ICS Corrections, Inc.

ODOC – Friends and Family

Communicating with an ODOC AIC

<u>To communicate with an ODOC AIC, you are required to validate your phone number.</u>

How to Validate Your Phone Number

To validate your number online, you will need to have the following:

- A valid debit/credit card *(AND)*
- A phone where you can receive a text message with a confirmation code *(OR)*
- A phone that can receive an automated call that will announce the confirmation code.

⮱ *You must enter this confirmation code to complete your online phone number validation.*

If you do not have a debit/credit card, you can email a copy of your **valid government-issued photo ID** and a copy of your **phone bill** to: customer@icsolutions.com.

⮱ *The address on your ID and on the telephone bill must match.*

If you do not have access to the internet, you can mail a copy of your **valid government-issued photo ID** and a **copy of your phone bill** to the address below:

ICSolutions
Customer Service
2200 Danbury Street
San Antonio, TX 78217

⮱ *The address on your ID and on the telephone bill must match.*

⮱ *The mail-in method of validation may take up to 7 days once received.*

Instructions to Validate Your Number Online

1. Please go to icscorrections.com and click **OREGON FRIENDS AND FAMILY**.

OREGON FRIENDS AND FAMILY

2. When the page finishes loading, scroll up and click **VALIDATE YOUR PHONE NUMBER**.

VALIDATE YOUR PHONE NUMBER
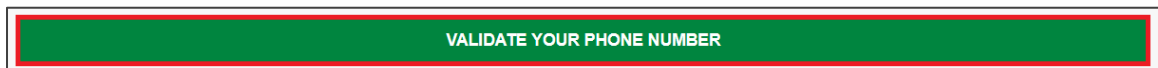
3. If you have already created an account, click **Log In**.

Hello
Welcome to ICS Online

Log In   Create New Account   Product Availability
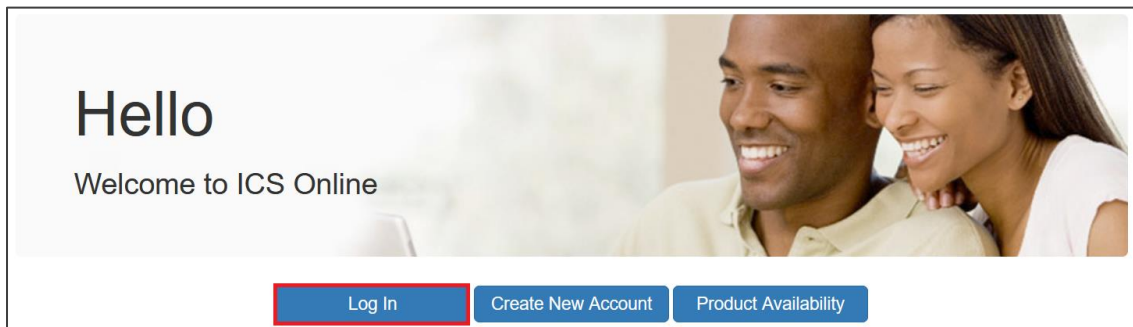
4. Enter your *Username* and *Password*, then click **Log In**.

Login

User Name

Password

Log In

Welcome to the ICS Online Payments portal!

To begin, please enter your user name and password

Don't have a login yet?   Forgot your username or password?

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5. If you have an account and your phone number is already validated, it will appear in the *Prepaid Collect Accounts* section of your account page with the words: *Phone Validation Complete* below the agency name.

⮕ *If your phone number is validated, you do not need to continue with the instructions. If it is not validated, skip to step number 11 below.*

