

Digital Prisons Prisoner Guide

Your personal guide to Wayland Digital Prison



PIN Phones



Kiosks



Netbooks



Self-Service



Digital Hub

What is a Digital Prison?

In Wayland we are providing you with more opportunities to access education while also giving you more responsibility for your day to day activities through self-service technology

IT WILL ALLOW YOU TO...



...have more accessible and affordable ways of **maintaining relationships** with your family and friends



...be able to **manage your own daily transactions**



...have more access to **education opportunities** in your cell so you can continue to build your skills and knowledge



...have increased access to **watch videos, listen to audio recording, and read books** digitally while in your cell

WHAT DOES THIS MEAN FOR YOU?



PIN Phones in your cell



Communal kiosks in wings & netbooks in your cell



Use Self-Service to:

- ✓ Order menu and canteen
- ✓ Book visits
- ✓ Submit applications
- ✓ View Frequently asked questions, noticeboard and account balance



The Hub provides:

- ✓ Video
- ✓ Radio
- ✓ eBooks
- ✓ Educational content (*netbook only*)

PIN Phones

A phone in your cell!





You have a PIN Phone in your cell which you can call your 20 pre-selected contacts from

When can you make calls?

Between 6am and Midnight
7 days a week

When can you not make calls?

During working hours
Approx. 8.30am – 11am and 2pm – 4pm
Midnight and 6am

-  Personal phone calls can be listened to and/or recorded
-  Legal calls for example with your solicitor cannot be listened to and/or recorded



To make a call:

- 1) Lift the handset
- 2) Enter your personal PIN number
- 3) Select the number you want to call
- 4) Make the call with family/friends



To check account balance:

- 1) Lift the handset
- 2) Enter 118# plus your personal PIN number
- 3) Your account balance will be read out



Costs per minute:

UK Landline:

12am Sun–12noon Fri – 4.12p
12noon Fri–12am Sun – 3.67p

UK Mobile:

12am Sun – 12noon Fri 9.18p
12noon Fri – 12am Sun – 6p

Kiosks

Kiosks (communal) computers installed in each wing

You use the communal kiosks to carry out many of your day to day tasks using Self-Service

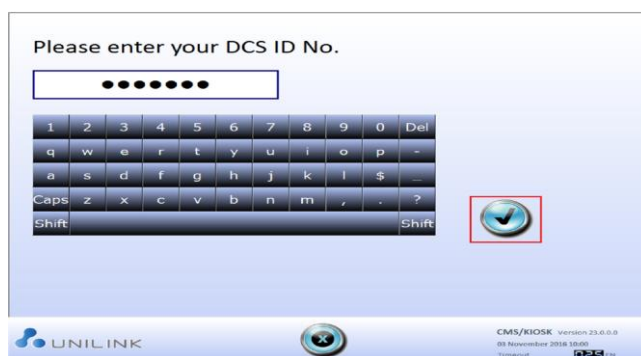


To log in:

1) Press start to enter self service on the kiosk



2) Enter your prisoner ID number



3) Use your fingerprint to verify your identity



4) You will be presented with the following Self-Service options



Biometrics

You will have had your fingerprint taken. To log on to the kiosks you will use your fingerprint along with your prisoner ID number.



Netbooks

Personal in-cell netbook



In addition to the kiosks, you also have a personal in-cell netbook to access self-service and educational content on the Digital Hub

To log in:

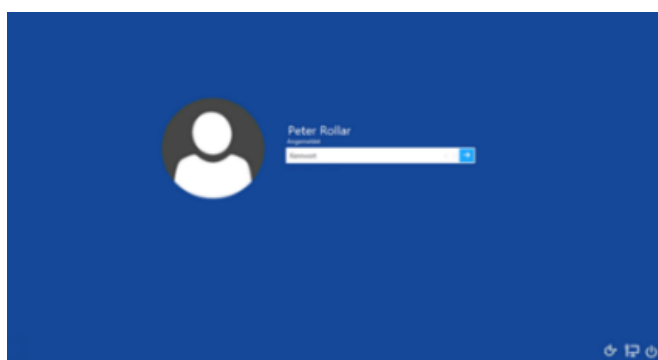
1) Check the purple cable and charger are plugged in correctly



