



How to Set up JPay

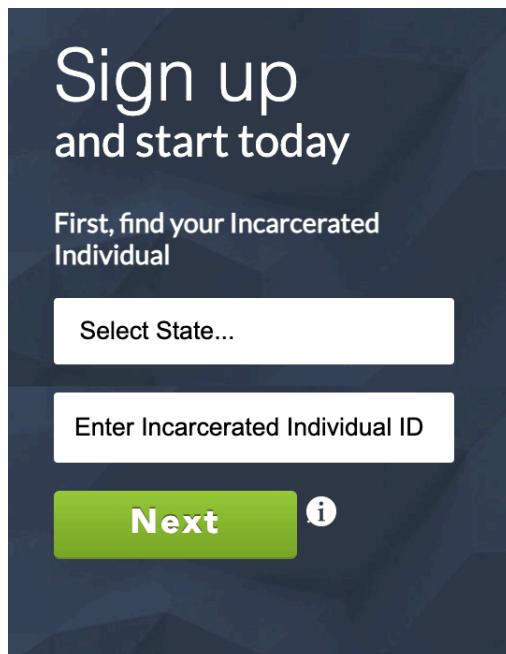
JPay: What is it and How to Use it

What is Jpay

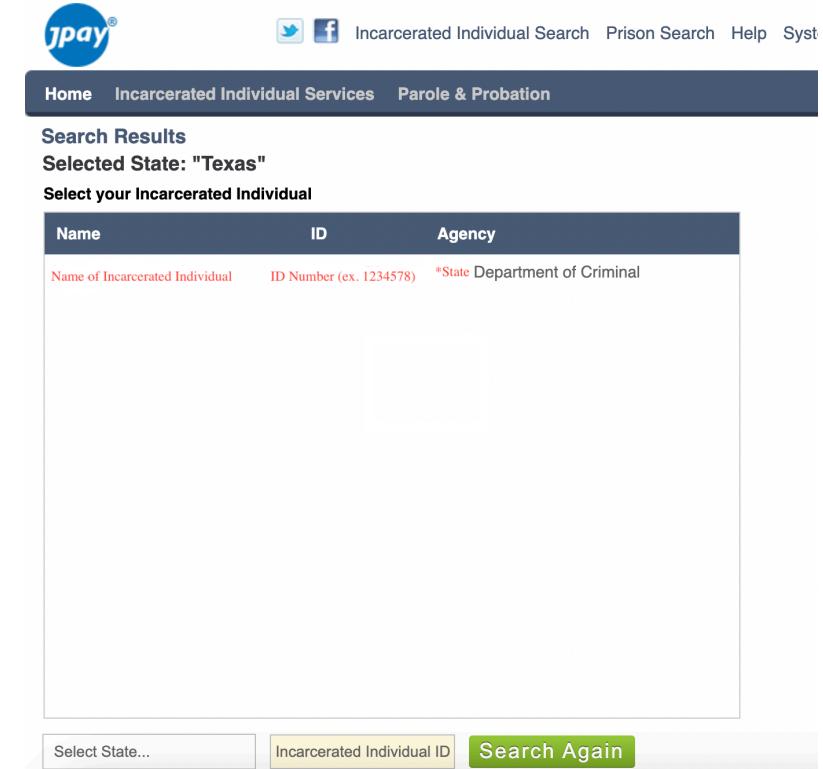
JPay helps keep friends and family in contact with their incarcerated loved ones through a variety of corrections-related services, as well as providing quick and reliable payment options for individuals in community corrections. On JPay, loved ones can send money to their incarcerated loved ones in 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.jpay.com/>. Here, you will see a box that looks like this:

