

Setting Up a GettingOut Account

Inmates can send an email request to Friends and Family members with whom they wish to communicate. The email invitation will include a link to GettingOut.com. Once the account is set up, you will be able to receive messages from the Inmate and send messages and photos to the Inmate.

Once you receive the Inmate Contact Request email, you may click **Yes, I want to “Create A New Account” so I can connect with this inmate >>**. If you don't wish to accept the invitation, you may ignore and delete the email. If you accept, you may then log in to your existing GettingOut account or create a new account on the website at GettingOut.com.

You may also add your Friends and Family members as contacts to your new or existing account without them sending you an email invitation.

Please note the following:

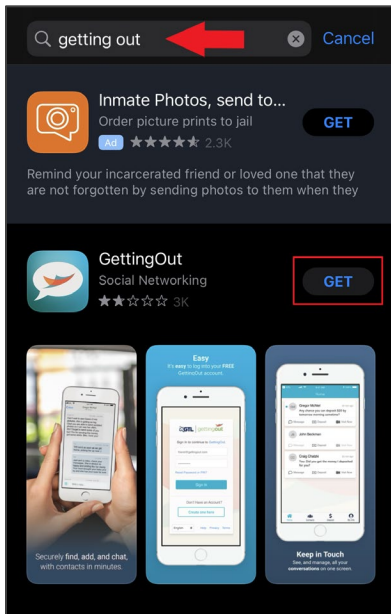
- You do need to sign up for a GettingOut account to send messages, photos and pay for video visits.
- You are no longer required to fund your GettingOut account and can just use your funded ICS Prepaid account.
- When you send a message or photo or pay for a video visit, if you have funds in your ICS Prepaid account, those funds will be used.
- 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.
- 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.
- If you created an ICS Prepaid account with different information than what you used to create your GettingOut account, 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.
- 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.

Follow the instructions below to create a GettingOut account.

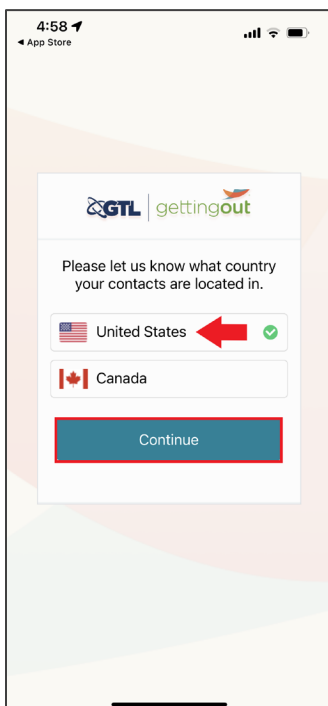
Creating a GettingOut Account Using a Mobile Phone

The Inmate will add your email address as a contact, which will generate an email invitation. Alternatively, you can create an account or sign into your existing account and add your Friend or Family member as a contact.

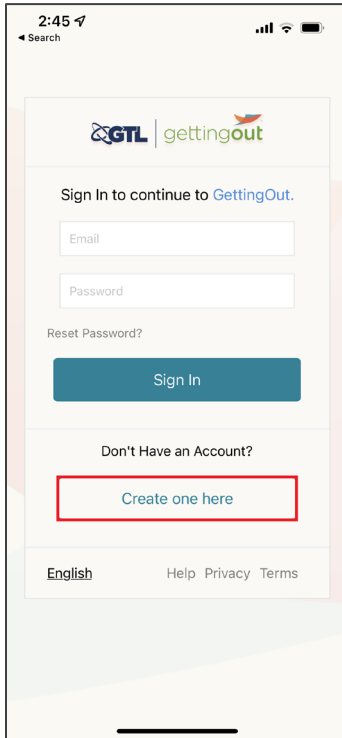
1. Download the GettingOut app from the **App Store**® or **Google Play Store**. Then open the app.



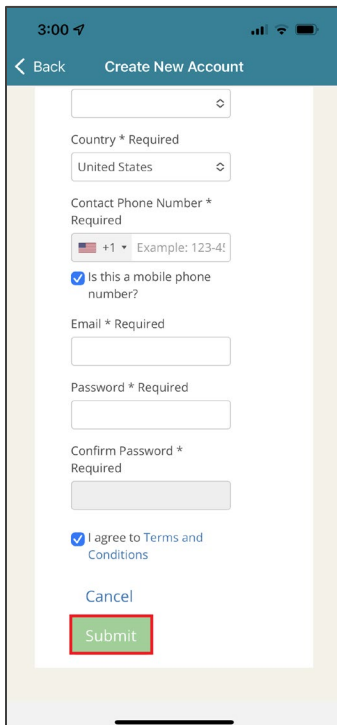
2. When you first open the app, it will ask you which country you are in. Select **United States**.



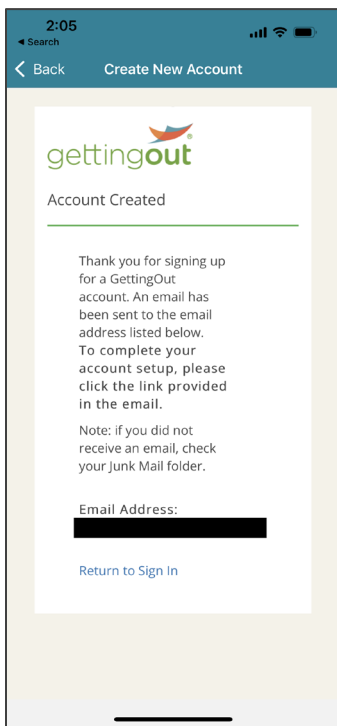
3. Sign into your existing account or create a new account. To create a new account, tap **Create one here**.



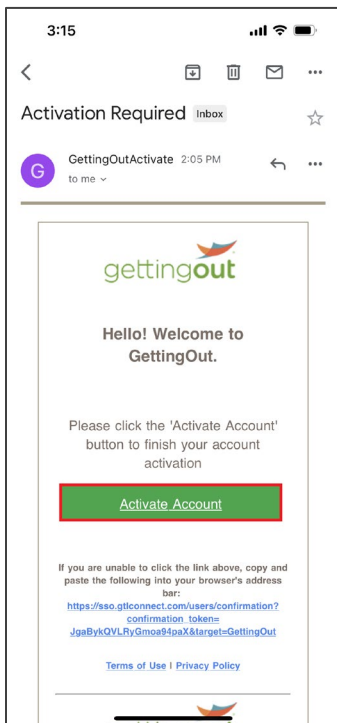
4. Complete the required fields, agree to the Terms and Conditions, then tap **Submit**.



