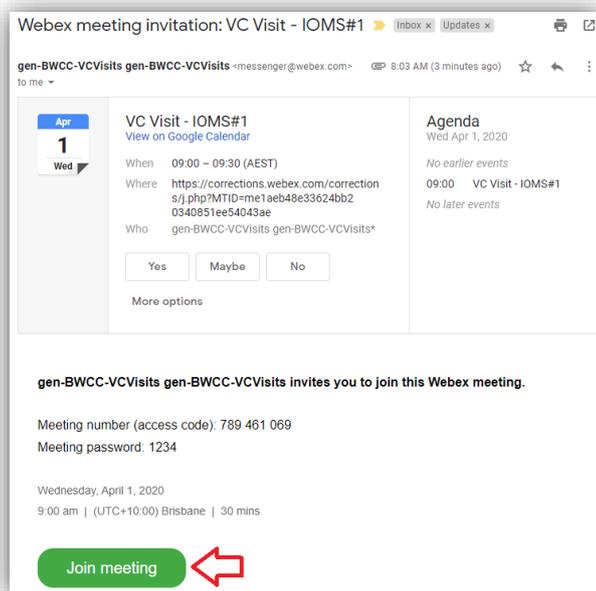
NOTE: The example in this guide is tailored to someone using a Gmail address, however all email platforms are supported. Please be aware a stable internet connection is required.

IMPORTANT!

All rules still apply as an onsite regular visit, at any time a Queensland Corrections Officer can end this virtual visit if they deem any Visits rules are not being adhered to.

Procedure

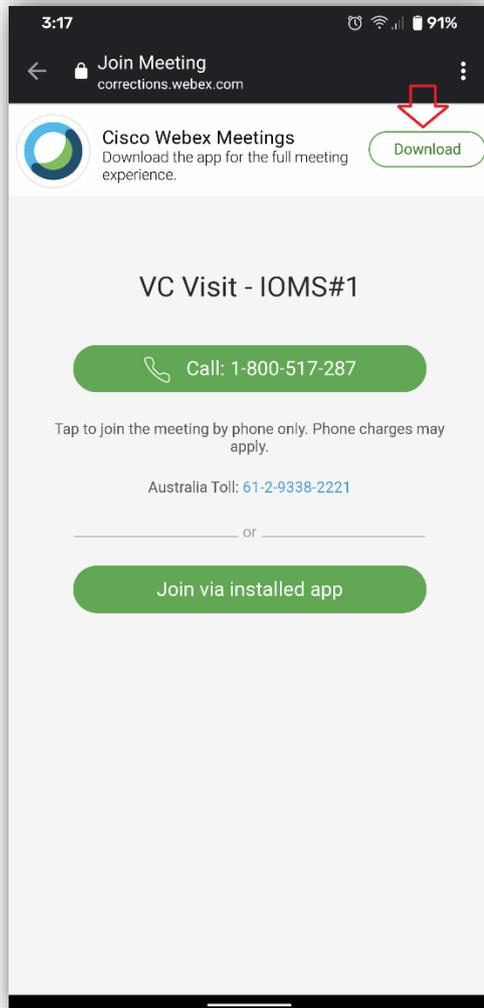
1. Once a visit is scheduled by *Queensland Corrective Services*, you will receive an email invitation to join a Virtual Prisoner Visit (VPV). Prior to the scheduled visit time click on the **Join Meeting** button in your email invitation.



