



Join a Virtual Personal Visit on Windows 10

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 a Windows 10 device.

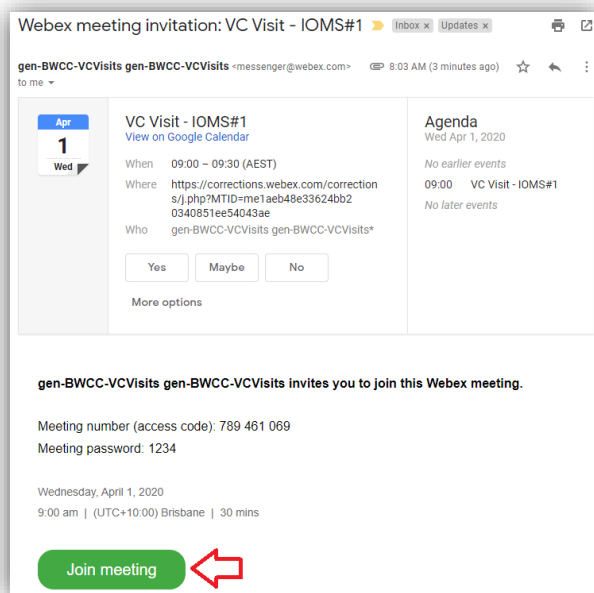
NOTE: The example in this guide is tailored to someone using a Gmail address, however all email platforms are supported. Please be aware a **stable internet** connection is required.

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.

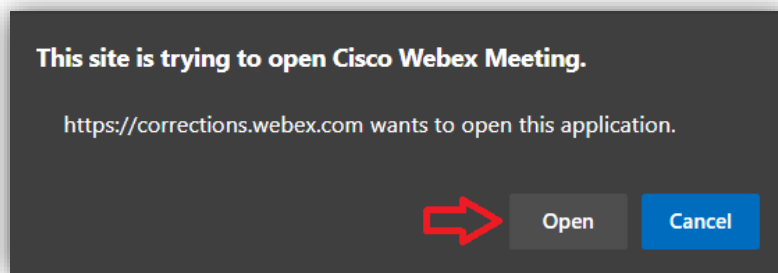
Procedure

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.

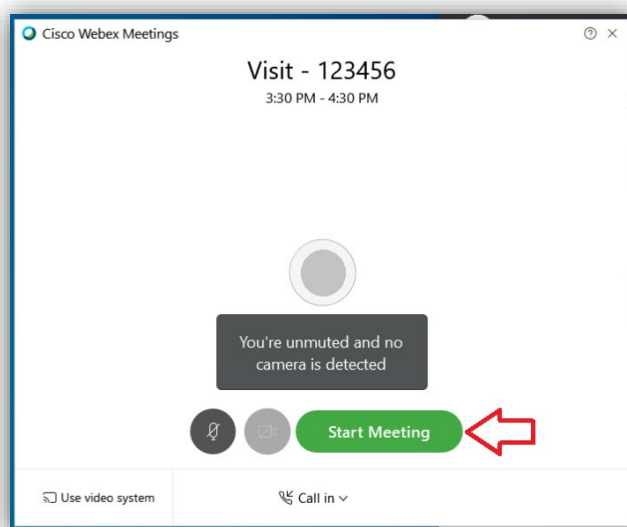


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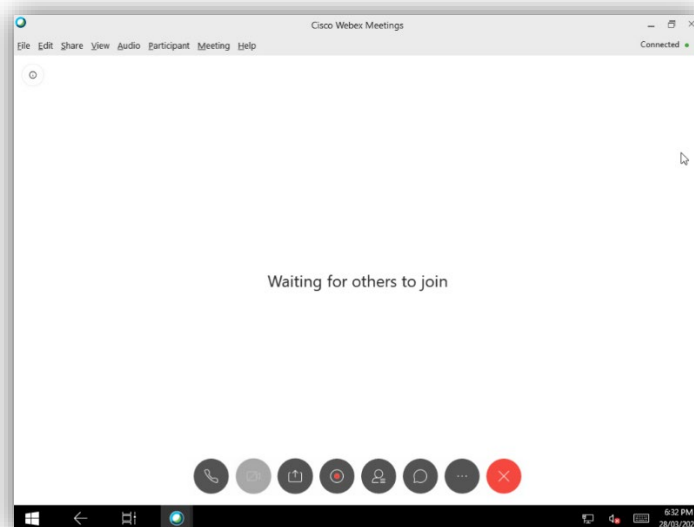
2. Once you click on the *Join Meeting* button, your default web browser will open and prompt you to download Webex, click on the **Open** button.



3. This will open another window, ensure video and audio is turned on and then click on the **Start Meeting** button.



4. This will open a final window which will wait for the other participants to join to the virtual visit (meeting).



5. Once the meeting is complete, click on the **Red X** button to end the virtual visit and then click **End Meeting** on the confirmation prompt.

