

How does the VPASS process work?	VPASS allows approved visitors to set up an account and schedule visits with inmates that they are approved to visit on-line.
What information will I need before using VPASS?	You will need to have the following information: You must be pre-approved as a visitor for the inmate and institution. You will be required to provide your full name, the type of ID, and ID number that you furnished on the Visitor Questionnaire (CDCR Form 106) that you filed with the institution. You will be required to provide an active personal email account. Free email accounts are available through various internet services. (Google, Yahoo, Hotmail, etc.) You must know the name of the institution where the inmate is housed. You must know the inmate's legal name and CDCR number. You must know the legal names of any additional approved visitors that will be in your group. You must have a choice of dates and preferred times when you wish to visit. You must read and accept the disclaimer before registration.
What security measures has CDCR taken with VPASS?	All sensitive information is encrypted and the entire system is secure to the latest industry standards. Like all internet service, you, the user, are the first line of security. Never reveal your username or password to anyone. If you suspect that your account has been compromised, change your password as soon as possible to prevent future access to your account. All sensitive information is encrypted and the entire system is secure to the latest industry standards. Like all internet service, you, the user, are the first line of security. Never reveal your username or password to anyone. If you suspect that your account has been compromised, change your password as soon as possible to prevent future access to your account.
Where can I find information on visiting inmates?	A good source of general information on inmate visitation is the CDCR Visitation Website <a href="http://www.cdcr.ca.gov/Visitors/index.html">http://www.cdcr.ca.gov/Visitors/index.html</a> and the Inmate Visiting Guidelines booklet <a href="http://www.cdcr.ca.gov/Visitors/docs/InmateVisitingGuidelines.pdf">http://www.cdcr.ca.gov/Visitors/docs/InmateVisitingGuidelines.pdf</a>
Does this process guarantee my visit?	No, visitation can never be guaranteed. This system is designed to insure that you have a specific time to be processed at the facility's Visitor's Center. Check the Inmate Visiting Guidelines to insure that you have met all the requirements for visitation, especially if this is your first visit. Inmates are often ineligible for visitation due to disciplinary action, medical reasons, or other commitments such as work or school. Situations at the facility such as lockdowns or medical quarantines may also cause visitation to be cancelled.
What if I don't know the inmate's CDCR number or in which facility he or she is located?	Go to CDCR's Inmate Locator and follow the directions to locate that information. (Please note that information for inmates recently admitted into or transferred between prisons may not be available for several days.)
How do I find specific visitation information for the prisons I am visiting?	Go to CDCR's Facility Locator <a href="http://www.cdcr.ca.gov/Facilities_Locator/index.html">http://www.cdcr.ca.gov/Facilities_Locator/index.html</a> and select the facility from the drop down menu. Each facility has Visitation and Directions link on the right side of its page. The Visitation and Directions page contains specific information such driving

	directions, visiting hours, phone numbers, and additional visitation information for that facility.
Will I be notified if visitation is cancelled?	Each facility has a banner message on its visitation page. Notice of facility wide events that effect visitation will be posted there and you may sign up for email alerts of banner changes for your preferred facility. However, there is no way to notify you of situations involving specific inmates.
What should I keep as a documentation of my reservation?	Print a copy of your VPASS confirmation page and bring that with you for your visit. If you are unable to print a copy at the time you make your reservation, you can log-on to your account at any time before your visit and print out a copy of the confirmation page.
What if I misplace or forget my reservation number?	Log-in to your personal VPASS account and select the visit information in you selection of upcoming visits. Click the desired visit and print out a copy of your visitation confirmation page.
How far in advance can I schedule a visitation?	Normally, the new visitation reservations are opened early in the week of the visitation (for example Monday at 10:00 AM for the next weekend). This may vary by facility. Check the facility's internet page and its VPASS page for additional information.
The reservation system 'timed out' while I was making my appointment. What do I do now?	Unfortunately, the system can only allow a specific time period for each user to make a reservation. If it times out while you are in the process, your information is not saved and no reservation is made. Please try again. Hint... Be sure that you have all of the information possible in your personal account before the system opens for new reservations. If necessary, change you time preference and add new additional visitors. This will help speed up the process of making your reservation.
I tried to use my browsers back button to select a new time slot for visiting and got a systems error. What do I do now?	If you receive a System Error, you will need to close browser and then reopen it and return to the Inmate Visitation and Reservation System to start again. Due to the nature of the system, you are not able to use the browser's back button to navigate the pages.
If we decide not to visit, do I need to cancel my reservation and how do I do that?	If you are not coming, be sure to cancel your reservation. Log-on to your personal account and select the reservation that you wish to cancel. On the reservation page select cancel. The visitation slots are now open for other visitors to use. Thank you.
I deleted my reservation, but now I am able to go. Can I reactivate the original reservation?	Unfortunately, once the reservation is deleted, it cannot be reactivated. You will need to start the process over again.
Does CDCR have a mobile application for VPASS?	At the current time, CDCR does not have a mobile application for VPASS. It is only present on the Web. We have made every effort to automate the system as much as possible so that you can preset your information in your personal account. In that way you can use your smart phone, if necessary, with as few clicks as possible.
If I make a reservation and I'm not able to visit, can the others in my party visit?	Yes. As the primary visitor on the reservation, you cannot delete yourself from the reservation, but the other visitors listed on the confirmation page can still visit. They will need a copy of the confirmation page and advise the Correctional Officers of the situation.

The facilities banner message says that visitation is cancelled for next weekend, but I can still get it to make a reservation. Should I?	As an automated system, VPASS cannot be easily turned off and on as situations change. Also, the same way that we cannot guarantee that situations may occur that prevent visiting from being closed; we cannot predict that situations will not change to allow visitation. Make your reservation, but take extra care to check before traveling to the institution.
I made a reservation and now someone else wants to visit also. Can I increase the number of visitors in my reservation?	No, VPASS works much the same as an on-line ticket service. There are a limited number of visitors that can be processed during one time period and an inmate is only allowed a maximum of 5 visitors at one time. You can decrease the number of visitors in your group and by doing so, you may be allowing someone else to make a reservation for that time period.
I keep trying to make a reservation, but there are never any times available. What is the problem or what should I do?	Visitation reservations are often in very high demand and therefore the available times go quickly when they become available. VPASS is an automated system and should open the new reservation the same time each week. Try to make your reservation as soon after this as possible.
Can I be an additional visitor for another user?	Yes, you can be an additional visitor on another user's account as long as you are approved for the inmate to be visited. Be sure to coordinate your visits to make sure that don't end up with duplicate reservations. If that should happen, be sure to cancel one of the reservations.
Why do I have to provide an email address?	Your email address is necessary to inform you of activity on your account and to provide you with a temporary password should you forget your original password.
How do I add and bring a minor for a visit?	VPASS does not require the age of the visitor. As long as you have the necessary paperwork or documentation for the minor, VPASS does not restrict you from adding the minor as an additional visitor. However, minors may not register their own user account.
What determines available visitation times?	Visitation schedules are determined by the individual institutions and inmate availability. If no visitation times are available, it may be due to the following factors: The inmate may not be available for visiting. The Visitor Processing Center may have reach capacity. All reservation may have been booked.
Can an inmate receive more than one visiting group in a day?	Yes.