

GENERAL FREQUENTLY ASKED QUESTIONS (FAQ)

How can I contact Access Corrections?

You can send call toll-free at 1-866-345-1884 or you can send an email to Access Corrections' Customer Service center at customerservice@accesscorrections.com.

Is my information secure on the Access Corrections website?

Yes. Access Corrections Inmate Deposit Services website is a secure site. We do not share your personal information with any third parties. For security reasons, your credit or debit card information is not stored. Customers are required to provide payment information each time a transaction is processed.

Can I use another person's credit or debit card on my Access Corrections profile?

Yes, with the card holder's permission. The card holder must also accept the Access Corrections Terms and Conditions. Inmates will no longer receive receipts from us or be notified of the depositor.

Will my information be accessible to the inmate?

Some facilities may choose to print a receipt for the inmate showing the name of the depositor only, however most facilities do not share this information with the inmate. In most cases, it will be up to the depositor to tell the inmate they have made a deposit to their account. All other information in your profile, including deposit history is confidential.

How do I locate an inmate or facility on the Access Corrections website?

After logging into the system, choose "Add a Recipient". You may search by facility, resident identification number or resident name and date of birth. Once the inmate has been located, choose "Add Selected Recipient".

NOTE: You must add one or more zeros to the **front** of the recipient's IDOC ID Number to locate him or her in the database. Each ID entered must be seven (7) digits long. For example, if the recipient's IDOC ID Number is 12345 you would enter 0012345 to locate them in the database.

How do I update my profile?

Login to your Access Corrections profile and choose "Edit Profile" to change your personal information at any time.

Why do you need my email address?

Your email address serves as your Access Corrections username. We do not share your email address with any third parties.

What happens if I forget my password?

Choose "Forgot My Password" on the main page and follow the instructions to retrieve the information. Your username is your email address used to establish your profile. Your password will be sent to this email address.

SECURE DEPOSIT FAQ'S**How do I use Access Corrections Deposit Services?**

Inmate deposits can be added to a resident's account via internet, telephone, walk-in (CashPayToday and ACE Cash Express) and mail-in. To make an inmate deposit via internet, customers must register online and accept the Access Corrections Terms and Conditions. An inmate deposit cannot be completed unless a profile has been established and the Terms and Conditions have been accepted. Depositors must also register with walk-in providers; CashPayToday and ACE Cash Express.

CashPayToday.com 844-340-2274

AceCashExpress.com 877-223-2274

Can I place an order for the inmate using money I added to their account for SecurePak?

No. Orders placed using funds from an inmate's account must be paid with a facility check and mailed directly from the facility. The use of funds deposited to an inmate's account is restricted to use specified by the facility.

Why can't I add money online without establishing a profile?

By law, Access Corrections is required to collect certain information from each customer before a transaction can be processed. Please be sure your Access Corrections profile is updated with your most current information.

What types of payment does Access Corrections accept?

Acceptable payment methods for inmate deposits are credit and debit cards with Visa or MasterCard logos and a valid security code that are United States Issued. Personal checks, money orders and cashier's checks can be mailed in to Access Corrections. Cash, can be used at both walk-in providers, CashPayToday and ACE Cash Express. Debit cards can also be used at Dollar General within CashPayToday retail partners.

What is the security code?

The security code is the three numbers on the back of your credit or debit card, typically located in the white strip where your signature is located.

Can I send cash by mail?

No. The only acceptable payment method for fees paid by mail is in the form of a money order, personal check, or cashier's check made out to "Access Secure Deposits" in US funds.

Cash transactions for inmate deposits are only accepted at the two walk-in providers; CashPayToday and ACE Cash Express.

CashPayToday.com 844-340-2274

AceCashExpress.com 877-223-2274

Can I send money to more than one inmate?

Yes. You can add or delete inmates in your profile at any time.

When will my credit card be debited?

The credit/debit card transaction occurs in real time.

When will the inmate receive the money?

Once the transaction is complete and you receive your receipt number, the inmate will receive the money in his or her account. Access Corrections is only able to verify that your transaction has been processed and does not have access to the inmate's account balance. Please contact the facility for more information. The funds will post the next business day. If there is a possibility of fraud detected, the transaction may take longer.

Is there a fee to use the Access Secure Deposits service?

Access Corrections charges a service fee, per transaction, based on the amount of money added to a resident's account. Fees are provided to depositor before completing each transaction.

Do I need to add the transaction fee to the amount I am sending?

No. You will be charged the payment amount plus the applicable transaction fee. You have the opportunity to view and approve the total amount you will be charged before Access Corrections actually charges your card.

How do I know if my transaction went through?

The receipt number indicates that the payment has been processed. The payment will be "pending" on your card account until the funds are deposited to the inmate's account. The payment will appear as "sent" once the money has been deposited to the inmate's account. For phone and web transactions, an email confirmation will be sent.

Why do I still have an authorization on my card if my payment failed?

