

ODOC – Friends and Family

Communicating with an ODOC AIC

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

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.***

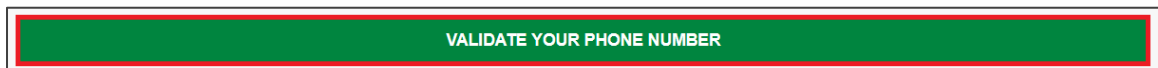
➡ ***The mail-in method of validation may take up to 7 days once received.***

Instructions to Validate Your Number Online

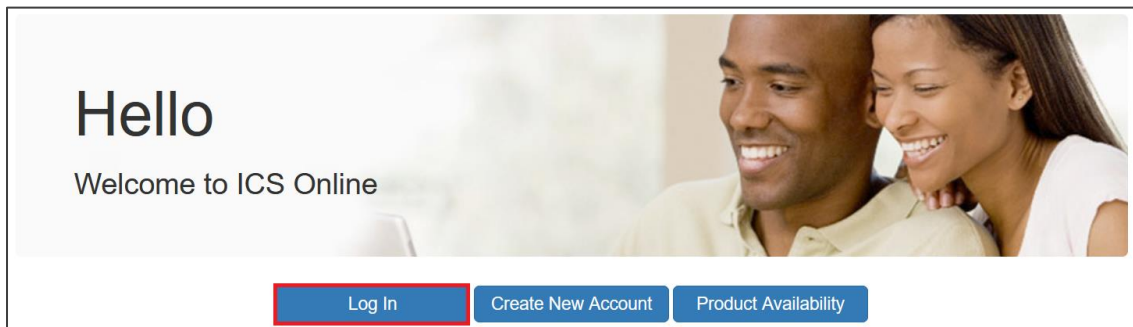
1. Please go to icscorrections.com and click OREGON FRIENDS AND FAMILY.



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



3. If you have already created an account, click **Log In**.



4. Enter your *Username* and *Password*, then click **Log In**.

A screenshot of the ICS Online login form. The form is titled 'Login' and contains two input fields: 'User Name' and 'Password'. Red arrows point to these fields. Below the fields is a blue 'Log In' button with a red border. To the right of the input fields, the text reads: 'Welcome to the ICS Online Payments portal! To begin, please enter your user name and password'. At the bottom of the form, there are links: 'Don't have a login yet?' and 'Forgot your username or password?'.

- 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
Phone	Agency	Balance	
(620) 888-1234	Oregon Department of Corrections - OR Phone Validation Complete	\$0.00	Fund

Inmate Debit Phone Accounts **Add**

Fund an inmate debit telephone account. **Add Account**

- If you do not have an account, click **Create New Account**.

Hello

Welcome to ICS Online

Log In **Create New Account** Product Availability

- 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.***

- 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.

Create New Account

First Name

Last Name

Email

Phone Number

Address

Apt, Suite#...

City

Select State

Zip Code

If you are going to make Prepaid Collect payment(s), you must enter the phone number that you want the inmate to call you on.

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

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

☒ Check this box if you wish to register for visitation. The telephone number you enter will be associated with your visitation account. This number will be used to purchase charged visits.

- Click **Sign Up**.

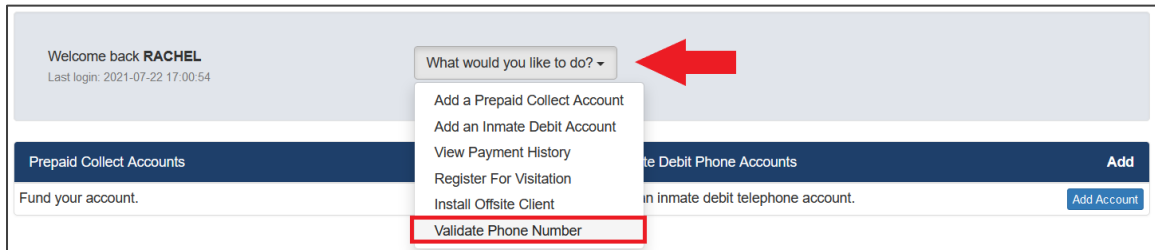
➡ ***For these instructions, the visitor is only validating their phone number and not registering for visitation. The check box is not selected.***

If you are going to make Prepaid Collect payment(s), you must enter the phone number that you want the inmate to call you on.

☐ Check this box if you wish to register for visitation. The telephone number you enter will be associated with your visitation account. This number will be used to purchase charged visits.

Sign Up

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.