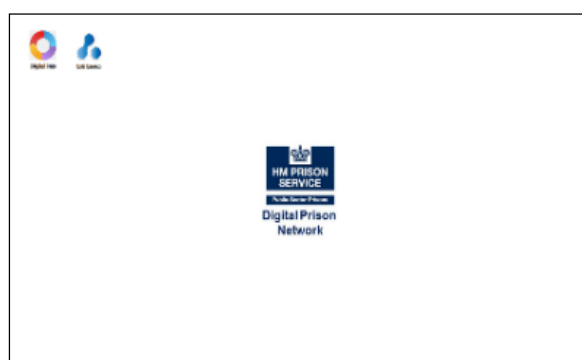
2) Turn on the netbook using the power on button



3) Enter your prisoner ID and temporary password*



4) Select either Self-Service or The Digital Hub from the landing screen shown here



*When you logged in for the first time you were prompted to change your temporary password to a new password. You will use your new password each time you log in thereafter

Self-Service



You use self-service to carry out many of your day to day activities. It is available on both the communal kiosks and on your netbooks.

What's available?



Account Balance – Check your account balance as and when you please



FAQs – View a variety of frequently asked questions which you may have about life at Wayland



Noticeboard – Updated with any important information you need to know



Menu – Select your weekly menu choice



Canteen (shop) – Order any canteen items you may need



Applications – Send applications and view their status and replies



Visits Booking – Request visits bookings and view their status. It is your responsibility to tell your visitors of booked visits, if you don't they won't know to turn up

The next four pages provide a step by step guide to help you use self-service.

Self-Service (1/4)



Account Balance

The screenshot shows the 'Account Balances' screen. At the top, there is a header with 'Account Balances' and 'Uncleared Funds 0.00'. Below this is a table with columns: Date, Type, Description, and Amount. The table contains several transactions from 18/01/2011, including 'Phone Credit/Private C...', 'Canteen/Kiosk', 'Cash - Post/Private', 'Wages/Cleaner Healthc...', and 'Cheque/Private'. Below the table, there is a section for 'EARNINGS Total' showing £267.56. At the bottom, there are buttons for 'Last Day', 'Last Week', 'Last Month', 'Savings Account', 'Private Cash', and 'Earnings'. The UNILINK logo is at the bottom left, and a welcome message 'Welcome, David' with the date and time is at the bottom right.

Date	Type	Description	Amount
18/01/2011	Phone Credit/Private C...	Phone Canteen receipt no ...	0.20
18/01/2011	Canteen/Kiosk	Receipt No. : 1619	-0.20
18/01/2011	Cash - Post/Private		20.00
18/01/2011	Wages/Cleaner Healthc...		2.50
18/01/2011	Cheque/Private		10.00

EARNINGS Total £267.56

Buttons: Last Day, Last Week, Last Month, Savings Account, Private Cash, Earnings

UNILINK SOFTWARE

Welcome, David
18 January 2011 15:16 pm

Your account balance shows all transactions. You can select to view 'Last Day' 'Last Week' or 'Last Month'

FAQs

The screenshot shows the 'Frequently Asked Questions' screen. On the left, there is a list of categories: Canteen / Shop, Employment, Family Support, HB1 Manager, Discipline, ACCT, Property, HB2 Manager, HB3 Manager, OCA/ICA, Healthcare, Resettlement (Housing), Resettlement (Employment Education and Skills), Probation, Pin Phone, Resettlement (Job Centre), Visits, and Voluntary Testing Unit. On the right, there are two circular buttons with arrows pointing up and down. The UNILINK logo is at the bottom left, and a welcome message 'Welcome, Forename2' with the date and time is at the bottom right.

Categories: Canteen / Shop, Employment, Family Support, HB1 Manager, Discipline, ACCT, Property, HB2 Manager, HB3 Manager, OCA/ICA, Healthcare, Resettlement (Housing), Resettlement (Employment Education and Skills), Probation, Pin Phone, Resettlement (Job Centre), Visits, Voluntary Testing Unit

Buttons: Up arrow, Down arrow

UNILINK

Welcome, Forename2
28 November 2016 10:53

Select the FAQ you wish to view by clicking on the appropriate line

Noticeboard

The screenshot shows the 'Noticeboard' screen. It features a table with columns: Date, Type, and Description. The table contains several notices, including 'Test document', 'Everyone in HB1 Unit', 'Hello World', 'Everyone at Cadell Test', and 'House Block Rules'. Below the table, there is a section for 'Unread Notices (5)' and two buttons: 'Show Unread' and 'Show All'. At the bottom, there is a message 'Please select a line to read'. The UNILINK logo is at the bottom left, and a welcome message 'Welcome, Forename41128' with the date and time is at the bottom right.

