



Friends & Family Guide

How to reach your incarcerated loved one from home



CIDNET

With CIDNET, you and your inmate can talk with video visits, messages, and phone calls. To use these services, you must create an account and buy Data. Your Data balance will be consumed when you talk with your inmate.

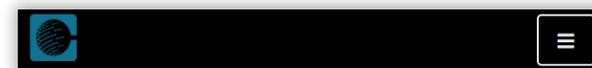
Create a CIDNET Account

1. Go to customer.cidnet.net/ in your browser.
2. Click the [Register](#) button.

3. Type in your [Email](#), [Time Zone](#) and [First & Last Name](#).
4. Click the [Create Account](#) button.
5. Read the [Terms of Use](#), then click [Agree](#).
6. Login to your email and open the CIDNET email.
7. In the email, click the [Complete Your Verification](#) link.
8. Choose a [Security PIN](#) and a [Password](#).
9. Click the [Sign In](#) button.

Complete Your Account

1. After logging in, click the [Menu](#) (≡) in the top corner.



2. Click the [Account](#) button.



3. Click the [General Information](#) button.

4. Fill out the fields with your personal information. Officers use this information to verify your identity. Without providing this information, you won't be approved to contact your inmate.
5. Click the [Save](#) button to save your information.
6. Click the [Phone Numbers](#) button.

7. Click the [Add Phone Number](#) button.
8. Type in the [Phone Number](#) you want to add.
9. Type in a [Description](#) (ex: "Jane's Cellphone").
10. Mark as [Primary](#) if this is the phone number that Customer Service should call to reach you.
11. Click [Verification Type](#) to choose either:
 - Text (CIDNET send your code by SMS)
 - Call (CIDNET reads your code to you)
12. Wait for CIDNET to text or call your phone. The text or call will contain your verification code.
13. Write down your code if you can't remember it.
14. Type in your [Verification Code](#), then click [Submit](#).
15. Click the [Back](#) (<) arrow button.
16. Click the [Photo ID](#) button.

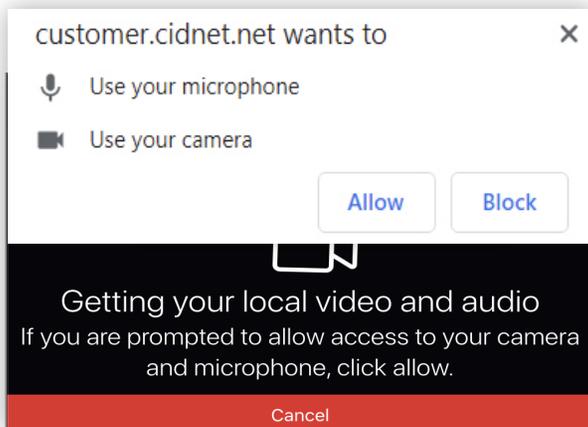
17. Click the [Upload New](#) button.
18. Click the [Browse](#) button.
19. Choose an image of your government-issued ID.

Link With Your Inmate

1. After logging in, click the **Menu** (≡) in the top corner.
2. Click the **Add Inmate** button.
3. Select the **State** where your inmate is being held.
4. Select the **Facility** where your inmate is being held.
5. Search for your inmate by **Name**, then select them.
6. Select the **Relationship** for you and your inmate.
7. Click **Complete** to submit your request to the facility.
8. NOTE: The correctional facility decides whether to approve or decline your Link Request. CIDNET has no control over whether you were approved or denied. Contact the facility for more information.