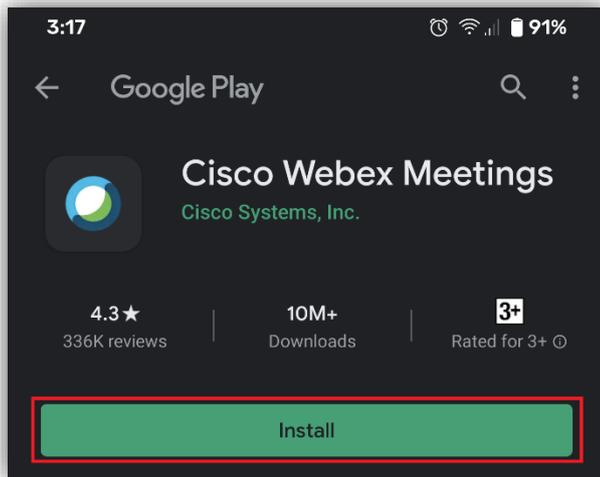
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2. Once you click on the *Join Meeting* button, your default web browser will open and prompt to download Webex, click on the **Download** button.

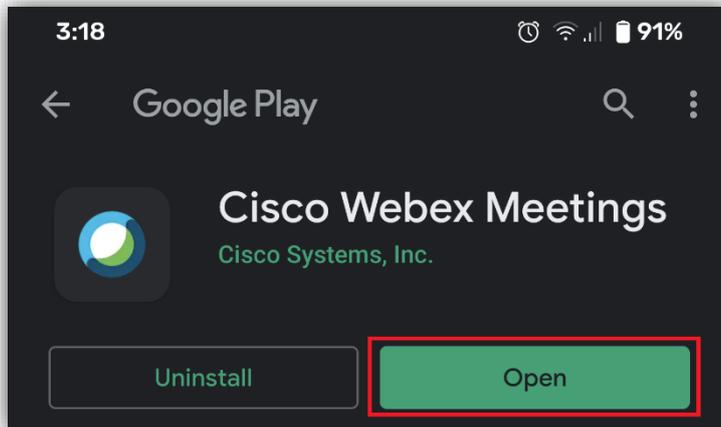
If you already have Cisco Webex Meetings installed, click on the **Join via install app** button and skip to [Step 6](#).



3. This will open the *Google Play Store*, click on the **Install** button.



4. Once *Cisco Webex Meetings* is installed click on the **Open** button.



5. Before using Cisco Webex Meetings, you must accept Cisco's *Terms of Service* and *Privacy Statement*, once you've read these statements, click on the **Accept** button to continue. ***This step is only required the first time Cisco Webex Meetings is used.***



Cisco Webex Meetings

I have reviewed and agree to the [Terms of Service](#) and [Privacy Statement](#).

6. Type in your **full name** and **email address** (*this **must** be the same email address used to book the virtual Personal visit with the Queensland Correctional Centre*) and click on the **OK** button.

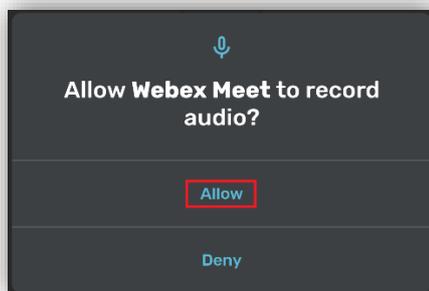
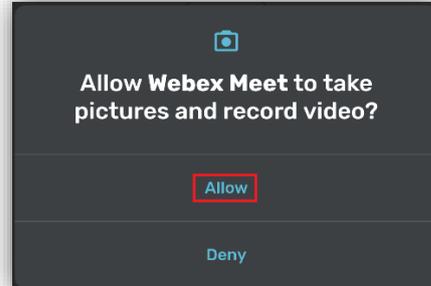
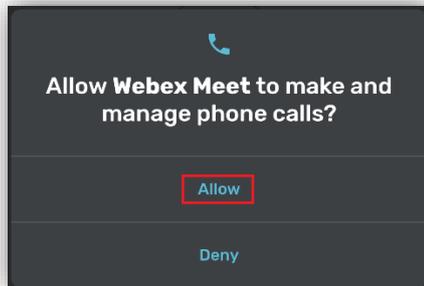
Join Meeting

Do you want to join **VC Visit - IOMS#1** now?