Date	Type	Description
02/11/2016	Gym	Test document
31/10/2016	Induction	Everyone in HB1 Unit
11/10/2016	Induction	Hello World
11/10/2016	Induction	Everyone at Cadell Test
11/10/2016	Induction	House Block Rules

Unread Notices (5)

Buttons: Show Unread, Show All

Please select a line to read

UNILINK

Welcome, Forename41128
03 November 2016 11:19
Timeout

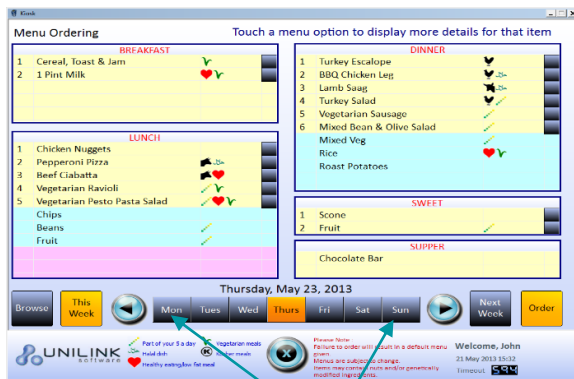
You can 'Show All' notices or select 'Show Unread' to only read all new unread notices. Select the line with the notice you wish to read

Self-Service (2/4)

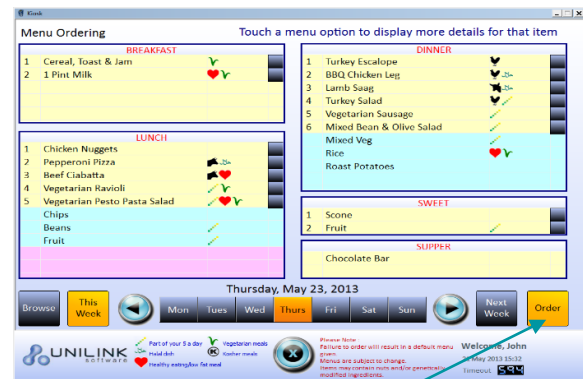


Menu

You will select your menu choice through self-service



Select each day in turn and make your menu choice

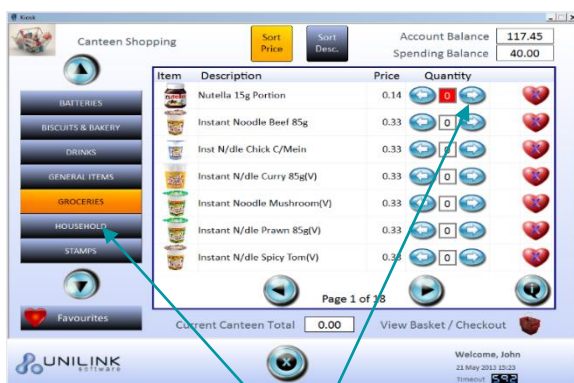


Once you have made your selection for the week, click 'Order'

All menus will need to be submitted by the agreed cut off day and time. If you don't submit it on time, you will be automatically allocated a menu selection

Canteen (shop)

If you need canteen items you will order them through self-service



Use the options on the left hand side to browse the shop and select a product by changing the quantity using the arrows



To send your order, select 'View Basket' and then select 'Checkout'

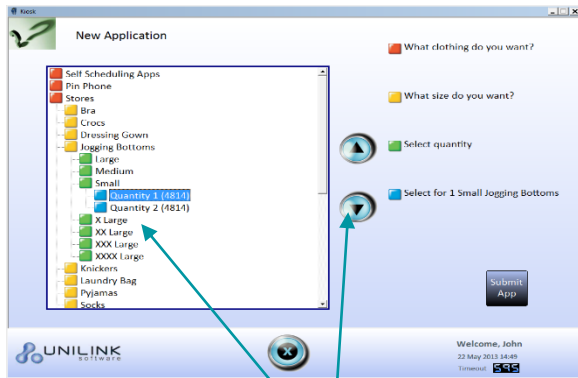
The canteen will open for you to shop during a designated timeframe. You will not be able to order canteen items outside of this timeframe.

