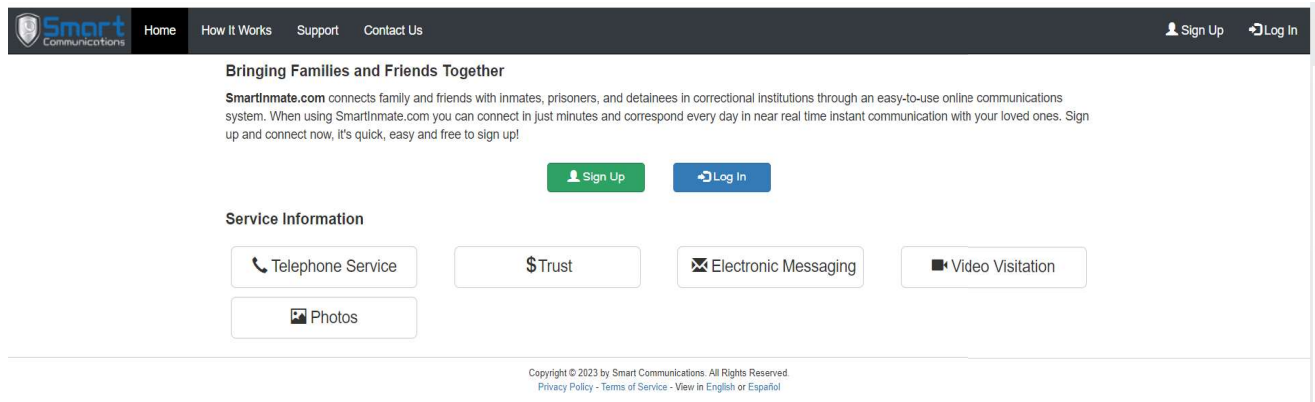


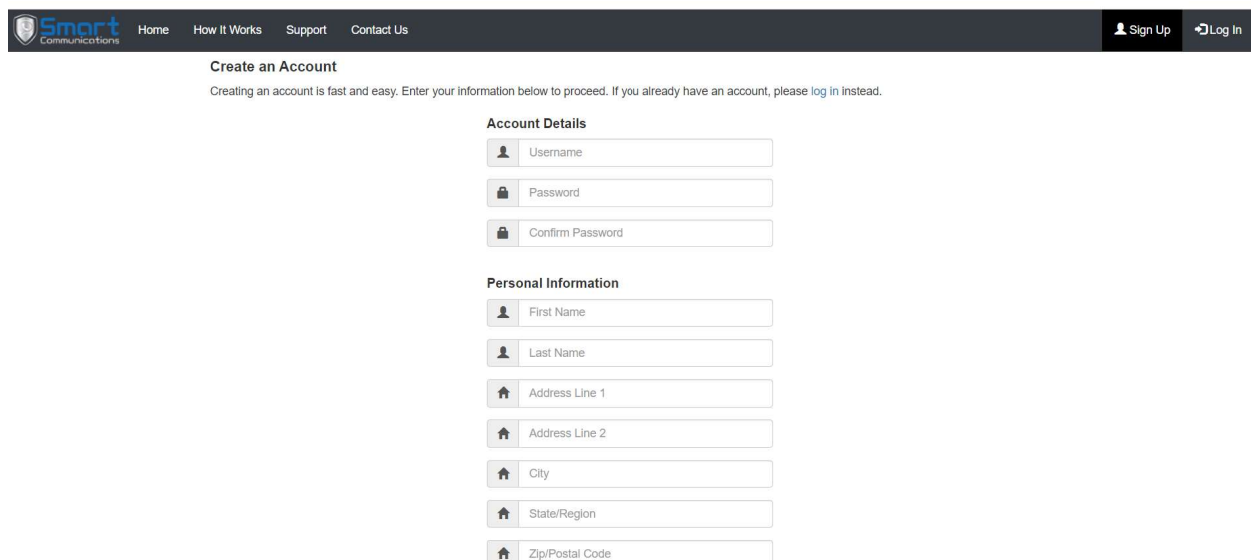
# Smart Communications – How To Set Up a Privileged User Account

1. Go to [www.smartjailmail.com](http://www.smartjailmail.com) and click Sign Up to get started.



The image shows the homepage of Smart Communications. At the top is a dark navigation bar with the Smart Communications logo on the left and links for Home, How It Works, Support, and Contact Us in the center. On the right side of the bar are links for Sign Up and Log In. Below the navigation bar, the main content area has a heading "Bringing Families and Friends Together" followed by a paragraph describing the service. Below this paragraph are two buttons: "Sign Up" (green) and "Log In" (blue). Further down, under the heading "Service Information", there are five buttons: "Telephone Service", "\$ Trust", "Electronic Messaging", "Video Visitation", and "Photos". At the bottom of the page, there is a small copyright notice: "Copyright © 2023 by Smart Communications. All Rights Reserved. Privacy Policy - Terms of Service - View in English or Español".