Welcome back **RACHEL**
Last login: 2021-07-22 17:00:54

What would you like to do? ▼

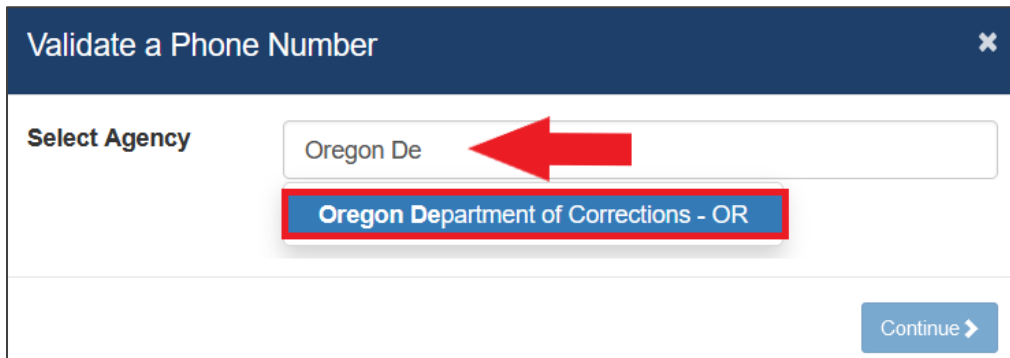
- Add a Prepaid Collect Account
- Add an Inmate Debit Account
- View Payment History
- Register For Visitation
- Install Offsite Client
- Validate Phone Number**

Prepaid Collect Accounts Fund your account.

Inmate Debit Phone Accounts Add Account

➡ **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**.



