
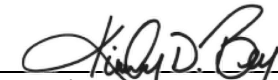



DEPARTMENT DIRECTIVE





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 Commissioner of Correction


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 Commissioner of Pretrial
 Detention and Services


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 Secretary

Title: Tablet Computer Program	Revised - Directive Number: OPS.200.0013
Related MD Statute/Regulations: Correctional Services Article §2-103, § 0-801 COMAR: 12.02.11.01; 12.12.17.02; 12.12.19.02	Supersedes: OPS.200.0013 - Tablet Computer Program, dated October 10, 2023
Related ACA and MCCS Standards: 1-CORE-5B-01, 02, and 03 5-ACI-7C-04; 5-ACI-7D-01, 11, 12, & 13 4-ADLF-5A-01; 4-ADLF-5B-08, 11, 12 3-JDF-5E-02; JDF-5G-07, 11	Authorized By:  Andrew Lipchak Director of Security Operations
Related Directives: DOC.185.0002 – Administrative Remedy Procedure DPDS.180.0001 - Adult Resident Grievance Procedures OPS.200.0002 – Incarcerated Individual Telephone System	Issued Date: June 27, 2025 Effective Date: July 1, 2025
Variance: <u>No division or facility directive is permitted or necessary to implement and comply with this directive.</u>	Number of Pages: 11

.01 Purpose.

This directive establishes policy and procedure for an incarcerated individual tablet program within the Department of Public Safety and Correctional Services (Department).

.02 Scope.

This directive applies to correctional employees responsible for administering a tablet program within a Department correctional facility and an incarcerated individual in the Department's custody in receipt of a tablet.

.03 Policy.

A. The Department's tablet program is designed to:

- (1) Provide contemporary communication tools to assist in re-establishing or maintaining community and family bonds; and
- (2) Help prepare an incarcerated individual for reentry by:
 - (a) Providing free and pre-paid access to modern technologies and electronic platforms for accessing music, books, news, podcasts, games, movies, and other paid content; and
 - (b) Facilitating electronic access to educational, religious, and mental health programming, legal resource information, as well as access to facility-specific notices and information.

- B. The Department shall ensure tablet use does not interfere with the security and operations of the correctional facility.
- C. The Department retains control, custody and supervision of all computer tablets, networks, and services owned or leased by the Department.
- D. Tablets are a privilege, not a right. An incarcerated individual may not use a tablet in an unauthorized or unlawful manner.
- E. Incarcerated individuals have no reasonable expectation of privacy in their use of the leased tablets, including stored files.

.04 Definitions.

A. In this directive, the following terms have the meanings indicated.

B. Terms Defined.

(1) Correctional Facility.

- (a) "Correctional facility" has the meaning stated in Correctional Services Article, §1-101, Annotated Code of Maryland: "'Correctional facility' means a facility that is operated for the purpose of detaining or confining adults who are charged with or found guilty of a crime."
- (b) "Correctional facility" includes a:
 - (i) Detention facility; and
 - (ii) Pre-release facility.

(2) Incarcerated Individual.

- (a) "Incarcerated individual" has the meaning stated in the Correctional Service Article, §1-101, Annotated Code of Maryland which states, "'Incarcerated individual' means an individual in actual or constructive custody of the Department."
- (b) "Incarcerated individual" includes the term "inmate" as stated prior to October 1, 2023 CSA, §1-101, AMC.
- (c) "Incarcerated individual" includes the term incarcerated person.

(3) Maintaining facility.

- (a) "Maintaining facility" means a correctional facility where an incarcerated individual is assigned and where the incarcerated individual is included in formal population counts.
- (b) "Maintaining facility" does not include a correctional facility where an incarcerated individual is temporarily housed for medical appointments, hospitalization, a court proceeding, or for intake into a Department correctional facility.

(4) "Managing official" has the meaning stated in Correctional Services Article §1-101, Annotated Code of Maryland: "Managing official means the administrator, director, warden,

superintendent, sheriff, or other individual responsible for the management of a correctional facility.”

- (5) "May not" means an absolute prohibition.
- (6) "Personal Identification Number (PIN)" means the unique number created by an incarcerated individual that enables the incarcerated individual to access the tablet and the authorized vendor phone system.
- (7) "Tablet" means a wireless, portable computer with a touchscreen that accepts input directly onto its screen rather than via a keyboard or a mouse.
- (8) "Technical administrator" means an individual who is responsible for addressing incarcerated individual tablet problems and works for the Department's contracted tablet vendor.

.05 Responsibilities.

A. The Department.

- (1) Except as stated in §.06I and J of this directive, the Department's tablet program shall provide to an incarcerated individual:
 - (a) A tablet at no cost; and
 - (b) Upon issuance, the accessories required for charging and use of the tablet.
- (2) The Department shall establish and maintain a process for:
 - (a) Determining whether an incarcerated individual may be issued a tablet;
 - (b) Determining what content and software applications are available on Department tablets;
 - (c) Notifying an incarcerated individual in writing when a tablet may not be issued; and
 - (d) Appealing administrative decisions to suspend or limit access to a tablet or tablet applications.

