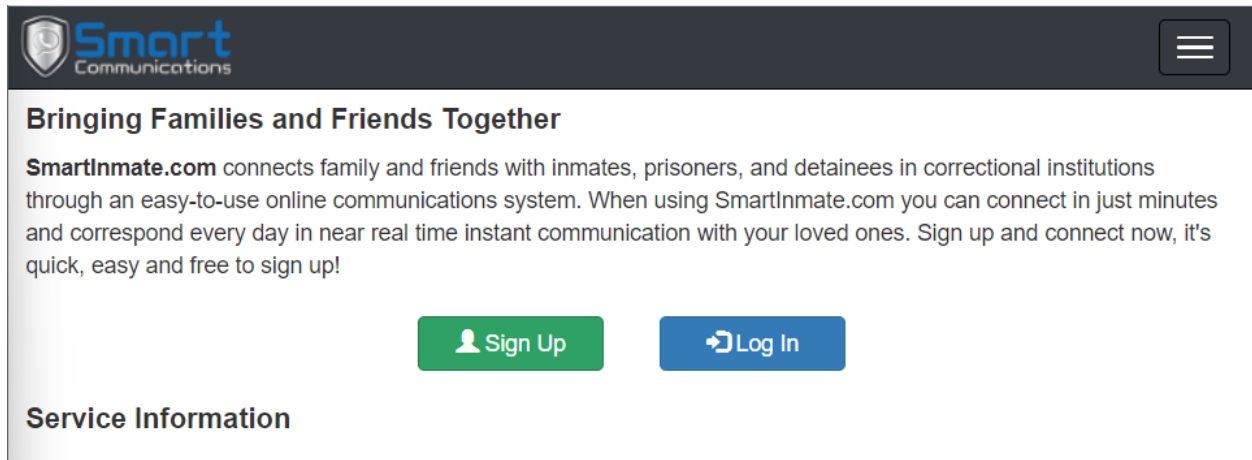


Creating Public User Profile & Connect to inmate

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



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

The screenshot shows the "Create an Account" form. At the top left is the logo and navigation links: "Home", "How It Works", "Support", "Contact Us". On the top right are "Sign Up" and "Log In" buttons. The main heading is "Create an Account" with 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

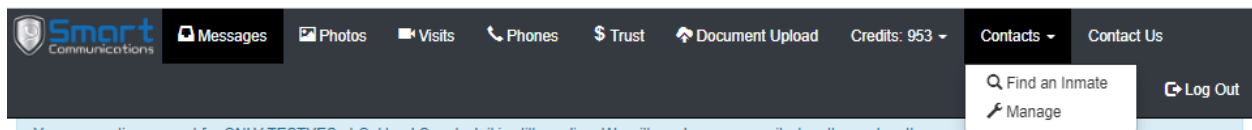
Personal Information

- 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

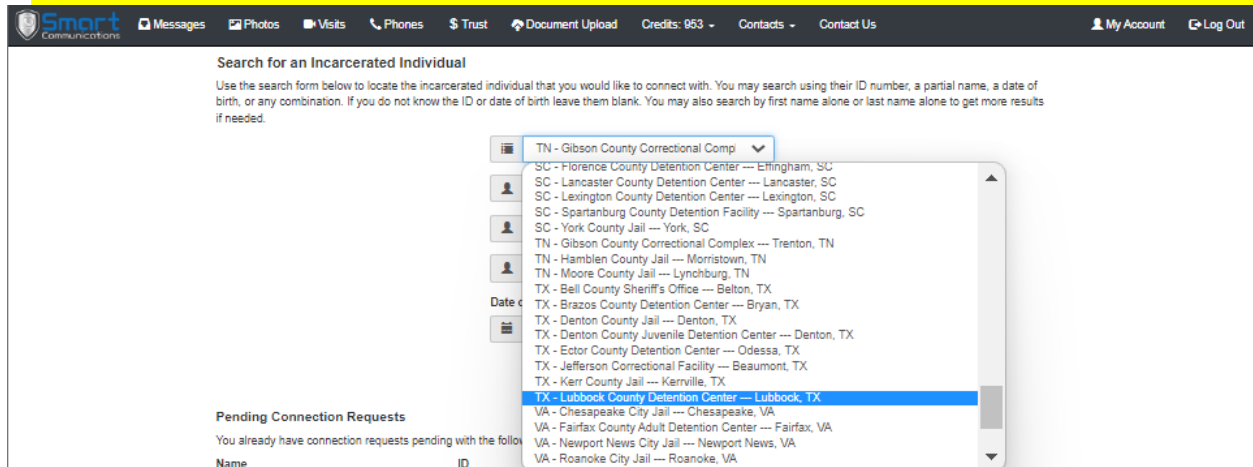
I agree to be bound by the Terms of Service