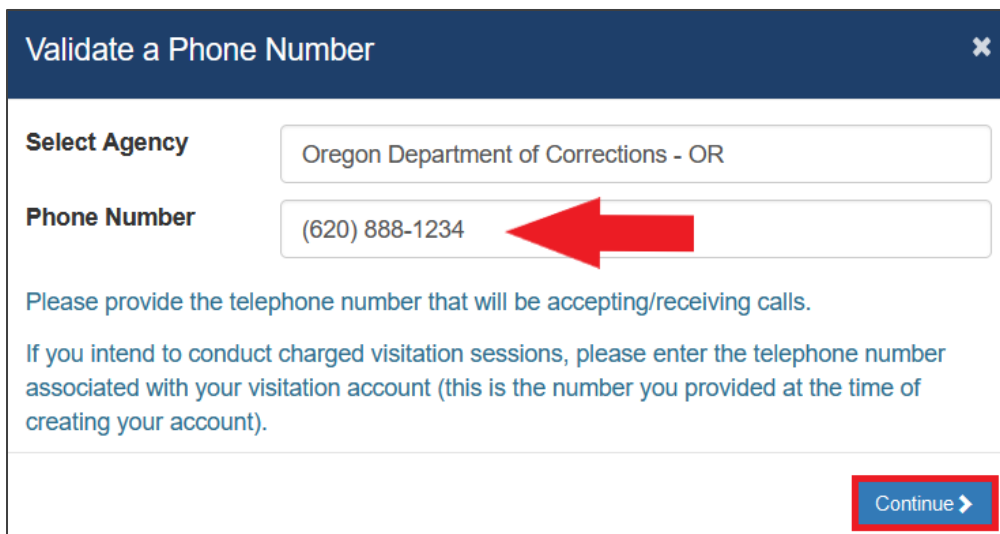
Validate a Phone Number

Select Agency Oregon De

Oregon Department of Corrections - OR

Continue >

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



Validate a Phone Number

Select Agency Oregon Department of Corrections - OR

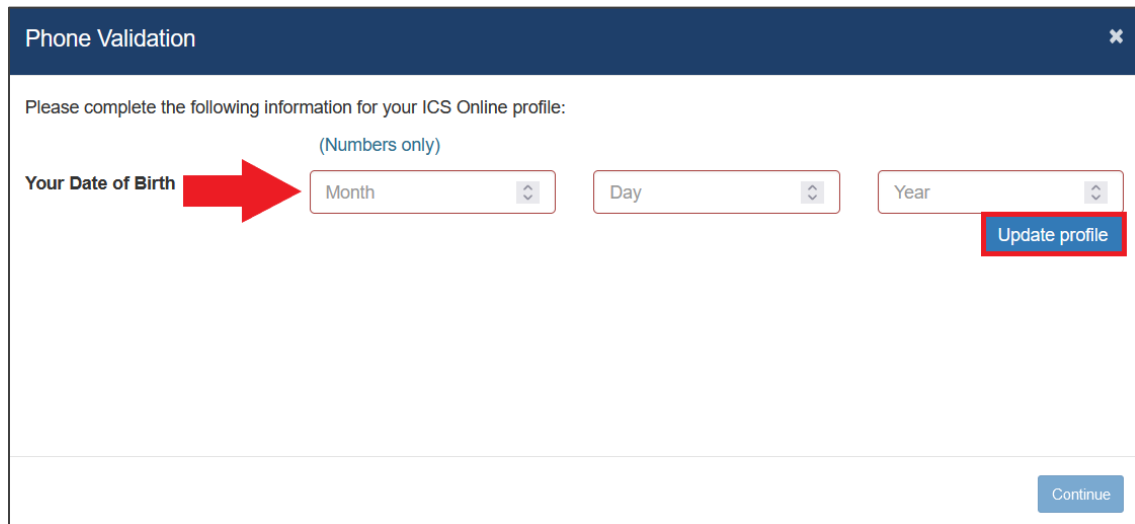
Phone Number (620) 888-1234

Please provide the telephone number that will be accepting/receiving calls.

If you intend to conduct charged visitation sessions, please enter the telephone number associated with your visitation account (this is the number you provided at the time of creating your account).

Continue >


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



Phone Validation

Please complete the following information for your ICS Online profile:

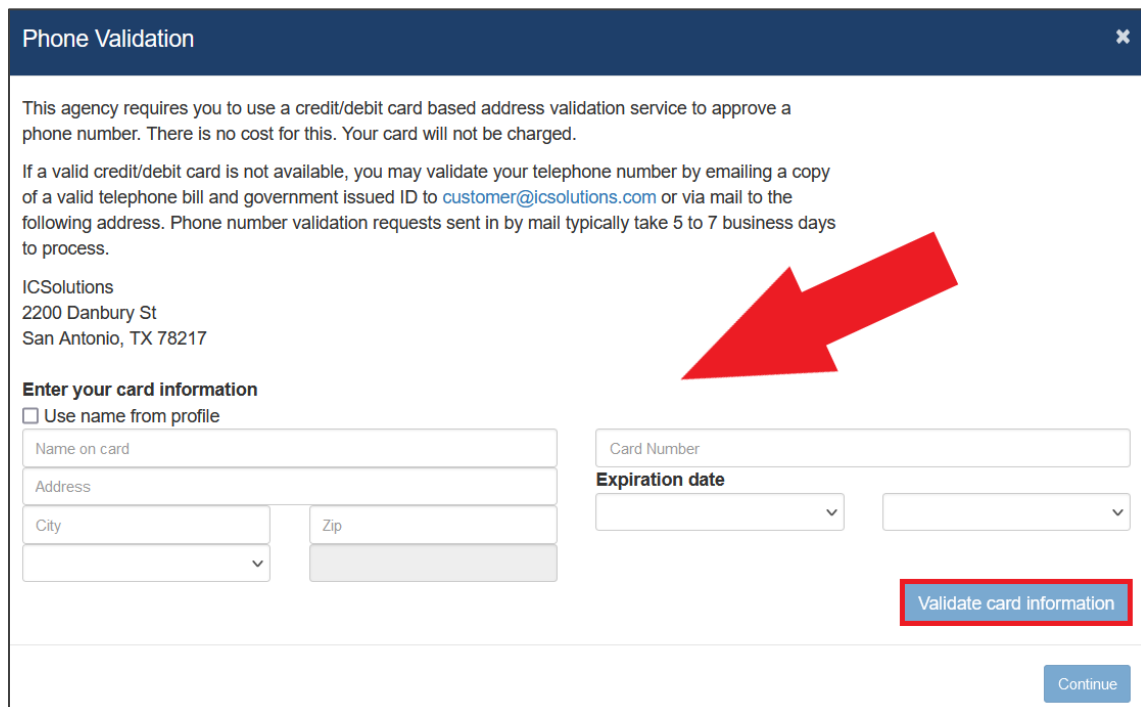
(Numbers only)

Your Date of Birth 

Update profile

Continue

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



Phone Validation

This agency requires you to use a credit/debit card based address validation service to approve a phone number. There is no cost for this. Your card will not be charged.

If a valid credit/debit card is not available, you may validate your telephone number by emailing a copy of a valid telephone bill and government issued ID to customer@icsolutions.com or via mail to the following address. Phone number validation requests sent in by mail typically take 5 to 7 business days to process.