Self-Service (3/4)

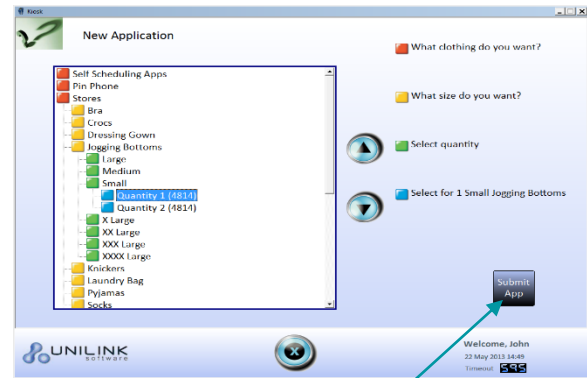


Applications

To submit an application you will do it through self-service



Browse the application categories on the left hand side of the screen using the up and down arrows

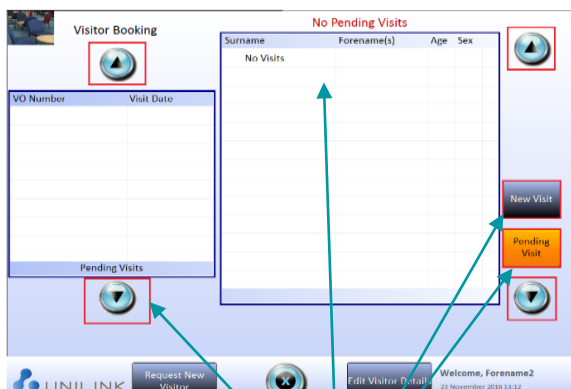


Once you have selected the application you want to send, select 'Submit App'

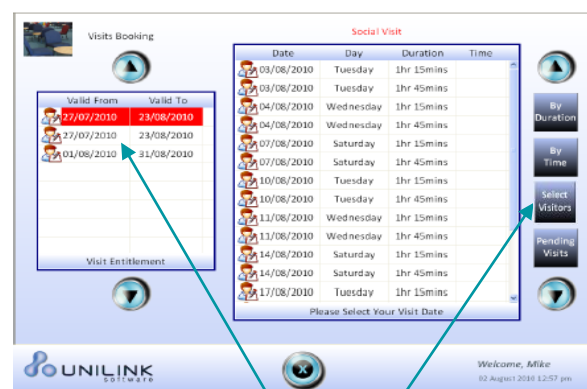


Visits Booking

When you want to make a visitor booking you will do it through self-service



Use this screen to navigate to various parts of the booking system. You can 'Request New Visitor', request 'New Visit', view 'Pending Visits' and 'Edit Visitor Details'



New Visit

Select from available visit orders on left hand side. This will then bring up a list of available dates on the right. Once you have chosen a date and time, click 'Select Visitors'

Self-Service (4/4)



Visits Booking continued

Visitor Booking

Reference: 29784 Visit Date: 10/08/2010

Accept Visitors

Cancel

UNILINK SOFTWARE

Welcome, Mike

02 August 2010 12:58 pm

Once you have chosen 'Select Visitors', pick which visitors you would like to attend from the list provided and then 'Accept Visitors'

Request New Visitor

Forename(s): Jack

Surname: Green

Sex: Male

Relationship: Enter Address Line 1

Date Of Birth: Address Line 1

Address Line 2: Address Line 2

Town: Town

County: County

Post Code: Post Code

Email Address: Email Address

Phone Number: Phone Number

Mobile Number: Mobile Number

Send Visit Notification: Send Visit Notification

Submit App

UNILINK

Forename2

24 November 2010 13:27

Request New Visitor

Once you have selected the 'Request New Visitor' option you will be asked to enter the details and then select 'Submit App'

UNILINK

Request New Visitor

Edit Visitor Details

Welcome, Forename2

24 November 2010 09:42

Timeout

Please select the visitor you wish to edit.

