



# How to Set up JPay

## JPay: What is it and How to Use it

### What is Jpay

JPay helps keep friends and family in contact with their incarcerated loved ones through a variety of corrections-related services, as well as providing quick and reliable payment options for individuals in community corrections. On JPay, loved ones can send money to their incarcerated loved ones in the form of commissary. This money can be used to make phone calls, purchase pencils, paper, and stamps, and for better meals, clothing, toiletries, etc.

### How to Set up JPay

First, you will need to go to JPay's website: <https://www.jpay.com/>. Here, you will see a box that looks like this:

Sign up  
and start today

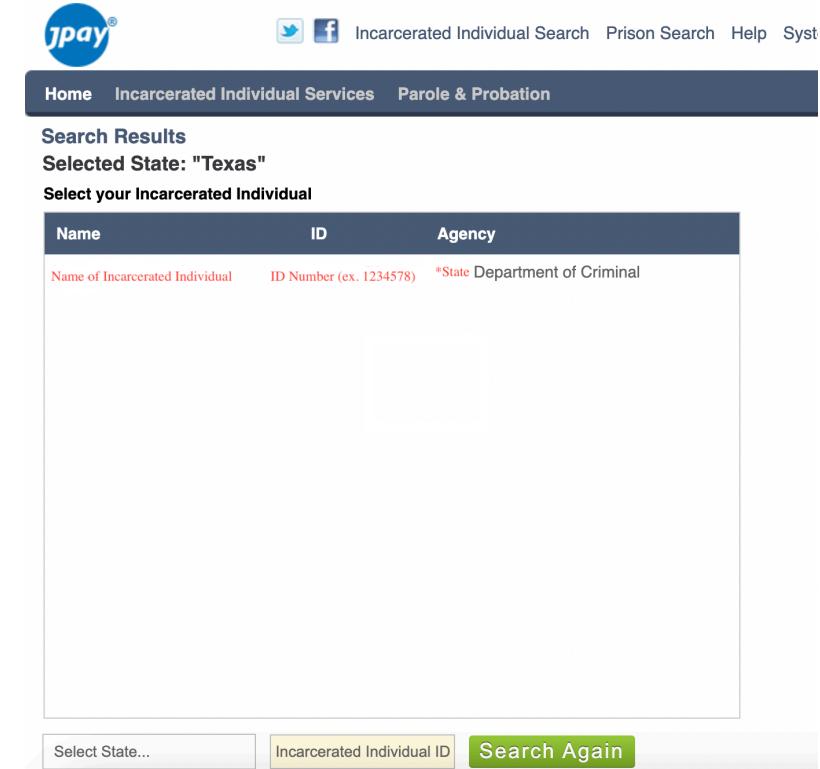
First, find your Incarcerated Individual

Select State...

Enter Incarcerated Individual ID

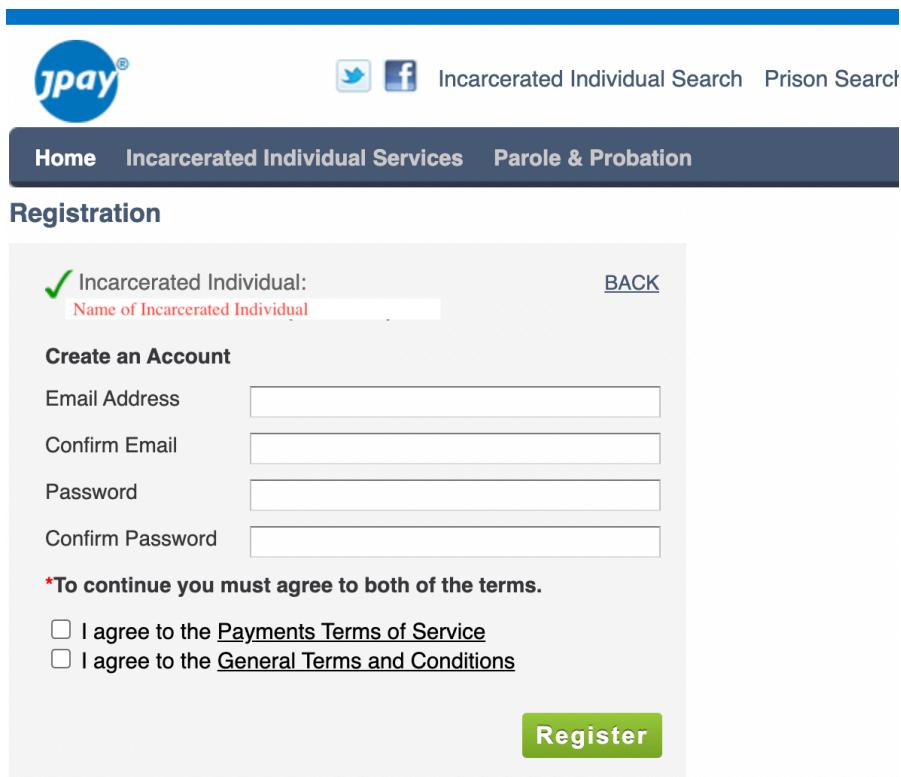
Next i

Select the state they are being held in (not the state they were convicted in if they are in federal prison) and enter their ID number. If you do not already have this number, go to the website of the facility they are being held to find their number.