ICSolutions
2200 Danbury St
San Antonio, TX 78217

Enter your card information

☐ Use name from profile

Name on card

Address

City Zip

Card Number

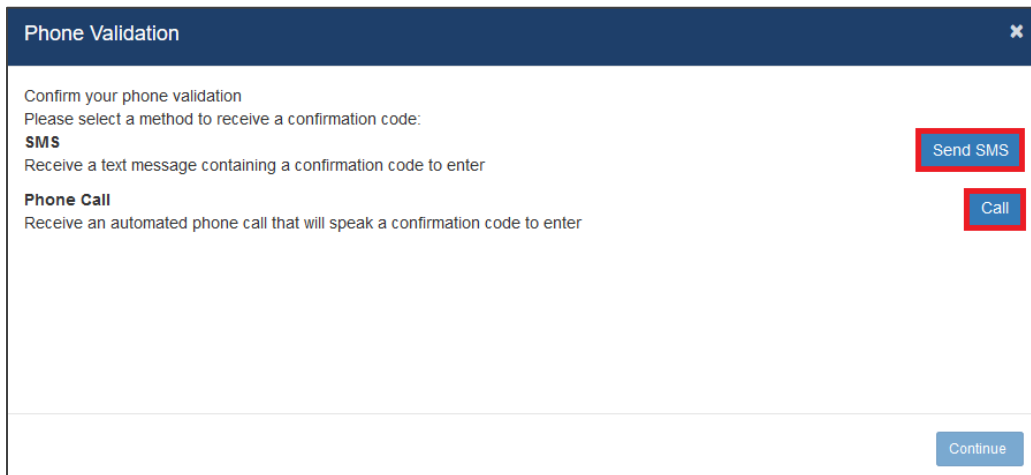
Expiration date

Validate card information

Continue

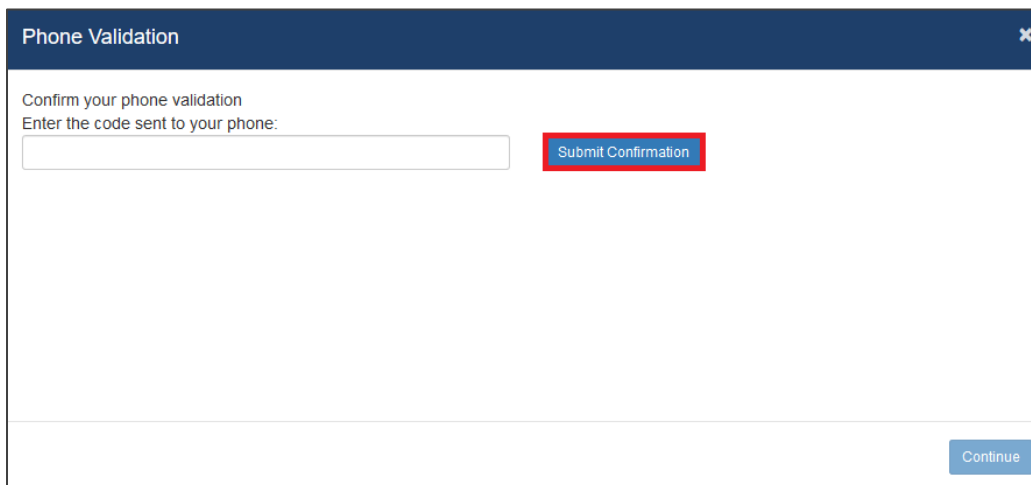
➡ ***There is no cost for this. Your card will not be charged. You do not have to fund the account to validate your number or card information.***

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



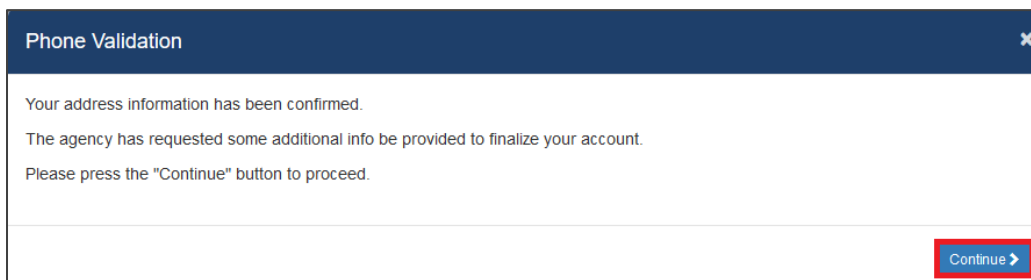
The dialog box is titled "Phone Validation" with a close button (X) in the top right corner. The main text reads: "Confirm your phone validation" followed by "Please select a method to receive a confirmation code:". There are two options: "SMS" with the description "Receive a text message containing a confirmation code to enter" and "Phone Call" with the description "Receive an automated phone call that will speak a confirmation code to enter". To the right of the SMS option is a blue button labeled "Send SMS", and to the right of the Phone Call option is a blue button labeled "Call". At the bottom right of the dialog is a blue button labeled "Continue".

