

FIRST ACCESS MANUAL

The “Family Connection - Virtual Visits” feature will be available to family members registered on the visiting list, with simple access, as shown in the images and steps below:

Step 1 - Enter the website address of the Secretariat of Penitentiary Administration (www.sap.sp.gov.br);

Step 2 - At the top of the homepage, hover your mouse cursor over the Services option;

Step 3 - Move the mouse cursor to the “For Visitors” option and click on it.



Under “Services”, select the option “International Migrants”. On the next page, select the option “Inclusion in the Visitor List Form” and fill in the form data and include the necessary documents for the inclusion request.

The following message will be displayed:

ATENÇÃO: Antes de preencher este formulário, tenha a certeza dos dados necessários. Caso não tenha informação de “número de matrícula” e “unidade prisional” da pessoa em situação de prisão, encaminhar um email para reintegracao-social@sp.gov.br com o nome completo da pessoa presa, nome completo da mãe, país de origem. O prazo de retorno com as informações será de 05 dias úteis. Após o recebimento da informação, retornar à este formulário e concluir o pedido de inclusão.

ATTENTION: Before filling out this form, make sure you have the necessary data. If you do not have information on the “matriculation number” and “prison unit” of the person in prison, send an email to reintegracao-social@sp.gov.br with the prisoner’s full name, mother’s full name, country of origin. The return period with information will be 5 working days. After receiving the information, return to this form and complete the inclusion request.

ATENCIÓN: Avant de remplir ce formulaire, assurez-vous de disposer des données nécessaires. Si vous ne disposez pas d’informations sur le numéro d’enregistrement et l’unité pénitentiaire de la personne incarcérée, envoyez un e-mail à reintegracao-social@sp.gov.br avec le nom complet du détenu, le nom complet de la mère, le pays d’origine. Le délai de retour avec informations sera de 5 jours ouvrés. Après avoir reçu les informations, retournez sur ce formulaire et complétez la demande d’inclusion.

ATENCIÓN: Antes de rellenar este formulario, asegúrese de tener los datos necesarios. Si no tiene información sobre el “número de registro” y “unidad carcelaria” de la persona en prisión, envíe un correo electrónico a reintegracao-social@sp.gov.br con el nombre completo del recluso, nombre completo de la madre, país de origen. El plazo de devolución con información será de 5 días laborables. Luego de recibir la información, regrese a este formulario y complete la solicitud de inclusión.

FECHAR

Inclusion form for the Visitor List – Family Connection:

* Campos Obrigatórios

Conexão Familiar Migrantes

Language *
English

Full name *
Full Name Of Person In Prison *

ID number Of Person In Prison *
Phone *

E-Mail *

Type of unit*
Seleção o tipo de unidade

Unit*
Unit*

Attach a file with an image of the photo identification document
ATTACH FILES IN PDF FORMAT

Attach a file with an image of the proof of residence
ATTACH FILES IN PDF FORMAT

Attach a file with an image of the document/declaration proving the degree of kinship
ATTACH FILES IN PDF FORMAT

Insira os caracteres que você vê:
QRROE

Enviar

After receiving the Visitor Card (Carteirinha de Visitante) via email, the visitor must return to the Conexão Familiar website and access the scheduling system.

On the Conexão Familiar page, the option “Conexão Familiar – Visita Virtual” must be selected, as shown in the image below.

Conexão familiar – “Conexão Familiar – Visita Virtual”

Início

Conexão Familiar

Idealizado pelo Departamento de Atenção ao Egresso e Família, a execução do projeto Conexão Familiar só é possível graças à união de esforços dos profissionais da Secretaria, englobando as coordenadorias regionais e diretorias setoriais, sob supervisão da Coordenadoria de Reintegração Social e Cidadania.

O Conexão Familiar atualmente é composto por:

 Mensagem via Formulário

 Visitas virtuais - no momento, disponíveis para as unidades prisionais femininas, nos Hospitais de Custódia e Tratamentos Psiquiátrico (HCTPs) e no Centro de Readaptação Penitenciária (CRP) de Presidente Bernardes

As visitas virtuais são realizadas por meio de videoconferência, permitindo o contato visual e sonoro entre reeducandos (as)/pacientes e visitantes. Só pode usufruir da ferramenta o familiar que estiver cadastrado no rol de visitas dos/das reeducandos/pacientes. As visitas virtuais ocorrem aos sábados e domingos, das 8h às 16h.

