



Seirbhís Phríosúin
na hÉireann
Irish Prison Service

Video Link Professional Visits, How to Guide

November, 2020

The Irish Prison Service (IPS) have adopted a software system that allows practitioners to use their own computers to connect with the existing Videolink equipment in the prisons for professional consultations with their clients who are in custody, free of charge. As the calls take place over IP (Internet Protocol) there are no additional charges beyond your existing Broadband subscription costs.

The software allows Videolink calls through our network to practitioners who have registered on that network.

Practitioners will now be able to consult by prior appointment with their clients in any prison throughout the country.

The procedure is as follows:

- Call the Visits Contact number of prison concerned to request a videolink consultation stating the date, time, duration and the client's name and state that you want the visit via videolink.
- You will then receive an email confirming the videolink consultation. Within that email will be a link. You must click on that link at the appropriate time for the videolink consultation will begin.
- Ensure your computer uses either **Google Chrome** for PC or if you have an IOS device you can download the free **Cisco Meeting App** from the App Store.

The system also allows for multiple parties to join the videolink call, such as other solicitors or barristers, or interpreters/translators as required regardless of their location.

If you have any questions please contact the Videolink Coordinator Donncha Walshe on 086 7955250.

Step 1 In order to book a Professional Visit contact the prison specific booked visits desk (See Appendix 1 for Contact Numbers)

Step 2 Provide the following details to the Officer on duty

- Prisoner Name
- Date of Visit
- Time of Visit
- Name of Professional Visitor

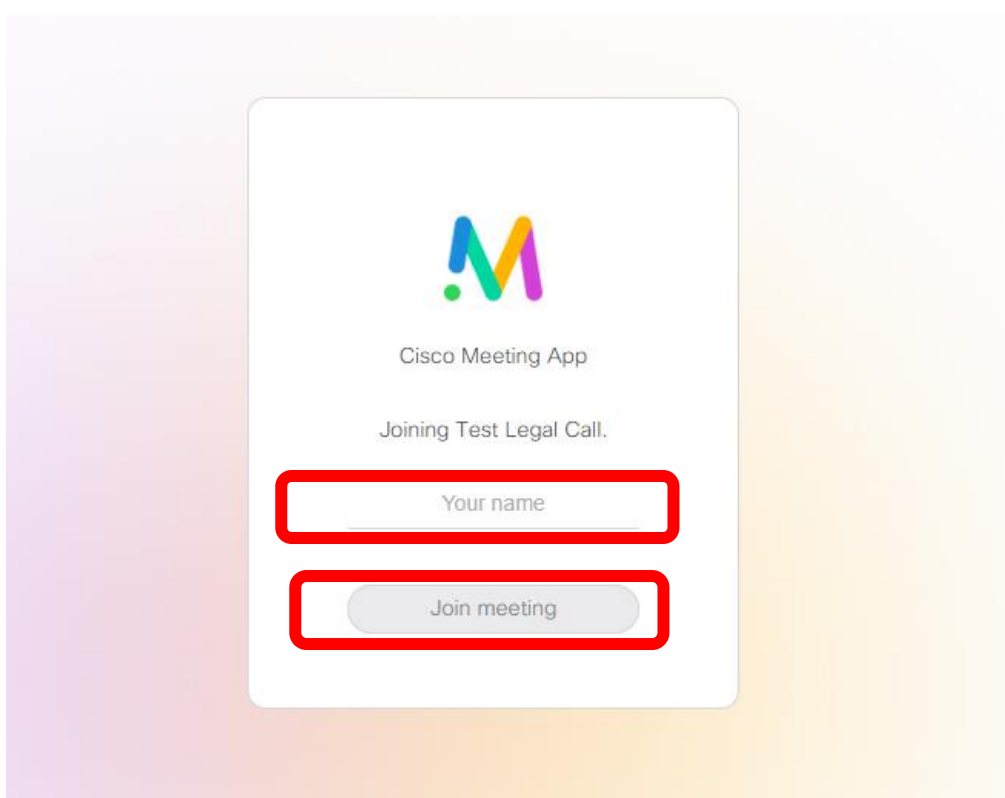
Step 3 Officer on duty will confirm the scheduled video link visit via email. The email will contain the connection details to enable the visit

Step 4 To join the call on the day of visit, Click on the link provided, as outlined in step 3