Surname	Forename(s)	Age	Sex
Hough	Trevor	46	M
Jones	Barry	49	M
O'Purkess	Dave	48	M
Papworth	Vicky		U
Parkin	Pc 103		U
Paton	P	6	M
Paton	Paul	22	M
Pericard	Vincent	34	M
Peters	Martin		F
Peterson	Susan		F

UNILINK

Welcome, Forename2

23 November 2010 13:40

Edit Visitor Details

If you select to 'Edit Visitor Details', use the up and down arrows to search through the list. Click the tick once you have highlighted the visitor you want to edit

Edit Visitor Details

Forename(s): Vincent

Surname: Pericard

Sex: Male

Relationship: LEGAL

Date Of Birth: 12/08/1982

Address Line 1: Address Line 1

Address Line 2: Address Line 2

Town: Town

County: County

Post Code: Post Code

Email Address: Email Address

Phone Number: 01929021

Mobile Number: Mobile Number

Send Visit Notification Emails: Send Visit Notification SMS

Submit App

UNILINK

Welcome, Forename2

23 November 2010 13:40

You will then be presented with the above screen. Fields which can be edited are coloured white. Select the 'New Address' button to change details if needed. All fields with a red * must be filled in. Select 'Submit App' once all required details are completed

*It is your responsibility to let your visitor(s) know a visit has been booked. If you don't do this, your visitor won't know to show up

How to use The Digital Hub ^(1/2)



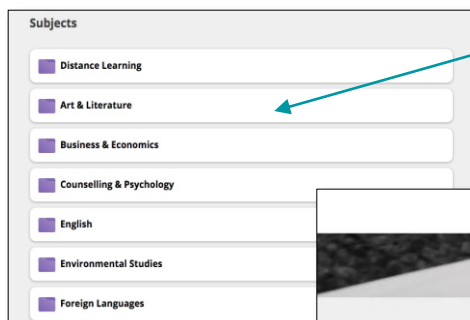
You will use The Digital Hub as an educational tool to help you prepare for your future. You will also access entertainment content such as radio and eBooks.

What's available?

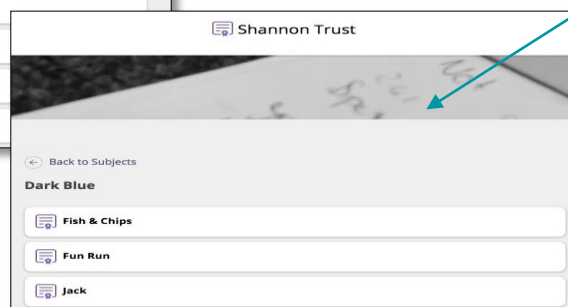
You will be presented with the screen opposite when you select The Hub on your netbook from which you can select any of the options



Education



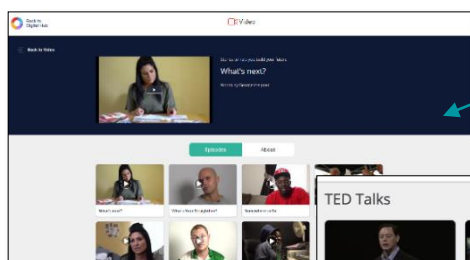
A wide range of GCSE and A Level distance learning prospectuses



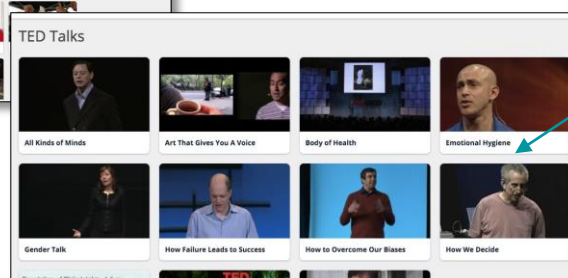
Literacy material is available to help you improve your literacy levels