[Create Account](#)

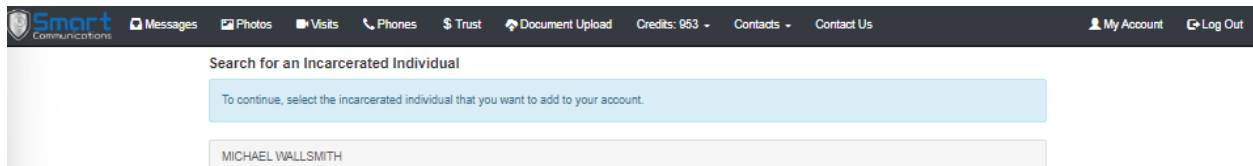
3. Log in and connect to your inmate by selecting Contacts – Find an Inmate



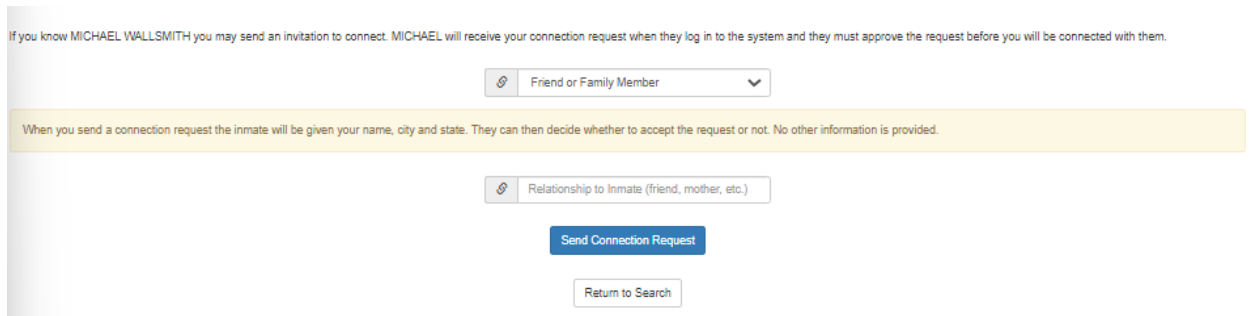
4. Select TX - Webb Co. on the Correctional Facility drop box and inmate identifying information (Webb Co. will be available week of 11/21)



5. Select the inmate to connect



6. Select connection type and send connection request



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

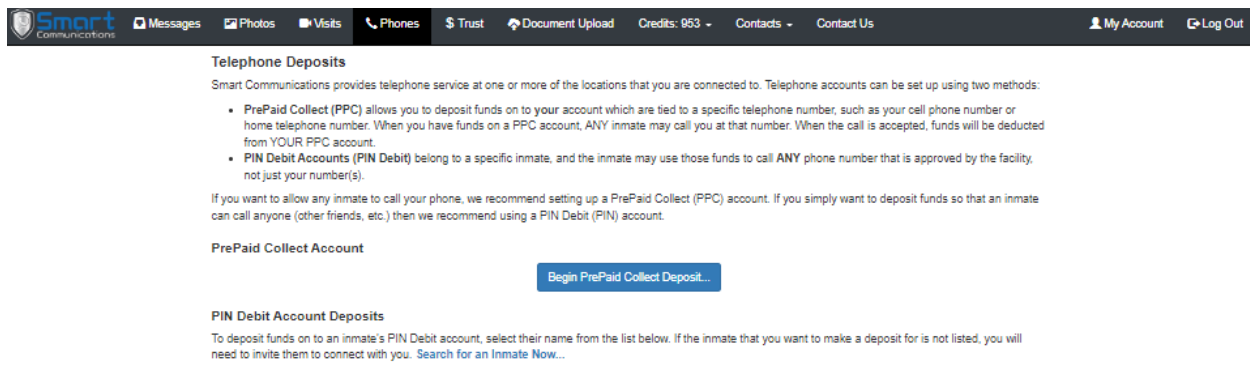
Adding funds to inmate's account.