B. Department Contract Manager. The Department's Contract Manager (DCM) or designee shall:

- (1) Coordinate with the approved vendor to ensure compliance with the agreed-upon specifications of the tablet contract;
- (2) Ensure the equipment and software applications meet the needs of the Department; and
- (3) Conduct an annual assessment of the contract vendor to ensure compliance with performance standards.

C. Managing Official.

- (1) A managing official or designee shall:
 - (a) Ensure that a tablet issued to an incarcerated individual is managed in accordance with the provisions of this policy;

- (b) Work closely with the tablet vendor and technical administrator to ensure the ongoing maintenance of the tablets and the supporting infrastructure; and
 - (c) Designate correctional staff to manage the tablet program to ensure that the tablets are properly issued, inventoried, tracked, and maintained in accordance with provisions outlined in this policy.
- (2) A managing official or designee shall ensure a facility's tablet inventory and supporting equipment is maintained in accordance with the procedures established Standard Operating Procedure (SOP) - Reporting Technical Issues with Tablets.
- (3) A managing official, or designee may limit, suspend, revoke, or otherwise restrict an incarcerated individual's access to applications and content on the tablet if necessary to maintain the security, safety, and operations of the facility.

D. Incarcerated Individual Rules and Responsibility for Participation in the Department's Tablet Program.

- (1) In accordance with [COMAR 12.03.01.03](#) an incarcerated individual shall:
- (a) Comply with this directive and all other rules, policies, regulations, statutes or other provision of law; and
 - (b) Be subject to the incarcerated individual disciplinary or informal resolution process if charged with a rule violation.
- (2) An incarcerated individual may not:
- (a) Use a tablet outside the incarcerated individual's cell or day room unless specifically authorized by a managing official or designee;
 - (b) Use the tablet to contact or communicate with individuals not on the incarcerated individual's approved call or visitor list;
 - (c) Send, receive, or access contraband materials;
 - (d) Access an application or content without proper payment;
 - (e) Access, use, or be in possession of another incarcerated individual's assigned tablet;
 - (f) Intimidate or injure another incarcerated individual to obtain access to that incarcerated individual's tablet or PIN;
 - (g) Engage in intentional or grossly negligent behavior that results in the damage or destruction of the assigned tablet;
 - (h) Engage in intentional or grossly negligent behavior that results in the damage or destruction of another incarcerated individual's assigned tablet; and
 - (i) Violate other written facility rules established by the managing official under [COMAR 12.03.01.04E\(4\) and H\(4\)](#).

- (3) In addition to being charged with a rule violation under [COMAR 12.03.01](#), or independent of a rule violation, a managing official may withhold or limit an incarcerated individual's access to a tablet or an application in accordance with the procedures established in §.06I and J of this directive.

.06 Procedures.

A. Tablet Assignment.

- (1) A tablet assigned to an incarcerated individual continues to be State of Maryland property and shall be returned to facility staff prior to the incarcerated individual's transfer or release.
- (2) In general, an incarcerated individual may be assigned a new tablet:
 - (a) Following intake and orientation at the individual's maintaining facility;
 - (b) Following transfer to a new maintaining facility;
 - (c) When the tablet has reached the end of its lifecycle and cannot be repaired; or
 - (d) Upon completion of payment for a previously assigned tablet that was intentionally or through gross negligence damaged or destroyed by the incarcerated individual.
- (3) An incarcerated individual shall be issued a tablet following orientation at the incarcerated individual's maintaining facility, unless there is a security or safety issue, as determined by the managing official, or designee that prevents the incarcerated individual from possessing a tablet. In accordance with the procedures in §.06I of this directive, a managing official shall provide the incarcerated individual with written notice of the decision to withhold a tablet and the process for appeal.
- (4) In conjunction with the vendor's technical administrator, correctional staff may issue a tablet to an incarcerated individual.
 - (a) As specified in [§.06A\(2\)\(a\), \(b\), and \(c\)](#) of this directive, an incoming incarcerated individual shall receive an initial tablet package that includes:
 - (i) A vendor issued *Incarcerated Individual-Tablet Assignment and Usage Guide* (Appendix B);
 - (ii) A tablet computer; and
 - (iii) One set of earbuds with a microphone.
 - (b) An incarcerated individual's tablet package will also include either a:
 - (i) Tablet charging cord; or
 - (ii) Instructions on how to charge a tablet using a charging station located within the incarcerated individual's housing unit.
- (5) Correctional staff assigning a tablet to an incarcerated individual shall:
 - (a) Ensure that a State Property Tag is affixed to the tablet;

