

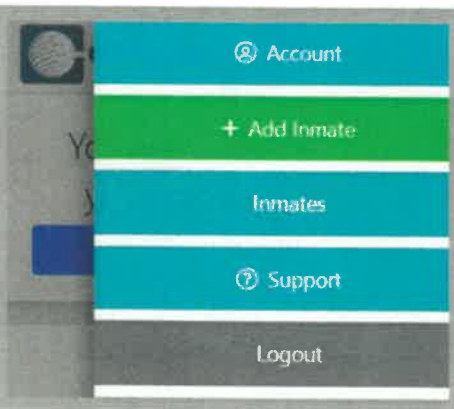
## 2. Link with an Inmate

After logging in to your CIDNET account, click the **Menu** button in the top right (three lines in a box). Next, click the **Account** button, followed by the **General Information** button. Be sure to fill out these fields with accurate information, since jail staff will use it to decide whether or not to approve your inmate link request.

Once you've added your general information, navigate back to the **Account** screen and click on the **ID Photo** button. Click **Browse** to choose an image file that displays your government-issued ID.

Now that you've added your photo ID, you are ready to submit an inmate link request to the jail holding your inmate. Go back to the **Public Portal Dashboard**, then click the **Menu** button again.

This time, click the **Add Inmate** button.

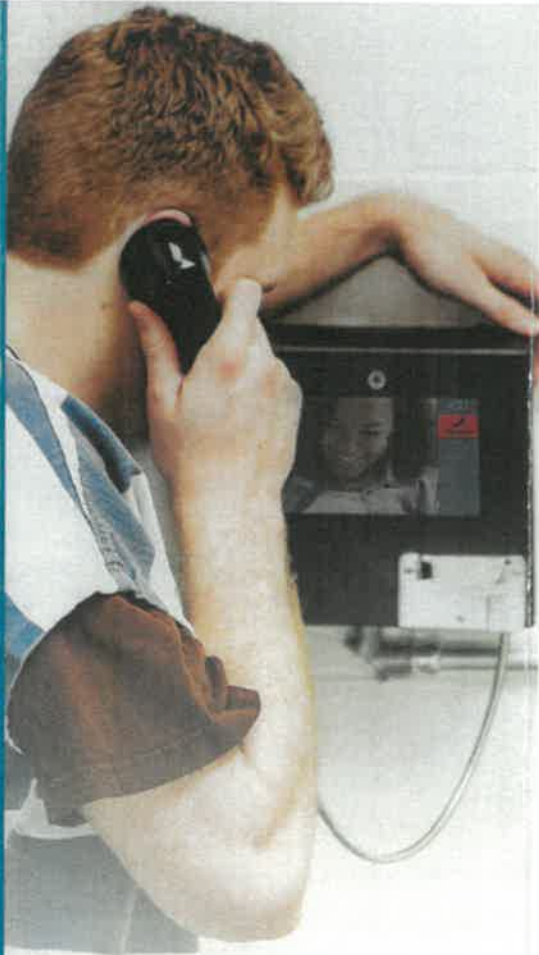


Select the **State** in which the inmate is being held, the **Facility** where the inmate is being held, and finally, search for the inmate by **Name**, then select them. Doing so will submit the inmate link request.

## Getting Support

If you can log in to your Public Portal account, go to the **Dashboard** and click the **Support** button. Then, select a **Category** that matches your request, type a **Description** that explains your request, and click the **Submit** button. This is the fastest way to get your request process.

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.