Caso tenha problemas no envio ou recebimento de mensagens por meio do Conexão Familiar, entre em contato com a Central de Atenção ao Egresso e Família mais próxima de você.

Topo ▲

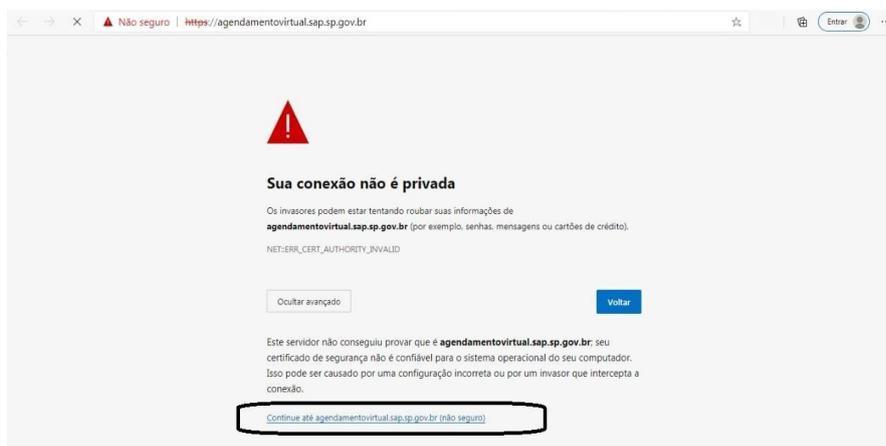
Once selected, you will be directed to the Virtual Scheduling system, as shown in the image below.



If the page fails to load, click on the “Advanced” option, as shown in the image below.



Then click on “Proceed to agendamentovirtual.sap.sp.gov.br (unsafe),” as shown in the image below.



1. System access

1.1. Account registration

To access the system's features, you must create an account by clicking on “create account” on the home page, at the top right of the page, as shown in the image below.



The registration screen below will be displayed. All required fields must be completed. Remember that in the “CPF ou Carteirinha” field, the international migrant visitor must use the visitor card number sent by email:

Cadastro

Nome

Sobrenome

CPF ou Carteirinha

E-mail

Telefone

Nova senha

Nível de dificuldade da senha:
— — — — —

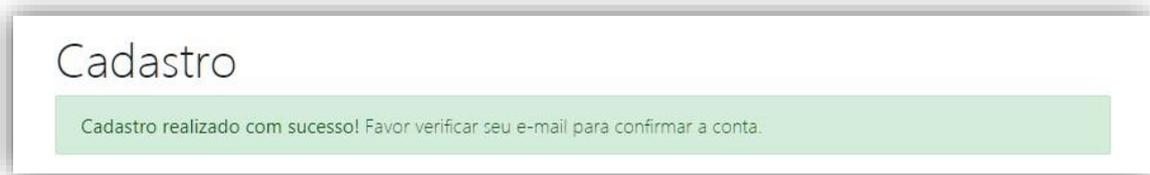
Confirmação de nova senha

[Cadastrar](#)

Se deseja [entrar](#)

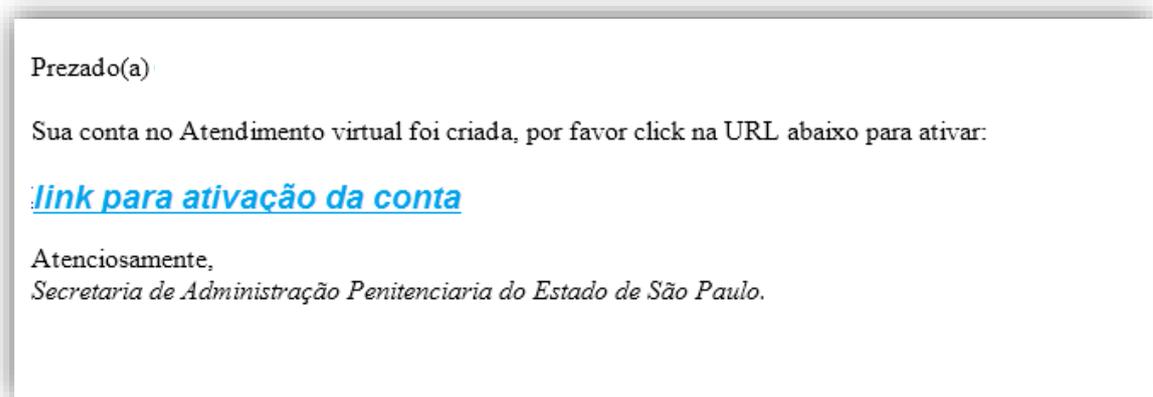
1.1.1. Once you click the **Register** button, the system will display a message informing you that your registration was successful.

