FRIENDS & FAMILY GUIDE

How To Reach Your Incarcerated Loved One From Home

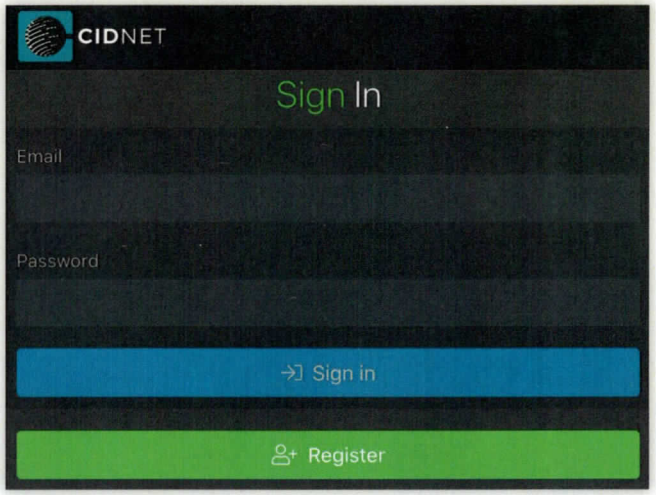
CIDNET

Powered By Encartele

With CIDNET, you and your inmate can talk with video visits, messages, and phone calls. To use these services, you must create an account and buy data. Your data balance will be consumed when you talk with your inmate.

Create a CIDNET Account

1. Go to customer.cidnet.net/ in your browser.



2. Click the Register button.
3. Type in your Email, Time Zone and First & Last Name.
4. Click the Create Account button.
5. Read the Terms of Use, then click Agree.
6. Login to your email and open the CIDNET email.
7. In the email, click the Complete Your Verification link.
8. Choose a Security PIN and a Password.
9. Click the Sign In button.

Complete Your Account

1. After logging in, click the Menu (≡) in the top corner.

2. Click the Account button.

3. Click the General Information button.

General Information

4. Fill out the fields with your personal information. Officers use this information to verify your identity. Without providing this information, you won't be approved to contact your inmate.
5. Click the Save button to save your information.
6. Click the Phone Numbers button.

Phone Numbers

7. Click the Add Phone Number button.
8. Type in the Phone Number you want to add.
9. Type in a Description (ex: "Jane's Cellphone").
10. Mark as Primary if this is the phone number that Customer Service should call to reach you.
11. Click Verification Type to choose either:
    - Text (CIDNET send your code by SMS)
    - Call (CIDNET reads your code to you)
12. Wait for CIDNET to text or call your phone. The text or call will contain your verification code.
13. Write down your code if you can't remember it.
14. Type in your Verification Code, then click Submit.
15. Click the Back (<) arrow button.
16. Click the Photo ID button.

Photo ID

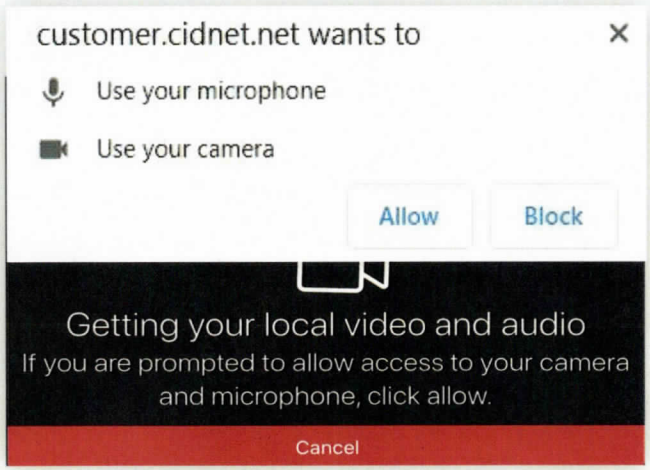
17. Click the Upload New button.
18. Click the Browse button.
19. Choose an image of your government-issued ID.

