Benefits

• **Convenience**
  Quickly and easily register and schedule visits online.

• **Confirmed visits**
  Visits are confirmed in the system immediately. You will get a notification with the details by email.

• **Cancellation notifications**
  If an inmate is unable to attend a scheduled visit, you will be notified right away by email.

Video Visitation Details & Schedule

**Visitation Hours**: Eastern Time

- **Saturday - Sunday**
  8:00 a.m. to 10:00 p.m.
  *Breaks: 10:30-12:30 & 16:30-18:30*

- **Monday - Friday**
  7:00 p.m. to 11:00 p.m.
  *No Breaks*

**Requirements:**

- Valid email address

**Visit Scheduling:**

All visits must be scheduled at least one day in advance, but not more than 14 days in advance. Visitors must register and wait for facility approval.

**Registration & Scheduling:**

https://norfolkva.gtlvisitme.com

**Check-in:**

All visitors must be signed in 15 minutes prior to the scheduled visit start time.

**Cancellations:**

All visits must be canceled 24 hours in advance or you will be expected to attend your visit. Failure to attend a visit without cancelling still counts as one of the allowed visits per week.

*Times subject to change. Current times will be shown during the scheduling process online.

**HAVE QUESTIONS?**

For more information about this program, call the facility information line:

757-664-4955

Visitation Scheduling & Registration

Visitors can now register for and schedule visits with inmates of this facility. Please review this brochure before registering for, or scheduling an inmate visit.

VISITATION SCHEDULE, DETAILS AND LOCATIONS are listed on the back of this brochure.

Please be sure to note your visitor information below.

Visitor ID: 
Password: 
https://norfolkva.gtlvisitme.com
Register
Visitors can now register for and schedule inmate visitations online.
To do this, you must provide the facility with a valid email address where you can receive email. After you are registered, visit the website listed on this brochure and click “Forgot Password” and enter the email address you provided to the facility in the form that appears. After this, go to the email account that you provided and use the email you received from the system to set your password and then be sure to keep a record of it for future visits. If you do not receive an email, check your spam/junk folder. If you still don’t see an email from the system, call 757-664-4955.
Next, log in using the temporary password provided in the email. You will be prompted to change your password. Be sure to pick a password you can remember, or note it in a secure location.

Schedule a Visit
Visits must be scheduled at least one day in advance but cannot be scheduled more than 14 days in advance. To schedule an inmate visit, log in with the email address you used for registration and the new password you created after logging in with your temporary password. Click “Visitation” in the main menu, add any additional visitors that will attend the visit and select the inmate you’d like to visit.
Next, enter your preferred date, time and location and click “Search.” Click “Select” next to the desired visitation time. NOTE: all visits are listed in the time zone of the facility of the visit.
On the next page, you can review selections and make changes. At the bottom of the page, indicate that you have reviewed the policies. Verify all the information on the page, and click “Confirm.” The status of the visit should now be “Confirmed.” Upcoming visits are shown on the Home page. Click a visit to review its details.

Check In & Visit
Visitors must arrive 15 minutes or more before your visit is scheduled to begin. A photo ID is required for each visitor at check-in.

Cancellation
To cancel a visit, click “Cancel Visit” on the summary page in your account, or click the “X” next to the visit on the home page. You will then be asked to confirm your cancellation. All video visits must be canceled at least 24 hours prior to the start of the visit or you will be expected to show and deemed a no-show if you fail to attend. Failure to attend a visit without cancelling 24 hours in advance results in that visit counting towards one of the allowable visits per week.

Visit History
To view information about past visits, click the “View Visit History” link under the “My Account” tab.