

For iWebVisit Assistance

All support options are available 6 Days a week during normal visitation hours (5:00 a.m. to 10:00 p.m. PST / 8:00 a.m. to 1:00 a.m. EST)

On Sundays, we will not be available to visitors by phone or live chat, but please email your questions/visit issues to support@iwebvisit.com. We will respond the following business day.

- **LIVE CHAT:** You can use **LIVE CHAT** by going to iwebvisit.com. Just type in the box at the bottom right corner of your screen and we will assist.
- **EMAIL:** You can email any questions you may have to: support@iwebvisit.com
- **TELEPHONE:** (775) 434-8748 During peak times, you may be asked to leave a message however, we will get back with you as quickly as possible.

All visitors must abide by the rules of the facility they visit and follow our policies to avoid visit termination and getting blocked. Visits that are terminated for policy violations will not be credited.

Remote visitors are responsible for having working equipment and a strong internet connection. Unsuccessful visits due to equipment, browser, and internet issues cannot be credited.