## Friends & Family Guide *Best with Google Chrome*

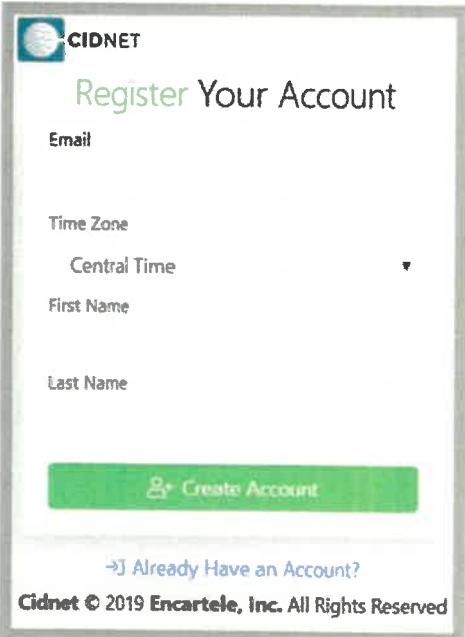
How to reach your incarcerated loved one from home



## 1. Create a CIDNET Account

Open <https://customer.cidnet.net/login> in your browser, or type **CIDNET Public Portal** into a search engine. If you have an Android phone, you can also download the CIDNET App in the Google Play Store.

Click the **Register** button and enter your information. Then click the **Create Account** button.



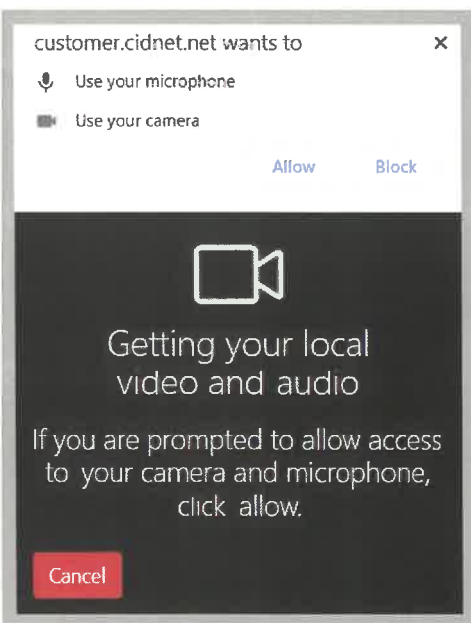
Read the **Terms of Use**, then click the **Agree** button at the bottom. Login to the email you entered earlier and open the new email from CIDNET. Click the **Click Here to complete your verification link**, or the link in the section below.

Enter a **Security PIN** and a **Password**, then click the **Sign In** button.

### 3. Wait to Be Approved

Jail staff need time to process your link request. But while you wait, you can test your device functionality and fund your account by purchasing data.

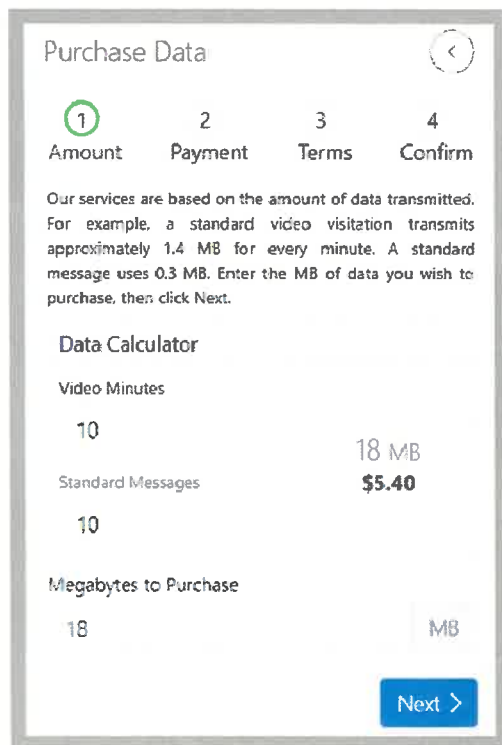
Open the [Menu](#) and click the [Audio/Video Test](#) button. If your browser prompts you to give CIDNET Camera and Microphone permissions, click the [Allow](#) button.



Point your device's camera at your face. You should see yourself onscreen. If you do, click the [Looks Good](#) button.

Now that you've tested your device, you need to fund your account by purchasing data. The communication services provided by CIDNET consume data from your balance when you use them. This allows you to pay only for the services you use.

