

# Restore Justice Foundation

## Criminal Justice Issues and Prisoners' Rights

**<https://restorejustice.org/how-to-video-visiting-with-a-person-in-idoc/>**

## Campaign and Advocacy

We know it is sometimes hard to find information or help when setting up a new account to visit or communicate with a loved one in IDOC. Here is a little helper we put together that gives some basic information on how to video visit.

Go to <https://ildoc.gtlvisitme.com> to set up an account.

Once you have an account, you can login and arrange visits 7 days in advance for up to 30 days depending on the facility.

As of today (3/17/20) at some facilities, visits are restricted to 15 minutes and cost \$3.75. In most facilities, visits are 25 minutes for \$6.25 or 55 minutes for \$13.75.

To arrange a visit, go to the same website, <https://ildoc.gtlvisitme.com/>

See image below for what your home page should look like:

If you have any problem visiting, you may need to contact the facility to get help.

[Here is the IDOC web page on video visitation](#), including their rules and guidelines.

[] CLICK []

I've never received an email. Do you know what I should do next.

Did you create an account? If you did and it's not working, contact the specific facility. Please let me know if you still don't have an answer after that.

I registered and was informed that I would receive an email. Nothing has been received yet.

I have a hp chrome book how can I download it to my laptop

Hi You should be able to follow these steps and use the video visiting system. If you have trouble, please email [info@restorejusticeillinois.org](mailto:info@restorejusticeillinois.org).

The ID number that was given to me did not work on day if my visit so I couldn't log in for my visit needless to say I was very disappointed.

I am very sorry this happened. Did you figure out the problem/have you been able to try again?

I only have a cell phone I read that you must have a desk top do I need to purchase one. Suggestions please

I missed a video because I don't have a timer counting down & didn't see anywhere to click to start my video visit I got visit scheduled & confirmed with conf code & visitor ID but can't find a timer counting down or how to enter my visit at scheduled time. PLEASE HELP ME!

Hi Mary, Could you email [info@restorejusticeillinois.org](mailto:info@restorejusticeillinois.org) and explain the problem? Someone will get back to you.

I can't figure out to set up visit with my grandson!

Hi Jane, Could you email [info@restorejusticeillinois.org](mailto:info@restorejusticeillinois.org) and describe the problem you are having? We will try to help. Sorry you aren't able to connect!

I downloaded all the apps I have the visit scheduled but have no idea how to get into the actual visit. Please help me I've looked online it's unclear I can't find anything that explains. This gtl system is the worst. County had a much better visiting system. Anyways I don't want to mess up my visit so please help!

I'm so sorry to hear you are having trouble with this. Could you email [info@restorejusticeillinois.org](mailto:info@restorejusticeillinois.org)? We will try to help!

Set up visit with grandson for 3/24 so what do I log on day of so I won't miss out, do I go to same web site at the time of video visit, I am 70 years old and don't know how to work all this stuff and I can't depend on son for help

Hi Sarah, Could you email our Outreach Director Julie Anderson? She's at [janderson@restorejustice.org](mailto:janderson@restorejustice.org) and can talk you through this

process.

I have registered. My husband has been in idoc since Feb and still no visit! Status states, awaiting approval. The warden has signed off and approved his video visits yet we are still unable to schedule a visit on our end. Please help!

Could you email [info@restorejusticeillinois.org](mailto:info@restorejusticeillinois.org)? Include any details you have; I am not sure we will be able to help, but we will try!

Restore Justice Foundation  
PO Box 101099  
Chicago, IL 60610

First Name

Last Name

Email address:

Street Address

City

State

ZIP

Country

United States

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Please leave us a message and we will respond as soon as possible.

**Your Name (required)**

**Your Email (required)**

**Your Phone Number**

**Your Message**

Submit your email address to be notified of crucial legislative action items, fundraisers, and news about our progress.

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