5. A confirmation will be displayed, and an activation email will be sent to the email address you provided.

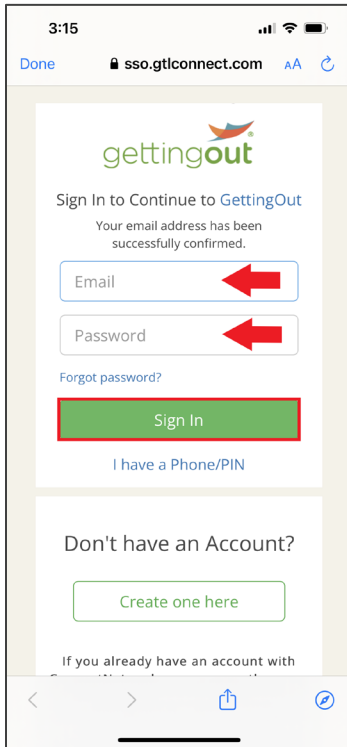


6. Open the email in your email application and tap **Activate Account**.

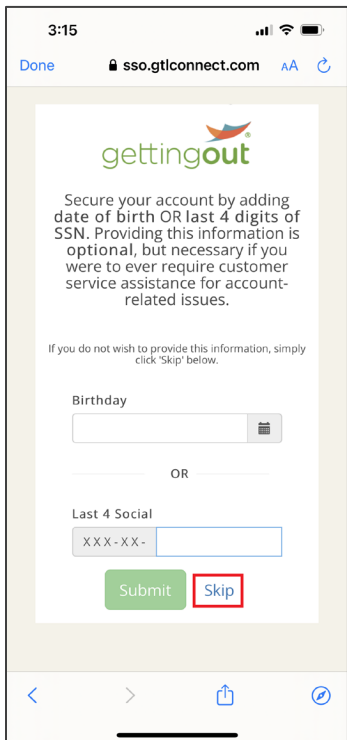


7. This opens the login page in your phone's browser.

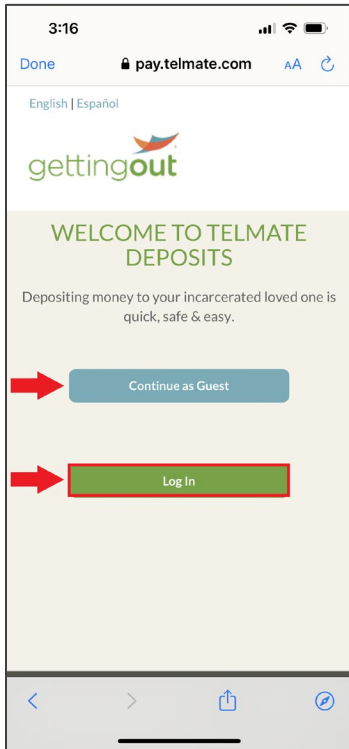
8. Log in using your email address and password, then tap **Sign In**.



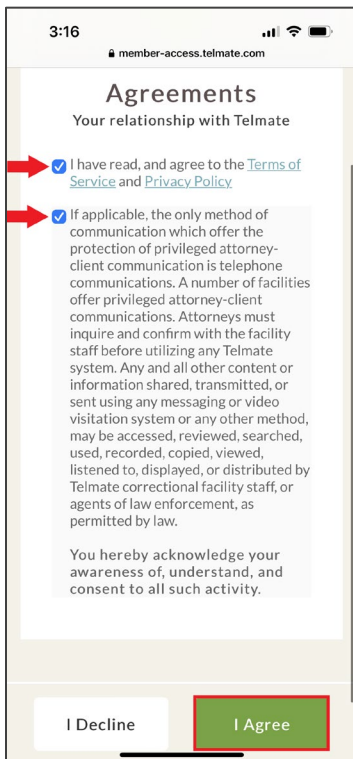
9. You will be asked for your birthday and last 4 digits of your social, tap **Skip** to decline providing this information.



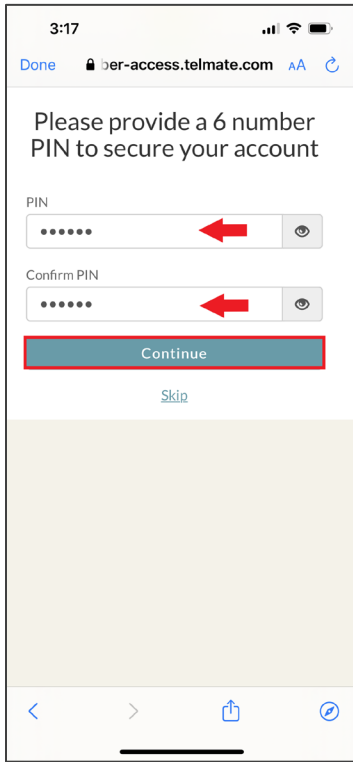
10. You may either Continue as Guest or Log In. To log in, tap **Log In**.



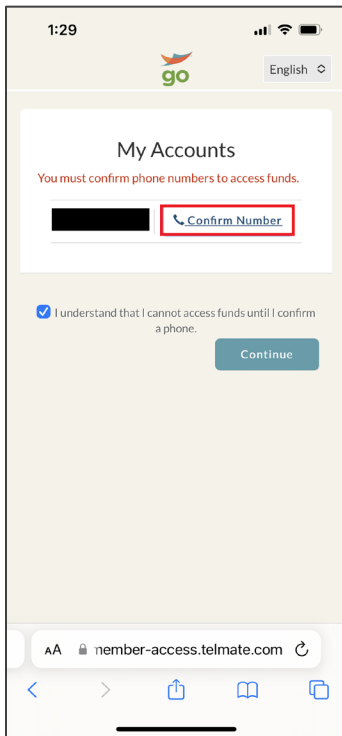
11. Agree to the Terms and Conditions by selecting the two checkmarks then tap **I Agree**.



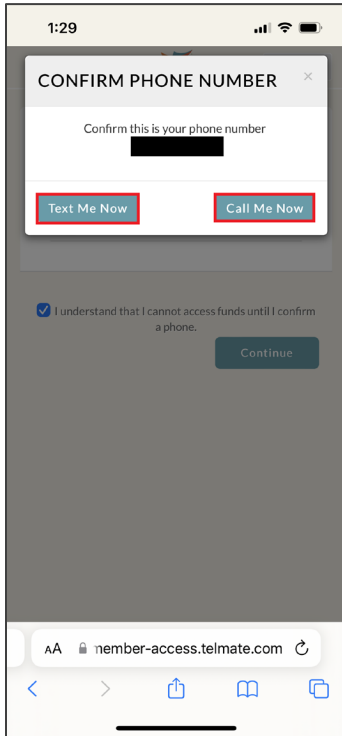
12. Provide a 6 number PIN to secure your account and tap **Continue**.



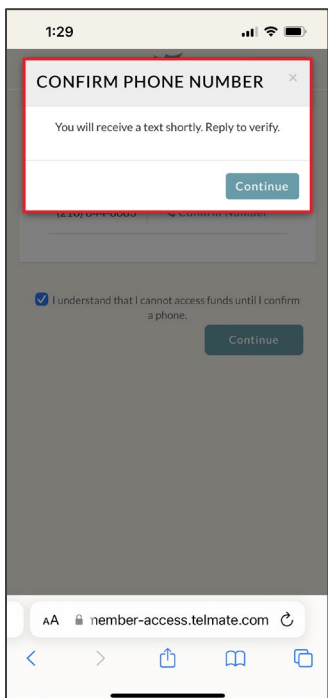
13. You must confirm your phone number to access funds. Tap **Confirm Number**.



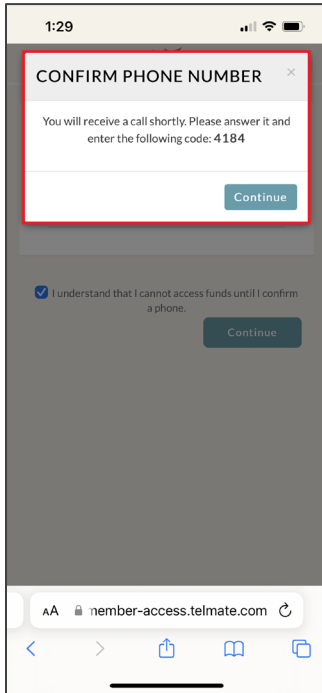
14. Either tap **Text Me Now** to receive your confirmation code by text message or **Call Me Now** to receive your confirmation code by phone call.



