



How to Set up JPay

JPay: What is it and How to Use it

What is Jpay


JPay helps keep friends and family in contact with their incarcerated loved ones through a variety of corrections-related services, as well as providing quick and reliable payment options for individuals in community corrections. On JPay, loved ones can send money to their incarcerated loved ones in the form of commissary. This money can be used to make phone calls, purchase pencils, paper, and stamps, and for better meals, clothing, toiletries, etc.



How to Set up JPay

First, you will need to go to JPay's website: <https://www.jpayers.com/>. Here, you will see a box that looks like this:

The image shows a dark blue sign-up form with white text and input fields. At the top, it says 'Sign up and start today'. Below that, it says 'First, find your Incarcerated Individual'. There are two white input fields: the first is labeled 'Select State...' and the second is labeled 'Enter Incarcerated Individual ID'. At the bottom, there is a green button labeled 'Next' and a small white information icon (i) to its right.

Select the state they are being held in (not the state they were convicted in if they are in federal prison) and enter their ID number. If you do not already have this number, go to the website of the facility they are being held to find their number.



 [Incarcerated Individual Search](#) [Prison Search](#) [Help](#) [Syst](#)

[Home](#) [Incarcerated Individual Services](#) [Parole & Probation](#)

Search Results
Selected State: "Texas"
Select your Incarcerated Individual


Name	ID	Agency
Name of Incarcerated Individual	ID Number (ex. 1234578)	*State Department of Criminal



Select State...

Incarcerated Individual ID

Search Again


Click on the person's name/ID to continue. This will take you to another page where you can make your account. It will look like this:



 [Incarcerated Individual Search](#) [Prison Search](#)

[Home](#) [Incarcerated Individual Services](#) [Parole & Probation](#)

Registration

 Incarcerated Individual:

Name of Incarcerated Individual

BACK

Create an Account

Email Address

Confirm Email

Password

Confirm Password

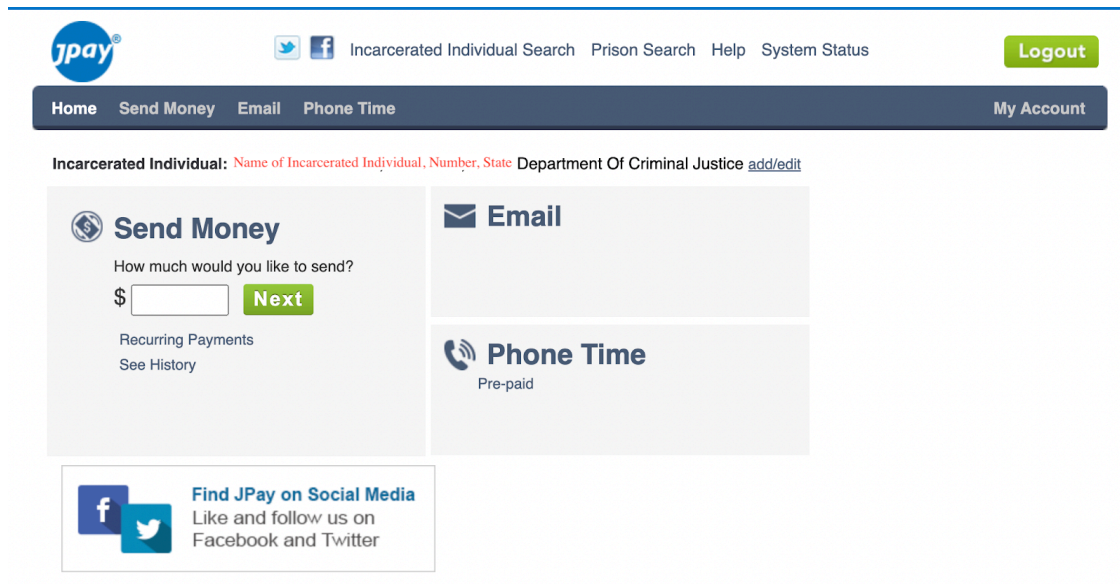
*To continue you must agree to both of the terms.

☐ I agree to the [Payments Terms of Service](#)

☐ I agree to the [General Terms and Conditions](#)