Start by opening the [Menu](#), then click the [Add Data](#) button. On the [Purchase Data](#) screen, enter the number of messages and minutes of video you'd like to have in the [Data Calculator](#). Doing this will calculate the total number of [Megabytes \(Data\)](#) you should purchase. Once you're happy with your purchase, click the [Next](#) button.



Now, enter your payment details. After that, click the [Next](#) button. Read the [Terms of Use](#), then check the two checkboxes at the bottom. Then, click the [I Agree](#) button.

Lastly, review your purchase. Once you're happy with the statement, click the [Submit](#) button. Then confirm the purchase by clicking the [Submit](#) button again.

### 4. Scheduling a Video Visitation

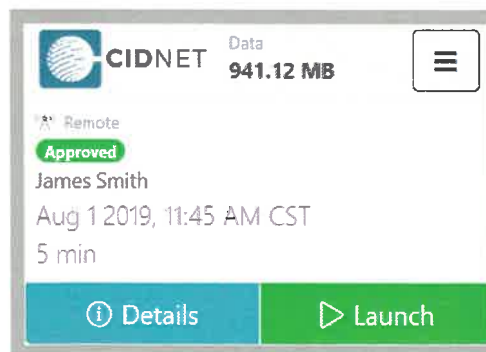
Once you've tested your device's functionality, funded your account, and been approved by the jail, you can communicate with your inmate through Mail or Videos. (Note: not all facilities offer all CIDNET services and features.)

To schedule a video visitation go to the [Public Portal Dashboard](#) and click the [Videos](#) button. Next, click the [New](#) button. To request a visitation at the jail, click the [On-Site](#) button. To request a visitation you can do from home, click the [Remote](#) button.

Once you've chosen a type, choose a [Date](#), [Duration](#), and [Time Slot](#). After that, check the checkbox(es) on the [Confirm](#) tab, then click the [Complete](#) button.

For On-site Visitations: on the date and time you selected, go to the facility and visit with your inmate.

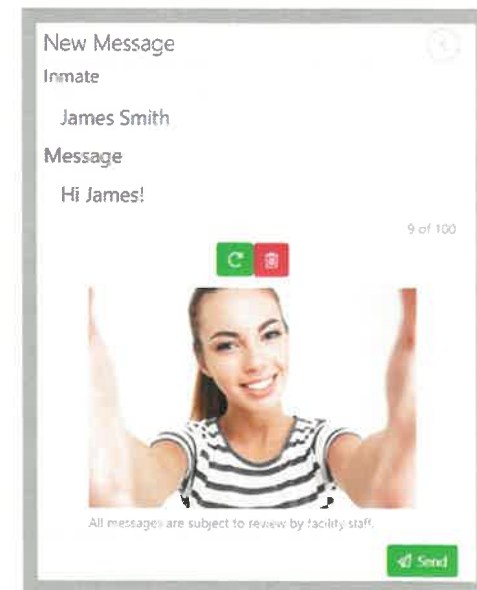
For Remote Visitations: on the date and time you selected, log back into CIDNET and click the [Launch](#) button on the [Public Portal Dashboard](#) to start your session. If you try to start the session late or early it will not work.



### 5. Sending and Receiving Mail

To send a message to your inmate, go to the [Public Portal Dashboard](#) and click the [Mail](#) button. Click the [New](#) button, then click the [Message](#) button under the inmate's name.

On this screen, you can type your message into the large text field and/or attach a picture by clicking the [Browse](#) button (Note: not all facilities offer all CIDNET services and features). After you are happy with your message, click the [Send](#) button. Finally, confirm your message and click the second [Send](#) button.



To see a list of your new messages, go to the [Public Portal Dashboard](#) and click the [Mail](#) button. Make sure you click the [New](#) tab to see a list of all the new messages you've been sent. To read a message, click it, then click the [Read](#) button.