The screenshot shows the JPay search results page for Texas. At the top, there are social media links for Twitter and Facebook, followed by 'Incarcerated Individual Search', 'Prison Search', 'Help', and 'System'. Below that is a navigation bar with 'Home', 'Incarcerated Individual Services', and 'Parole & Probation'. The main section is titled 'Search Results' and 'Selected State: "Texas"'. It has a sub-section 'Select your Incarcerated Individual' with a table header 'Name', 'ID', and 'Agency'. The table body contains one row with columns 'Name of Incarcerated Individual', 'ID Number (ex. 1234578)', and '\*State Department of Criminal'. At the bottom are three buttons: 'Select State...', 'Incarcerated Individual ID', and a green 'Search Again' button.

Click on the person's name/ID to continue. This will take you to another page where you can make your account. It will look like this:



The screenshot shows the JPay registration page. At the top, there are social media links for Twitter and Facebook, followed by 'Incarcerated Individual Search' and 'Prison Search'. Below that is a navigation bar with 'Home', 'Incarcerated Individual Services', and 'Parole & Probation'. The main section is titled 'Registration'. It has a checked checkbox for 'Incarcerated Individual' and a text input field for 'Name of Incarcerated Individual' with a placeholder 'Name of Incarcerated Individual'. There is a 'BACK' link. Below that is a 'Create an Account' section with four input fields: 'Email Address', 'Confirm Email', 'Password', and 'Confirm Password'. At the bottom, there is a note: '\*To continue you must agree to both of the terms.' followed by two checkboxes: 'I agree to the [Payments Terms of Service](#)' and 'I agree to the [General Terms and Conditions](#)'. A green 'Register' button is at the very bottom.

Fill in your email address, create a password, and agree to the Payment Terms of Service and the General Terms and Conditions. Once you do this and press register, you have created an account!  
Your home screen should look something like this:

The screenshot shows the JPay homepage. At the top, there's a navigation bar with links for Incarcerated Individual Search, Prison Search, Help, and System Status, along with a Logout button. Below that is a secondary navigation bar with Home, Send Money, Email, and Phone Time links, and a My Account button. A message at the top says "Incarcerated Individual: Name of Incarcerated Individual, Number, State Department Of Criminal Justice [add/edit](#)". There are three main service blocks: "Send Money" (with a dollar sign icon), "Email" (with an envelope icon), and "Phone Time" (with a phone receiver icon). Below these is a social media section titled "Find JPay on Social Media" with links for Facebook and Twitter.

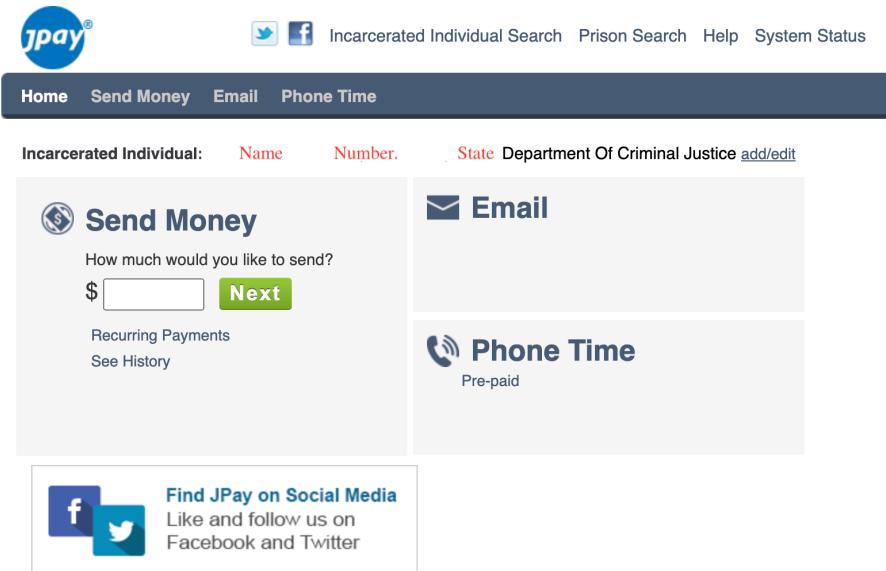
From here, you can click on the "My Account" button and add your information.

The screenshot shows the "My Profile" page. It has a sidebar with links for Offender Information, Add Phone Number, Payment Methods, Change Password, and Email Preferences. The main area is titled "My Profile" and contains a yellow placeholder box that says "Please enter your information below." Below this are fields for First Name, Middle Initial, Last Name, and Date of birth (with dropdown menus for Month, Day, and Year). There's also a section for Your billing address with fields for Address, Address 2, City/Town, Country (with a dropdown for United States of America), State/Province (with a dropdown for Please Choose....), Zip/Postal Code, Phone (xxx-xxx-xxxx), and Cell Phone. A "Continue" button is located at the bottom right of the form.