Link With Your Inmate

1. After logging in, click the Menu (≡) in the top corner.
2. Click the Add Inmate button.
3. Select the State where your inmate is being held.
4. Select the Facility where your inmate is being held.
5. Search for your inmate by Name, then select them.
6. Select the Relationship for you and your inmate.
7. Click Complete to submit your request to the facility.
8. NOTE: The correctional facility decides whether to approve or decline your Link Request. CIDNET has no control over whether you were approved or denied. Contact the facility for more information.

Wait to be Approved

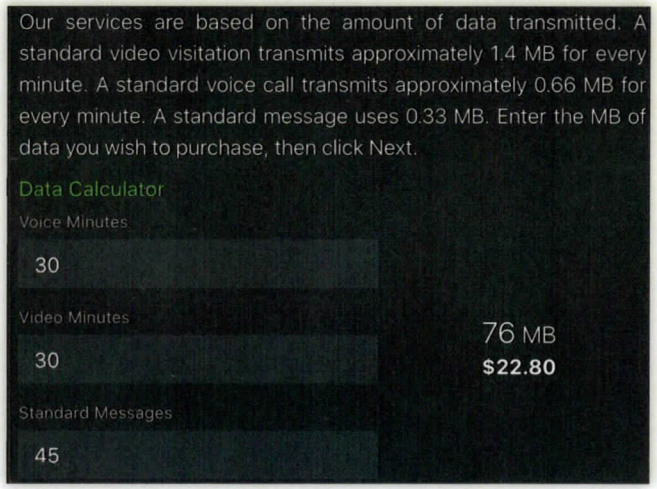
1. Facility Staff need time to process your link request. While you wait, you can test your device for video visitation compatibility.
2. After logging in, click the Menu (≡) in the top corner.
3. Click the Audio/Video Test button.
4. If your browser prompts you to give CIDNET Camera and Microphone permissions, click the Allow button.



5. Point your device's camera at your face. You should see yourself on-screen. If you do, click the Looks Good button.

Purchase Data (MB)

1. After logging in, click the Menu (≡) in the top corner.
2. Click the Add Data button.
3. Use the Data Calculator to determine how many MB (Data) you want to buy. Choose how many Megabytes to Purchase, then click Next. Your Data balance can be used for video visits, messaging, and / or phone calls.

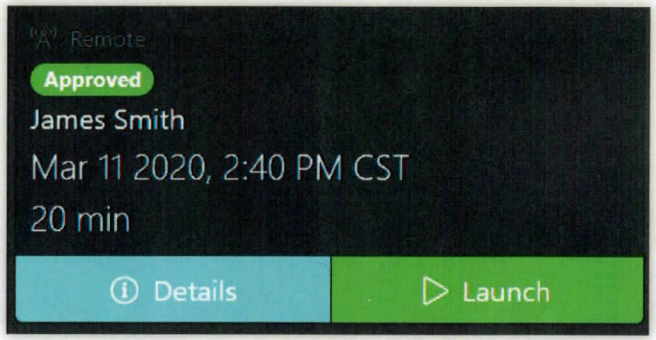


4. Enter your Payment Details.
5. Read the Terms of Use and check the boxes at the bottom, then click I Agree.
6. Click Submit when you are ready to purchase your data.

Inmate Communication

- Not every correctional facility allows inmates and contacts to video visit, message, or call with CIDNET. After you've linked with your inmate, you can view what communication services they have access to.

- If you receive a call from (888) 984-1903, there is an inmate trying to call you. If you purchased data, you can accept the call. If you haven't, you can't accept the call.
- You can send/read messages by clicking the Mail button.
- You can schedule video visits by clicking Video and then New Schedule. Onsite visits require you to visit the facility, while Remote visits can be joined from anywhere as long as your WiFi connection is strong enough.
- Schedules you submit must be approved by facility staff.
- To join a Remote session, you need to login to CIDNET and click the Launch button when your session is scheduled to begin. The Launch button will appear automatically, though you may need to click Refresh.



- Video visits, messages, and phone calls are recorded and monitored. Staff may revoke your ability to communicate if you violate facility guidelines.
- If you want to sell your data back to CIDNET, click the Support button and open a New Request with I would like to sell back my unused data as your request.

Getting Support

If you can log in to your Public Portal account, go to the Dashboard and click the Support 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.

CIDNET