Video



A number of prison related videos, made by other prisoners

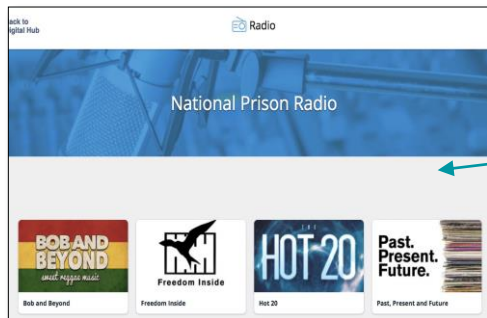


Over 100 talks developed specifically for a prison audience

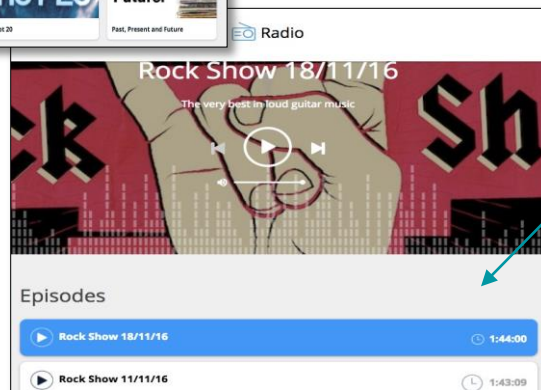
How to use The Digital Hub (2/2)



Radio

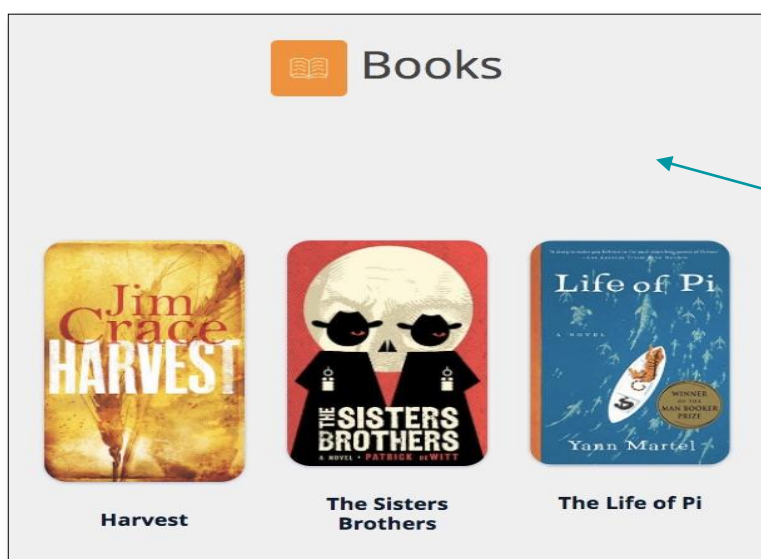


A large selection of podcasts (audio / radio recordings) will be available provided by the Prison Radio Association



Podcasts will be regularly updated and include genres such as general music, speech, rock and reggae

