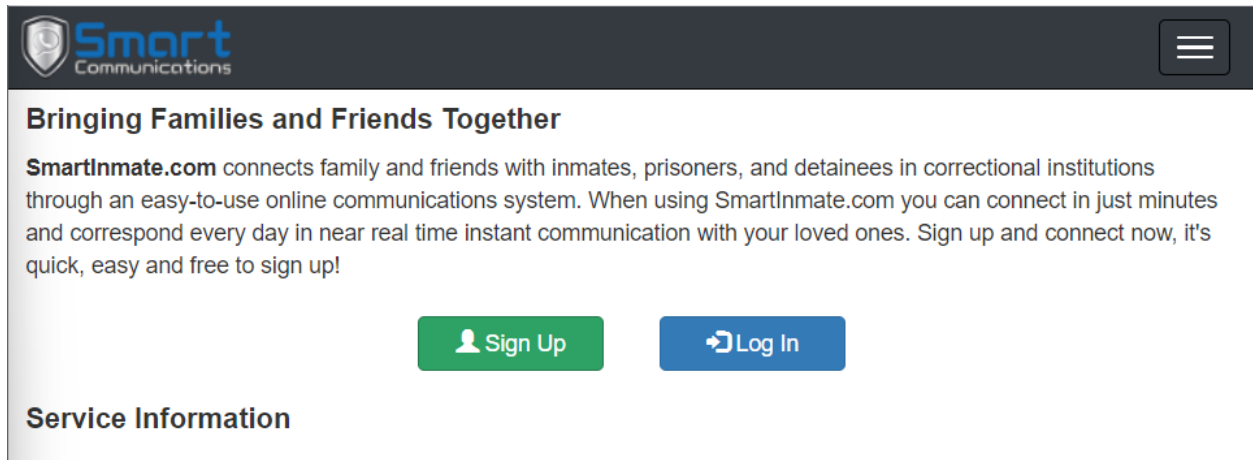


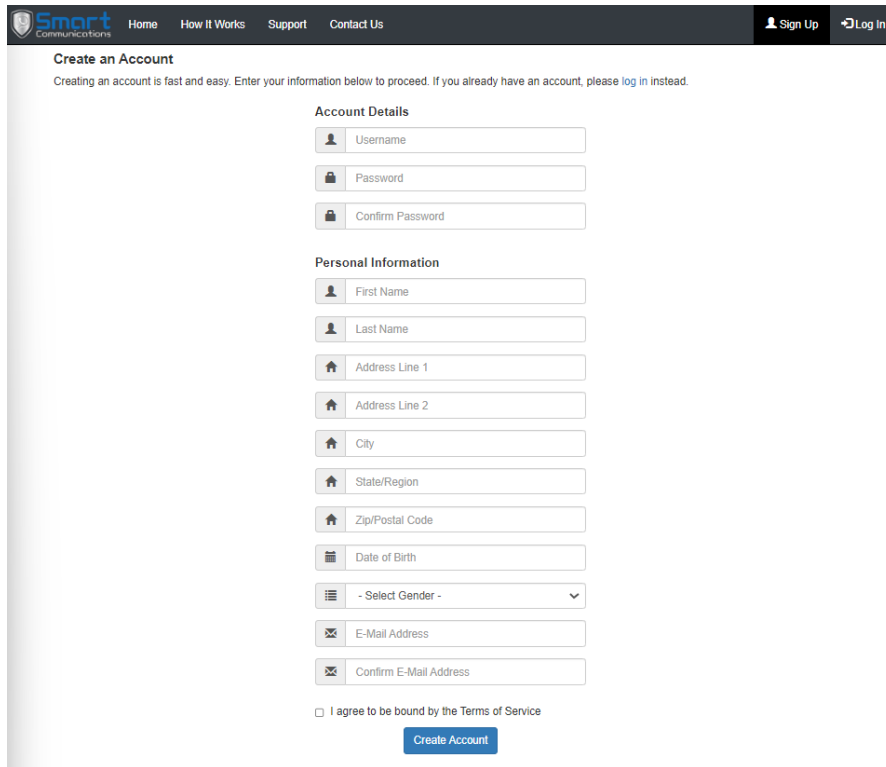
Creating Public User Profile & Connect to inmate