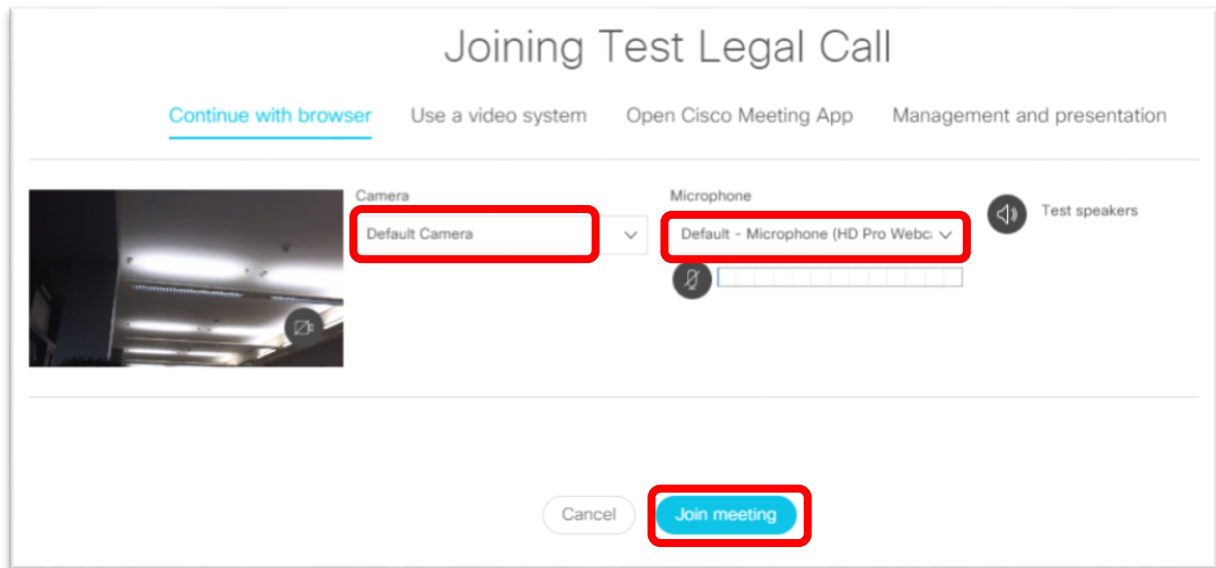
For example:

Join using web browser: <https://join.vc.gov.ie/invited.sf?id=21&secret=2330355f-46dd-4ad8-9a1b-b00aec635fbc>

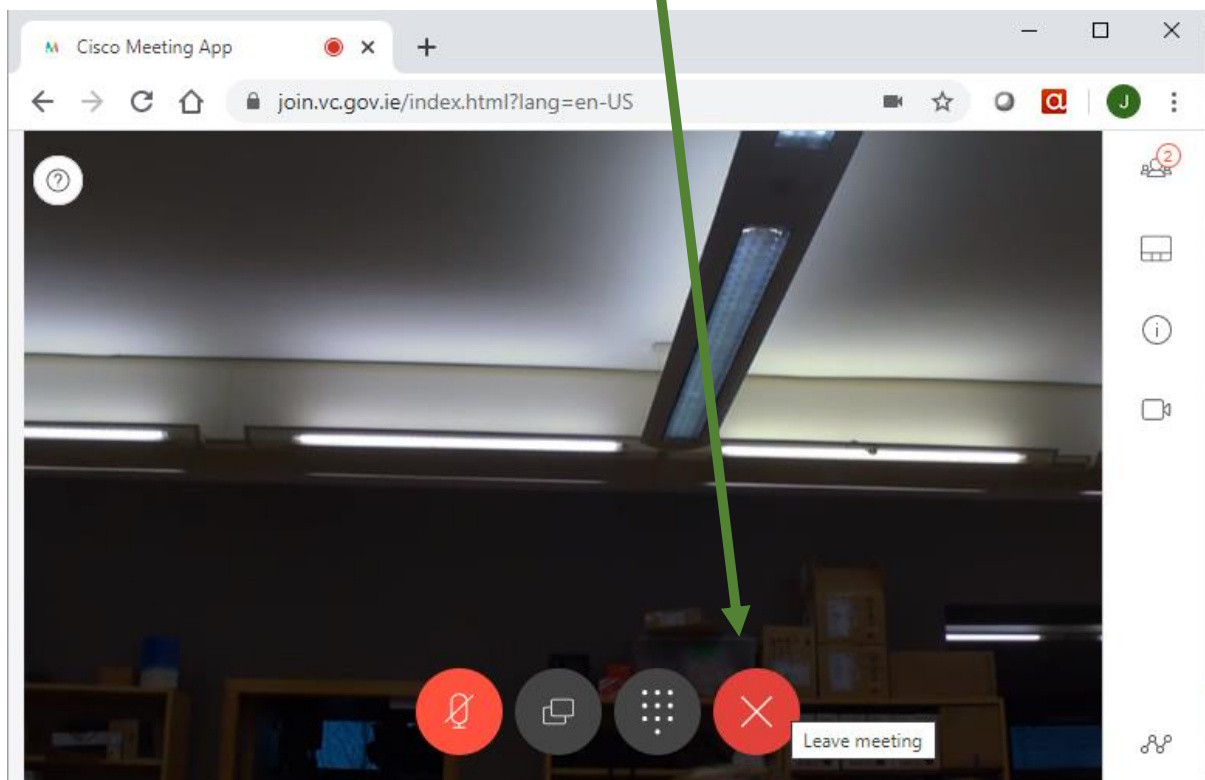
Step 5 Enter your “Name” and select “Join Meeting”



Step 6 Select your Camera and Microphone source from the Drop-down Menus. Then Select Join Meeting



Step 7 At the end of you visit, select the “Leave Meeting” icon



Appendix 1

Booked Visits Contact / Numbers

Mountjoy / Dochas Prisons:	mjoyprofessionalvisits@irishprisons.ie
Cloverhill Prison:	clovbookedvisits@irishprisons.ie
Wheatfield Prison:	WFLDBookedVisits@irishprisons.ie
Midlands Prison:	midprofvisits@irishprisons.ie
Portlaoise Prison:	portbookedvisits@irishprisons.ie
Cork Prison:	corkvisitsinfo@irishprisons.ie / 021 2387133
Limerick Prison:	lmkvisits@irishprisons.ie / 061 204787 061 204129
Castlerea Prison:	castbkdvisits@irishprisons.ie / 0949 624962
Arbour Hill Prison:	01 472 4025