- (b) Document the tablet's serial number and tablet MAC Address number on the *DPSCS Incarcerated Individual Tablet Program Acknowledgment Form* / OPS Form # 200-13aR (Appendix A); and
 - (c) Ensure the incarcerated individual signs the *DPSCS Incarcerated Individual Tablet Program Acknowledgment Form* / OPS Form # 200-13aR (Appendix A) upon issuance of the tablet package.
- (6) An incarcerated individual who accepts responsibility for and is assigned a tablet shall:
- (a) Sign a *DPSCS incarcerated individual Tablet Program Acknowledgment Form* # OPS.200-13aR for each tablet received throughout the individual's incarceration;
 - (b) Agree to abide by the Department's policies and procedures set forth in §.05D of this directive;
 - (c) Agree to use the tablet only for lawful and permitted purposes; and
 - (d) Agree to repay the Department for the replacement cost of the tablet or accessories, if the incarcerated individual intentionally or through gross negligence damages or destroys the assigned tablet or accessories.
- (7) An incarcerated individual who has been assigned a tablet shall acknowledge that:
- (a) The assigned tablet must be returned to facility staff before being transferred to a new facility and prior to release;
 - (b) Managing official or designee may monitor the incarcerated individual's or a sender's electronic messages and digital images; and
 - (c) Access to a tablet is a privilege that may be limited, suspended, or permanently or indefinitely revoked based on the incarcerated individual's:
 - (i) Failure to abide by Department and facility policy;
 - (ii) Misuse of the tablet; and
 - (iii) Intentional or grossly negligent behavior resulting in damage to or destruction of the tablet and or the accessories.
- (8) The incarcerated individual may keep the first page (front and back) of the *DPSCS Incarcerated Individual Tablet Program Acknowledgement Form* and the last page of the signed form shall be retained in the incarcerated individual's property file.
- (9) The incarcerated individual's existing GTL/ViaPath telephone PIN and State Identification Number (SID) are used to log on to the tablet.
- (10) An incarcerated individual must use their current GTL/ViaPath telephone PIN to access the funds in the incarcerated individual's tablet account.

B. Incarcerated Individual Placement on Administrative Segregation or Disciplinary Segregation.

- (1) An incarcerated individual in possession of an assigned tablet who is placed on administrative segregation is permitted to access all paid and free content on the incarcerated individual's tablet.
- (2) An incarcerated individual who has not had all tablet privileges revoked by a hearing officer and who is placed on disciplinary segregation is permitted to access only the free content on the incarcerated individual's tablet.

C. Tablet Profiles.

- (1) Access to a tablet profile may be established for the purpose of providing an incarcerated individual with:
 - (a) Secure text and digital image messaging system to communicate with approved family and friends;
 - (b) Educational and legal materials;
 - (c) Messages and notices from correctional administrators and educators;
 - (d) Preloaded no-cost information and content; and
 - (e) The ability to purchase Department approved:
 - (i) Music;
 - (ii) Games;
 - (iii) Movies; and
 - (iv) Books.
- (2) The Department's tablet program currently has three profiles:
 - (a) *FREE*: This profile includes access to free pre-approved programmatic, entertainment (e.g. movies), and religious content, the Commissary/Banking Application (App), as well as, access to legal resources and the Secure Messaging and Phone Dialer application. Phone calls made using the tablet's Phone Dialer App are charged to the incarcerated individual's telephone account, not the incarcerated individual's tablet account.
 - (b) *Pay-Per-Minute*: While using this profile, an individual is charged \$0.04 a minute to access content not available in the free profile, such as games, audiobooks, music, television, movies, and other information. Once the START button is selected the billing begins and does not stop until the incarcerated individual logs out of the tablet.
 - (c) *Access Pass*: This profile includes access to the same content as the Pay-Per-Minute profile but also requires either a pre-paid:
 - (i) 30-day Unlimited Access Pass; or

- (ii) 30-day 400 Minute Access Pass.

D. Applications and Content.

- (1) Incarcerated individual family members and friends can send direct messages, photos, and video messages to the incarcerated individual by creating an account on www.gettingout.com.
- (2) All messages, photos, and video messages sent from or to an incarcerated individual are subject to recording, monitoring, and review by Department and other law enforcement entities in the same way that telephone calls made through the incarcerated individual telephone system are subject to recording, monitoring, and review.
- (3) Content that is determined to be inappropriate will not be approved for incarcerated individual viewing or sending, and any cost associated with transmitting such content will not be refunded.
- (4) If an incarcerated individual's friend or family member sends inappropriate messages, photos, or videos, the Department reserves the right to block the contact from sending any additional content of any type.
- (5) If an incarcerated individual sends an outgoing message that communicates language that is identified as threatening self-harm, the incarcerated individual shall be referred to mental health as outlined in the [Clinical Guidelines for Suicide Prevention Manual - OCS.124.0001](#).