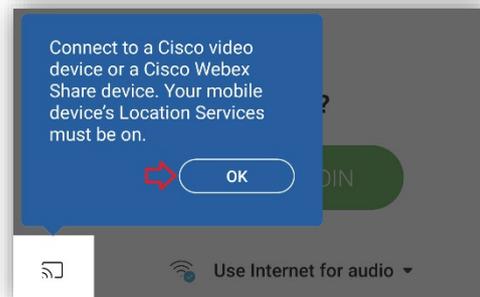
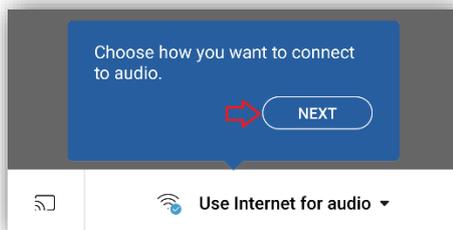


7. The following permissions must be **allowed** to use the Cisco Webex Meetings applications, without these permission the Video Conference will not work.
- Allow Webex Meet to make and manage phone calls?
 - Allow Webex Meet to take pictures and record video?
 - Allow Webex Meet to record audio?

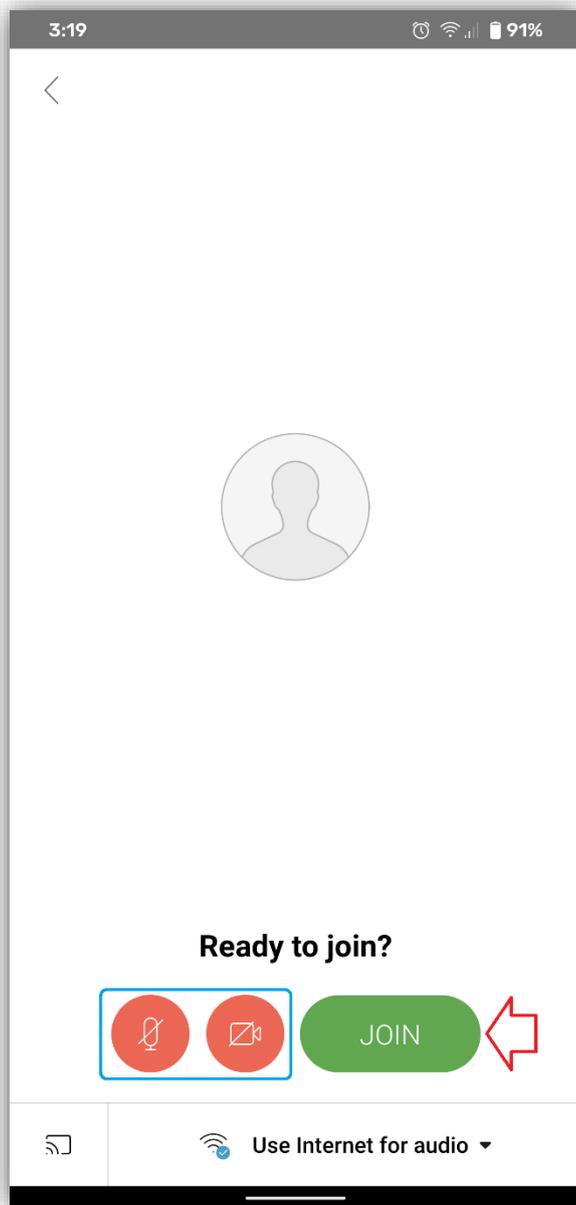
This step is only required the first time Cisco Webex Meetings is used.



8. Click on the following buttons to progress through to the virtual visit, no changes are required.



9. You will now be placed in the “**lobby**”, this is where you will need to enable the microphone and video camera for this specific virtual visit (*meeting*), tap on the below two buttons to ensure they are **not red** and then tap on the **JOIN** button.



10. You will now be ready for your virtual visit. If the Correctional Centre has not yet started the virtual visit, you will see a message stating, ***"The meeting has not yet started"***. Please try again in a minute or two to allow the Correctional Centre to start the virtual visit.