Welcome back **RACHEL** Last login: 2021-07-22 17:00:54		What would you like to do? ▾		
Prepaid Collect Accounts		**Add**	**Inmate Debit Phone Accounts**	**Add**
Phone	**Agency**	**Balance**	Fund an inmate debit telephone account.	Add Account
(620) 888-1234	Oregon Department of Corrections - OR Phone Validation Complete	$0.00 Fund		
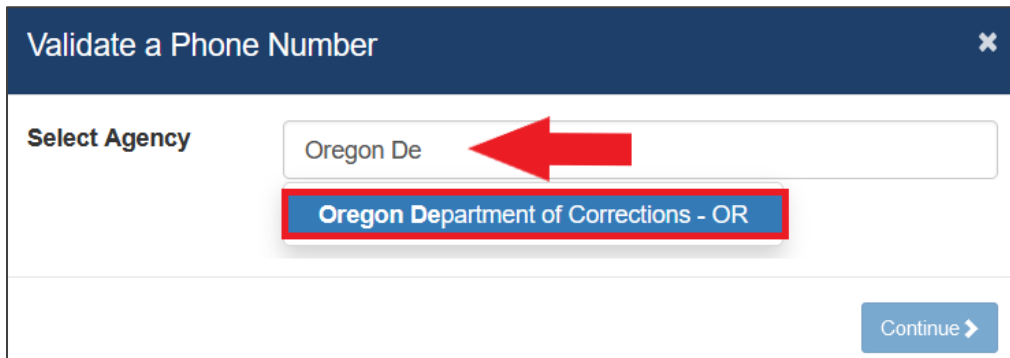
6. If you do not have an account, click **Create New Account**.

Hello
Welcome to ICS Online

Log In | Create New Account | Product Availability

7. Enter your desired username, 4-digit PIN, and password twice on the *Create New Account* page. Then click **Sign Up**.

Create New Account

User Name ⬅

PIN (4-digit number) ⬅

Password ⬅

Confirm Password ⬅

Password strength: (?)

Sign Up   Have a phone number you'd like to migrate?

⮕ *You will need your 4-digit PIN to leave a voicemail for an AIC. More information about leaving a voicemail for an AIC is located at the end of this document.*

8. Complete all the fields including your name, email address, phone number you wish to receive calls on, and the address that matches your credit/debit card or phone bill.

9. Optionally, check the box if you wish to register for visitation.

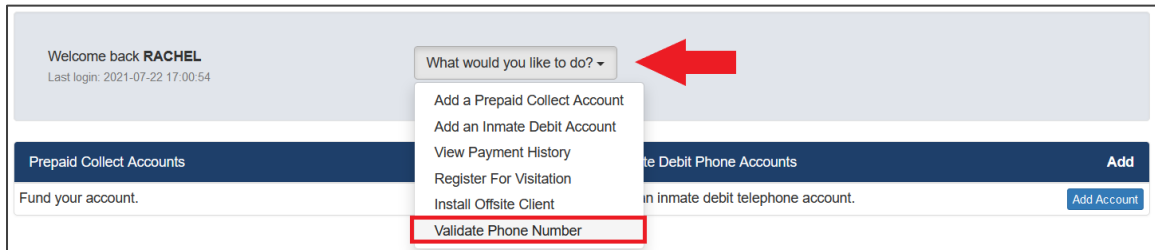➲ *You do not need to register for visitation to validate your phone number.*

10. Click **Sign Up**.

➲ *For these instructions, the visitor is only validating their phone number and not registering for visitation. The check box is not selected.*

11. Once your account has been created, click **What would you like to do?** from your account screen then select **Validate Phone Number**. This will open the *Validate a Phone Number* popup.
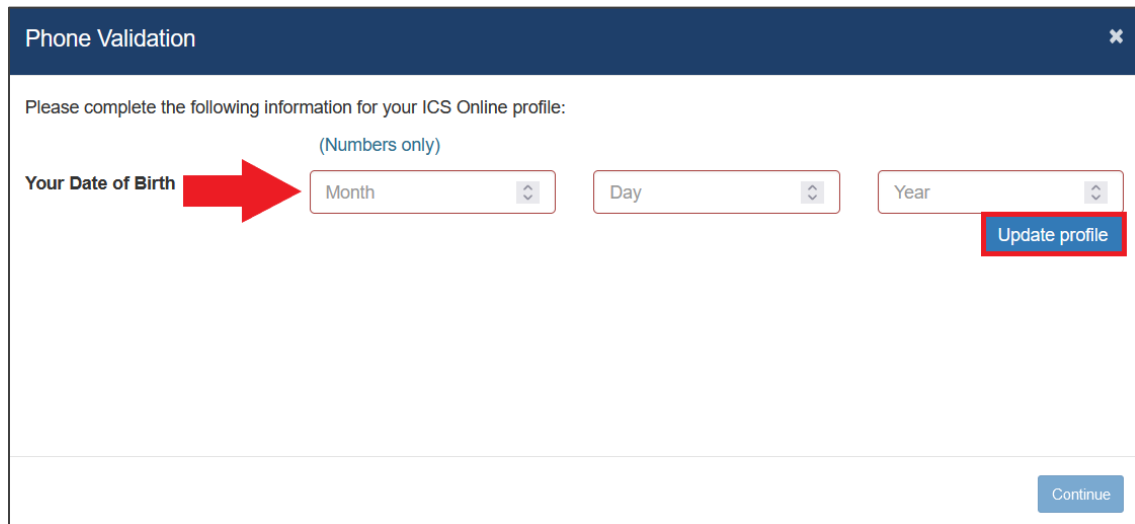
➲ *You do not have to fund the account to validate your number.*