1.1.2.

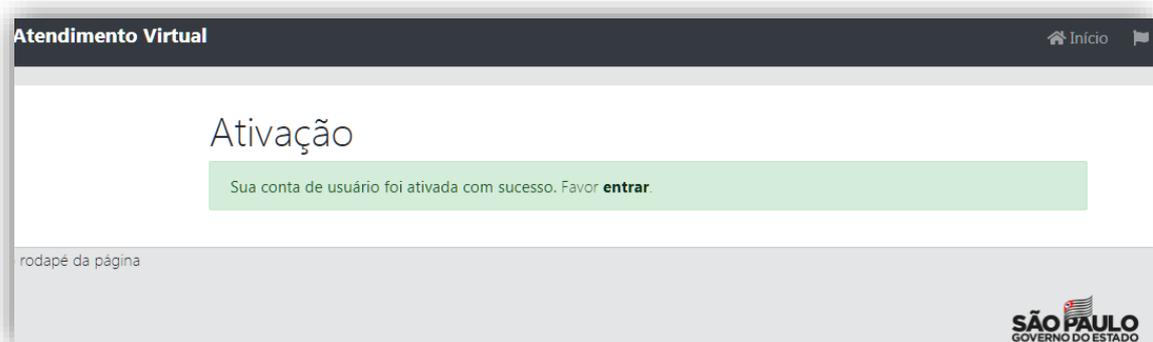


Account validation

To enable access to the system, you must validate your account using the link sent to your *email address*. You will receive an email with the activation key. Click on the link to activate the account:



1.1.1. Once you access the link, the following message will appear:



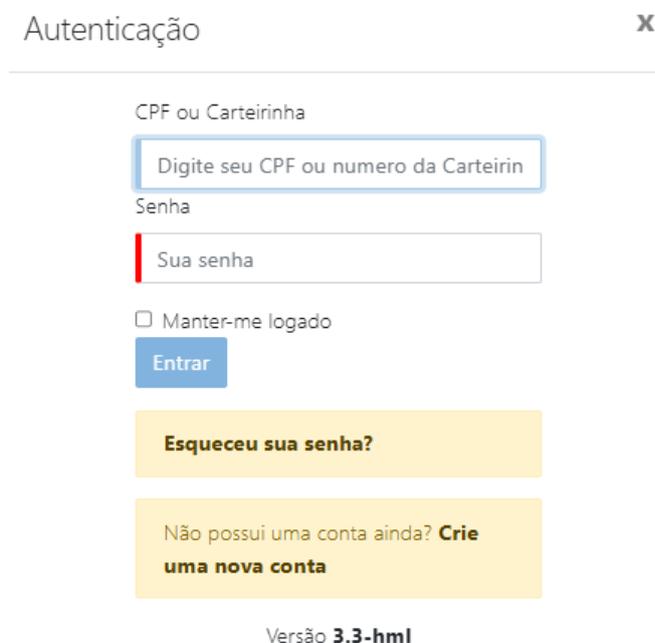
1.1. Log in to your account

1.1.1. Navigate through the top menu up to the Account item and select the “Sign in” option.



The screenshot shows a web interface titled "Atendimento Virtual". At the top right, there are navigation links for "Início", "Idioma", and "Conta". The main content area features an illustration of a person interacting with a large screen displaying a virtual visit. To the right of the illustration is the heading "Página Visita Virtual" followed by a detailed paragraph explaining the virtual visit process, including eligibility, scheduling, and the use of the Teams platform. Below the text are links for "Manual" and "Video", and a Teams logo at the bottom.

1.1.3. Enter your LOGIN details (card number) and the password previously registered, then click on the **Sign In** button.



