

Tablet Instructions

Password

- Login – username is always the inmate ID number
- First time login – inmate's birthday example January 1, 2019 – entered 01012019
- Forgot Password – enter username, answer your security questions. If you forgot the security answers you click *Forgot Security Questions?* and it will take you to a new screen to enter your username and birthday
- Reset - inmate's birthday example January 1, 2019 – entered 01012019
- Security Question – first time login and to reset password you must answer two security questions.

Report or Proceed

- Last Login – After you enter your username and password check the date and time if this was not the last time you logged in you can send a report to the facility. After you send a report you can either change your password or processed.

Funds and Minutes

- First time user – first 15 minutes is Free
- Negative Balance – Inmates' will be allowed to login with a \$5.00 negative balance. The and pay it back once funds have been added. Once the negative amount has been used you cannot login.
- Free Minutes – Your facility will tell you if you have free minutes that can be used every 12 hours.

Service

- All services that charge a fee will have a pop up with the amount of the service and you can either close or continue. Continuing will charge your account the amount of the service.
- Services in full screen have a menu to get back and most are in the upper left corner.

Email and Text Messaging Contacts - A Fee for all outgoing email and text

- Text and Email– You must have the contact's, first name, last name, relationship, email address and cell number.

My Account

- Check Account Balance and Tablet Rental Rate
- Manage Security Questions – you can reset your security questions
- Change Password – you can reset your password
- History of Service – review how much you have spent on different services
- Terms and Service and Privacy Policy – approved when you first login to the app
- Logout – the tablet will also automatically time out due to inactivity.

Working in the Tablet

- Tablet will time out after 4 minutes if not used.
- Tablet will not time out in some reading and entertainment services.
- Upper right corner – Next, PREV while in a service (next screen - previous screen)
- Upper left corner – X and the name of service is to leave the service
- Upper left corner - ← and the name of the folder takes you back to the home screen
- Unauthorized Access – If you see this, click back. Some content will not let you move forward.
- Volume button – Volume has been disabled on the tablet and the volume icon is on the right side of the service.