

F&F Single Communications Account FAQ

Do I need to sign up for a GettingOut.com account?

Yes, you do need to sign up for a GettingOut.com account in order to send messages, photos and pay for video visits.

Do I need to fund my GettingOut.com account?

You are no longer required to fund your GettingOut account and can just use your funded ICS Prepaid account.

What if I already have funds in my GettingOut account?

Any funds you have in your GettingOut account will be combined with any funds you already have in your ICS Prepaid account. You can see these combined funds when you are logged into your ICS Prepaid account.

Example: If you have \$3.00 in your ICS Prepaid account and \$2.00 in your GettingOut account, you will see \$5.00 when you log into your ICS Prepaid account. Once you use all \$5.00, you can begin just funding your ICS Prepaid account to use for all communication services.

Can I use my funded ICS Prepaid account to send messages and photos and pay for video visits?

Yes, when you send a message or photo or pay for a video visit, if you have funds in your ICS Prepaid account, those funds will be used.

Can I use my funded GettingOut account to send messages and photos?

Yes, if you do not fund your ICS Prepaid account, but do fund your GettingOut account, you can send messages, photos and pay for video visits using the funds in your GettingOut account.

What if I created an ICS Prepaid account with different information than what I used to create my GettingOut account?

If you want to just fund one account to use to receive phone calls, send messages or photos and pay for video visits, you will have to contact customer service at ICSolutions or GettingOut to make sure the information is consistent on both accounts.

If your information is different on both accounts, you will need to continue to fund both accounts.

Do I have to fund both my GettingOut and ICS Prepaid accounts?

No. You no longer have to fund two accounts if the information you used to create both your ICS Prepaid and GettingOut accounts matches (phone number, email address, etc.).

If your information is different on both accounts, you will need to continue to fund both accounts.