The screenshot shows a login form titled "Autenticação" with a close button (X) in the top right corner. The form includes a label "CPF ou Carteirinha" above a text input field containing the placeholder "Digite seu CPF ou numero da Carteirinha". Below this is a "Senha" label above another text input field containing the placeholder "Sua senha". There is a checkbox labeled "Manter-me logado" which is currently unchecked. A blue "Entrar" button is positioned below the password field. Two yellow buttons are located below the "Entrar" button: "Esqueceu sua senha?" and "Não possui uma conta ainda? Crie uma nova conta". At the bottom of the form, the text "Versão 3.3-hml" is displayed.

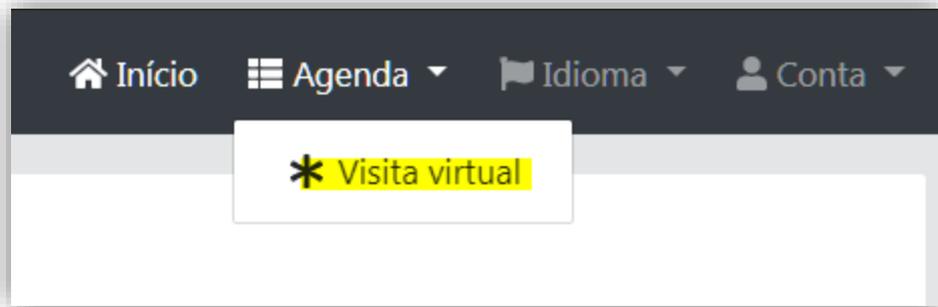
2. Solicitação de visita virtual

3. Virtual visit request

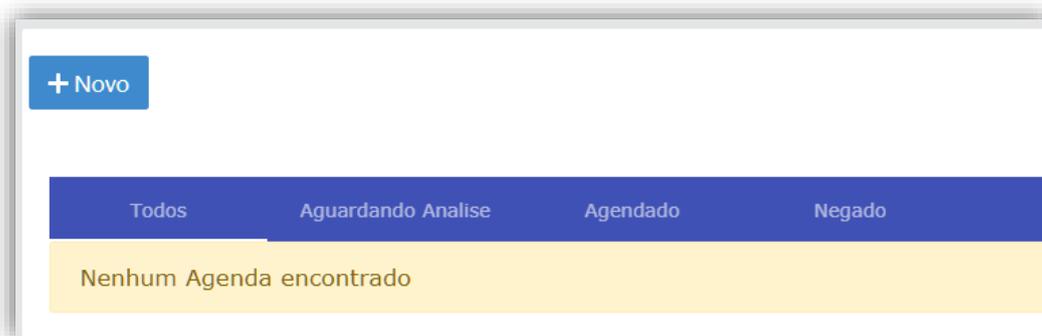
3.1. Create virtual visit request

To access the system's features, you must complete all previous user registration procedures.

3.1.1. Navigate through the top menu up to the **Schedule** item and select the "Virtual Visit" option.



On this screen, you can identify requests made through the system. To register a new request, click on the **New** button.



- 1.1.1. When registering a new request, you must enter the inmate's **registration number**, **without the check digit, using only numbers, i.e., without periods, dashes, etc.**, for the **Check** button to be enabled.



