

# Instructions for connecting to net-based visits

**Net-based visits is an immediate response to the COVID-19 outbreak thus it is not fully quality tested. The Norwegian Correctional Service asks for your patience and understanding and ensures you that we are constantly working to improving this service.**

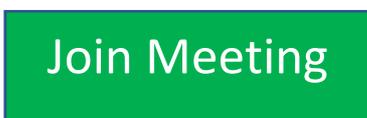
In the timeslot defined for this net-based visit we have booked a digital meeting for you to communicate with a convict/inmate.

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Everyone must visit <https://www.webex.com/test-meeting.html> prior to the visit to test the ability to establish a connection from your PC, cellphone or tablet.

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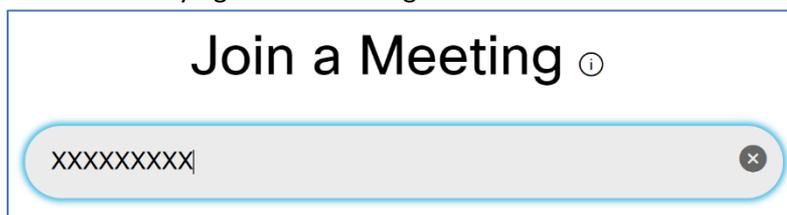
The easiest way to connect to the visit is by clicking the “Join Meeting” button in the email you will receive prior to the visit (the depending on your language).



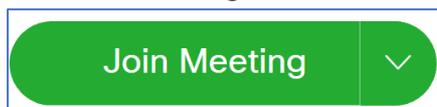
If the green button isn't visible, please click the link next to the “Join Meeting”

Participate with a Windows computer:

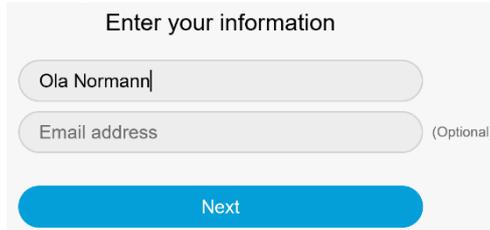
- Navigate to <https://kriminalomsorg.webex.com/>
- Enter the 9-digit meeting number reference from the email you received into the form on the website saying “Enter meeting information” and hit ENTER.



- Click «Join Meeting»



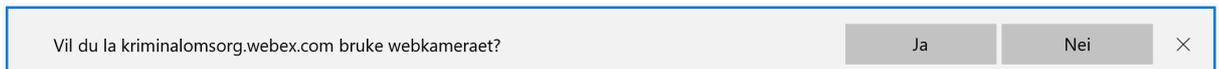
- Enter your name and click «**Next**»



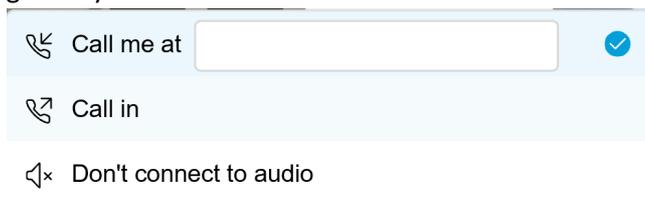
- Click «**Skip**» if you are prompted with a «**New Audio and Video Preview Window**».
- Let your web browser use your web camera (and your microphone if prompted). Click “**Yes**” or “**Allow**” depending on how your web browser prompts you.  
(Should look similar to this)



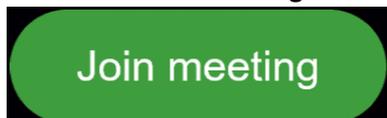
(Or this)



- If you are prompted with the box below, just press anywhere inside the browser and it will go away.



- Then click «**Join meeting**»



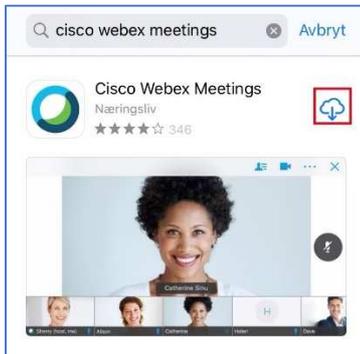
- **You are now waiting in the lobby for the prison staff to accept and enable the call.**

Participate with your tablet or mobile device (iPhone/iPad and Android)

- Install the App **Cisco Webex Meeting** to your phone or tablet
- If you have an Apple-product, use the following link:  
<https://apps.apple.com/us/app/cisco-webex-meetings/id298844386>

- If you have an Android-product, use the following link:

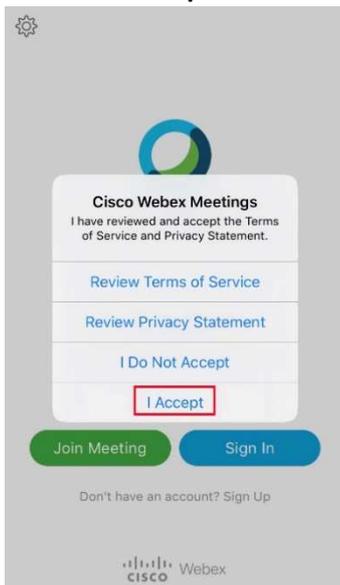
<https://play.google.com/store/apps/details?id=com.cisco.webex.meetings&hl=en>