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

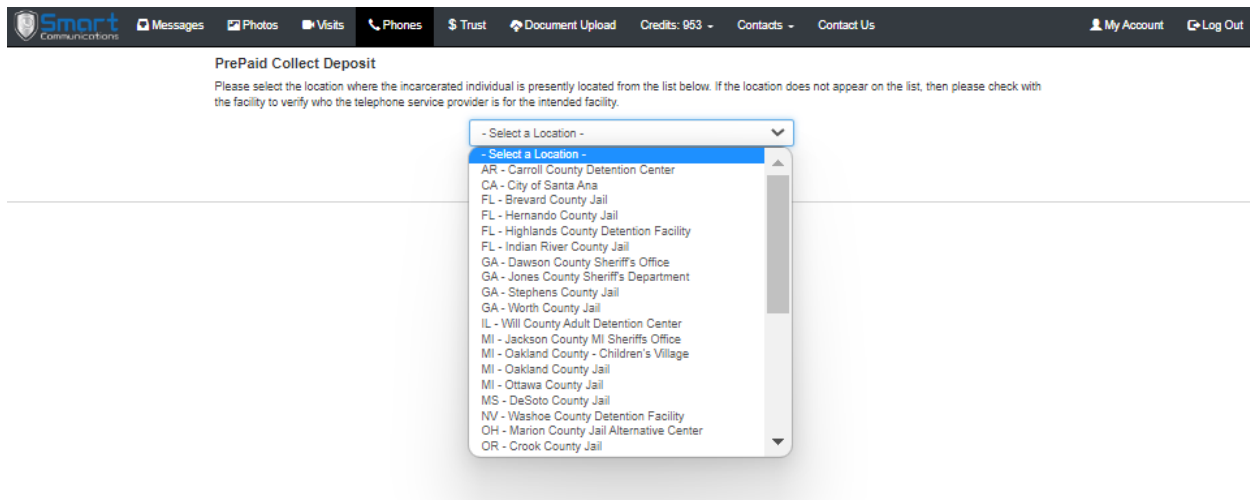


The screenshot shows the 'Smart Communications' website interface. The top navigation bar includes 'Messages', 'Photos', 'Visits', 'Phones', '\$ Trust', 'Document Upload', 'Credits: 953', 'Contacts', 'Contact Us', 'My Account', and 'Log Out'. The main content area is titled 'Telephone Deposits' and explains 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 to select a location from a list. A dropdown menu is open, displaying a list of locations with their state abbreviations and facility names. The list includes: AR - Carroll County Detention Center, CA - City of Santa Ana, FL - Brevard County Jail, FL - Hernando 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

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

PrePaid Collect Deposit

This PrePaid Collect deposit will be placed on to your account. Any incarcerated individual at the facility may dial this phone number and will deduct from your available account balance if you accept the call. Use this deposit method if multiple incarcerated individuals need to contact you, or if you only want funds to be used to dial your phone number.

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

Phone Number to Deposit To
() () - ()

Amount to Deposit
\$ Amount

Next...

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c. 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

PrePaid Collect Deposit

This PrePaid Collect deposit will be placed on to your account. Any incarcerated individual at the facility may dial this phone number and will deduct from your available account balance if you accept the call. Use this deposit method if multiple incarcerated individuals need to contact you, or if you only want funds to be used to dial your phone number.

Depositing for (727) 337-6546 [Change...](#)

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

VISA MASTERCARD DISCOVER

Card Number

Name on Card

- Exp. Month -

- Exp. Year -

Security Code (CVC/CVV Code)
3 or 4 digit number on the back of the card (tront for AmEx).

Credit Card Type.

Billing Street Address

Billing City

Billing State

Billing Zip/Postal Code

- Select Billing Country -

Billing Phone Number

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

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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

VISA M/C DISC AMEX

Card Number
 Name on Card
 - Exp. Month -
 - Exp. Year -
 Security Code (CVV/CVV Code)
3 or 4 digit number on the back of the card (short for AMEX)
 Credit Card Type
 123 Vonn
 Tampa
 FL
 33774
 - Select Billing Country -
 Billing Phone Number

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](#)

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