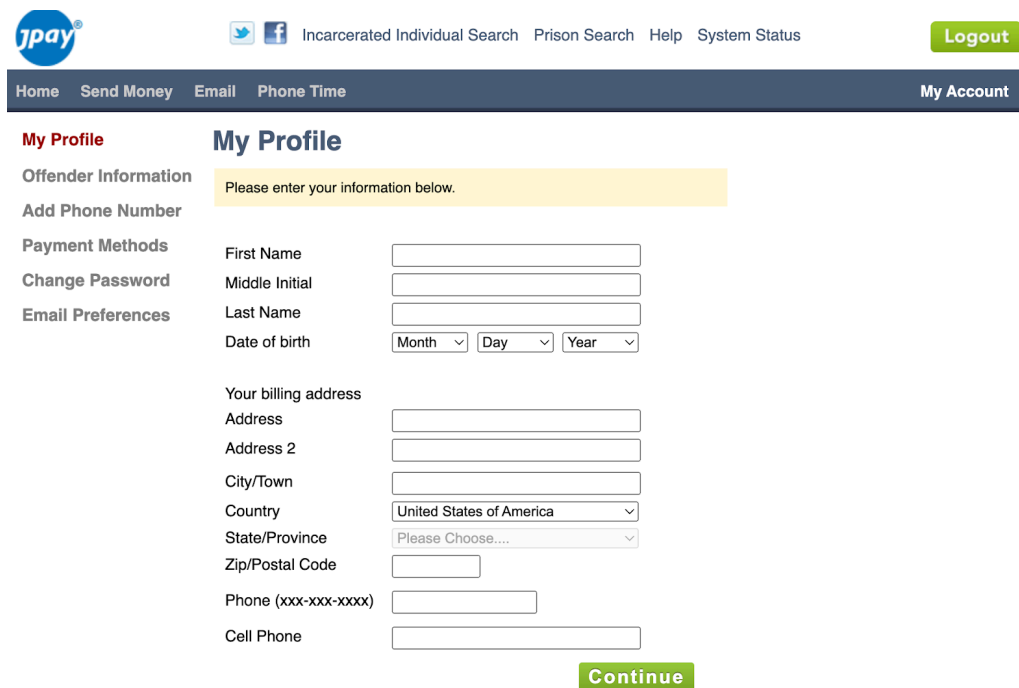
Register

Fill in your email address, create a password, and agree to the Payment Terms of Service and the General Terms and Conditions. Once you do this and press register, you have created an account!
Your home screen should look something like this:



The screenshot shows the JPay home interface. At the top is the JPay logo and a navigation bar with links for 'Incarcerated Individual Search', 'Prison Search', 'Help', and 'System Status'. A 'Logout' button is in the top right. Below this is a secondary navigation bar with 'Home', 'Send Money', 'Email', 'Phone Time', and 'My Account'. The main content area displays 'Incarcerated Individual: Name of Incarcerated Individual, Number, State Department Of Criminal Justice' with an 'add/edit' link. There are three main service tiles: 'Send Money' with a text input for amount and a 'Next' button, 'Email', and 'Phone Time' (Pre-paid). A social media section at the bottom encourages finding JPay on Facebook and Twitter.

From here, you can click on the “My Account” button and add your information.

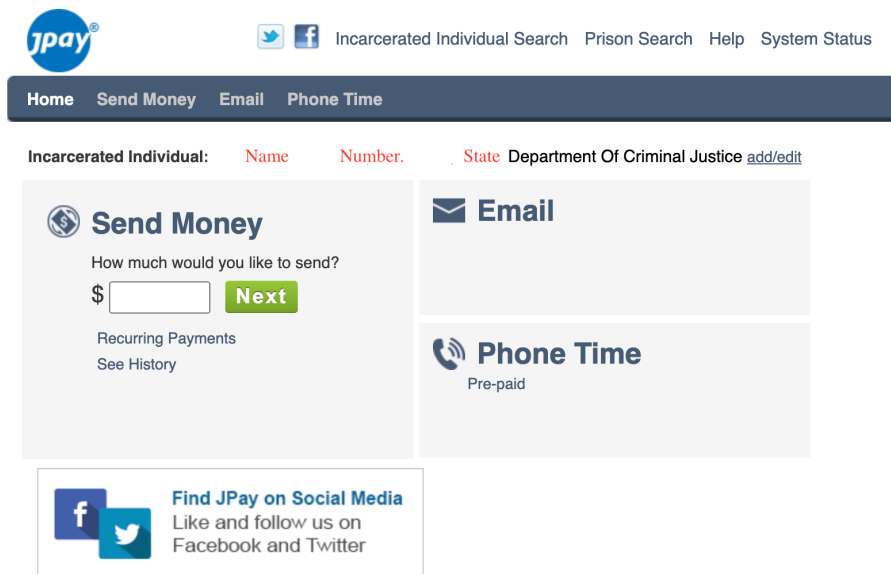


The screenshot shows the 'My Profile' page. The left sidebar contains links for 'My Profile', 'Offender Information', 'Add Phone Number', 'Payment Methods', 'Change Password', and 'Email Preferences'. The main section is titled 'My Profile' and includes a yellow instruction box: 'Please enter your information below.' The form contains several input fields: 'First Name', 'Middle Initial', 'Last Name', 'Date of birth' (with dropdowns for Month, Day, and Year), 'Your billing address' (with fields for Address, Address 2, City/Town, Country (set to 'United States of America'), State/Province (a 'Please Choose....' dropdown), Zip/Postal Code, Phone (xxx-xxx-xxxx), and Cell Phone). A green 'Continue' button is at the bottom right.

You will need to fill out this information to send money or to contact your loved one. Once this is updated, the JPay will ensure that your name is on the list of the Department of Corrections approved list for your incarcerated loved one. You will need to be on this list in order to use JPay so if you are not an approved sender, contact your incarcerated loved one to get on the list.

JPay Money Transfer

On the home page, it will give you the option to send money. Type in the amount you want to send and it will take you to the 'send money' tab in between 'Home' and 'Email'.