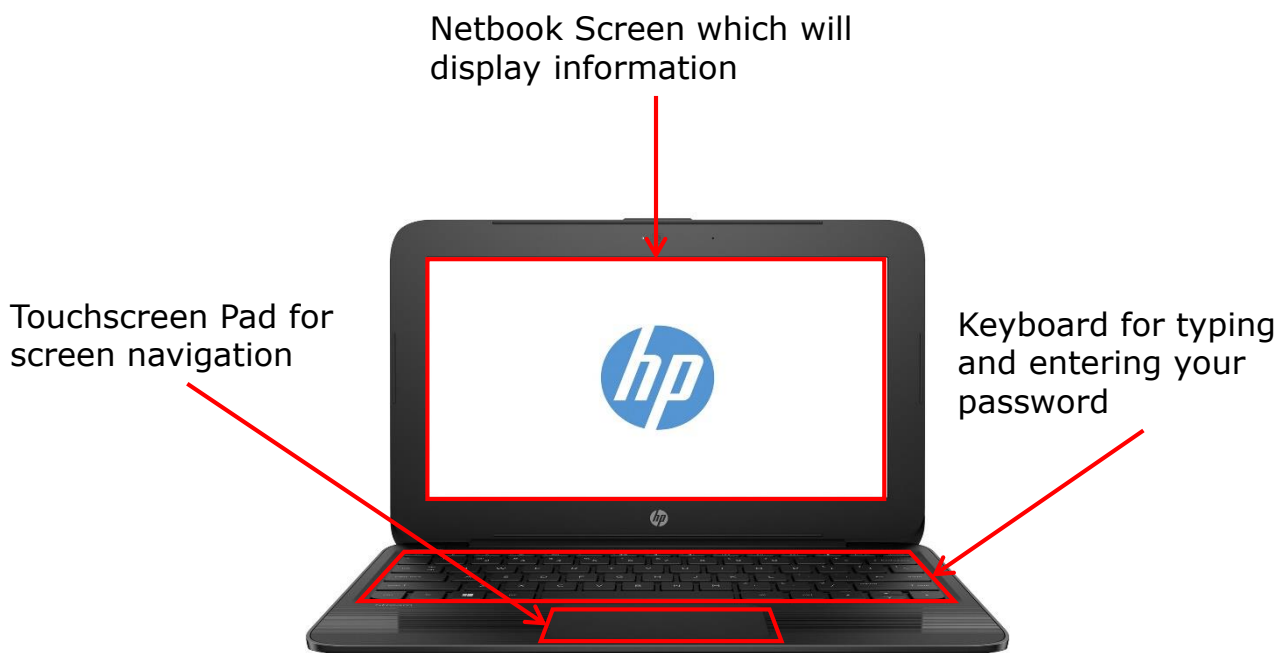
eBooks



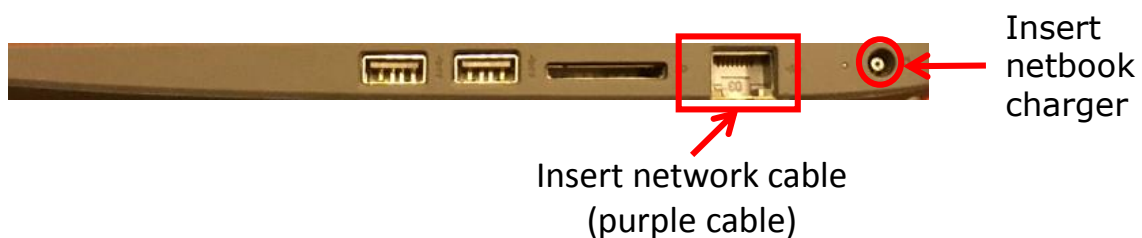
A digital library full of specially selected eBooks

Netbook Introduction (1/3)

This page and the following two provide an introduction to your netbook and how to use it along with some steps you can take if it's not working.



