

# **Guide to secure video calls for friends and families**

## **Have a secure video call with a prisoner**

You can now have a secure video call with prisoners using your mobile phone or tablet.

This is a new service offered by HM Prison and Probation Service and a private company, Purple Visits.

Secure video calls are free of charge during the Coronavirus outbreak.

Calls last 30 minutes and each prisoner can have up to 4 people on the call - as long as they are all in the same place, and on the prisoner's approved contact list.

Video calls will be recorded and monitored by prison staff. Prison staff may be male or female. Secure video calls are limited to 1 a month.

### **Who can have a video call**

Anyone on the prisoner's approved contact list can have a video call. The main video caller must be over 18.

People under 18 can be on the call, as long as they are on the prisoner's approved contact list.

### **What you'll need to make a video call**

- mobile phone or tablet (it's not possible to use a laptop or desktop computer)
- passport, driving license or other government-issued ID
- proof of address (if your ID does not include this)
- the prisoner's name, number and date of birth
- names and dates of birth for everyone who will be on the call

### **Download the Purple Visits app**

You need to use an app created by Purple Visits to have a secure video call.

### 1. Download and install the app

You can download the app from Google Play or the Apple App Store. You will need to install the app on your phone or tablet.

### 2. Create an account in the app

This involves taking a picture of your driving license, passport or other government-issued ID. You may also need proof of address if your ID doesn't include it.

It can take up to 24 hours for your account to be verified.

### 3. Add details of everyone who will be on the video call

You can have up to 4 people on the call. Everyone needs to be registered with the app, and those over 18 will need ID.

### 4. Receiving a video call in the app

The person in prison will make an application to have a video visit with you.

You will then receive an email with video call details when the call has been scheduled.

### 5. Get set up for the video call

So that your video call goes smoothly, please make sure that you have:

- a strong internet connection: wifi is recommended
- good lighting so that your whole face, and the face of any additional people, can be seen clearly
- a plain background so that the camera can stay focused on your face
- switched off any message notifications or alerts that may disrupt the call