INTERNET VISITS

$6 - 15 Minutes

$10 - 25 Minutes

7 days a week
9:00 am - 10:00 pm

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INTERNET VISIT QUESTIONS:

(855) 208-7349
campbell@renovosoftware.com

FACILITY:
(859) 431-4611

BENEFITS

✔ **Less Travel:** Register, schedule, and visit online. No need for travel, no lines, and no parking!

✔ **Convenience:** Register and schedule online from anywhere. It is quick and easy.

✔ **Confirmed Visits:** Visits are confirmed in the system immediately. You will even get a notification with details.

✔ **Cancellation Notifications:** If anything changes, you are notified right away.

PERSONAL ON-SITE VISITS

Mon, Tues, Wed, Thurs
1:00 pm - 4:30 pm

Saturday & Sunday
9:00 am - 4:30 pm

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PERSONAL INTERNET VISITS

7 days a week
9:00 am - 10:00 pm

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PROFESSIONAL ON-SITE VISITS

7 days a week
8:00 am - 9:00 pm

Powered By
RENOVO SOFTWARE

REGISTER, SCHEDULE, &
VISIT INMATES
ONLINE

Campbell County Detention Center

https://inmatevisit.campbellcountyky.org

VISITOR ID:
_____
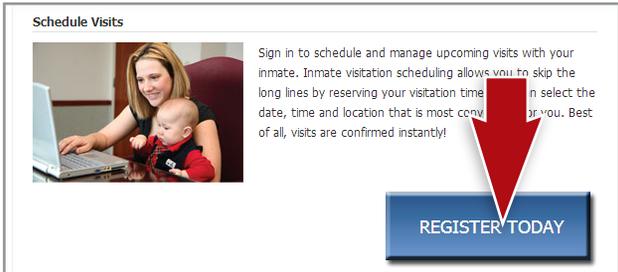
PASSWORD:
_____

Click "Forgot Password" to change your password.

Campbell County now allows visitors to register for and schedule inmate visits online. Please review this handout before online registration and scheduling.

1. REGISTER

Visitors are now responsible for visitation registration & scheduling. You must be registered before scheduling a visit.

Visit the visitation website and click "Register Today." Fill in the required information including a valid email address (if needed, create one at mail.google.com, mail.yahoo.com or any other free email provider).

Check your email inbox for an email to finalize your registration. If you do not receive an email, **check your spam/junk folder**. If you still don't see an email, call the number listed in this brochure. Next, log in using the temporary password provided in the email. You will be prompted to change your password.

Before scheduling a visit, **lawyers, public defenders, clergy, and other professionals should contact the facility** in order to be designated as a professional visitor.

2. SCHEDULE

Visits must be scheduled at least 1 day in advance and may be scheduled as far as 7 days in advance.

First, log in and click "Visitation" in the main menu. Add any additional visitors that will

attend the visit, and select the inmate you'd like to visit.

Choose whether you would like to have a video visit at the facility or an internet visit from home. Before scheduling an internet visit, be sure to run the **INTERNET VISIT TESTER**.

Next, enter your preferred date, time and location and click "Search." **All visits are displayed in EASTERN TIME**.

If you select a paid visit, enter your billing information. All major credit cards, check cards and Visa Gift Cards are accepted.
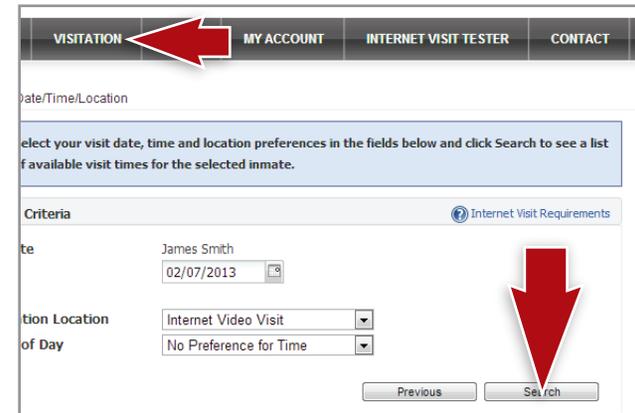

3. CHECK IN

Visits at the facility:
Please **arrive 15 minutes early** for check in. A photo ID is required to check in.

Internet visits:
Log in 15 minutes before your visit is scheduled to begin. Your visit will be highlighted in red under "next internet visit." Click the play button on the right of the red bar. Follow the instructions on the proceeding pages.

After completing the tester, click "Start Visit." On the next page, click "Allow." Your visit will begin at the scheduled time.

CANCELATION

To cancel a visit, click "Cancel Visit" on the Summary page; or click the "X" next to the visit on the Homepage. You will be asked to confirm your cancellation. To view information about past visits, click the "View Visit History" link under the "My Account" tab.

Unpaid Visits: Unpaid visits must be canceled at least 24 hours in advance.

Paid Visit Refunds:

48+ hours in advance: 100% Refund

24 - 48 hours in advance: 50% Refund

Under 24 hours in advance: NO Refund

No refunds will be issued for visits stopped due to inappropriate behavior or dress.

FULL Refunds will be issued for visits cancelled by the facility.