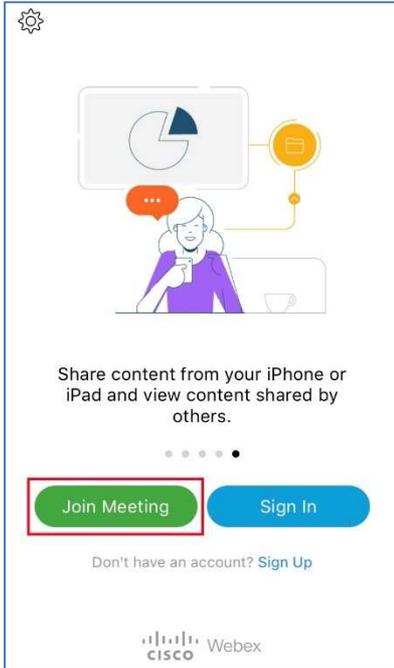
- Open the application once it is installed.



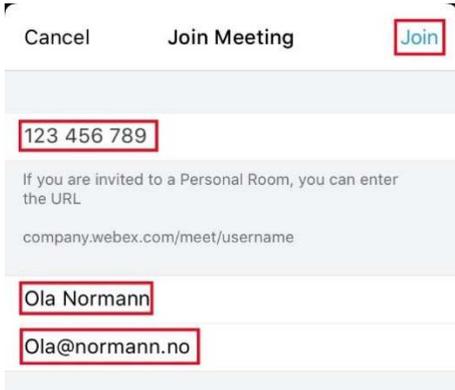
- Choose «I Accept» on the Terms of Service/Privacy agreement prompt.



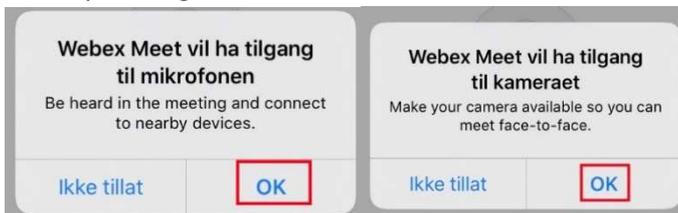
- Press the green button saying **“Join meeting”**



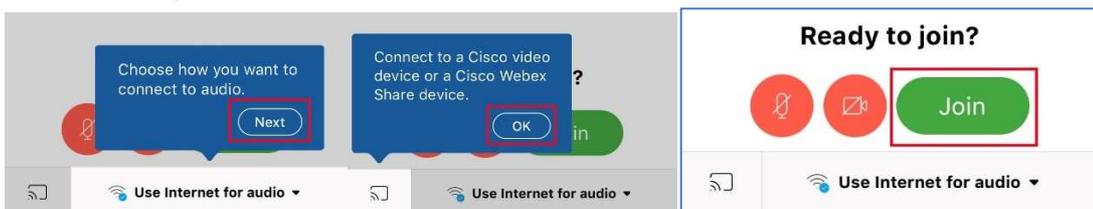
- Enter the 9-digit meeting number reference into the first form field, your name and your email in as requested. Once all is filled in, **“Join”** will become visible, click it.



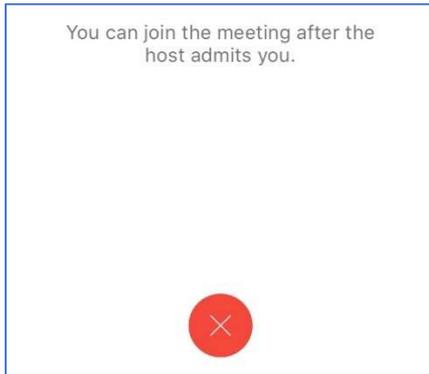
- The application will now ask permission to use your camera and microphone. Please allow both by clicking **“OK”**.



- When you are ready, and have clicked through the quick tour of functionality, you are able to select **“Join”** (green button).

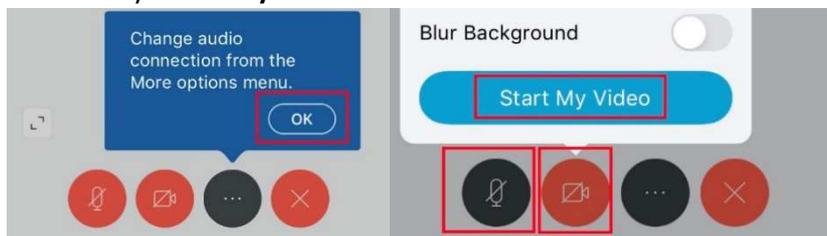


- **You are now waiting in the lobby for the prison staff to accept and enable the call.**



- When you have been accepted into the videocall, please enable camera and microphone as displayed below.

Then finally **“Start My Video”**



Participate through Skype (PC, tablet or phone), pre-requirements is that you have Skype installed and a Skype account

- Search for the address mentioned in your email, **xxxxxxx.kriminalomsorg@lync.webex.com** (xxxxxxx is the 9-digit meeting number reference).
- Call that user with video.
- **You are now waiting in the lobby for the prison staff to accept and enable the call.**

**If you still haven't been able to establish connection to the digital visiting room, please contact Kriminalomsorgen per phone: +47 40 43 88 80**

**To postpone, cancel or other inquiries regarding the visit, please contact the prison with which you booked the visit.**