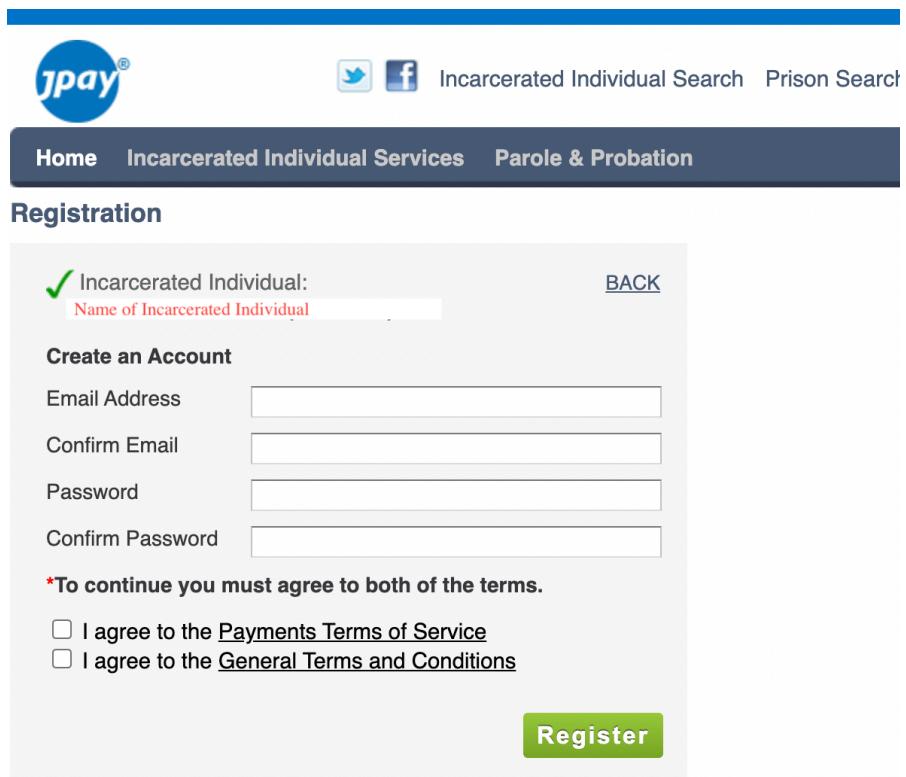


Select the state they are being held in (not the state they were convicted in if they are in federal prison) and enter their ID number. If you do not already have this number, go to the website of the facility they are being held to find their number.



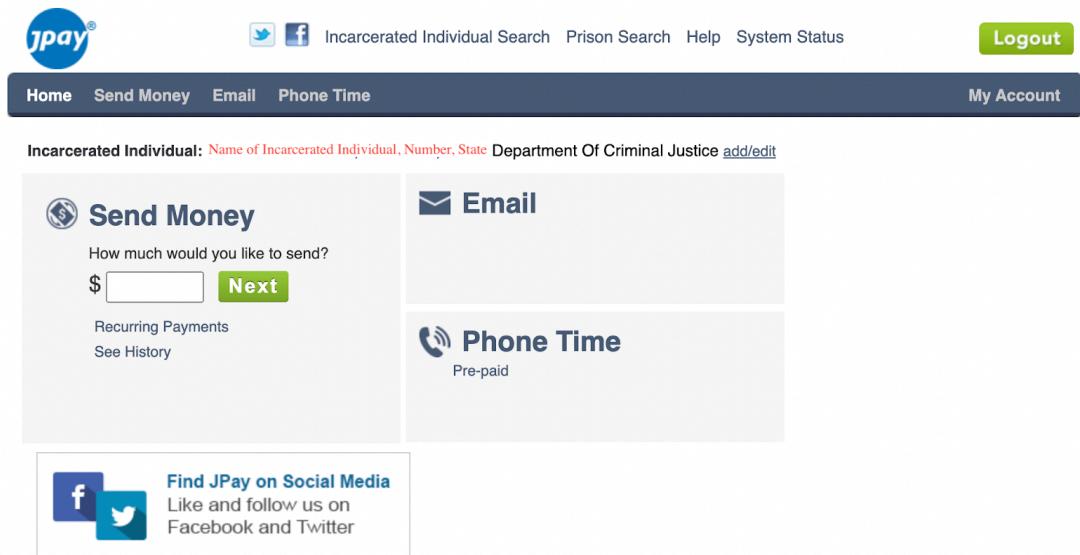
The screenshot shows the JPay website's search results page for Texas. The top navigation bar includes links for Home, Incarcerated Individual Services, Parole & Probation, and social media icons for Twitter and Facebook. Below the navigation is a search results section titled "Search Results" with the sub-section "Selected State: "Texas"" and the heading "Select your Incarcerated Individual". A table with three columns (Name, ID, Agency) is displayed, showing a single row with the text "Name of Incarcerated Individual", "ID Number (ex. 1234578)", and "*State Department of Criminal". At the bottom are buttons for "Select State...", "Incarcerated Individual ID", and a green "Search Again" button.

