CSD launches Social Visit e-Booking Service

The Correctional Services Department (CSD) announced today (October 26) that the Social Visit e-Booking Service (SVEBS) will be fully implemented on November 1 to facilitate the visitation of visitors.

The new service not only shortens the waiting time for visit registration in correctional institutions, but also allows visitors to manage their bookings, check the latest visit status of persons in custody (PICs) and the quotas for approved hand-in articles through the system.

Visitors must be declared visitors of PICs to register for a user account before using the SVEBS. Starting today, visitors can register for an account through the following means:

1. Use the "iAM Smart" mobile application;
2. Visit the SVEBS webpage via the CSD website or CSD mobile application to submit an application, and then go to the correctional institution to which the PIC concerned was admitted in person for identity verification; or
3. Visit the correctional institution to which the PIC concerned was admitted in person to submit an application and undergo identity verification.

After the completion of an account registration, consent of the PIC concerned must also be obtained before the visitors can use the SVEBS.

Users can make bookings for a social visit for the next seven days through "iAM Smart" or by logging into the SVEBS webpage (ebooking.icrms.csd.gov.hk/ebooking). The available timeslots for SVEBS depend on visiting hours of individual institutions. For more details, please refer to individual institution's information on the CSD website.

After the full launch of the SVEBS, visitors can still choose to visit institutions in person to register their visits.

For more details of the SVEBS, please browse the related promotional videos and information on the CSD website (www.csd.gov.hk)

The hyperlinks for "iAM Smart" and CSD mobile application are provided below:

"iAM Smart"â€‹
www.iamsmart.gov.hk/qr.html

CSD mobile application
iOS:

apps.apple.com/hk/app/hkcsd-mobile-application/id933686784

Android:
play.google.com/store/apps/details?id=com.innopage_csd.csdpublic

Huawei:
appgallery.huawei.com/#/app/C103409191