

WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Jared Hoy

DATE: April 6, 2026 - UPDATED

TO: Staff, Persons in Our Care, and Visitors

FROM: Eric Speckhart, Superintendent

SUBJECT: Video Visits and In-Person Visiting Scheduling

Beginning June 19, 2023, the Department of Corrections will begin a phased approach to replace ZOOM visits with a virtual visiting platform provided by ICS Solutions. This new service comes with benefits resulting in increased opportunities for video visits as a supplement to in-person visitation

The target date to begin scheduling ICSolutions video visits for Gordon Correctional Center (GCC) is **July 3, 2023** with video visits on the new platform to start **July 17, 2023**.

Persons in our care must provide their friends and family the unique party ID listed next to the visitor's name on the visiting list, in order for an ICS account to be created for visits. Visiting lists and directions on how to create an account will be delivered to all persons in our care this week.

Questions or difficulties registering an account should be directed to customer service on the ICSolutions website. If a visitor is unable to schedule a visit after the account is registered, please send an email identifying the account has been established but is unable to schedule a visit to:

DOCDAlElectronicVisitSupport@wisconsin.gov. GCC staff cannot help with Party ID questions.

Family and friends may begin registering at www.icsolutions.com once they are provided their party ID by the PERSONS IN OUR CARE. A visitor should only have one party ID, even if visiting multiple PIOC.

The information registered on the ICSolutions account **must match** the information exactly as submitted on the approved WI DOC visitor application.

Visitor must schedule in-person and video visits at least 48 hours in advance and no more than fourteen (14) days in advance.

IN PERSON VISITING

- Each person is eligible to have four (4) in person visits each week. A week is defined as Tuesday through Monday. Each person will be scheduled for a maximum of three (3) hours in length. Visitors may arrive anytime during the 3-hour block. However, the visit will not extend past the scheduled end time.

- Each visit is limited to four (4) visitors.
- **In Person Visiting Hours:**
 - Monday & Friday – 6:30 PM to 9:00 PM
 - Saturday, Sunday & Holidays – 8:30 AM to 11:30 AM / 1:00 PM to 4:00 PM

VIDEO VISITS

- For the first six (6) months of implementation, each person in our care is eligible for one (1) free 25-minute video visit per week.
- Additional calls are available for the cost of \$2.50 per visit, up to 12 visits per month for a total of 16 calls per month. Video visits are limited to 2 per day.
- Each visitor on the call must have an ICS account and be listed on the visit reservation. Each visitor will be required to show ID at the beginning of the call and anytime during the call when asked by staff.

VIDEO VISITING HOURS: When the center is open the video, visits are available for use.