15. If you choose Text Me Now, you will receive a text message with your confirmation code, reply to the text message to verify.

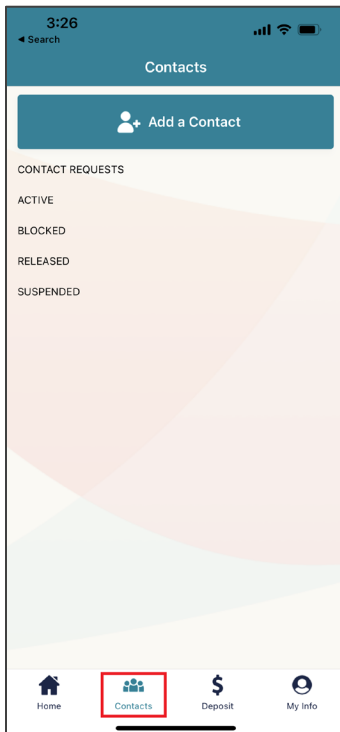


16. If you choose Call Me Now, you will receive a phone call with your confirmation code, answer the call and enter the code displayed.

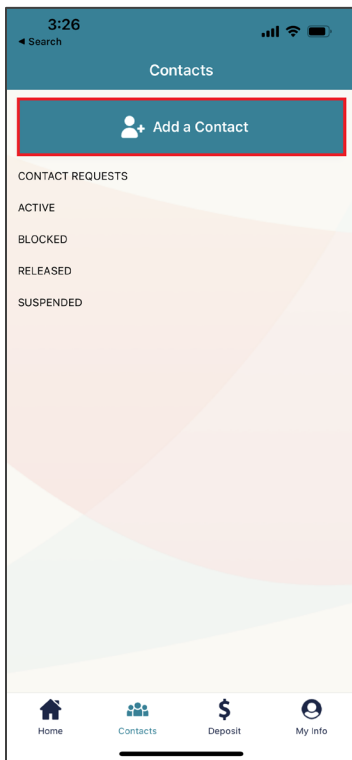


17. You may now open and log into the GettingOut app using your email address and password.

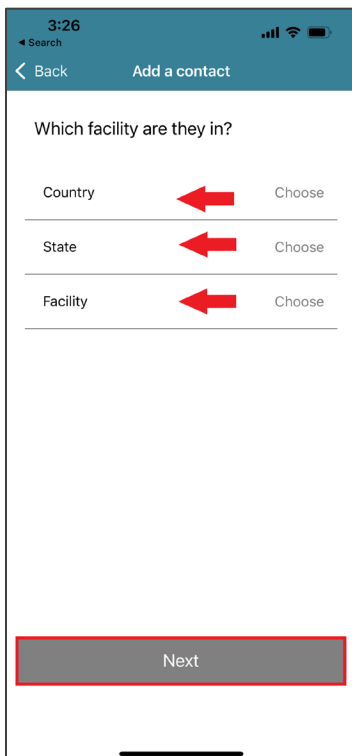
18. To add contacts, tap **Contacts**.



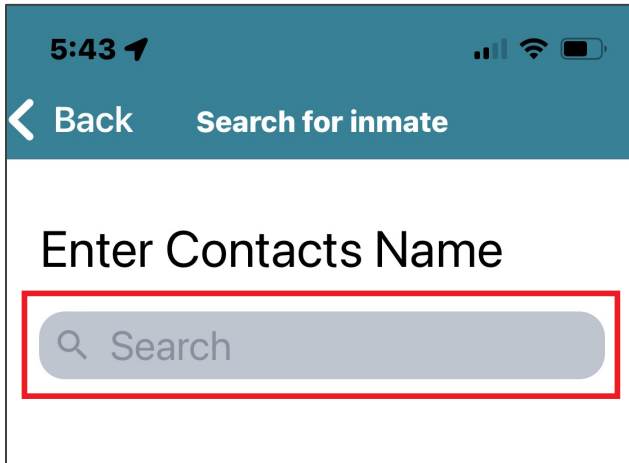
19. Tap Add a Contact.



20. Select the Country, State, and Facility that the Inmate is located at.



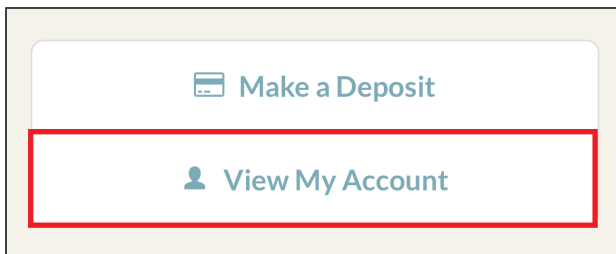
21. Enter the contact's name.



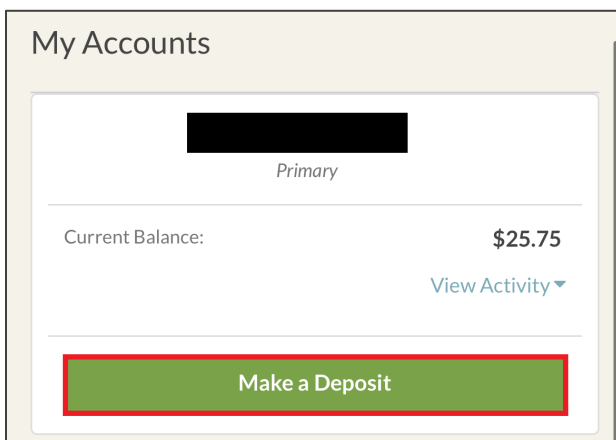
22. Once you have selected the Inmate's name, you may deposit funds and message the Inmate. To deposit funds, tap **Deposit**. (You do not need to fund this account if you have funds in your ICS Prepaid account. If you do not wish to fund your GettingOut account, you may skip to **Step 24**.)



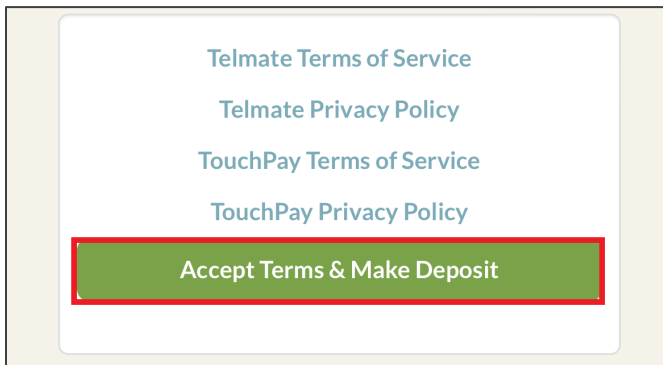
23. Tap **View My Account**.



