



Oregon

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Date: January 25, 2013

Subject: New SecureMail™ Message Feature

SecureMail™ (Electronic Messaging) Offers Messages for Inmates without MP3 Players

- On February 4, 2013, friends and family will be able to send mail and photos to inmates electronically, even if they do not have MP3 players.
- The message and photos will be reviewed and approved by the Mail Room, then printed on paper and delivered like regular mail.
- Inmates will receive a second piece of paper on which to write their response. The responses will go back to the Mail Room for review and to be scanned back to the sender.
- The sender decides whether a message goes to the inmate's MP3 player or is sent to the inmate in printed form. Senders can only choose to send a message to an inmate's MP3 player if the inmate is in the Access Corrections system as having purchased an MP3 player.
- The sender also decides whether an inmate can use their account funds to reply to their messages. Handwritten replies will be charged at the same rate as electronic messages. The cost of messages varies depending on whether friends or family members purchased non-expiring credits or discounted packages with a 30-day expiration.
- If an inmate receives a message printed on paper and delivered through the mailroom and the inmate has an MP3 player, the inmate can reply to the message through their MP3 player if the sender has sent the inmate at least one prior message through the inmate's MP3 player. If family members or friends checked the box for scan back reply, they are being charged for the reply. Inmates have been told that may want to take the opportunity to use the scan back page since it has been pre-paid.
- It is important to note that inmates have 120 days to respond to SecureMail™ scanned replies.

SecureMail™ Issues

- Some inmates have family members outside the U.S. that would like to set up SecureMail™ accounts. However, currently this requires that a credit card on a U.S. bank account be used to establish an account. To allow more friends and family to correspond with their loved ones, Access Corrections is working on options to allow set up for international customers. We will keep you informed as we get more information.
- There has been a problem with sending multiple messages during one connection to the Music Wardens. Access Corrections acknowledges this problem and knows the source of the problem, but it will require program changes to overcome. In the meantime, Access Corrections suggests that inmates:
 - Complete messages and stage them in their "Drafts"
 - Send one message during a session and disconnect the MP3 player
 - Reconnect while still at the kiosk, then send the next one
 - Repeat until all staged messages are sent