

Inmate Canteen User Guide

App to Use: Inmate Canteen (Available for download on App Store or Google Play)

Website to Use: inmatecanteen.com

Video Visitation:

Video Visitation must be done from a computer using Google Chrome and an updated flash player. Before starting this process you must make sure that your Adobe Flash player is fully updated and that you are using Google Chrome. So I would set these two things up, restart your computer and then hop on Google Chrome on your desktop or laptop computer and go to www.inmatecanteen.com and start the application.

Steps for how to start visiting are below:

-Go to www.inmatecanteen.com on a computer (not supported on mobile devices i.e. tablets, cell phones, etc)

-Log in, select your inmate, and select the Video Visit an Inmate option.

-Depending on the facility, you may be required to fill out a form, submit a driver's license picture, and a picture of your face. Once submitted, the facility will either approve or deny it. Once approved you will be all set to video visit!

- Make sure you are allowing flash player to run in google chrome by selecting the lock icon to left of the browser:

-Flash Player needs to be set to "allow". Then you can refresh the page and it should be good to go. If flash player is being blocked you will not be able to take a picture or see any video during the visitation

When you click on the video visitation link on the website, please visit the Audition Room to test your equipment. To find the Audition Room, please click on 'Video Visit an Inmate' and it will be located on the top of your screen. Here you can test and verify that your webcam and microphone are working. We highly recommend a hard line for video visiting, unstable internet can result in poor visit qualities.

To download or update Adobe Flash go to: <https://get.adobe.com/flashplayer/>

To download Google Chrome: <https://www.google.com/chrome/>

To email/text an Inmate:

To email or text an inmate, it requires funds on your communication account. You can add funds to your communication account via **computer** by selecting to "Send Text to an Inmate", press continue on the next page and you will see your current balance with an "Add Funds" button below it. Select this button to add funds.

To add from the **mobile app**, you need to select the three horizontal lines in the upper left hand corner, select "Communication Funds" > "Add Communication Funds".

Prior to adding funds to your account on a computer you will be asked to review our Communications Disclaimer and you must agree to the terms before processing your payment. In this disclaimer it specifically states that deposits to the communications account are non-refundable until the inmate is no longer at the jail. For our mobile users, you are agreeing to these terms by downloading and using the mobile app. To review this agreement, please see the attachment.

To allow inmate email replies to be charged to your communications account go to "My Account" then "Edit Email Address" and adjust or add your e-mail address to allow for replies to be charged to your account. On the mobile app, please select the three horizontal lines in the upper left hand corner, select "My Account" > "Update Email Address" > Select the box labeled to pay for inmate replies.

How to Web Deposit to an Inmate:

To deposit funds to an inmate through the website, please visit inmatecanteen.com on a laptop or desktop computer. Use google chrome as your browser for accessing our website.

- First log in to your account
- Select the facility where the inmate is located and the inmate you wish to deposit the funds to.
- Select the "Deposit funds to an inmate" option
- Follow the prompts on screen to deposit funds to the inmates account.

Once a deposit is made, the inmate should have immediate access to the funds. You can confirm your transaction was successful by going to "My account" > "Transaction History". Transactions that did not go through will not be displayed in your history.

FAQ:

All of our prices can be found on the website and mobile app. You can create an account on the ICC mobile app after you download it or create an account on the website, inmatecanteen.com.

You will sign up using a valid email address - one that you frequently use. There are a few different deposits you can make:

1. **Deposit to inmate account:** these deposits go directly to the inmate's account and can be used for canteen, emailing, texting, phone time, and video visitation. You will not have access to these funds as they will be in the inmate's jail account. Any information pertaining to the inmate's account is confidential and will be given out to friends and family. ICC Support can verify if a deposit went to the inmate's account. Please submit a ticket for this request.
2. **Deposit to your communications account:** these deposits go to your communication account so you can email, text, or video visit the inmate. The inmate cannot use or see these funds. You can use these funds to pay for inmate's replies if your main goal is to text, email, or video visit the inmate. Please submit a ticket if you need assistance with this.
3. **Canteen Order:** These deposits are a personalized order created by you on the app or website. You pick the items to send to the inmate and the inmate will receive them on their next canteen delivery day. The inmate will have access to edit the order before it is delivered. All refunds for canteen orders go to the inmate's account. This is non-negotiable.
4. **Phone card Purchases:** Phone card purchases always go to the inmates account. Once purchased, the inmate will receive a phone pin to their account that they can use to make calls. You cannot use this phone time as it is in the inmates account. IF the facility does not offer phone cards, this option will not be available.

Notice: If any of these options are not being displayed or show "unavailable", that means the facility does not offer those services or the inmate has a restriction on their account to receive those services. This cannot be changed on our end.

There is an \$8.95 credit card processing fee for all deposits. If you choose to deposit to the inmate, you will pay a fee. If you choose to deposit to your communication account, you will pay a fee. The fee is rather expensive, but this is due to the high interest rates credit card processors have out there. We do not collect this fee.

Pricing (this may be different at certain Jails): Emails are usually \$.25/email, texts are \$.13/per 160 characters, and video visitation is typically \$.49/minute. Do not add money to the communications account thinking the inmate can use them for phone time, that is your account. If you want to make sure the inmate has funds, when in doubt, deposit to the inmates account.

If you have other questions, please feel free to ask.