

FREQUENTLY ASKED QUESTIONS – KIOSK BASED SERVICES

WHAT KIOSK SERVICES ARE AVAILABLE?

Most IDOC residents have access to wall-based kiosks to place commissary orders. Most IDOC residents 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
- ❖ JP6 digital device
- ❖ Accessories store for the JP6 (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 IDOC resident. VideoGrams are inbound only. IDOC residents can save VideoGrams received on the kiosk or on their JP6.

HOW LONG ARE VIDEOGRAMS SAVED?

IDOC residents can save VideoGrams for six months from the date of receipt. VideoGrams are removed from resident 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?

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

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

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

WHAT KIND OF VIDEO GAMES ARE OFFERED?

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

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

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

Services residents 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 JP6 and deposit funds into the resident'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.jpayers.com/>. You must have an account set up in order to contact your IDOC resident using the kiosk-based services. Friends and family purchase e-stamps through the JPay website using their JPay account.

WHAT IS THE COST?

IDOC residents 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 resident purchased all the songs on the album individually.	Paid by the Resident 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 resident 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 IDOC RESIDENTS PURCHASE E-STAMPS?

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

A resident's JPay media account can be funded from the outside, which means friends and family make deposits into the resident's JPay media account so that he or she can send emails, eCards and so forth. Friends and family can make deposits into a resident's JPay media account by contacting JPay at [\(800\) 574-5729](tel:8005745729) or online at <http://www.jpayers.com/> which allows the resident to purchase music, video games and JP6 accessories.

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