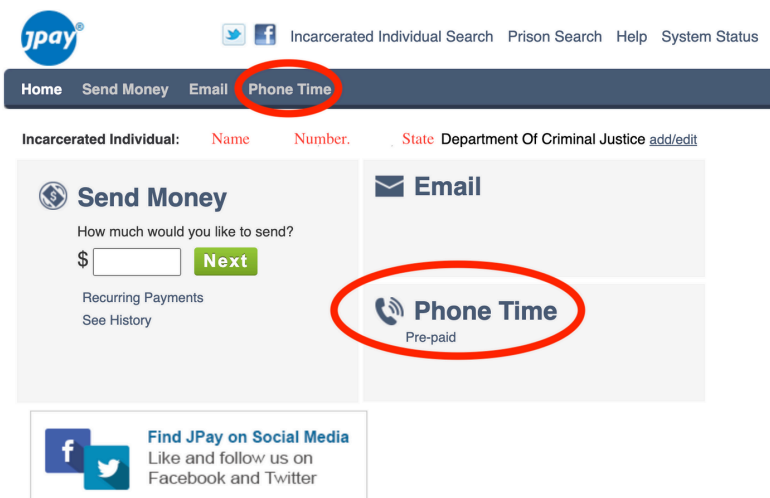


The screenshot shows the JPay website interface. At the top, there is a navigation bar with the JPay logo and links for 'Incarcerated Individual Search', 'Prison Search', 'Help', and 'System Status'. Below this is a secondary navigation bar with tabs: 'Home', 'Send Money', 'Email', and 'Phone Time'. The 'Send Money' tab is currently selected. The main content area is divided into two columns. The left column contains the 'Send Money' section with a form to enter an amount and a 'Next' button, and links for 'Recurring Payments' and 'See History'. The right column contains the 'Email' and 'Phone Time' sections. At the bottom, there is a social media link section for Facebook and Twitter.

If you are on the DOC-approved list for your loved one, you will be asked to confirm your loved one's name. Then, you will be asked to put in your payment information and confirm the amount you want to send. Depending on the facility, it should take between 1-2 business days to be put into the commissary account of your loved one.

JPay Phone Time

On the home page, it will give you the option to send money. Type in the amount you want to send and it will take you to the 'send money' tab in between 'Home' and 'Email'.



This screenshot is similar to the one above, showing the JPay website home page. However, in this version, the 'Phone Time' tab in the secondary navigation bar is circled in red. Additionally, the 'Phone Time' section in the right column, which includes the text 'Pre-paid', is also circled in red.

The webpage it takes you to should look like this:

Home Send Money Email Phone Time

Phone Time home Phone Time

Phone Time

Prepaid Phone Time

History

Create Passcode

Fee Schedule

Choose an option for adding phone time

Friend and Family AdvanceConnect

This option lets you prepay phone time for your offender, allowing him/her to call you.

Please be aware offenders can only place calls to friends and family members listed on their Approved Calling list

[Click here](#) if you are not yet registered on your Offenders Approved Calling List

Buy Prepaid Time

Add Funds to Phone Account

This option lets you fund an offender's Phone Account, allowing him/her to make calls to anyone on his/her approved calling list.

Please be aware offenders can only place calls to friends and family members listed on their Approved Calling list

[Click here](#) if you are not yet registered on your Offenders Approved Calling List

Buy Phone Time

The first option 'Buy Prepaid Time' allows you to pay for phone time **just between yourself and your loved one**. To use this option, you will need to create a passcode in the 'Create Passcode'. The passcode needs to be four characters long, you can use numbers and/or letters. When you save this passcode, it will successfully create your account and give you an account number. Finally, you can return to the Prepaid Time option, enter your passcode and the amount of money you would like to spend, and continue to your payment information. JPay does charge a fee for every purchase depending on how much you spend, so keep this in mind when deciding how much money you want to spend.

The second option, 'buy phone time' allows you to pay for phone time for **your loved one to call anyone on their approved calling list**. When you select this option, you will choose the person you are sending phone time (in the form of money) and the amount of money you want to spend. You will then put in your payment information (JPAY does charge a fee for every purchase, so keep this in mind when deciding how much money you want to spend).

If you are unsure of how much money you have left on your prepaid time, under the 'Prepaid Phone Time' tab, select which phone number you're using and enter your passcode, then press 'Get Balance'. This will tell you how much money is left on your account.

JPay Video Connect

If you have access to internet and a webcam, you may want to see if the facility your loved one is located offers video chat via JPay. These chats typically last 30 minutes and rates vary by facility. However, this may be a much more feasible option than scheduling a visit to a facility far away. To schedule a JPay Video Connect, refer to this step-by-step guide provided by JPay:

[Scheduling a JPay Video Connect](#)

To join a Video Connect, refer to this step-by-step guide provided by JPay:

[Joining a JPay Video Connect](#)

JPay App

After you make an account, if you are looking to make quick money transfers into your loved one's account, contact them via JPay Email or JPay Video Contact, you may want to consider downloading the JPay app. It is available on the Apple App Store or on Google Play and makes things a bit easier than having to access a computer every time you want to send money or contact your loved one.