E. Adding Funds to the Tablet Account.

- (1) An incarcerated individual may add funds to the incarcerated individual's tablet account by:
 - (a) Accessing the Commissary/Banking App within the tablet's Free Profile; and
 - (b) If available, a Commissary Kiosk at the facility.
- (2) An incarcerated individual's family and friends may add money to the incarcerated individual's account via the www.GettingOut.com (selected and approved) website or smartphone app, or by calling the vendor's deposit center.

F. Tablet Refusal.

- (a) An incarcerated individual may elect to opt out of the tablet program.
- (b) If an incarcerated individual declines to participate in the tablet program, but later decides to participate, the incarcerated individual must write to the managing official and request approval to receive an initial tablet package.

G. Tablet Help, Technical Difficulties, and Equipment Replacement.

- (1) Equipment failures, technical difficulties, and software issues are outside the control of Department officials and are not subject to the Administrative Remedy Process as established in [COMAR 12.02.28](#) or the Inmate Grievance Process established under Division of Pretrial Detention and Services Directive DPDS.180.0001.

- (2) An incarcerated individual shall:
 - (a) Purchase replacement earbuds, after one-time free earbud replacement and charging cords if they are lost, damaged, or otherwise unusable; and
 - (b) Return the unusable earbuds and charging cords to the property officer when receiving the replacement items.
- (3) If an incarcerated individual experiences technical or software difficulties the incarcerated individual should:
 - (a) First check the 'Tablet Help' App in the FREE profile to attempt to resolve the issue;
 - (b) Review the *Incarcerated Individual-Tablet Assignment and Usage Guide*; and
 - (c) If unable to resolve the problem, contact the vendor via the 'Tablet Feedback Form' in the FREE profile under 'Requests.'
- (4) If technical or software difficulties occur during afterhours for the vendor or the weekend, the correctional staff must contact the afterhours technical team in accordance with the *SOP - Reporting Technical Issues*.
- (5) If an incarcerated individual is unable to turn the tablet on or access the 'Tablet Help' App, the incarcerated individual shall notify correctional staff and request that the tablet be repaired or replaced. The correctional staff shall contact the facility's tablet program administrator, as designated by the managing official, and report the problem in accordance with the *SOP - Reporting Technical Issues with Tablets*.
- (6) The facility's tablet program administrator and correctional staff experiencing technical or software problems should contact the vendor's assigned technical administrator.

H. Refunds.

- (1) After an incarcerated individual is released from the Department's custody, any of the unused tablet funds may be refunded back to the individual by contacting the vendor's Customer Service department at 1(866) 516-0115.
- (2) Signs posted in the housing units shall advise soon-to-be released individuals to contact the vendor's Customer Service department to request a refund check that is mailed to the individual's specified address.
- (3) In the event of a technical, electrical or weather related outage in which the assigned tablet becomes inoperable or continuously buffers, the incarcerated individual will not be refunded for any portion or remaining balance of funds on an Access Pass.
- (4) A copy of the vendor's Refund Process notice shall be placed in the Release Envelope in accordance with [OPS.230.0005—Release Procedures](#).

I. Suspension or Limitation of an Incarcerated Individual's Access to a Tablet or Application.

- (1) If an incarcerated individual violates any of the policies or rules established in [§.05D](#) of this directive or as established in [COMAR 12.03.01.04](#), staff may limit, suspend, revoke, or otherwise restrict an incarcerated individual's access to a tablet or a specific application.
- (2) Notification of Tablet or Application Being Limited, Suspended, Revoked or Restricted.
 - (a) An incarcerated individual may file a complaint for an informal resolution or a formal resolution under the Administrative Remedy Process (ARP) as established in COMAR 12.02.28 upon receipt of a written notification that the incarcerated individual's access to a tablet or applications on the tablet are being limited, suspended, revoked, or otherwise restricted.
 - (b) Staff shall provide an incarcerated individual with two copies of a written statement that describes why the tablet or application is being limited, suspended, revoked, or otherwise restricted, and set forth the reason in detail.
 - (c) Staff shall serve the written statement to an incarcerated individual within 48 hours after deciding to limit, suspend, revoke, or otherwise restrict the tablet or application from an incarcerated individual.
 - (d) The notification constitutes a written report of the decision of the managing official to limit, suspend, revoke, or otherwise restrict the tablet or application and shall include:
 - (i) A summary of the evidence;
 - (ii) The decision;
 - (iii) The reason for the decision; and
 - (iv) The facts upon which the decision is based.

