

FREQUENTLY ASKED QUESTIONS – KIOSK BASED SERVICES

WHAT KIOSK SERVICES ARE AVAILABLE?

Most IDOC inmates have access to wall-based kiosks to place commissary orders. Most IDOC inmates also have access to the following kiosk-based services:

- ❖ Electronic mail (email) – inbound and outbound
- ❖ VideoGrams - inbound only
- ❖ Digital Photos – inbound only
- ❖ eCards (inbound and outbound)
- ❖ Digital Music
- ❖ Video games
- ❖ JP5 digital device (formally known as the JP4)
- ❖ Accessories store for the JP5 (i.e. keyboard, extra USB cord etc)
- ❖ Electronic commissary ordering through Keefe Commissary Network

NOTICE: The kiosk system records and archives indefinitely all forms of electronic communication and information sent, received, or purchased. There are no privileged or confidential electronic communications. IDOC staff may monitor and review electronic communications at any time.

WHAT IS A VIDEOGRAM?

A VideoGram is a 30 second video message taken using a smartphone and then emailed to the inmate. VideoGrams are inbound only. Inmates can save VideoGrams received on the kiosk or on their JP5.

HOW LONG ARE VIDEOGRAMS SAVED?

Inmates can save VideoGrams for six (6) months from the date of receipt. VideoGrams are removed from inmate access based on the oldest date.

WHAT ARE ECARDS?

eCards are electronic greeting cards that can be attached to an email and sent to the recipient.

HOW LONG ARE RECEIVED EMAILS SAVED?

Inmates can save received electronic items indefinitely. Items are removed from inmate access based on the amount of emails they have in the system.

HOW MANY EMAILS CAN AN INMATE HAVE ON THE SYSTEM AT ANY GIVEN TIME?

Inmates can have 200 received emails and 200 sent emails on the system at any given time. The oldest items are removed from inmate access on an on-going basis to keep the inmate at 200 sent and 200 received emails.

WHAT KIND OF VIDEO GAMES ARE OFFERED?

Inmates have access to dozens of fun and engaging single player video games. Offerings include educational games, games of strategy, mazes and puzzles, driving / racing, and classic games like chess and tic tac toe are offered. New games are added periodically.

DO INMATES IN LONG-TERM RESTRICTED HOUSING HAVE ACCESS TO KIOSK-BASED SERVICES?

Inmates living in long-term restricted housing have limited access to kiosk-based services. The IDOC currently provides wireless access to inmates housed at IMSI to certain kiosk-based services through the JP5. We will expand to PWCC in the near future.

Services inmates in long-term restricted housing can access are:

- ❖ Electronic mail (email) – inbound and outbound
- ❖ Digital Photos – inbound only
- ❖ Digital music (not wireless but purchased music is manually added by IDOC staff monthly)
- ❖ Video games (not wireless but purchased games are manually added by IDOC staff monthly)

Friends and family can purchase a JP5 and deposit funds into the inmate’s JPay media account. Access to additional services via the wireless solution may be added in the future.

HOW DO FRIENDS AND FAMILY SET UP AN ACCOUNT?

Friends and family can set up their own account and make e-stamp purchases by contacting JPay at [\(800\) 574-5729](tel:8005745729) or online at <http://www.jpays.com/>. You must have an account set up in order to contact your inmate using the kiosk-based services. Friends and family purchase e-stamps through the JPay website using their JPay account.

WHAT IS THE COST?

Inmates and their family and friends pay the same amount to utilize kiosk-based services. All electronic communications are paid for using electronic stamps (e-stamps) and are paid for by the person sending the communication. There is **no charge** to receive, read or save VideoGrams, emails, or digital photos.

<u>Service</u>	<u>Cost</u>	<u>Who Pays?</u>
Email (no privileged communication)	One (1) e-stamp per email	Paid by the person who <u>sends</u> the email
VideoGrams (in-bound only)	Two (2) e-stamps per videogram	Paid by family and friends
Digital Photo (in-bound only)	One (1) e-stamp per photo	Paid by family and friends
Song Purchases	\$1.29 to \$1.99 each. Complete albums are also available at varying pricing but the price of an album will be less than if the inmate purchased all the songs on the album individually.	Paid by the Inmate through his or her JPay account
eCards	One (1) e-stamp per email	Paid by the person who <u>sends</u> the eCard
Video Game Purchases	Varies	Paid by the inmate through his or her JPay media account

HOW MUCH DO E-STAMPS COST?

There is a minimum five (5) e-stamp purchase.

\$2.45 min. purchase of 5 e-stamps
\$6.75 for 15 e-stamps
\$20.00 for 50 e-stamps

\$4.70 for 10 e-stamps
\$8.60 for 20 e-stamps

There is a small savings for purchasing more stamps in a single transaction so if you know you want 20 stamps in total you will save a little money by purchasing the 20-stamp option for \$8.60 vs. buying 5 e-stamps one day for \$2.45 and 15 e-stamps the next for \$6.75.

HOW DO INMATES PURCHASE E-STAMPS?

Inmates purchase e-stamps through their JPay media account, which they access through the kiosks in their housing unit.

An inmate's JPay media account can be funded from the outside, which means friends and family make deposits into the inmate's JPay media account so that he or she can send emails, eCards and so forth. Friends and family can make deposits into an inmate's JPay media account by contacting JPay at [\(800\) 574-5729](tel:8005745729) or online at <http://www.jpays.com/> which allows the inmate to purchase music, video games and JP5 accessories.

Inmates can also transfer funds from their IDOC trust account to their JPay media account using the IDOC withdrawal process.