When your transaction was processed, your card was authorized immediately for the amount of your deposit. Funds from unsuccessful payments are credited back to your card within three banking days.

Can I see pending or past payments?

Yes, all payments made using the online service will show a detailed transaction history.

Can I see a Recipient's Inmate Trust Account History?

No, we do not have access to the Facilities Inmate trust Account; we can only verify payment you have made to the inmate.

How much money can I deposit into an account?

The standard limit is \$300 per day unless using the mail-in option. There is no limit on the mail-in option but a social security number will be required on all mail-in deposits over \$3000.00 or more

SECURE PAYMENTS FAQs

How do I use Access Corrections Payment Services?

Fee Payment can be made via internet, telephone (with credit or debit card) walk-in (at CashPayToday and ACE Cash Express for cash, credit or debit), mail-in (personal check, money order or cashier's check) or lobby kiosk (credit or debit card). To make a Fee Payment via internet, customers must register online and accept the Access Corrections Terms and Conditions. A Fee Payment cannot be completed unless a profile has been established and the Terms and Conditions via the web have been accepted.

Why can't I Pay A Fee online without establishing a profile?

By law, Access Corrections is required to collect certain information from each customer before a transaction can be processed. Please be sure your Access Corrections profile is updated with your most current information.

What types of payment does Access Corrections accept?

Acceptable payment methods for Fee Payments are credit and debit cards with Visa or MasterCard logos and a valid security code that are United States Issued. We also accept US issued Money Orders, personal checks, and cashier's checks by mail, cash at our two walk-in locations (CashPayToday and ACE Cash Express). Debit cards can also be used at Dollar General within CashPayToday retail partners. **Please note that Access Corrections does not accept Government issued cards (i.e. Child Support Cards, EBT Cards, etc.).**

When will my credit card be debited?

Charges will usually post within three banking days. This does not delay the Fee Payment.

Can I send one money order to pay for two or more fees?

Yes, combining payments is acceptable. Payments are applied to outstanding balances in the following order: (i) Interstate Compact application fee; (ii) Pre-Sentence Investigation fee; and (iii) Cost of Supervision Fee. Each fee is paid in full in this order before the next fee is paid.

Can I pay by mail with cash?

No. The only acceptable payment method for fees paid by mail is in the form of a money order, personal check, or cashier's check made out to "Access Secure Deposits" in US funds.

Cash transactions for inmate deposits are only accepted at the two walk-in providers; CashPayToday and ACE Cash Express.

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AceCashExpress.com 877-223-2274

What happens to my money order if I don't enclose a payment coupon with it?

Due to the volume of customers and different states that Access Corrections services, your payment cannot be accurately processed unless the envelope is correctly addressed, and a completed payment coupon is enclosed with each money order. If Access Corrections cannot determine who a payment belongs to, state Escheat laws require that the money be transferred to the state as unclaimed property.

Is there a fee to use the Access Secure Payments service?

Access Corrections charges a service fee, per transaction, based on the Fee Payment type. Fees are provided to the payee before completing each transaction. You will have the opportunity to view and approve the total amount you will be charged before Access Corrections charges your card.

How do I know if my transaction went through?

The receipt number indicates that the payment has been processed. The payment will be "pending" on your card account until the funds are deposited to the inmate's account. The payment will appear as "sent" once the money has been transferred to the fee agency. For phone and web transactions, an email confirmation will be sent. Printed kiosk receipts will also be provided.

How do I find out my IDOC offender identification number?

To look up a recipient number, go to

http://www.idoc.idaho.gov/content/prisons/offender_search

Who do I contact to answer a question about my fees and charges?

Contact your parole/probation officer at the district office. A list of the addresses and phone numbers for each of IDOC's district offices can be found at:

http://www.idoc.idaho.gov/content/locations/district_offices

Can I combine my payments?

Yes. Please use separate forms for each payment type. Please include one mail in slip with each money order.

Can I combine a payment and a deposit?

No. Payments are made for individuals on community supervision who owe PSI, Interstate or COS. Deposits are made for incarcerated individuals only.

Can I pay a fee on behalf of another person?

Yes. Payment procedures will require that you know the required information and IDOC identification number for the recipient you would like to pay the fee for, in order to apply the fee to the proper account. To look up a recipient number, go to http://www.idoc.idaho.gov/content/prisons/offender_search

Can I pay my fee in person or send a money order fee payment to an IDOC office or facility?

No. All fee payments will be processed by Access Corrections, and should be paid online, over the phone, at the kiosk (in the Probation and Parole facility) or mailed to Secure Payments Idaho DOC PO Box 12486, St. Louis, MO 63132 in order to avoid a delay in applying the fee payment to your account.

Can I make a partial payment for fees and charges?

Yes. However, a transaction processing fee is charged for each payment transaction (except for payments that are mailed into Access Corrections), so you are encouraged to pay the entire fee at one time, using your preferred payment method.