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:



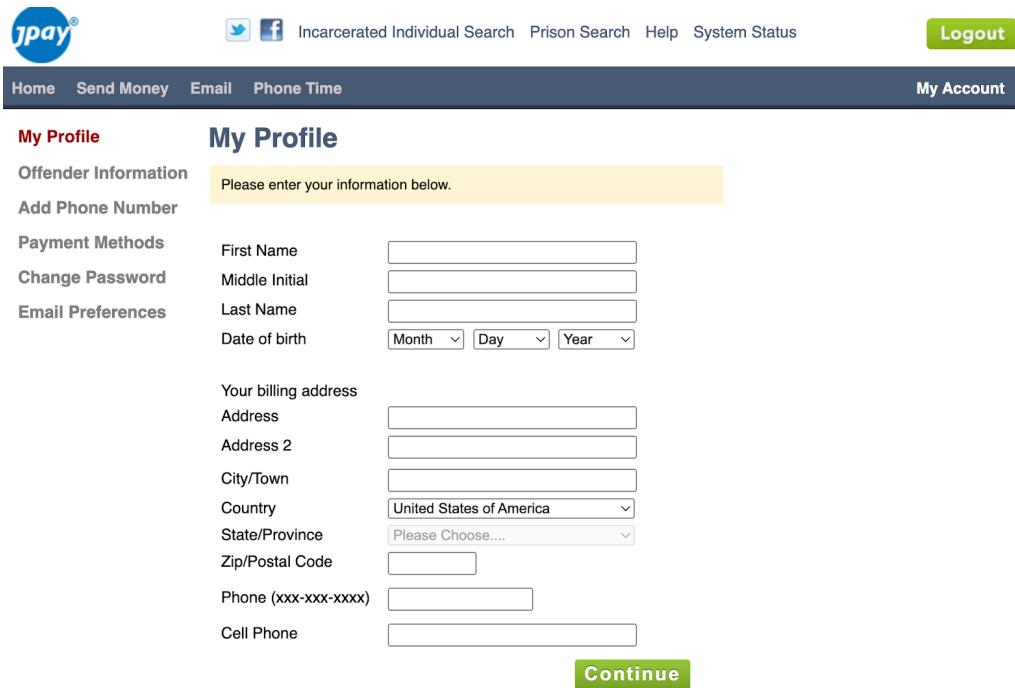
The screenshot shows the JPay website's registration page. The top navigation bar includes links for Home, Incarcerated Individual Services, Parole & Probation, and social media icons for Twitter and Facebook. Below the navigation is a registration section titled "Registration". It features a checked checkbox for "Incarcerated Individual" and a text input field for "Name of Incarcerated Individual". A "BACK" link is located in the top right of this section. Below this is a "Create an Account" section with four input fields: "Email Address", "Confirm Email", "Password", and "Confirm Password". At the bottom of the page is a note: "*To continue you must agree to both of the terms." followed by two checkboxes: "I agree to the Payments Terms of Service" and "I agree to the General Terms and Conditions". A green "Register" button is at the bottom right.

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 website homepage. At the top, there is a navigation bar with links for 'Incarcerated Individual Search', 'Prison Search', 'Help', and 'System Status', along with a 'Logout' button. Below the navigation bar is a secondary menu with 'Home', 'Send Money', 'Email', 'Phone Time', and 'My Account'. The main content area features three large buttons: 'Send Money' (with a dollar sign icon), 'Email' (with an envelope icon), and 'Phone Time' (with a phone icon). Below these buttons is a section titled 'Find JPay on Social Media' with links to Facebook and Twitter.