J. Confiscation of a Damaged Tablet.

- (1) If, following the results of an ARP investigation, Inmate Grievance filing, or a guilty decision in a disciplinary hearing regarding destruction of State property, the Department determines that an incarcerated individual intentionally or through gross negligence lost, disabled, or damaged a tablet, the incarcerated individual shall:
 - (a) Be responsible for reimbursing the Department for the replacement cost of the tablet; and
 - (b) Not be issued another tablet until full restitution has been received.
- (2) An incarcerated individual who has been determined to be or found guilty of intentionally or through gross negligence losing, disabling, or damaging a tablet more than three times in a three-year period, may not file an ARP or grievance for access to a new tablet until full restitution is paid and 365 days have elapsed since the third finding.

.07 Appendix.

- A.** DPSCS Incarcerated Individual Tablet Program Acknowledgment Form / OPS Form # 200-13aR (Rev. 02/2025)
- B.** GTL/ViaPath Technologies –Incarcerated Individual Tablet Assignment and Usage Guide (11/24)
- C.** ViaPath Tablet Administrative Manual – **Confidential**
- D.** Standard Operating Procedure - Reporting Technical Issues with Tablets - **Confidential**

.08 History.

- A.** This revised directive rescinds OPS.200.0013 dated October 19, 2023 and supersedes all previous or any other prior existing Department or unit communication with which it may be in conflict.
- B.** An annual review was conducted in August 2023 and this directive supersedes and replaces OPS.200.0013 dated June 13, 2022.

.09 Distribution.

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B
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DPSCS Incarcerated Individual Tablet Policy Acknowledgment Form

The Maryland Department of Public Safety and Correctional Services (Department) is providing you with a ViaPath touchscreen tablet computer (tablet) for use during your incarceration. The tablet is the property of the Department and shall remain at the correctional facility where it was issued upon your transfer to another facility or release to the community. Use of the assigned tablet is a **privilege, not a right**.

The Department reserves the right to suspend use of the tablet at any time. Removal of an individual's access to a tablet is subject to the Administrative Remedy Process, unless removal is part of a sentence imposed by a hearing officer in accordance with COMAR 12.03.03. The Department reserves the right to allow, limit, or disable certain features of the tablet and can do so at any time. The Department reserves the right to confiscate and suspend the use of the tablet, if there is a rebellious act and or demonstration set forth by an incarcerated individual due to the failure or malfunction of the tablet. Correctional administrators will determine how much time you may spend on the tablet, as well as which applications, programs, and special features you are permitted to use.

The Department shall monitor and approve all communication applications available on the tablet, to include Secure Messaging and the Phone Dialer. Messages and photographs determined by the Department to violate policy will not be sent and/or received. The Department and other law enforcement entities may monitor all tablet communications in the same way that the telephones are monitored.

Prior to receiving your assigned tablet, you must sign this acknowledgement form and agree to the terms and conditions of the tablet program. Upon transfer to another Department facility, the tablet in your possession will not be included as your transferable property, another tablet will be assigned to you at the new facility. Any funds remaining in your tablet account will be available to you on your new assigned tablet.

You will be given instructions, a logon, and a Personal Identification Number (PIN). You must maintain the security of your tablet, PIN, and logon information. Do not share your tablet, PIN, or logon information with anyone. You are responsible for logging off the tablet if you are not using it. You are responsible for any fees or costs associated with applications, communication services, entertainment services (movies, games, music, etc.), or any other special programming that may be added to the tablet using your PIN number.

You will be issued one pair of earbuds to use with your tablet. You may be issued a tablet charger to use within your cell. You may not have more than one set of earbuds and tablet charger in your possession at any time. Lost or damaged earbuds will be replaced one (1) time at no additional fee. You are required to exchange them on a one-for-one basis, which can be done through your Facility's Tablet Coordinator or the coordinator's designee. Thereafter, you will be charged for additional earbuds. For a lost or damaged charger, you will pay \$12 for a replacement. If you are not able to charge your tablet within your cell, you will utilize a tablet charging station located within your housing unit.

This tablet is your responsibility. Any intentional damage or destruction to the tablet may result in the revocation of your tablet and restitution of \$250, for the cost of replacing the tablet. Any purchased Access Plans will be forfeited in the event your tablet privilege is suspended or revoked.



DPSCS Incarcerated Individual Tablet Policy Acknowledgment Form

An incarcerated individual who accepts responsibility for and is assigned a tablet shall:

- Sign the DPSCS Incarcerated Individual Tablet Acknowledgment Form;
- Agree to abide by Department policies and procedures;
- Agree to use the tablet only for lawful purposes and
- Agree to repay the Department for the replacement cost of the tablet and accessories, if the incarcerated individual's intentional or grossly negligent behavior results in the damage or destruction of the tablet or accessories.

An incarcerated individual who has been assigned a tablet knows and understands that access to a tablet is a privilege that may be temporarily or indefinitely suspended or permanently revoked based on the incarcerated individual's:

- Failure to abide by Department and/or facility policy;
- Misuse of the tablet; or
- Intentional or grossly negligent behavior resulting in the damage/destruction of a tablet.

