



Oregon

John Kitzhaber, MD, Governor

Department of Corrections

Operations Division
2575 Center Street NE
Salem, OR 97301-4667

Date: November 15, 2012

Subject: Clarification and Additional Information for SecureMail™ and SecurePhoto™

SecureMail™ (Electronic Messaging) and SecurePhoto™ Issues

November 1, 2012, was the first day that MP3 Players could receive and send SecureMail™ (email) and SecurePhoto™ (photos). For the most part, the service has been good, but there have been several questions from staff, inmates, family and friends.

- If inmates are experiencing problems with their MP3 Players including problems receiving email or photos, they can dial **511#** to talk to an Access Corrections customer service representative between the hours of 9:00 AM to 3:00 PM Pacific Time. Access Corrections is working to expand their hours to better match institution schedules.
- Friends and family may call **1-866-345-1884** to resolve problems or seek clarification from Access Corrections.
- There was a delay in some emails and photos reaching the Music Warden during the first week of activation. This was resolved on November 5.
- Email and photos approved by DOC mailroom staff are released to the Music Warden kiosks by Access Corrections once a day.
- Recently, we told you there is a limit of 5,000 characters per email or approximately one full page of text. However, Access Corrections filters were programmed for 1,500 characters. Friends and family sending long messages had to break down messages into separate messages. Access Corrections has corrected this error and is looking at developing a way to credit affected users. More information to come.

SecureMail™ and SecurePhoto™ Credits and Package Purchases

- Friends and family may purchase credits for email and photos or a package of discounted emails and photos.
- Credits equal one penny. Friends and family may purchase 500 credits, 1,000 credits, 2,000 credits or 5,000 credits.
- Credits do not expire and are used to buy email messages for \$.44 or photos for \$.60.
- Bundled packages of emails or photos can be purchased for a discounted cost per message. The larger the package purchased, the lower the cost per message (see price chart below).
- Friends and family may purchase packages of 4, 20, 40 or 60 SecureMail™ messages or 4, 15, 24, or 36 SecurePhotos™.
- SecureMail™ and SecurePhoto™ packages expire 30 days after purchase.

Access Corrections Website SecureMail™ and SecureDeposit™ Purchases

- The Access Corrections website asks friends and family if they want to go to SecureDeposit™ or SecureMail™. To purchase email and photo packages or credits, they must go to the SecureMail™ option.
- If friends and family go to the SecureDeposit™ option, they will be taken to another set of instructions to place funds in inmate trust accounts. Funds placed in trust accounts cannot be retrieved.
- Friends and family can go to the Purchase Plan tab (left side) and buy packages of email messages or photos at a discounted rate. Packages expire after 30 days.
- The 30-day expiration on discounted packages of emails and photos was information that was not available to DOC before implementation.
- Packages of messages bought prior to December 01, 2012 will not expire. The expiration date for early adopters of Secure Mail has been waived to adjust for the miscommunication.
- Packages of messages bought on or after December 01, 2012 will have the thirty-day expiration limitation.
- Friends and family can go to the Buy Credits tab (left side) to purchase credits. Credits do not expire and are used to buy messages for \$.44 or photos for \$.60.

The department is committed to refining and improving this new technology to ensure time sensitive and meaningful communication between inmates and friends and family. Please remember that only those inmates with MP3 Players may receive Secure Mail messages at this time and until further notice. Please direct any questions to Kelley Morton, Operations Division Policy Manager or Randy Geer, Chief Inmate Services at DOC Central Office, 2575 Center Street, Salem, OR 97301.

Pricing

Email Package	Package Price	Per Email
1 Message	-	\$0.44
4 Messages	\$1.53	\$0.38
20 Messages	\$6.04	\$0.30
40 Messages	\$10.44	\$0.26
60 Messages	\$13.74	\$0.23

Photo Package	Package Price	Per Photo
1 Photo	-	\$0.60
4 Photos	\$1.97	\$0.49
15 Photos	\$7.14	\$0.48
24 Photos	\$10.44	\$0.44
36 Photos	\$14.29	\$0.40

Keyboard (required to send email from MP3 player)	\$29.95
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