Left Side

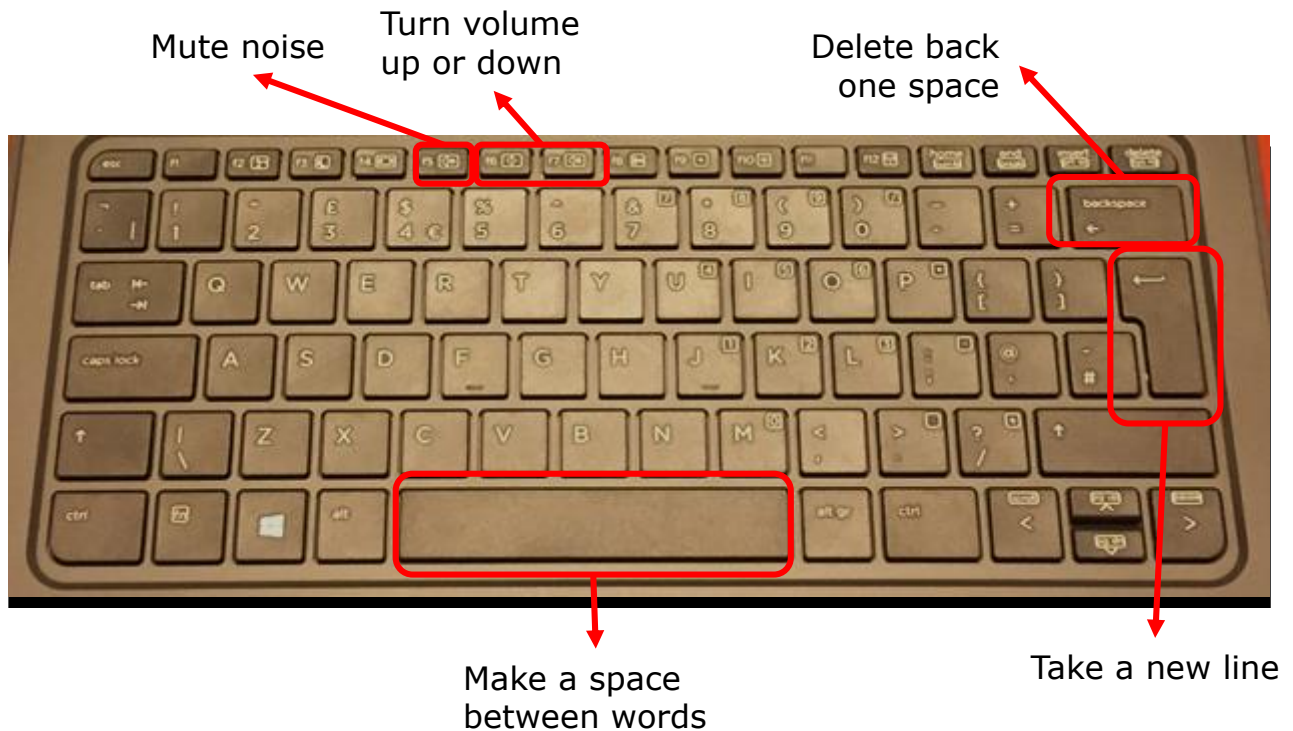


Right Side



Netbook Introduction (2/3)

Keyboard Functionality



When you turn on your netbook you will need to press Ctrl + Alt + Delete to access your log in screen. Please press the buttons highlighted on the keyboard at the same time to do this



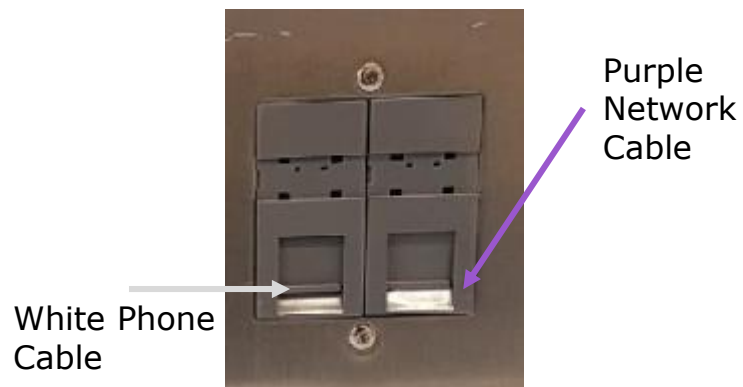
Netbook Introduction (3/3)

To use capital letters e.g. turn 'a' into 'A'; press 'Caps Lock' as highlighted below once to make all letters capital, then press once again to make all letters small



Cabling

In your cell you will see the following ports on the wall. Please ensure the correct cables are inserted properly



Is your netbook not working? Here are a couple of things you can try:

- Check the power cable (black) and network cable (purple) are connected properly
- If it still doesn't work, please speak to a prison officer
- In the meantime you can continue to carry out your tasks on the communal kiosks

If you need help

Your advice and guidance (IAG) rep on your wing is there to support you if you need help using the technology. If they can't help, please speak to an officer.



NETBOOK PASSWORDS



What do I do if I've forgotten my netbook password?

Speak to an officer who will ask for a new password for you. Once the officer has received this they will tell you your new temporary password.

When you next log in you will be prompted to input your temporary password followed by a new password.



How often do I need to change my password?

Your password will expire every few months and you will be prompted to create a new one when logging in. You will enter your current password followed by a new password.



What makes a good password?

Passwords will only be accepted if they are:

- 9 At least 9 characters long



Hints and Tips for choosing your password

- ✓ Think of a meaningful place
- ✓ Family, children or pet names
- ✓ Sports teams or clubs you support
- ✓ Include numbers to make it more secure



Please don't write your password down or tell anyone else your password

The technology is a privilege, not a right. If you intentionally break any of the new technology **it may not be replaced.**

You will still have access to the communal kiosks/phone to carry out your day to day tasks



Where to go for support



Advice and Guidance Rep (IAG) – First point of support

- ✓ My netbook won't turn on, has it ran out of battery?
- ✓ My netbook won't accept my password, am I typing it wrong?
- ✓ I am unsure how to...
 - ✓ Book in a visitor
 - ✓ Place my canteen order
 - ✓ Check my account balance
 - ✓ Read the noticeboard



Prison Officers – Second point of support

- ✓ Once your IAG rep has said they cannot help with your problem, you then need to ask a Prison Officer
- ✓ They will provide further support to the IAG rep and help place requests for fixes for anything external to the prison
- ✓ This could include issues relating directly to faults with technology, broken netbooks, broken chargers or headphones, connecting to educational content, videos, radio



This User Guide

This booklet provides a lot of detail about the technology and how to use it, please look back to the relevant pages for help