An incarcerated individual's access to a tablet may be revoked or suspended if:

- The tablet is used outside the incarcerated individual's cell or day room;
- The tablet is used to contact/communicate with individuals not on the incarcerated individual's approved call/visitor list;
- Sending, receiving or accessing contraband materials;
- Accessing software applications or content without proper payment;
- Accessing, using, or possessing another incarcerated individual's assigned tablet;
- Intimidating or injuring another incarcerated individual to obtain access to their tablet or PIN;
- Intentionally or through gross negligence damaging or destroying an assigned tablet or that of another incarcerated individual; or
- Violation of any written rules established by the managing official under Correctional Services Article, § 10-801, Annotated Code of Maryland.

The managing official or designee may limit, suspend, or revoke an incarcerated individual's access to applications and content on the tablet if:

- The incarcerated individual is using the tablet to intimidate, harass, bully or manipulate individuals with whom the incarcerated individual is in contact;
- The incarcerated individual is using the tablet to engage in unlawful activity or violating any Department rules/policies; or
- There are exigent circumstances relating to the security, safety or good order of the facility that require a limitation to or pause of access to an application or content.



Department of Public Safety and Correctional Services

Incarcerated Individual Tablet Program Acknowledgement Form

Name: _____ SID#: _____ DOB: _____

Facility: _____ Housing Unit: _____

Serial #: _____ MAC Address #: _____

- ☐ Agree to abide by the policies and procedures regarding tablet use set forth by the Department of Public Safety and Correctional Services and ViaPath.
- ☐ Agree to use the tablet only for lawful purposes and understand that I am responsible for payment of any fees or costs for communication, entertainment, and programmatic services.
- ☐ Understand that law enforcement officials may be monitoring my electronic messages and digital images.
- ☐ Know and understand that my tablet privileges may be temporarily suspended or indefinitely revoked due to my:
 - Failure to abide by the policies and procedures;
 - Misuse of the tablet; or
 - Intentional damage or destruction of the tablet.
- ☐ Know and understand that I may be subject to payment of restitution for the repair or replacement of my tablet or another incarcerated individual's tablet if I am found guilty of damaging or destroying the tablet.

Signature: _____ **Date:** _____

_____ I acknowledge that I have received a ViaPath touch screen tablet and earbuds.
Initials

_____ I acknowledge that I have received either:
Initial

- ☐ A tablet charging cord; or
- ☐ Instructions on how to use a tablet charging station.

The original signed copy is to remain in the incarcerated individual's property record.



Tablet Assignment and Usage Guide for Maryland DPSCS

The Department of Public Safety and Correctional Services (DPSCS) will issue a tablet to all incarcerated individuals. The tablet is a **privilege, not a right** and shall be revoked if the tablet is misused, damaged/ and/or for any security reasons that may exist. The DPSCS reserves the right to allow, limit, or disable certain features offered on the tablet and can limit or disable those features at any time.

Individuals will be assigned and responsible for their tablet. However, individuals may refuse a tablet if they wish. The tablet will remain with each individual unless transferred to another DPSCS facility. If transferred, the individual will leave behind their current tablet and will be issued another tablet at the future facility.



Assigning a Tablet

Follow these steps to assign a tablet to yourself:

6 Digit SID#

4 Digit PIN

1) Unassigned tablets are indicated by an orange background. [Click the Assign Tablet](#) button on this screen.

2) Once you click [Assign Tablet](#), the [Get Started](#) screen will display.

3) You will be prompted to enter your 6 digit SID# 000000

(the same as when you make a call from the wall telephone).

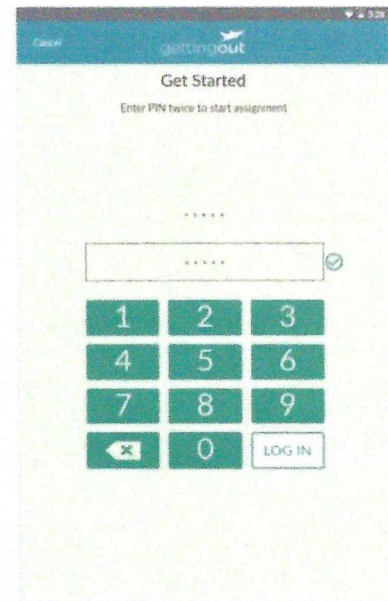
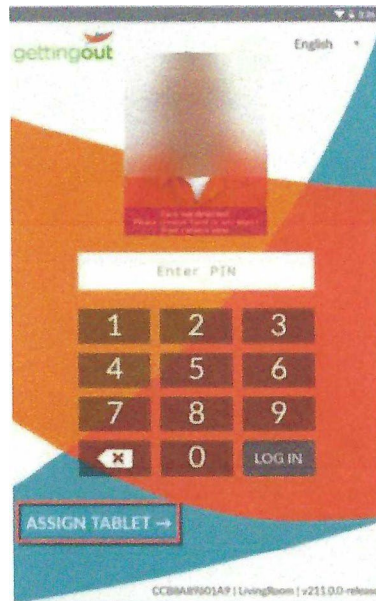
*Add 0 in front of your SID# if it is not 6 digits

(ex. SID# 12345 will be 012345).