Wait to Be Approved

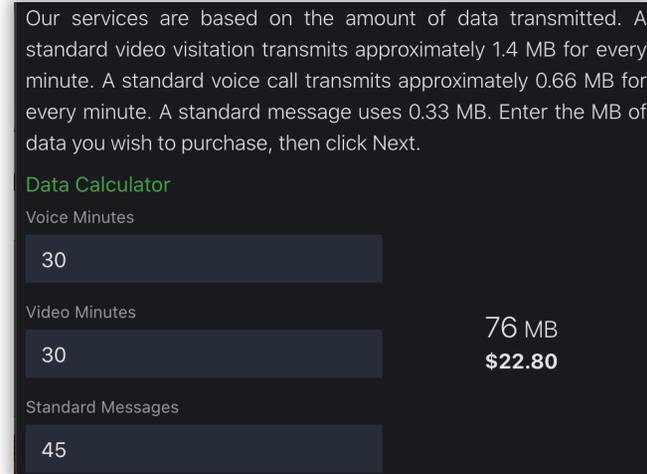
1. Facility Staff need time to process your link request. While you wait, you can test your device for video visitation compatibility.
2. After logging in, click the **Menu** (≡) in the top corner.
3. Click the **Audio/Video Test** button.
4. If your browser prompts you to give CIDNET Camera and Microphone permissions, click the **Allow** button.



5. Point your device's camera at your face. You should see yourself on-screen. If you do, click the **Looks Good** button.

Add Data (MB) to Your Account

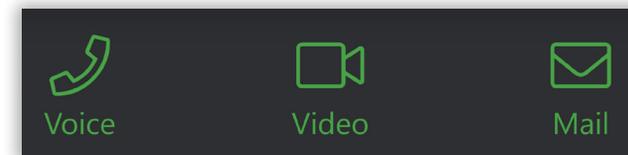
1. After logging in, click the **Menu** (≡) in the top corner.
2. Click the **Add Data** button.
3. Use the **Data Calculator** to determine how many MB (Data) you want to buy. Choose how many **Megabytes to Purchase**, then click **Next**. Your Data balance can be used for video visits, messaging, and / or phone calls.



4. Enter your **Payment Details**.
5. Read the **Terms of Use** and check the boxes at the bottom, then click **I Agree**.
6. Click **Submit** when you are ready to purchase your data.

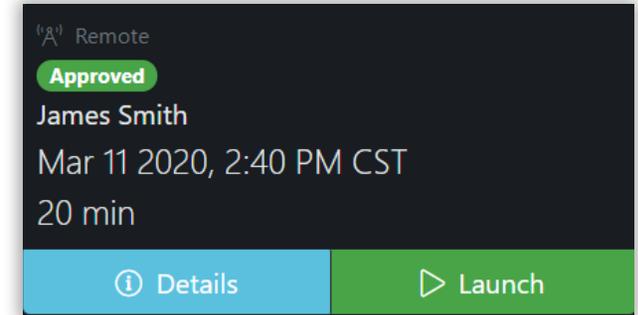
Communicating With Your Inmate

- Not every correctional facility allows inmates and contacts to video visit, message, or call with CIDNET. After you've linked with your inmate, you can view what communication services they have access to.



- If you receive a call from **(888) 984-1903**, there is an inmate trying to call you. If you purchased data, you can accept the call. If you haven't, you can't accept the call.

- You can send/read messages by clicking the **Mail** button.
- You can schedule video visits by clicking **Video** and then **New Schedule**. **Onsite** visits require you to visit the facility, while **Remote** visits can be joined from anywhere as long as your WiFi connection is strong enough.
- Schedules you submit must be approved by facility staff.
- To join a **Remote** session, you need to login to CIDNET and click the **Launch** button when your session is scheduled to begin. The **Launch** button will appear automatically, though you may need to click **Refresh**.



- Video visits, messages, and phone calls are recorded and monitored. Staff may revoke your ability to communicate if you violate facility guidelines.
- If you want to sell your data back to CIDNET, click the **Support** button and open a **New Request** with **I would like to sell back my unused data** as your request.

Getting Support

If you can log in to your **Public Portal** account, go to the **Dashboard** and click the **Support** button. This is the fastest way to get your request processed.

If you can't log in to your **Public Portal** account, go to <https://ffportal.encartele.net/> and fill out the **Customer Contact Form** at the bottom.