12. Begin typing *Oregon Department of Corrections* in the *Select Agency* field and click **Oregon Department of Corrections – OR**.

13. After selecting *Oregon Department of Corrections - OR*, enter the phone number you want to use to accept/receive calls and click **Continue**.

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14. You may need to complete additional information, such as your birthday. When you have entered any additional information required, click **Update Profile**.

15. Enter your valid debit/credit card information and billing address then click **Validate card information**.
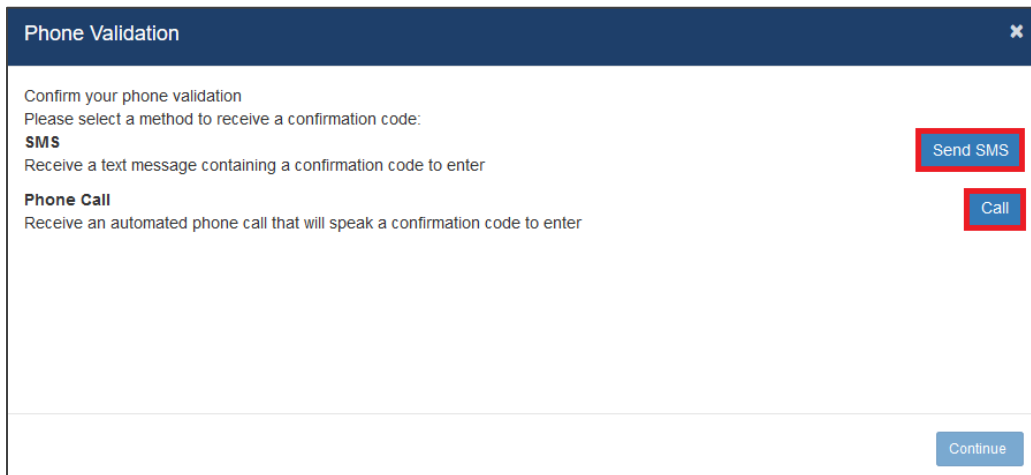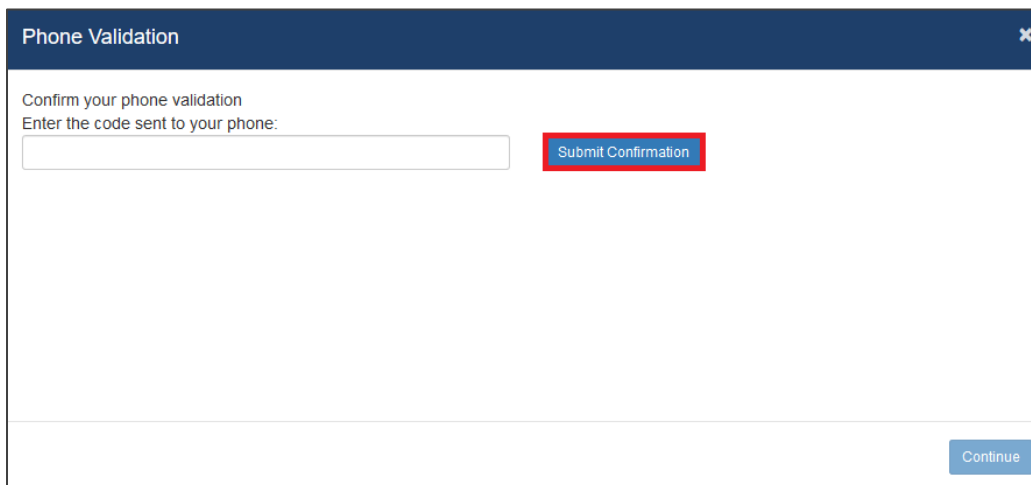

