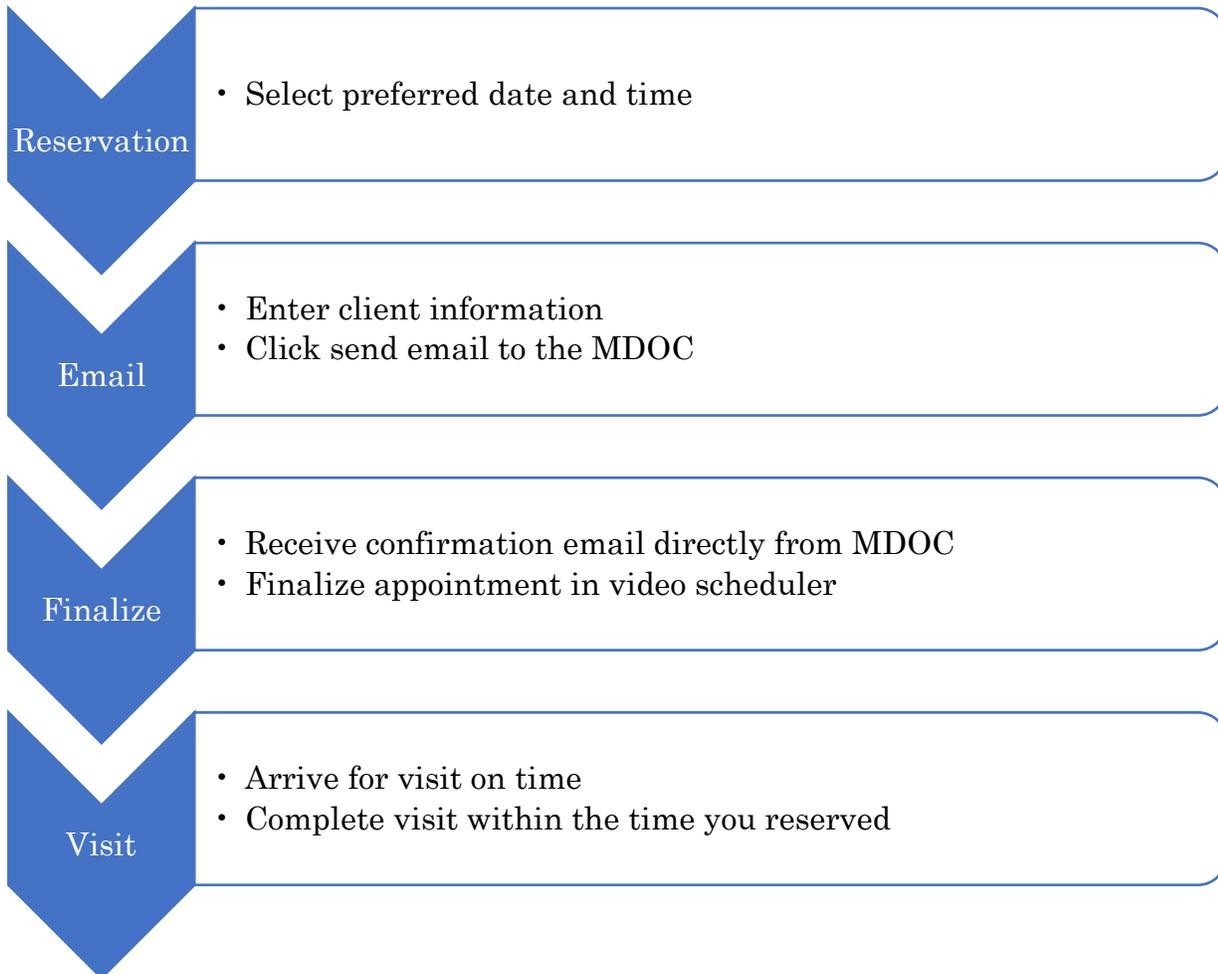


Video Visit Instructions

Please visit <https://www.sado.org/SADOScheduler> to schedule a video conference with your client.



If you encounter any problems with the Video Scheduler, please contact MAACS at maacsvisits@sado.org.

If you experience technical problems when attempting to conduct a visit, please contact Terry Huhn at 517.334.1202 or MariaRosa Palmer at 517.334.1203.

Detailed steps for scheduling video conferences with clients

Make a Reservation: Select the preferred time. A pop-up message will appear and allow you to extend your conference time if needed:

Reservation Information Close [X]

Reserve Room 1 for 12/20/2021 between 9:00am and 10:00am:

- Extend reservation to end at 11:00am
- Extend reservation to end at 12:00pm
- Extend reservation to end at 1:00pm

After you have made your selection, click “OK.” Your selected reservation will appear on the calendar, highlighted in orange. Next, click “Reserve Time.”

Zoom Calendar

Requested Time ✕

Room 1

Monday 12/20/2021

9:00am - 10:00am

< The week of Monday, December 20, 2021 >

Enter all required information. Once information is entered, click “Save Appointment.” After you save the appointment, you will see the screen below:

Send MDOC an Email Request

[Go to Detail](#) [Return to Calendar](#)

No request email has been sent to the MDOC yet!

I manually sent an email request to the MDOC!

The email text will read:

From: siteadmin@sado.org
To: MDOCwrit@michigan.gov; bhall@sado.org; mrpalmer@sado.org
CC: bhall@sado.org

Subject: SADO Video Conference Request - J. Tree

Please accept this email as my formal request to arrange a confidential Zoom video conference for the time listed below.