24. Scroll down and tap **Make a Deposit**.



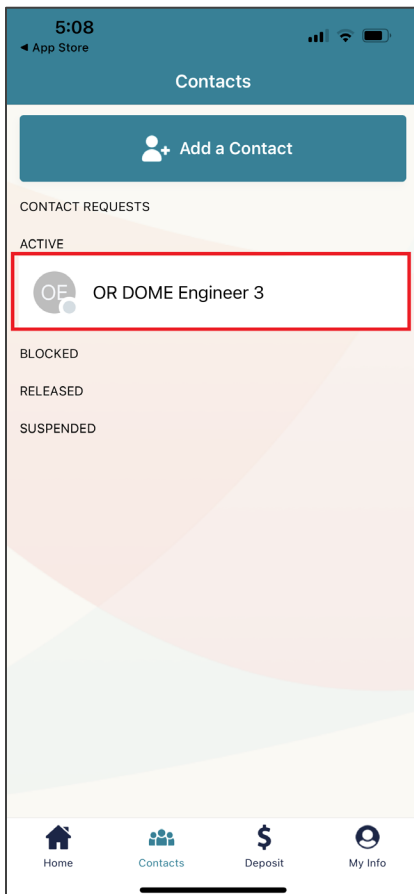
25. Select the amount you wish to deposit, enter your billing information, then tap **Accept Terms & Make Deposit**.



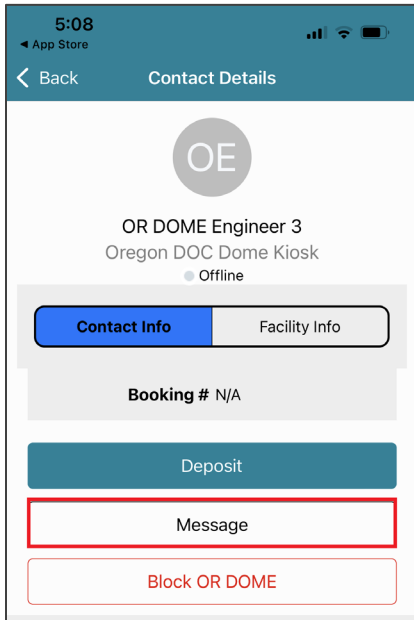
26. To send a message, tap **Contacts**.



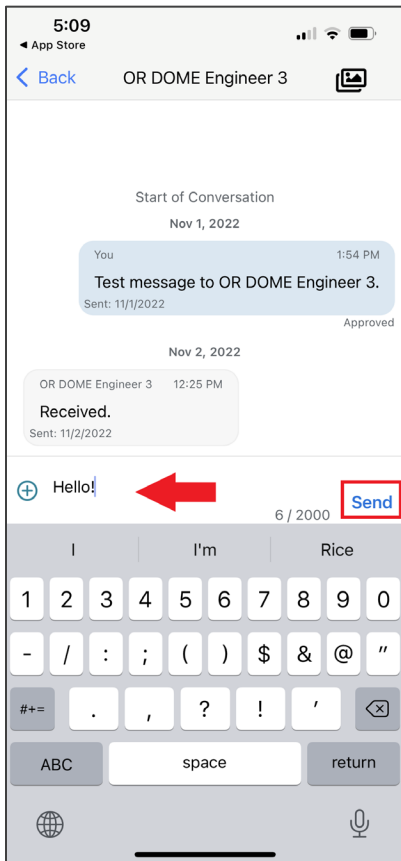
27. Select the contact you wish to message.



28. Tap Message.



29. Type the message you wish to send, and tap Send.



Create a GettingOut Account on a Computer

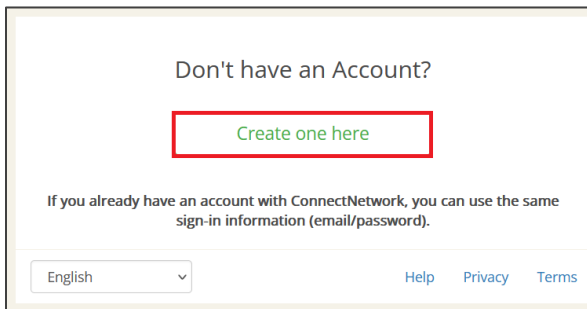
The Inmate will add your email address as a contact, which will generate an email invitation. Alternatively, you can create an account or sign into your existing account and add your Friend or Family member as a contact.

1. In the email you receive, click Yes, I want to “Create A New Account” so I can connect with this inmate >>.

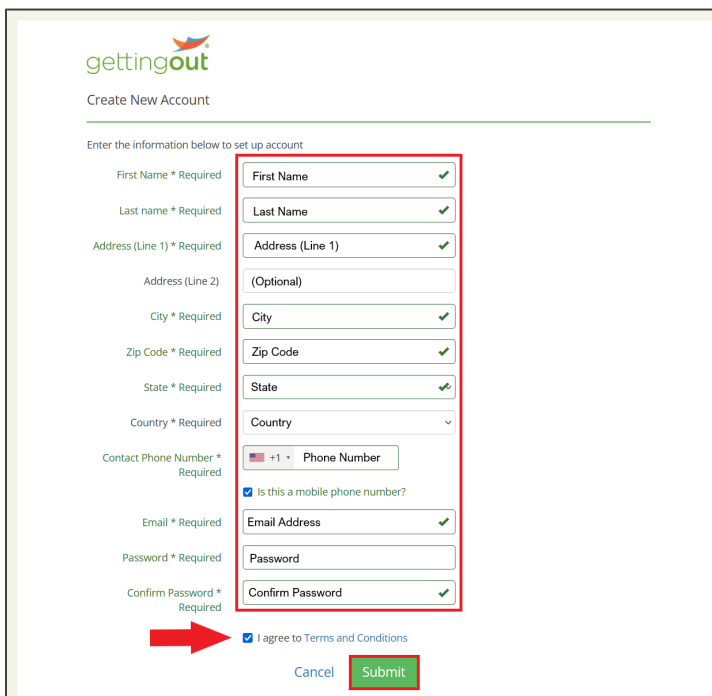
[Yes, I want to "Create A New Account" so I can connect with this inmate »](#)

➡ If you don't wish to accept the invitation, you may ignore and delete the email.

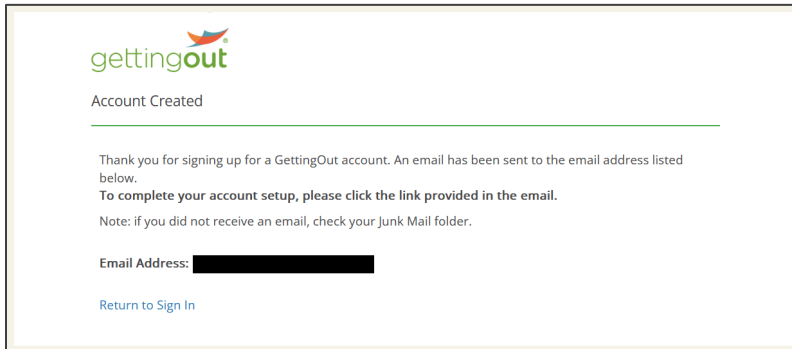
2. The GettingOut.com login page will open in a new browser, if you do not have an account, click **Create one here**.