⮑ *There is no cost for this. Your card will not be charged. You do not have to fund the account to validate your number or card information.*

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16. Click **Send SMS** or click **Call** to choose the method you wish receive your validation code.
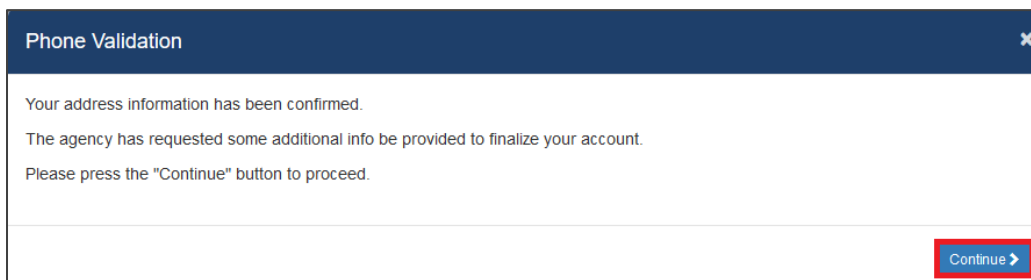
Phone Validation ✖

Confirm your phone validation
Please select a method to receive a confirmation code:
SMS   Send SMS
Receive a text message containing a confirmation code to enter

Phone Call   Call
Receive an automated phone call that will speak a confirmation code to enter

Continue

17. To confirm your phone validation, enter the 6-digit code you received and click **Submit Confirmation**.

Phone Validation ✖

Confirm your phone validation
Enter the code sent to your phone:

[   ]   Submit Confirmation

Continue

18. If you do not choose to register for visitation, you may be required to enter additional data like your *ethnicity*, *ID Type*, *ID number*, *ID state*, and *ID expiration date*. Click **Continue** to enter the requested information.

Phone Validation ✖

Your address information has been confirmed.

The agency has requested some additional info be provided to finalize your account.

Please press the "Continue" button to proceed.

Continue ❯

19. Enter the requested information and click **Submit Information.**

20. Once your validation has been completed, you will receive confirmation, click **Close.**

21. Your number is now validated and can receive calls from an AIC at ODOC.

➲ *Your validated phone number will automatically be listed under Prepaid Collect Accounts with the words 'Phone Validation Complete'.*

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22. Your number is now validated and can receive calls from an AIC at ODOC. If you would like to receive prepaid calls, you will need to fund your prepaid account. Click **Fund** on your account screen to fund your account.

➲ *Your prepaid account is your money that allows you to pay for phone calls to your number and schedule video calls.*

23. Once your number is validated and funded, you can call **(877) 831-0390** to leave a voicemail for an AIC letting them know when you are available to receive a call. Voicemails are only $0.50. *To leave a voicemail, you will need to have the 4-digit PIN you created when you set up your online account as well as the AIC's state ID number.*

➲ *If you would like to receive prepaid calls, you will need to fund your prepaid account.*

➲ *Your prepaid account is your money that allows you to pay for phone calls to your number. You can do this by clicking Fund on your account screen.*

Available Services

There are several ways to pay for communications with an ODOC AIC. The options available are:

Prepaid account: Your prepaid account is your money that allows you to pay for phone calls to your number and schedule video calls. You can do this by clicking Fund on your account screen.

AIC Communications and Trust account: These accounts are controlled by the ODOC AIC. You can deposit funds into these accounts to allow ODOC AIC to pay for phone calls, video calls, and messaging. For instructions on how to fund an AIC Communications or Trust account, go to **ICSCorrections.com** and select **Oregon Friends and Family** then scroll to **Available Services.**

To fund an AIC's Trust account or an AIC Communications account, or to create and fund an account to email with and send photos to an AIC, please to go to **ICSCorrections.com** and click **Oregon Friends and Family** then scroll down to **Available Services.**