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

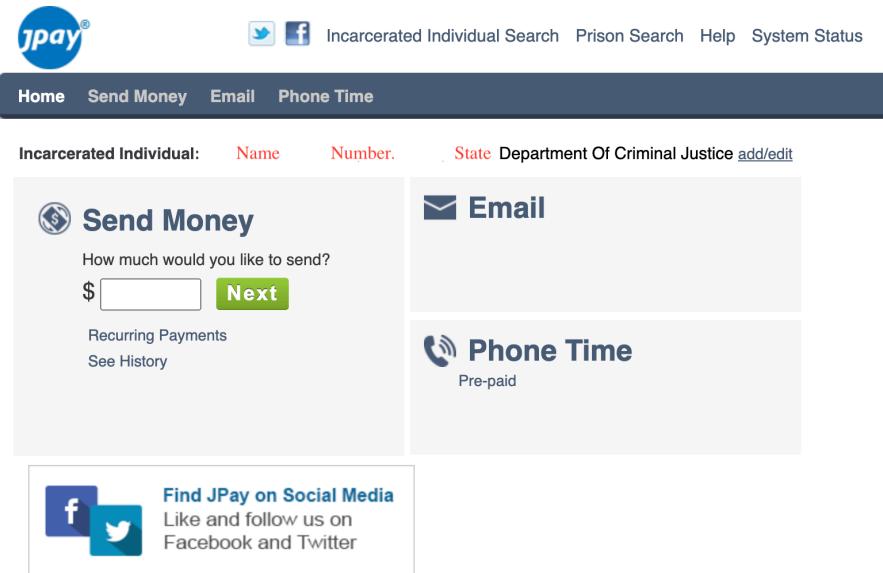


The screenshot shows the 'My Profile' page of the JPay website. The left sidebar lists navigation links: 'My Profile', 'Offender Information', 'Add Phone Number', 'Payment Methods', 'Change Password', and 'Email Preferences'. The main content area is titled 'My Profile' and contains a yellow placeholder box with the text 'Please enter your information below.' Below this are input fields for 'First Name', 'Middle Initial', 'Last Name', and 'Date of birth' (with dropdown menus for Month, Day, and Year). Further down are fields for 'Your billing address', including 'Address', 'Address 2', 'City/Town', 'Country' (with a dropdown menu for 'United States of America'), 'State/Province' (with a dropdown menu for 'Please Choose....'), 'Zip/Postal Code', 'Phone (xxx-xxx-xxxx)', and 'Cell Phone'. At the bottom right is a 'Continue' button.

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

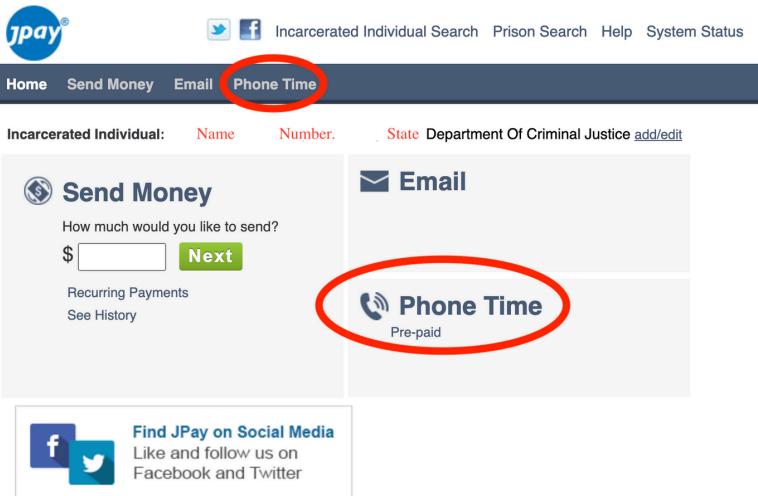
On the home page, it will give you the option to send money. Type in the amount you want to send and it will take you to the 'send money' tab in between 'Home' and 'Email'.



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'.



The webpage it takes you to should look like this:

The screenshot shows a navigation bar with 'Home', 'Send Money', 'Email', and 'Phone Time'. The 'Phone Time' tab is active. The main content area has a title 'Phone Time home' with a phone icon. It lists several options: 'Phone Time', 'Prepaid Phone Time', 'History', 'Create Passcode', and 'Fee Schedule'. The 'Prepaid Phone Time' section is expanded, showing 'Friend and Family AdvanceConnect' with a note about prepaying for offenders. It also includes a note about offenders being restricted to approved calling lists and links to 'Click here' for offenders. A green button labeled 'Buy Prepaid Time' is visible. The right side shows 'Add Funds to Phone Account' with a note about funding offenders' accounts and links to 'Click here' for offenders. A green button labeled 'Buy Phone Time' is also visible.

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.