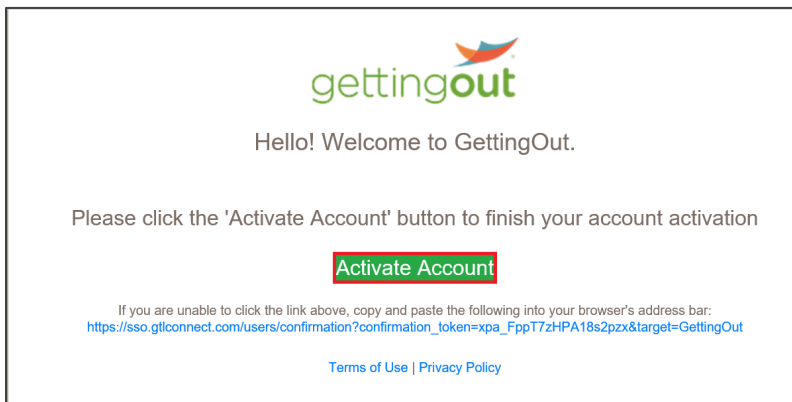
3. Fill in the required information, read the Terms and Conditions, select the **I agree to Terms and Conditions** checkbox, and click **Submit**.



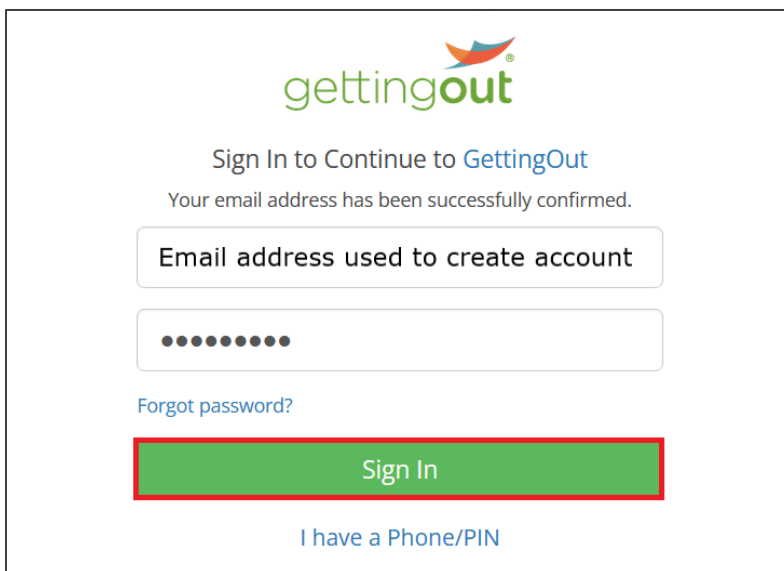
4. When you have submitted the required information, a confirmation message will be displayed.



5. An activation email will be sent to the email address you entered. Open the email and click **Activate Account**.



6. A new browser window will open with the login screen for GettingOut.com. Log in to the account you've just created.



7. When you are asked to add your date of birth or last 4 digits of SSN, click **Skip** to decline providing this information.

gettingout

Secure your account by adding **date of birth** OR **last 4 digits of SSN**. Providing this information is **optional**, but necessary if you were to ever require customer service assistance for account-related issues.

If you do not wish to provide this information, simply click 'Skip' below.

Birthday

OR

Last 4 Social

8. Click **Confirm** on the displayed message to confirm your account.

gettingout

Please click on the button to confirm the account.

9. Agree to the terms and conditions by selecting the checkboxes next to the two items then click **I Agree**.

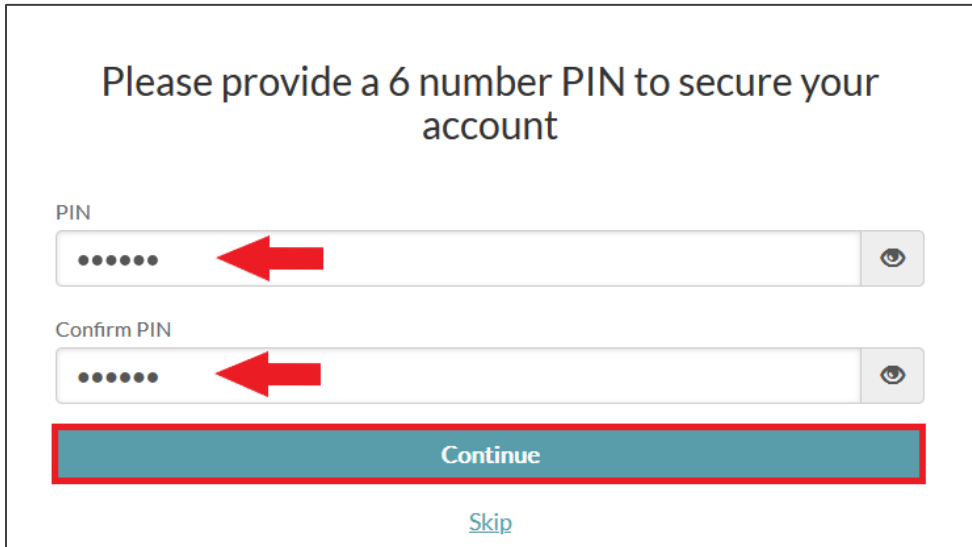
Agreements
Your relationship with Telmate

I have read, and agree to the [Terms of Service](#) and [Privacy Policy](#)

If applicable, the only method of communication which offer the protection of privileged attorney-client communication is telephone communications. A number of facilities offer privileged attorney-client communications. Attorneys must inquire and confirm with the facility staff before utilizing any Telmate system. Any and all other content or information shared, transmitted, or sent using any messaging or video visitation system or any other method, may be accessed, reviewed, searched, used, recorded, copied, viewed, listened to, displayed, or distributed by Telmate correctional facility staff, or agents of law enforcement, as permitted by law.

You hereby acknowledge your awareness of, understand, and consent to all such activity.