1. Go to www.smartinmate.com to create personal profile



The image shows the homepage of Smart Communications. At the top left is the logo for Smart Communications. To the right is a hamburger menu icon. Below the logo is the heading "Bringing Families and Friends Together". Underneath is a paragraph of text: "SmartInmate.com connects family and friends with inmates, prisoners, and detainees in correctional institutions through an easy-to-use online communications system. When using SmartInmate.com you can connect in just minutes and correspond every day in near real time instant communication with your loved ones. Sign up and connect now, it's quick, easy and free to sign up!". Below the text are two buttons: a green "Sign Up" button with a person icon and a blue "Log In" button with a right-pointing arrow icon. At the bottom left of the page is the heading "Service Information".

2. Select Sign Up and complete Account Details and Personal Information



The image shows the "Create an Account" form on the Smart Communications website. At the top left is the logo for Smart Communications. To the right are navigation links: Home, How It Works, Support, Contact Us. On the far right are "Sign Up" and "Log In" buttons. Below the navigation is the heading "Create an Account" and a sub-heading "Creating an account is fast and easy. Enter your information below to proceed. If you already have an account, please log in instead." The form is divided into two sections: "Account Details" and "Personal Information".

Account Details

- Username
- Password
- Confirm Password

Personal Information

- First Name
- Last Name
- Address Line 1
- Address Line 2
- City
- State/Region
- Zip/Postal Code
- Date of Birth
- Select Gender -
- E-Mail Address
- Confirm E-Mail Address

I agree to be bound by the Terms of Service

[Create Account](#)

3. Log in and connect to your inmate by selecting Contacts – Find an Inmate



The image shows the user interface of the Smart Communications website after logging in. At the top left is the logo for Smart Communications. To the right are navigation links: Messages, Photos, Visits, Phones, Trust, Document Upload, Credits: 953. On the far right are "Contacts" and "Contact Us" buttons. Below the navigation is a search bar with "Find an Inmate" and a "Manage" button. At the bottom left is a notification: "Your connection request for ONLY TESTES at Collier County Jail is still pending. We will send you a mail when they get on the system."

4. Select TX - Webb Co. on the Correctional Facility drop box and inmate identifying information (Webb Co. will be available week of 11/21)

Smart Communications

Messages Photos Visits Phones Trust Document Upload Credits: 963 Contacts Contact Us My Account Log Out

Search for an Incarcerated Individual

Use the search form below to locate the incarcerated individual that you would like to connect with. You may search using their ID number, a partial name, a date of birth, or any combination. If you do not know the ID or date of birth leave them blank. You may also search by first name alone or last name alone to get more results if needed.

TN - Gibson County Correctional Comp

- SC - Florence County Detention Center --- Effingham, SC
- SC - Lancaster County Detention Center --- Lancaster, SC
- SC - Lexington County Detention Center --- Lexington, SC
- SC - Spartanburg County Detention Facility --- Spartanburg, SC
- SC - York County Jail --- York, SC
- TN - Gibson County Correctional Complex --- Trenton, TN
- TN - Hamblen County Jail --- Morristown, TN
- TN - Moore County Jail --- Lynchburg, TN
- TX - Bell County Sheriff's Office --- Belton, TX
- TX - Brazos County Detention Center --- Bryan, TX
- TX - Denton County Jail --- Denton, TX
- TX - Denton County Juvenile Detention Center --- Denton, TX
- TX - Ector County Detention Center --- Odessa, TX
- TX - Jefferson Correctional Facility --- Beaumont, TX
- TX - Kerr County Jail --- Kerrville, TX
- TX - Lubbock County Detention Center --- Lubbock, TX**
- VA - Chesapeake City Jail --- Chesapeake, VA
- VA - Fairfax County Adult Detention Center --- Fairfax, VA
- VA - Newport News City Jail --- Newport News, VA
- VA - Roanoke City Jail --- Roanoke, VA

Pending Connection Requests

You already have connection requests pending with the following:

Name	ID
------	----

5. Select the inmate to connect

Smart Communications

Messages Photos Visits Phones Trust Document Upload Credits: 963 Contacts Contact Us My Account Log Out

Search for an Incarcerated Individual

To continue, select the incarcerated individual that you want to add to your account.