For MDOC staff only, you can confirm or decline the video conference by going to <http://www.sado.org/ApproveVisit/f28f5ae5-be67-452d-81b5-3890cbf9e077>.

When: December 20, 2021 from 9:00am to 10:00am ([join meeting](#))
IP Address: 162.255.36.11##
Meeting ID: 821 0898 8526
Passcode: 737314

Host Name: Bradley Hall (P68924)
Host Email: bhall@sado.org

Client: Joe Tree
MDOC No.: 12345
Location: Alger Correctional Facility

County: Alcona
Case No.: 00-12345
Charges: 750.82

Comments:

provide any additional comments...

Review the information for accuracy. If the information is correct, click “Send This Email to the MDOC.” The scheduler will automatically send your email to the MDOC Writ office. After the email is sent, you will see your client detail and the status of the request as follows:

Step 1: A request email was sent to the MDOC on 10/25/2021

Step 2: The MDOC has not confirmed this video conference yet. If you have received an email from MDOC writ, please go to Step 3 and finalize the confirmed time.

Step 3: Finalize Confirmed Time.

Requested time:

Finalize Visit: After the MDOC approves and confirms your request, MDOC Writ will email you directly with confirmation. Upon receipt of this confirmation email, please log into the video scheduler and click “Finalize a Time.” Be sure you are finalizing the correct time if you entered alternate dates and times. Once finalized, the alternates will be automatically deleted, and your confirmed visit will be highlighted in green.

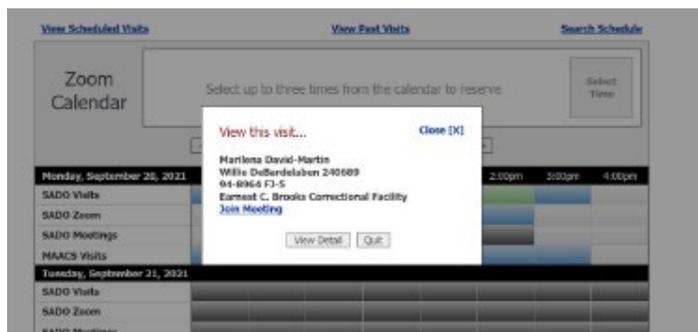
These time(s) are pending MDOC confirmation:

[Finalize a Time](#)

Requested Time: Room 2 on 11.11.2021 from 1:00pm to 2:00pm

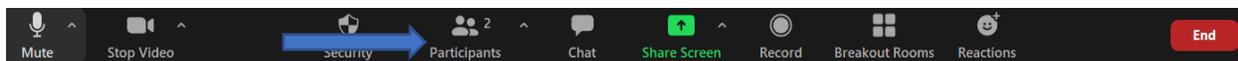
Day of visit: To start your visit, you can go to the video scheduler, select your reservation, and click on “Join Meeting.” Or you can start the meeting using the Zoom information provided in your email. You will be the zoom host. If you arrive early, you may get a message that “the host has another meeting in progress.” Please remain on the line, as your facility should appear at the time your visit is supposed to start.

Troubleshooting Note: If you continue to get this message after your scheduled start time, it may mean that a prior meeting was not properly ended. Go to the video scheduler and click on the visit scheduled immediately before your visit. A pop-up box will appear.

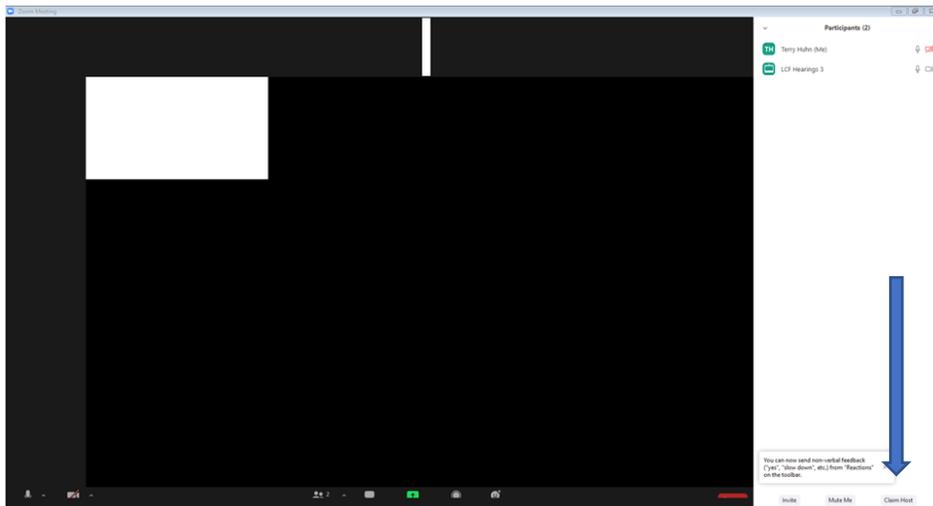


Click on “Join Meeting”. If you see people in the room from the prior visit, ask them to end their visit since a new visit is scheduled to start.

If the MDOC room is empty, click on “Participants” and then a frame should pop out on the right-hand side.



Select “Claim Host” at the bottom.



Enter the code: **313256**.



You are now the host and can end the meeting by selecting “End Meeting”. Now you should be able to start your visit without issue. Contact MAACS for assistance if this situation. You may call Terry Huhn at 517.334.1202 or MariaRosa Palmer at 517.334.1203.

Video Visit Confirmation: Confirmations will no longer be automated. Please contact MAACS if you need a confirmation or have questions when completing your voucher.