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



The dialog box is titled "Phone Validation" with a close button (X) in the top right corner. The main text reads: "Confirm your phone validation" followed by "Enter the code sent to your phone:". Below this text is a white input field. To the right of the input field is a blue button labeled "Submit Confirmation". At the bottom right of the dialog is a blue button labeled "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.



The dialog box is titled "Phone Validation" with a close button (X) in the top right corner. The main text reads: "Your address information has been confirmed." followed by "The agency has requested some additional info be provided to finalize your account." and "Please press the 'Continue' button to proceed." At the bottom right of the dialog is a blue button labeled "Continue" with a right-pointing arrow.

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

Phone Validation

Additional data required by agency

Ethnicity

ID Type

ID Number

ID State

ID Expiration Date

Submit Information

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

Phone Validation

Success

Your registration with the agency has been approved.

Your phone is approved to receive debit or prepaid collect calls from this agency. If you would like, you can fund the number for Prepaid Collect.

Close

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

Welcome back **RACHEL**
Last login: 2021-07-22 17:00:54

What would you like to do?

Prepaid Collect Accounts

Add

Phone	Agency	Balance	
(620) 888-1234	Oregon Department of Corrections - OR	\$0.00	Fund
	Phone Validation Complete		

Inmate Debit Phone Accounts

Add

Fund an inmate debit telephone account.

Add Account

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

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.

The screenshot displays a user interface for Rachel, with a welcome message and a dropdown menu asking 'What would you like to do?'. Below this, there are two main sections: 'Prepaid Collect Accounts' and 'Inmate Debit Phone Accounts'. The 'Prepaid Collect Accounts' section contains a table with columns for Phone, Agency, and Balance. A single entry is shown for the phone number (620) 888-1234, associated with the Oregon Department of Corrections - OR, with a balance of \$0.00 and a 'Fund' button. The 'Inmate Debit Phone Accounts' section has an 'Add' button and a link to 'Fund an inmate debit telephone account' with an 'Add Account' button.

Prepaid Collect Accounts			Add
Phone	Agency	Balance	
(620) 888-1234	Oregon Department of Corrections - OR Phone Validation Complete	\$0.00	Fund

Inmate Debit Phone Accounts [Add](#)

[Fund an inmate debit telephone account.](#) [Add 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](https://www.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](https://www.icscorrections.com) and click **Oregon Friends and Family** then scroll down to **Available Services**.

Available Services

Phone, video interactive phone (VIP) calls & Voicemail






Provided through ICS Corrections' billing agent ICSolutions. Prepaid services allow you to receive AIC phone calls to your validated phone number, receive video interactive phone (VIP) calls, and leave voice messages for AICs.

- \$300 monthly spending limit
- \$100 maximum per transaction limit

[MANAGE PREPAID CALLING ACCOUNT](#)

Or Call 888-506-8407


Payments accepted



Check or money order also accepted by mail

ICSolutions
Customer Service
2200 Danbury St
San Antonio, TX 78217

Electronic Messaging





Friends and family members can communicate with AICs through ICS Corrections' electronic messaging system, provided through **CorrLinks**.

Friends and Family members cannot initiate email communication with AIC's and must wait until they receive an invitation with an identification code to set up an account.

[HOW TO SIGN UP FOR CORRLINKS](#)

[MANAGE PREPAID MESSAGING ACCOUNT](#)

Payments accepted



AIC Communications Account Services

The new communication system allows for you to add money to the AIC's communications account, which they can use to pay for calling and tablet services. AIC communications account deposits can be made online at the link below, Lobby Kiosk (coming soon), walk-in location, or by mailing a personal/cashier's to our lockbox at the address below.

Trust Account Services

ICS Corrections offers trust account deposit services, through our billing partner Access Corrections. Trust account deposits can be made online using the link below, by phone, at a Lobby Kiosk (coming soon), or at any of our walk in funding locations.