10. Create a 6 number PIN then click **Continue**.



Please provide a 6 number PIN to secure your account

PIN

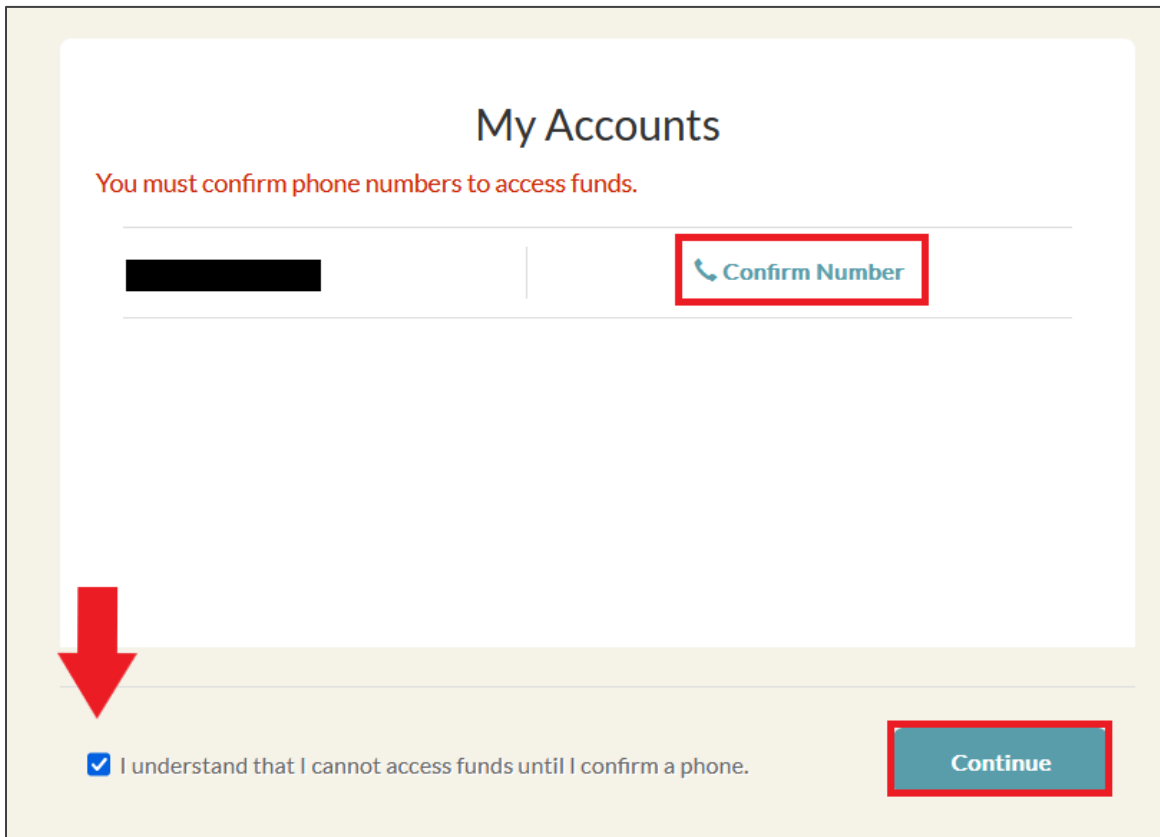
Confirm PIN

Continue

[Skip](#)

The screenshot shows a mobile application interface for creating a PIN. At the top, the text reads "Please provide a 6 number PIN to secure your account". Below this are two input fields: "PIN" and "Confirm PIN". Each field contains six dots representing the entered digits. A red arrow points to the left of each field, indicating the direction of input. Below the input fields is a large teal button labeled "Continue" with a red border, and a smaller blue link labeled "Skip" below it.

11. Either click **Confirm Number** to confirm your number immediately or **Continue** to confirm your number later.



My Accounts

You must confirm phone numbers to access funds.

Confirm Number

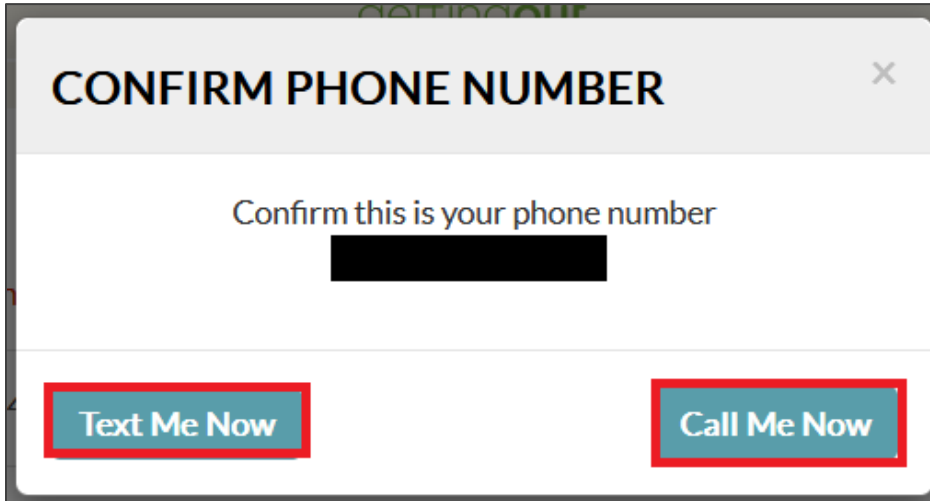
I understand that I cannot access funds until I confirm a phone.

Continue

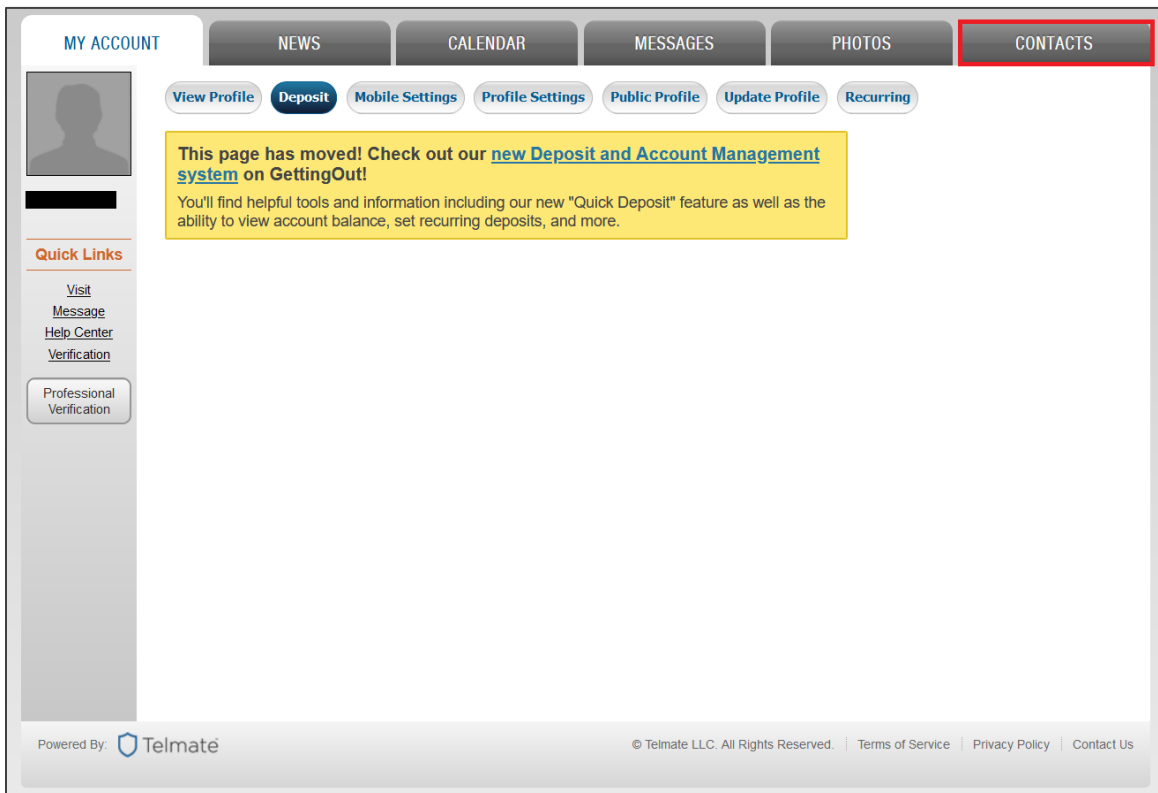
The screenshot shows a mobile application interface titled "My Accounts". A red message states "You must confirm phone numbers to access funds." Below this is a partially obscured phone number and a teal button labeled "Confirm Number" with a red border. At the bottom, there is a checkbox that is checked, with the text "I understand that I cannot access funds until I confirm a phone." To the right of the checkbox is another teal button labeled "Continue" with a red border. A large red arrow points down from the "Confirm Number" button area towards the checkbox area.

☞ You must confirm your phone number to access funds.

