

## Institution Visiting:

This facility currently offers free video calls through Ameelio Connect in Dorm 5, Dorm 6, and Southern Maine Women's Re-Entry Center. Before having a free Ameelio video call, you must be an approved visitor. If you are not an approved visitor, complete a [Visitor Application](#) and mail it to: Maine Correctional Center, Visit Office, 17 Mallison Falls Road, Windham, ME 04062.

**In order to schedule a video call, all visitors must use the Ameelio Connect app. All visitors 13 years and older will need to create an Ameelio Connect account after being approved by MCC/SMWRC to visit.**

**Ameelio Connect is only available on iPhones, iPads, and Android Phones.**

**Ameelio Connect is not currently available on computers or laptops.**

## Getting Started Guide for Ameelio:

**How-to video:** Watch the [demo video](#) to see how to set up and use the Connect app. Here is a link to the YouTube walkthrough video: <https://youtu.be/Bp1xPn7pKUs>

### STEP 1 - Download the Connect App

**For iPhone:** If you are on an iPhone you need to first download TestFlight, found at this link: <https://apps.apple.com/us/app/testflight/id899247664>

Once you've downloaded TestFlight, you can then click this link to download the Connect app: <https://testflight.apple.com/join/QQC5YHiD>

**For Android:** If you are on an Android phone, you do not need to download TestFlight. You only have to click this link to download the Connect app: <https://play.google.com/store/apps/details?id=com.connectmobile>

### Relevant FAQs:

[How to download Ameelio Connect on iPhone](#)

[How to download Ameelio Connect on Android](#)

[Where is Ameelio Connect currently available](#)

### STEP 2: Create and Verify your Account

After creating an account you will be asked to verify your identity. For this step, you will need a government-issued ID (such as a driver's license or a passport). You will then be asked to take three photos:

- The front of your photo ID
- The back of your photo ID
- A selfie of you holding your ID with the photo ID facing the camera.

(see the [demo video](#) for examples)

**IMPORTANT: Only the visitation staff will have access to your documents**

**Relevant FAQs:**

[Who needs to create a Connect account](#)

### **STEP 3: Verify your Account**

After you submit your photos, you can then add your incarcerated contact by clicking 'Request Contact'. On this page you must select the incarcerated individual's facility. Then you can find your contact by searching by their name or MDOC ID number.

**Relevant FAQs:**

[Why can't I find my loved one](#)

[Can I have contacts at multiple facilities](#)

### **STEP 4: Facility Approval**

After you add your contact, the Maine DOC will then approve you as an approved video visitor. Once you are approved, we will notify you so you can start scheduling video calls with your loved one.

**Relevant FAQs:**

[How to register as an authorized visitor](#)

[Why is my connection request pending](#)

[What to do when connection request is rejected](#)

### **STEP 5: Schedule Visit**

Once you have been notified you've been approved, you can now schedule visits with your loved one. Select the approved contact you'd like to visit and then hit schedule

event where you will then select the type of visit. Choose the one you want and then select an available date from the calendar. Once you've scheduled the visit, it will need to be approved by DOC. Ameelio does not approve or reject any visit request. Once approved, you are ready to show up to your visit with your loved one!

### **Relevant FAQs:**

[Why isn't the day I want to pick available](#)

[Why is my visit request pending](#)

[Why is my visit request rejected](#)

### **Customer Support:**

Please find Ameelio's Frequently Asked Questions page [here](#).

Here is a link to our [Connect Support request form](#). Please fill out all fields and attach screenshots and a member of our Support team will reach out to assist you. When contacting customer support, please include screenshots that help describe your issue.

You can also email Ameelio at [support@ameeliocustomerservice.zendesk.com](mailto:support@ameeliocustomerservice.zendesk.com)

**Please use the customer support options above for assistance.**