MICHAEL WALLSMITH

6. Select connection type and send connection request

If you know MICHAEL WALLSMITH you may send an invitation to connect. MICHAEL will receive your connection request when they log in to the system and they must approve the request before you will be connected with them.

Friend or Family Member

When you send a connection request the inmate will be given your name, city and state. They can then decide whether to accept the request or not. No other information is provided.

Relationship to Inmate (friend, mother, etc.)

Send Connection Request

Return to Search

7. The inmate will then receive the connection request and approve or deny the connection

Adding funds to inmate's account.

There are two (2) types of accounts:

- PIN Debit/PrePaid Collect – Inmate Phone Account
- Credits – Inmate Video Visitation, Messaging, & Entertainment

Adding PIN Debit funds to your connected inmate account.

- Call Customer Services at 888.843-1972
- Adding Funds via www.smartinmate.com
 1. Log into personal profile
 2. Select Phones

The screenshot shows the 'Smart Communications' website interface. The top navigation bar includes 'Messages', 'Photos', 'Visits', 'Phones', 'Trust', 'Document Upload', 'Credits: 953', 'Contacts', 'Contact Us', 'My Account', and 'Log Out'. The main content area is titled 'Telephone Deposits' and explains that Smart Communications provides telephone service at various locations. It lists two methods: PrePaid Collect (PPC) and PIN Debit Accounts. A blue button labeled 'Begin PrePaid Collect Deposit...' is visible. Below this, there is a section for 'PIN Debit Account Deposits' with instructions on how to select an inmate from a list.

3. Select how you would like to add funds – PrePaid Collect or PIN Debit

4. **PrePaid Collect:**

a. Select the location

The screenshot shows the 'PrePaid Collect Deposit' form on the Smart Communications website. The top navigation bar is the same as in the previous screenshot. The main content area is titled 'PrePaid Collect Deposit' and includes instructions: 'Please select the location where the incarcerated individual is presently located from the list below. If the location does not appear on the list, then please check with the facility to verify who the telephone service provider is for the intended facility.' A dropdown menu is open, showing a list of locations with state abbreviations and facility names, such as 'AR - Carroll County Detention Center', 'CA - City of Santa Ana', 'FL - Brevard County Jail', 'FL - Herando County Jail', 'FL - Highlands County Detention Facility', 'FL - Indian River County Jail', 'GA - Dawson County Sheriff's Office', 'GA - Jones County Sheriff's Department', 'GA - Stephens County Jail', 'GA - Worth County Jail', 'IL - Will County Adult Detention Center', 'MI - Jackson County MI Sheriff's Office', 'MI - Oakland County - Children's Village', 'MI - Oakland County Jail', 'MI - Ottawa County Jail', 'MS - DeSoto County Jail', 'NV - Washoe County Detention Facility', 'OH - Marion County Jail Alternative Center', and 'OR - Crook County Jail'.

b. Enter phone number and the amount you wish to add

The screenshot shows the 'PrePaid Collect Deposit' page. At the top, there is a navigation bar with 'Smart Communications' logo and links for Messages, Photos, Visits, Phones, Trust, Document Upload, Credits: 953, Contacts, Contact Us, My Account, and Log Out. Below the navigation bar, the page title is 'PrePaid Collect Deposit'. A paragraph explains that the deposit will be placed on the account and can be used by incarcerated individuals. A light blue box states 'You may deposit between \$10 and \$100.' Below this, there are two input fields: 'Phone Number to Deposit To' with a format of () - () - () and 'Amount to Deposit' with a '\$' symbol and a text input field. A 'Next...' button is positioned below the amount field. At the bottom, there is a copyright notice: 'Copyright © 2022 by Smart Communications. All Rights Reserved. Privacy Policy - Terms of Service - View in English or Español'.

c. Enter your payment information and process deposit

The screenshot shows the 'PrePaid Collect Deposit' page with payment information fields. The navigation bar is the same as in the previous screenshot. Below the navigation bar, the page title is 'PrePaid Collect Deposit'. A paragraph explains that the deposit will be placed on the account and can be used by incarcerated individuals. Below the paragraph, it says 'Depositing for (727) 337-6546 Change...'. A table shows the itemized deposit:

Item Name	Item Total
Deposit Amount Change...	\$100.00
Processing Fee	\$3.00
PURCHASE TOTAL:	\$103.00

Below the table are logos for VISA, M/C, and DISCOVER. There are several input fields: 'Card Number', 'Name on Card', '- Exp. Month -', '- Exp. Year -', 'Security Code (CVC/CVV Code)' with a note '3 or 4 digit number on the back of the card (trout for AmEx)', 'Credit Card Type.', 'Billing Street Address', 'Billing City', 'Billing State', 'Billing Zip/Postal Code', '- Select Billing Country -', and 'Billing Phone Number'. A 'Process Deposit' button is at the bottom. A paragraph of text explains that the purchase button should only be clicked once and that the purchase will appear as 'SMART COMMUNICATIONS' on the credit card statement. At the bottom, there is a copyright notice: 'Copyright © 2022 by Smart Communications. All Rights Reserved. Privacy Policy - Terms of Service - View in English or Español'.

d. Your connected inmate may now call you on the PrePaid account

5. **PIN Debit:**

- a. Log into your personal profile
- b. Select your connected inmate to add funds to his/her account

Smart Communications Messages Photos Visits Phones Trust Document Upload Credits: 953 Contacts Contact Us My Account Log Out

Telephone Deposits

Smart Communications provides telephone service at one or more of the locations that you are connected to. Telephone accounts can be set up using two methods:

- **PrePaid Collect (PPC)** allows you to deposit funds on to your account which are tied to a specific telephone number, such as your cell phone number or home telephone number. When you have funds on a PPC account, ANY inmate may call you at that number. When the call is accepted, funds will be deducted from YOUR PPC account.
- **PIN Debit Accounts (PIN Debit)** belong to a specific inmate, and the inmate may use those funds to call ANY phone number that is approved by the facility, not just your number(s).

If you want to allow any inmate to call your phone, we recommend setting up a PrePaid Collect (PPC) account. If you simply want to deposit funds so that an inmate can call anyone (other friends, etc.) then we recommend using a PIN Debit (PIN) account.

PrePaid Collect Account

[Begin PrePaid Collect Deposit...](#)

PIN Debit Account Deposits

To deposit funds on to an inmate's PIN Debit account, select their name from the list below. If the inmate that you want to make a deposit for is not listed, you will need to invite them to connect with you. [Search for an Inmate Now...](#)

Guy Mosteller

Enter Phone Number

c. Type in the amount to deposit

Smart Communications Messages Photos Visits Phones Trust Document Upload Credits: 953 Contacts Contact Us My Account Log Out

PIN Debit Deposit

This PIN Debit deposit will be placed on the inmate's / detainee's PIN Debit account and will become their property. They may use their PIN Debit account to call any phone number authorized by the facility and will not be limited to calling only you. Use this deposit method when the inmate needs to be able to call any authorized phone number.

Depositing for **Guy Mosteller** change...

You may deposit between \$10 and \$100.

Amount to Deposit

\$ 100.00

[Next](#)

d. Enter your payment information and process deposit

Smart Communications Messages Photos Visits Phones Trust Document Upload Credits: 953 Contacts Contact Us My Account Log Out

PIN Debit Deposit

This PIN Debit deposit will be placed on the inmate's / detainee's PIN Debit account and will become their property. They may use their PIN Debit account to call any phone number authorized by the facility and will not be limited to calling only you. Use this deposit method when the inmate needs to be able to call any authorized phone number.

Depositing for **Guy Mosteller** change...

Item Name	Item Total
Deposit Amount change...	\$100.00
Processing Fee	\$3.00
PURCHASE TOTAL:	\$103.00

- Exp. Month -
 - Exp. Year -

3 or 4 digit number on the back of the card (short for AMEX)

 Credit Card Type:

 - Select Billing Country -

Only click the "purchase" button **ONE** time. Processing may take a few moments to complete. Clicking multiple times may result in multiple charges to your credit card. This will appear as "SMART COMMUNICATIONS" on your credit card statement. Purchases are subject to the [Terms of Service and Telephone Refund Policy](#).

[Process Deposit](#)

Copyright © 2022 by Smart Communications. All Rights Reserved.
Privacy Policy - Terms of Service - View in English or Español

e. Your connected inmate may now make phone calls to all available numbers.