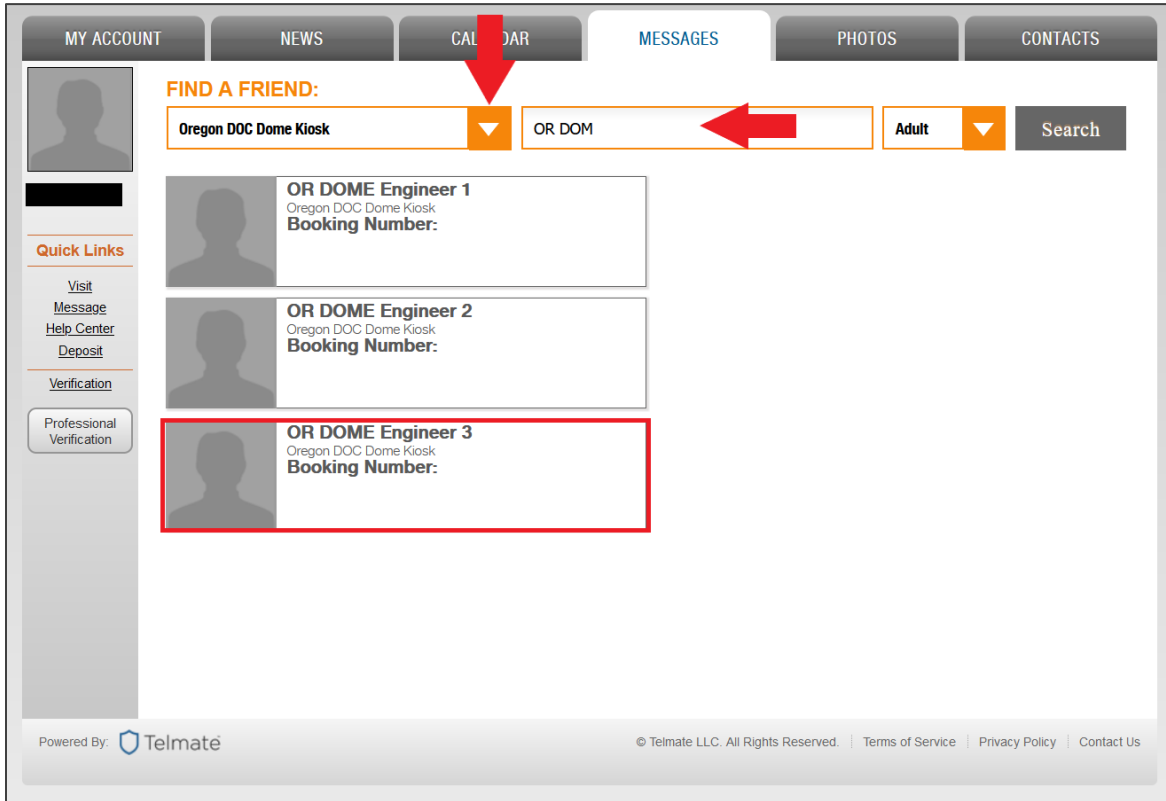
12. Click **Text Me Now** or **Call Me Now** to receive a one-time-use code to the phone number you wish to confirm.



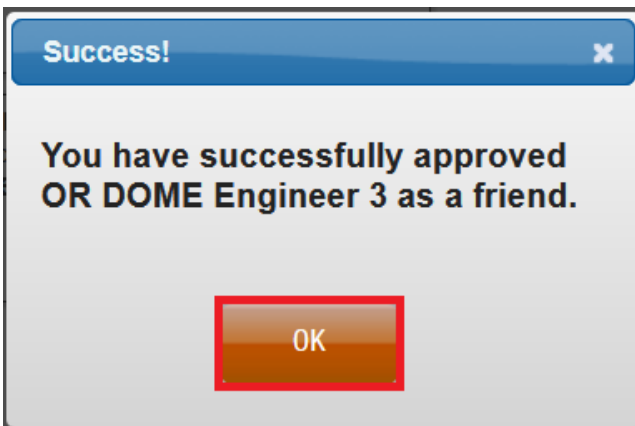
13. Click **Contacts** to add the Inmate that sent the contact request.



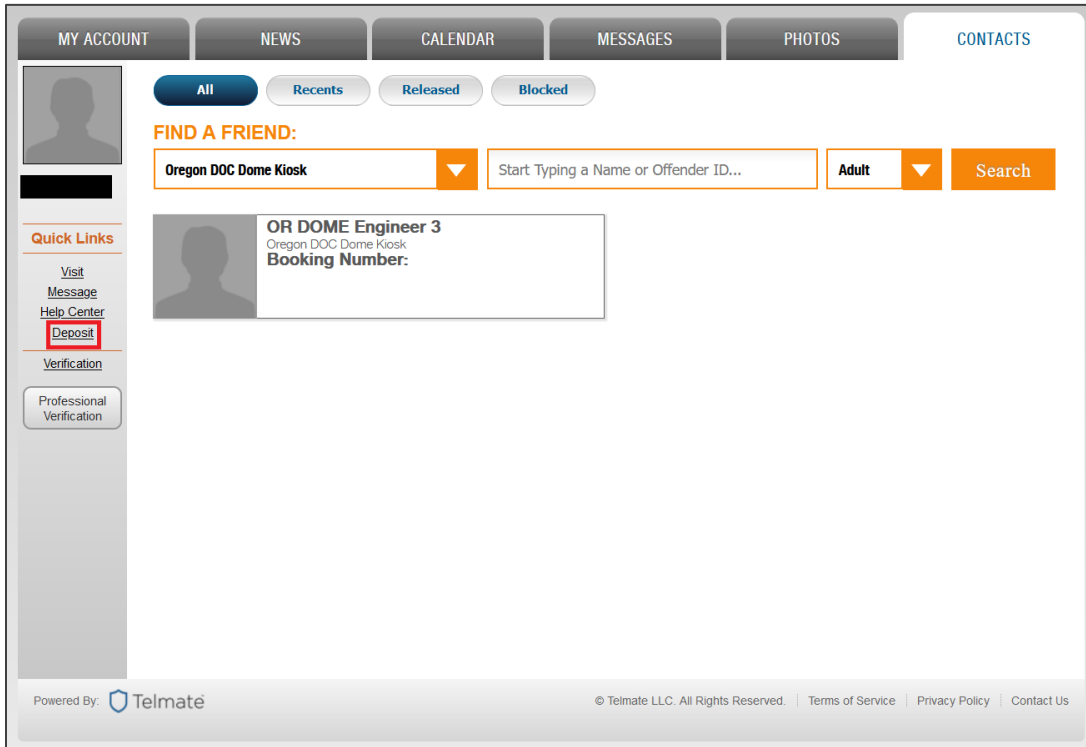
14. Select the facility and begin typing the Inmate name or offender ID, then select the Inmate from the list.



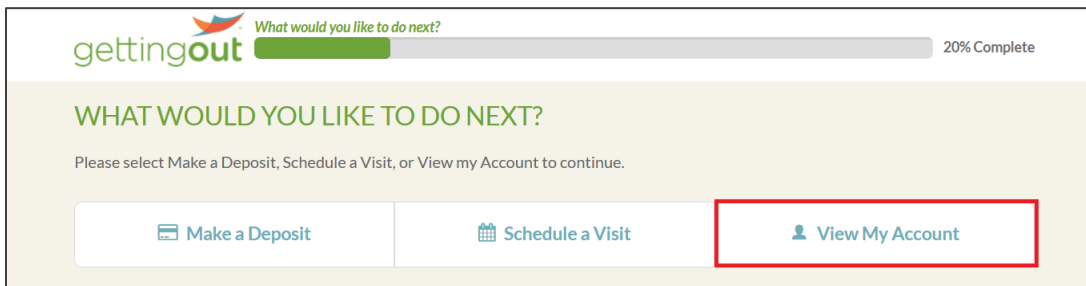
15. When you receive the Success! popup message, click OK.