Cadastrar Solicitação

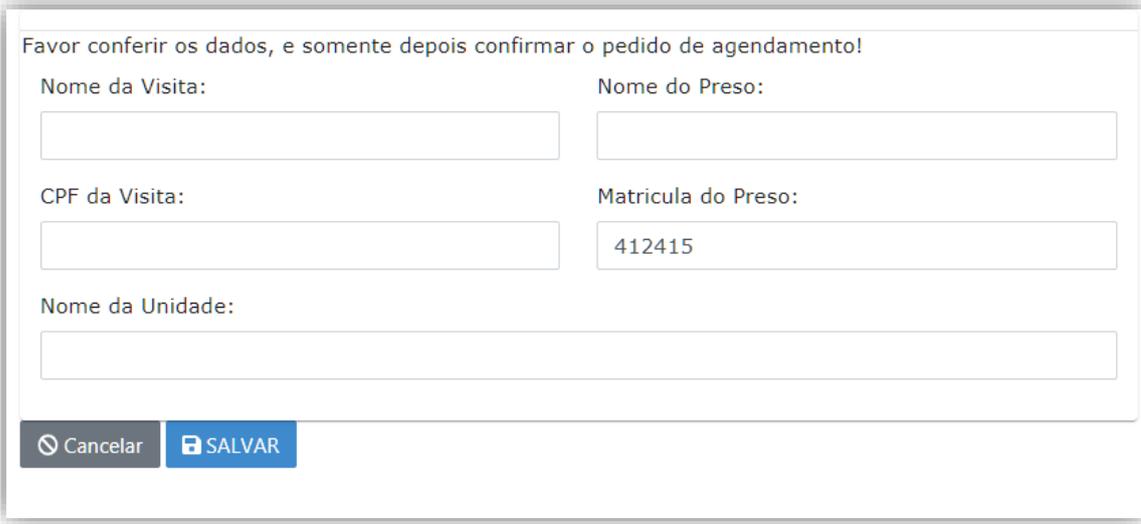
Adicionar Outros Participantes**

Matricula do Reeducando(a)

833446

Cancelar Verificar

- 1.1.1. Once you click on Verify, the system will validate whether you are registered on the prisoner's visiting list. If so, the system will display yours and the inmate's details for confirmation.



Favor conferir os dados, e somente depois confirmar o pedido de agendamento!

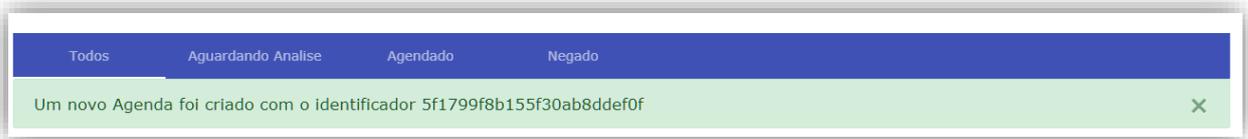
Nome da Visita: Nome do Preso:

CPF da Visita: Matricula do Preso: 412415

Nome da Unidade:

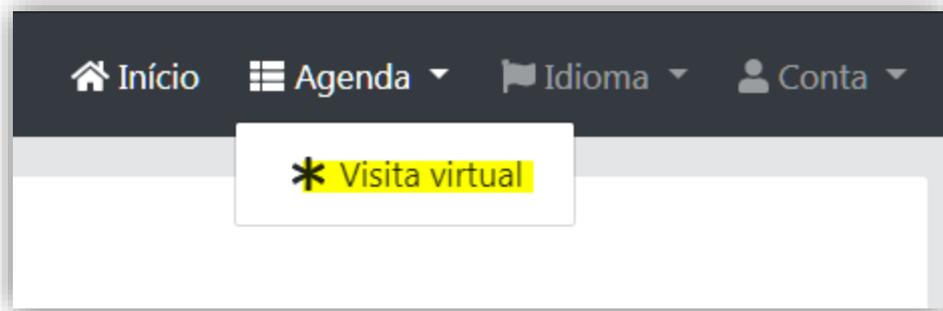
Cancelar SALVAR

1.1.1. After validating the data, click on the **Save** button. The system will save the request and display a success message. A confirmation email will also be sent.



1.1. Monitoring virtual visits requests

1.1.1. Navigate through the top menu up to the Schedule item and select the "Virtual Visit" option.



3.1.2. On this screen, you can identify requests made through the system..

A screenshot of a table displaying virtual visit requests. The table has a blue header with tabs: "Todos", "Aguardando Analise", "Agendado", and "Negado". The table columns are: "Visita CPF", "Visita Nome", "Matricula do Reeducando(a)", "Reeducando(a) Nome", "Unidade Nome", "Status", "Data Cadastro", and "Data Agenda". Each row includes "Visualizar" and "Editar" buttons.

Visita CPF	Visita Nome	Matricula do Reeducando(a)	Reeducando(a) Nome	Unidade Nome	Status	Data Cadastro	Data Agenda	
11526057808	ANA RIBEIRO	182456	VALDEVINO	P MIRANDOPOLIS I + ANEXO	EM_ANALISE	21 de jul. de 2020 12:02:50		Visualizar Editar
11526057808	ANA RIBEIRO	158338	ANTONIO	P LUCELIA + ALA	EM_ANALISE	21 de jul. de 2020 11:19:12		Visualizar Editar