2. Enter your information:



The image shows the "Create an Account" page on the Smart Communications website. The navigation bar is the same as the homepage, but the "Sign Up" link is highlighted. Below the navigation bar, the heading "Create an Account" is followed by a sub-heading "Account Details". Under "Account Details" are three input fields: "Username", "Password", and "Confirm Password". Below these is another heading "Personal Information". Under "Personal Information" are seven input fields: "First Name", "Last Name", "Address Line 1", "Address Line 2", "City", "State/Region", and "Zip/Postal Code".

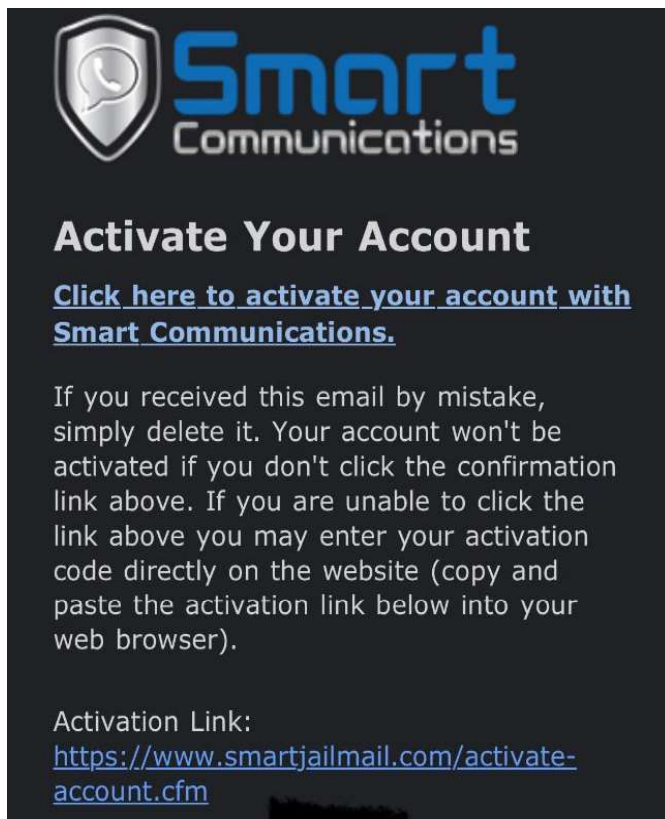
3. You will receive an email from Smart Communications asking you to verify your account. Once the account setup has been verified, you are ready to connect with an inmate.

#### Please Check Your E-Mail

We have sent an e-mail to you with an activation link. This e-mail should arrive within the next few minutes. Please click the link included in the e-mail to confirm your account.

NOTE: Sometimes the activation e-mail will end up in your spam folder. Please check your spam filter to ensure it was not trapped by mistake.

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- Under Contacts – choose “Find an Inmate” and search for the inmate you wish to connect with.

The screenshot shows the Smart Communications website interface. The top navigation bar includes links for Messages, Photos, Visits, Phones, Trust, Credits, Contacts, and Contact Us. A user is logged in as 'My Account' with a 'Log Out' option. The main heading is 'Search for an Incarcerated Individual'. Below this, a sub-heading 'Find an Inmate' is highlighted. The search form includes a dropdown for 'Select Correctional Facility (Optional)', input fields for 'ID Number', 'First Name', and 'Last Name', and a 'Date of Birth' field with a calendar icon. A 'Search' button is at the bottom. A blue box contains instructions: 'Before you can use SmartInmate you must locate an incarcerated individual that you would like to connect with and add them to your account. Please search for an incarcerated individual below.'

- Once you have chosen the inmate’s name, it will ask you how you wish to connect to this person. The option of “religious/counselor” will appear – (it is enabled at your facility but not this one). Enter the information it asks for, and the facility will review and approve the connection if you have provided all necessary information.

The screenshot shows the 'Inmate Details' section of the Smart Communications website. The inmate's name is Julie Gallman, ID is 010203, location is Sales Demo Facility, and year of birth is 1987. A message states: 'If you know Julie Gallman you may send an invitation to connect. Julie 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.' Below this, a dropdown menu is open, showing options: 'Public Defender', 'Select -', 'Friend or Family Member', 'Probation', and 'Public Defender'. A yellow box contains instructions: 'You have indicated that you are requesting a privileged connection with this inmate. Privileged connections are for individuals who are authorized to communicate with their clients. All privileged connection requests are reviewed by facility staff and they will contact you to verify your information. The facility may request that you provide additional information to verify your identity before granting a privileged connection. Please complete the information below to proceed, or select Friend or Family Member from the relationship select box if you would rather have a standard connection with this inmate.' Below the yellow box, there are input fields for 'Organization, Company, or Agency', 'Title, Position, etc.', 'BAR Number or Other Credential', and 'Direct Phone Number'. A text area for 'Any other information to support your application?' is at the bottom.

- Once the facility has approved the connection, you can message the inmates you are connected to.