

# OVR User Quick Reference Guide

## Overview

The **Department of Correction (DOC) Online Visiting Registration (OVR)** service available via the Internet, allows you to look up an inmate, register as a visitor to visit inmate(s), schedule visits, and view/update scheduled visits with an inmate housed at either the Santa Clara County Elmwood Complex or Main Jail Complex. This online service eliminates the need to contact DOC staff by phone or in-person to schedule inmate visits.

You can use this service from any computer with Internet access using a standard web browser, such as Internet Explorer, Chrome, or Firefox.

**Visitors who have already registered in person and visited an inmate at the Elmwood Complex or Main Jail Complex have been automatically registered and entered in the OVR System database.** To use this service, you may obtain your login information by contacting via email the facility you wish to visit, **please include in the email full name, date of birth, and ID number given on the original registration (driver's license #, passport, etc):**

- Elmwood: [Elmwood.Visiting@doc.sccgov.org](mailto:Elmwood.Visiting@doc.sccgov.org)
- Main Jail: [MainJail.Visiting@doc.sccgov.org](mailto:MainJail.Visiting@doc.sccgov.org)

**Visitors who have NOT registered in person or visited an inmate at any Santa Clara County jail,** go to the next page for instructions on steps to register and schedule visits using the online OVR service.

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## Steps to Register and Schedule Visits Using Online OVR

On a computer open a web browser window. In the address line type the following URL:

<https://eservices.sccgov.org/ovr>

**1. Sign-up if you have never registered or visited Elmwood or Main Jail** (if you have registered or visited an inmate at one of the jails, follow steps on previous page):

A. Create a new account (usernames must be at least 6 characters; passwords must be at least 8 and contain upper and lower case letters, numbers, and a special character)

B. Login (login link is located at the top right corner of the page)

a. click on the “Update Visitor Registration” link and complete and submit the registration form

b. You may logout after submitting your registration or from the menu choose:

“Update Visitor Registration” (make changes/updates to your information)

“Look-up Inmate Booking Information”

(Note – Your application to visit inmates must be approved before you can schedule and visit an inmate, the process takes 2 to 4 business days. You will be notified of the status of your application by email at the email address you included on the registration form)

**2. Look up Inmate Booking Information**

In case you logged out after completing the registration form, you will need to login using the account you created in step one (the login link is located at the top right corner of the page).

While you are waiting for your application to be processed, you may check to see if the inmate you want to visit is in custody by using the menu option “Look up Inmate Booking Information.”

You will need inmate’s Booking Number (CEN), Personal File Number (PFN), or you may search by first and last name and date of birth, or first and last name and booking date.

Once your visiting registration is approved, you will see two additional menu options: “Schedule a new visit” and “View Scheduled Visits”

**3. Schedule a visit**

a. Login using the account you created in step one (the login link is at the top right corner of the page)

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- b. Select “Schedule a New Visit”, and follow the screens:

You will need inmate’s Booking Number (CEN), Personal File Number (PFN), or you may enter their first and last name and date of birth, or first and last name and booking date.

“Confirm” that it is the correct inmate you wish to visit.

Fill out visitor information as required by the system. You can have up to two visitors per visit (both must be registered and approved by DOC).

System will display available time slots and dates, select a time slot for the date you want to visit, and click “Review Selection.” If no date/time is available, housing unit is full.

The next screen will display the visit details (date/time/visitor/inmate), to complete scheduling the visit click the “Confirm” button.

## 4. View Scheduled Visits

You may View/modify/cancel your visits and print a report.

- a. Login using the account you created in step one (the login link is at the top right corner of the page)
- b. Select the visit you want to modify
- c. Click on the button of the action you want to take and follow the screens.