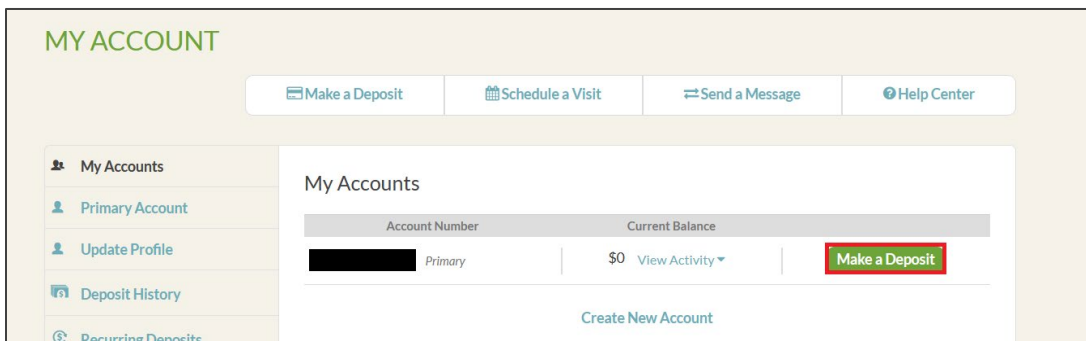
16. Click the Deposit Quick Link.



17. To make a deposit and send a message, click **View My Account. (You do not need to fund this account if you have funds in your ICS Prepaid account. If you do not wish to fund your GettingOut account, you may skip to **Step 23**.)**



18. Click **Make Deposit next to your account number.**



19. Select the amount to deposit.

DEPOSIT FUNDS

Deposit Type: Friends & Family Account
 Deposit Phone Number: XXXXXXXXXX
 Facility: Oregon DOC Dome Kiosk

Deposit Amount (minimum \$0)

<input checked="" type="radio"/> \$25	<input type="radio"/> \$50	<input type="radio"/> \$75
<input type="radio"/> \$100	<input type="radio"/> \$150	<input type="radio"/> Other <input style="width: 50px;" type="text" value="40"/>

Payment Summary

Deposit Amount	\$25.00
Fees:	\$0.00
Grand Total:	\$25.00

NEW Round up your \$25.00 deposit?

<input type="radio"/> \$26.00	+ \$1.00
<input type="radio"/> \$30.00	+ \$5.00
<input type="radio"/> \$35.00	+ \$10.00
<input type="radio"/> No thanks	

20. Enter your billing information

Billing Address

First Name

Last Name

Address 1

Address 2





City

State / Province

Country

Zip / Postal Code

Payment Information

Card Number
Security Code

Expiration Month

Expiration Year

Country

Phone Number

21. Click Accept Terms & Make Deposit.

[Telmate Terms of Service](#) [Telmate Privacy Policy](#)

[TouchPay Terms of Service](#) [TouchPay Privacy Policy](#)

Accept Terms & Make Deposit

22. A confirmation summary will be displayed. Click **View My Account**.

CONFIRMATION SUMMARY

Success! Your funds have been received.

Deposit Details

Order #:	25216823044
Date:	11/01/2022
Deposit Type:	Inmate Account
Recipient:	OR DOME Engineer 3
Facility:	Oregon DOC Dome Kiosk
DOB:	10/10/1973
Amount Paid:	\$25.00
Payment Method:	Credit Card
Credit Card Expiration Date:	

[Print Receipt](#) [Text Receipt](#)

WHAT WOULD YOU LIKE TO DO NEXT?

Please select Make a Deposit, Schedule a Visit, or View my Account to continue.

[Make Another Deposit](#) [Schedule a Visit](#) [View My Account](#)

23. To send a message, click **Send a Message**.

MY ACCOUNT

[Make a Deposit](#) [Schedule a Visit](#) [Send a Message](#) [Help Center](#)

24. Click **Send New Message**.

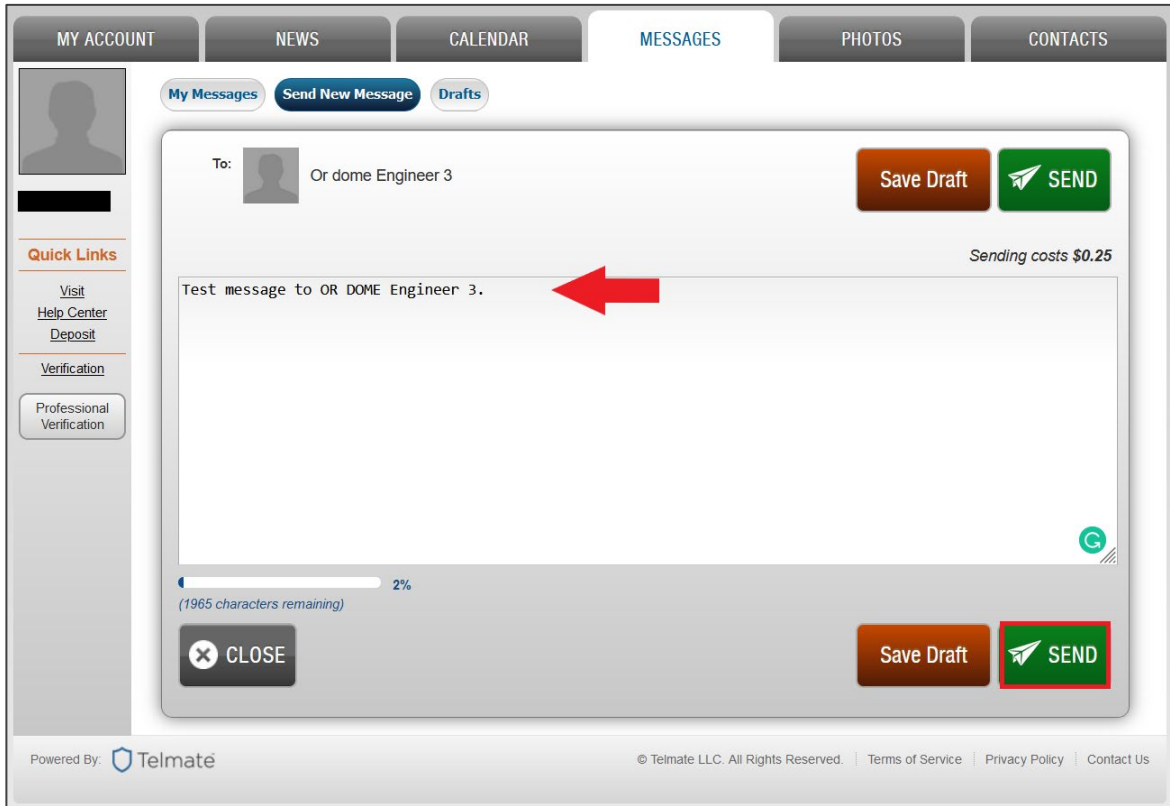
[My Messages](#) [Send New Message](#) [Drafts](#)

25. Select the Inmate to send a message to.

SEND MY MESSAGE TO:

[OR DOME Engineer 3](#)

26. Write your message and click **SEND**.



27. Click **OK**.

