

Overview

The **Department of Correction (DOC) Online Visiting Registration (OVR)** service available via the Internet, allows one to look up an inmate, register as a visitor to visit inmate(s), schedule a visit, and view/update their scheduled visits with an inmate housed at either the Santa Clara County Elmwood Correctional Facility or the Correctional Center for Women (CCW). This online service eliminates the need to schedule visits with inmates by contacting DOC staff by phone or in-person.

One can use this service from any computer with Internet access using a standard web browser, such as Internet Explorer, Netscape, or Firefox.

In most County buildings, such as the Santa Clara County Elmwood Facility, 70 W. Hedding, Service Center, and others, informational kiosks with Internet access are available for the public to use the Santa Clara County website (www.SCCGov.org). You may access the OVR service from the Santa Clara County website (select "Schedule an Inmate Visitation" from the "Select an online service" list under "Get it done online").

DOC staff has automatically registered and signed up the visitors who have registered in person at the Santa Clara County Elmwood Correctional Facility / Correctional Center for Women (CCW) after October 31, 2005. To user this service, these visitors can obtain their login information by:

- Contacting DOC Elmwood/CCW visiting by phone at (408) 957-5900 or
- By sending an email to ovrsupport@doc.sccgov.org please include your first, last name, email address, and phone number.

Steps to Schedule Visits Using OVR Service

This is a summary of the steps one needs to follow to schedule visits with an inmate.

On a computer open a web browser window. In the address line type the following URL:
www.eservices.sccgov.org/ovr

(Note – To aid in the use of this service, information and instructions are included on the screens that are displayed while you are using the service, please take a few minutes to review the information).

1. Sign-up

- a) Create login account
- b) Login
- c) Complete the registration form to visit inmate(s) and click “submit” button
- d) You may logout after submitting your application or from the menu
 - i. Choose to update your registration information.
 - ii. Choose to check if inmate is in custody.

(Note – Your application to visit inmates must be approved by DOC staff before you can schedule and visit an inmate. After you have submitted your application, DOC will process your application. In 2 to 4 days, you will be notified of the status of your application by email at the email address you included on the registration form. You may schedule visits with inmate(s) only if your application is approved.)

2. Check if inmate is in custody

While you are waiting for your application to be processed, you may check to see if the inmate you want to visit is in custody by using the menu option “Look up Inmate Booking Information”. You will need inmate’s first, last name and date of birth or Personal File Number (PFN) or Booking Number (CEN). In case you logged out in step 1, you will need to log in using the account you created in step 1 to look up an inmate.

3. Schedule a visit

After you have been notified of the approval of your application to visit an inmate, you can schedule visits. To schedule a visit

- a) Log in using the account you created in step 1. Since your visiting application is approved, you will see two additional menu options (iii and iv) that you can use to schedule new visits, check to see if you have any upcoming visits. You can also cancel or updated the upcoming visits.
 - i. Visitor Registration
 - ii. Look up Inmate Booking Information
 - iii. Schedule a New Visit
 - iv. View Scheduled Visits
- b) Select “Schedule a New Visit”, then follow the screens
 - i. Fill out inmate’s first, last name and date of birth or Personal File Number (PFN) or Booking Number (CEN); system will display more

detailed information for the inmate. You should “confirm” that it is the correct inmate you wish to visit.

- ii. Fill out visitor information as required by the system. You can have up to two visitors for one visit (both must be registered and approved by DOC).
- iii. System will display available time slots and dates (for the next three weeks, one week per screen). Select a time slot for the date you want to visit, and click “continue” button. The next screen will display the visit details (date/time/visitor/inmate), then click “confirm” button.
- iv. Select “View Scheduled Visits” to view your scheduled visits, generate and print a report.
- v. You may logout after submitting your application or choose other options from the menu.