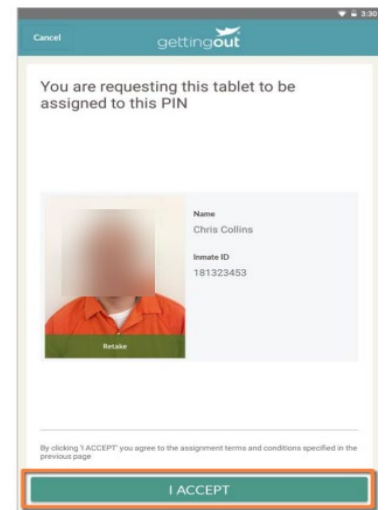
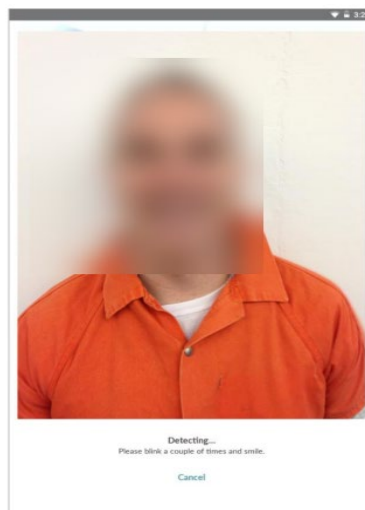
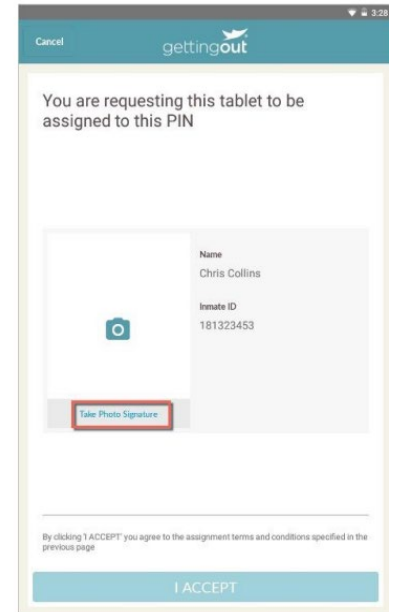
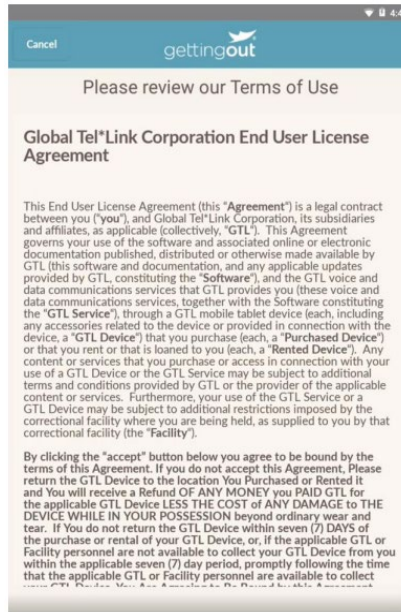
4) Enter your existing ViaPath phone PIN twice to ensure the correct PIN is used on the Get Started screen.

When PINs match, a checkmark ✓ will display next to the PIN Box.

5) Click [LOG IN](#). The [Terms of Service](#) screen will display.

