



REQUESTING A VIDEO CONFERENCE WITH A CLIENT DETAINED AT NSDC

At least **2 days in advance**, email the following information to NV_CJAResource@fd.org

- Client's name and ID number (if you have it)
- How long you need for the conference
- **At least two (2) days and times you are available** (ex. 7/25 between 2:00-4:30)
- The email addresses of others participating (ex. interpreter)
- Confirmation that others participating are available at the proposed dates/times

Once confirmed, review the instructions that are included on the calendar invite.

EXAMPLE

Good afternoon, I am writing to request a **45-minute** video conference with XXXXX # 66541251. Interpreter XXXXXXXX, cc'd to this email, will be participating as well. We are both available at the dates and times below. Thanks for your assistance.

Thursday, 25 July 2021 – 8:00 am – 11:00 am

Wednesday, 26 July 2021 – 1:00 pm – 4:00 pm

TROUBLESHOOTING FOR VIDEO CONFERENCES

- If you connect and see that you are the “only participant” or it is only you and your service provider, close your web browser and try connecting again. Any service providers participating should do the same.
- If you connect again and still see “only participant” please **contact the prison directly at 775-751-4500, press 0** and ask to speak with the officer handling attorney video conferences. If the officer verifies your client is in the room, log out of the web browser entirely and **ask the officer to reset the machine**. It takes approximately 3 minutes for the machine to reboot. As soon as the 3 minutes is up, try connecting again.
- If you connect and see an empty room, please wait about 5 minutes. Sometimes the jail is running behind or the previous interview went over and they just need a few minutes to get the client into the room. After 5 minutes, if the room is still empty please **contact the prison directly at 775-751-4500, press 0** and ask to speak with the officer handling attorney video conferences.
- Ultimately, if Pahrump is unable to help you, we are unable to help you. Please contact us to reschedule.