You will need to fill out this information to send money or to contact your loved one. Once this is updated, the JPay will ensure that your name is on the list of the Department of Corrections approved list for your incarcerated loved one. You will need to be on this list in order to use JPay so if you are not an approved sender, contact your incarcerated loved one to get on the list.

# JPay Money Transfer

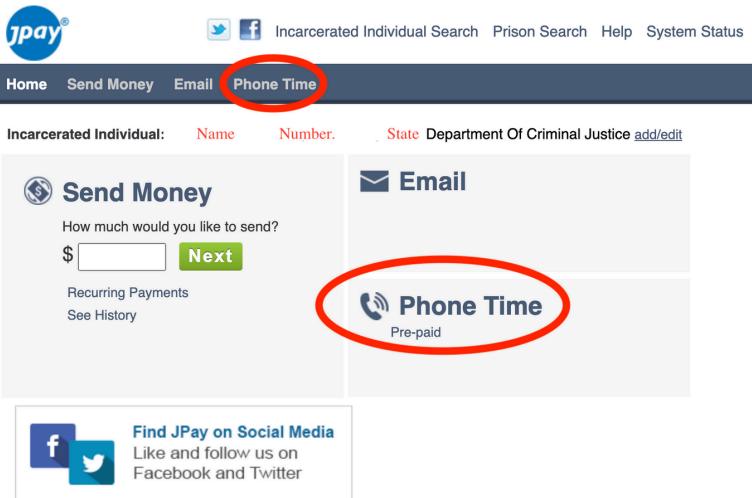
On the home page, it will give you the option to send money. Type in the amount you want to send and it will take you to the 'send money' tab in between 'Home' and 'Email'.



If you are on the DOC-approved list for your loved one, you will be asked to confirm your loved one's name. Then, you will be asked to put in your payment information and confirm the amount you want to send. Depending on the facility, it should take between 1-2 business days to be put into the commissary account of your loved one.

## JPay Phone Time

On the home page, it will give you the option to send money. Type in the amount you want to send and it will take you to the 'send money' tab in between 'Home' and 'Email'.



The webpage it takes you to should look like this:

The screenshot shows a navigation bar with 'Home', 'Send Money', 'Email', and 'Phone Time' tabs. The 'Phone Time' tab is active. Below the navigation bar, there's a sidebar with links: 'Phone Time', 'Prepaid Phone Time', 'History', 'Create Passcode', and 'Fee Schedule'. The main content area has a title 'Phone Time' with a phone icon. A yellow banner says 'Choose an option for adding phone time'. There are two main sections: 'Friend and Family AdvanceConnect' (describing prepaying phone time for offenders) and 'Add Funds to Phone Account' (describing funding an offender's phone account). Both sections include a note about offenders being restricted to approved calling lists and links to register offenders. Buttons for 'Buy Prepaid Time' (green) and 'Buy Phone Time' (green) are at the bottom.

The first option 'Buy Prepaid Time' allows you to pay for phone time **just between yourself and your loved one**. To use this option, you will need to create a passcode in the 'Create Passcode'. The passcode needs to be four characters long, you can use numbers and/or letters. When you save this passcode, it will successfully create your account and give you an account number. Finally, you can return to the Prepaid Time option, enter your passcode and the amount of money you would like to spend, and continue to your payment information. JPay does charge a fee for every purchase depending on how much you spend, so keep this in mind when deciding how much money you want to spend.

The second option, 'buy phone time' allows you to pay for phone time for **your loved one to call anyone on their approved calling list**. When you select this option, you will choose the person you are sending phone time (in the form of money) and the amount of money you want to spend. You will then put in your payment information (JPay does charge a fee for every purchase, so keep this in mind when deciding how much money you want to spend).

If you are unsure of how much money you have left on your prepaid time, under the 'Prepaid Phone Time' tab, select which phone number you're using and enter your passcode, then press 'Get Balance'. This will tell you how much money is left on your account.

# JPay Video Connect

If you have access to internet and a webcam, you may want to see if the facility your loved one is located offers video chat via JPay. These chats typically last 30 minutes and rates vary by facility. However, this may be a much more feasible option than scheduling a visit to a facility far away.

To schedule a JPay Video Connect, refer to this step-by-step guide provided by JPay:

## Scheduling a JPay Video Connect

To join a Video Connect, refer to this step-by-step guide provided by JPay:

## Joining a JPay Video Connect

## JPay App

After you make an account, if you are looking to make quick money transfers into your loved one's account, contact them via JPay Email or JPay Video Contact, you may want to consider downloading the JPay app. It is available on the Apple App Store or on Google Play and makes things a bit easier than having to access a computer every time you want to send money or contact your loved one.