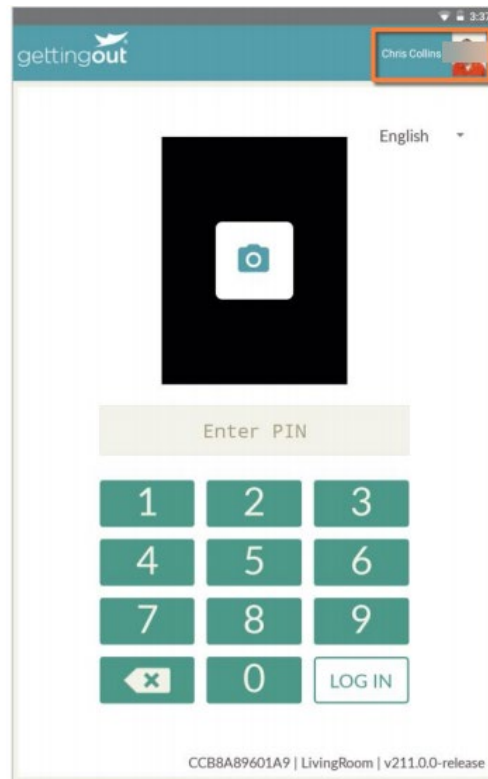
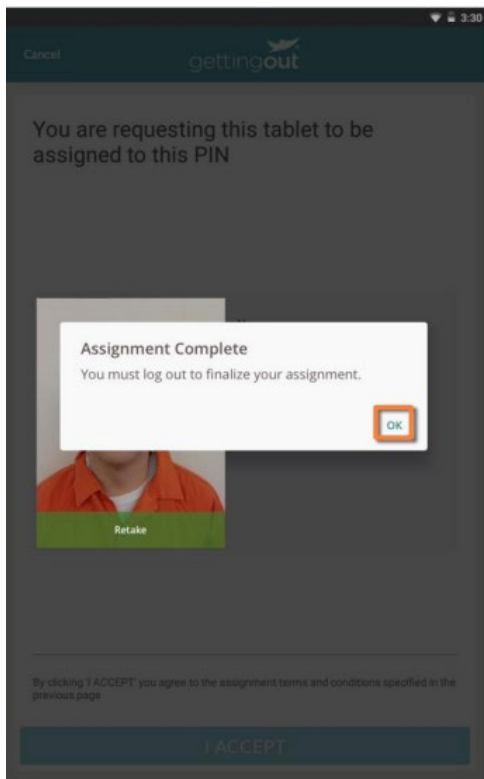


- 6) Read the [Terms of Service](#) and click [START](#) to proceed.
- 7) Click [Take Photo Signature.](#)



- 8) Click [I accept](#) to acknowledge the [Terms of Use](#) of the tablet being assigned to you.
- 9) Click [OK](#) to complete the tablet assignment and you will then be logged out.

10) When you log back in, the tablet will display a different background color pattern as visible verification the tablet is now assigned. Your name and photo will be displayed in the upper-right corner of the tablet screen. This tablet is now assigned to you.



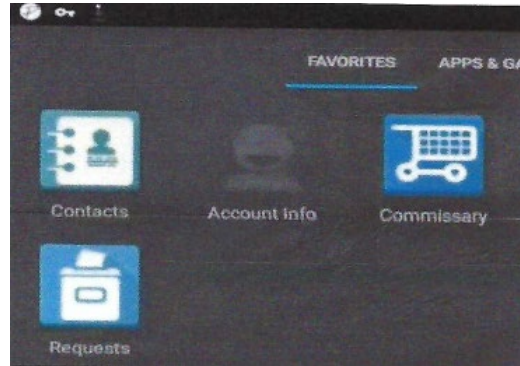
General Tablet Information

- You will utilize your commissary account, which is accessible on your tablet to add funds to your tablet account to purchase paid content as described below.
- At the discretion of the DPSCS, you will be able to make phone calls from your tablet as you would from a wall phone. The cost of a tablet phone call is the same as a call from a wall phone and will be charged to your ViaPath Phone account. You may access the Phone Dialer from the Free Profile Section of your tablet. You will need your issued earphone/earbuds in order to make calls from your tablet.

Adding Money to the Tablet

- Friends and family can add money directly to your tablet account as well as funding their own account for messaging.
- To do this, they will need to go www.gettingout.com and follow instructions for setting up an account.
- You can purchase tablet time directly from your commissary account application located in the Free Profile Section. Tablet time purchases may take up to 15 minutes before the funds are reflected on your tablet. You will not be able to purchase any of the Access Passes without sufficient funds in your tablet account.

- You must also have a balance of \$0.05 on your tablet account to use the Pay-Per-Minute section of your tablet. Your tablet account balance will appear on the top of your screen while you are logged in.



All about Profiles

There are three (3) profile sections on your tablet:

Free: Access to **Free Standard Content**, Secure Messaging and Phone Dialer

Pay-Per-Minute: Access to **Standard Content** per minute - \$0.04 per minute

Access Pass: Access to **Paid Content** in Standard Profile

Two types: \$22.00 - 30 Day Access Pass

\$10.00 - 400 Minute Access Pass

Free

The **Free** section of your tablet will provide you access to the: *FREE Standard Profile, Secure Messaging and Phone Dialer*

- **Free Standard Profile** provides access at no cost to:

Tablet Account Information	ViaPath Books and E-books for reading
Facility information	ViaPath Help
Facility Notices	Inmate Requests/Tablet Feedback Form
Law Library	Religious Library
Commissary	Calm App
Career One Stop Resources	Education
Calculator	Select Games

- **Secure Messaging Profile** allows you to send messages to Friends and Family at no cost to you. At the discretion of DPSCS, you will be limited to a maximum time to send messages during a 24-hour period. All messages are subject to a rigorous and thorough review and approval process by DPSCS personnel.
 - You will also be able to receive messages and approved photos from Friends and Family in this profile. All messages and photos are subject to review and approval by DPSCS Personnel. Any message or photo that is determined to be inappropriate, violent or otherwise violates DPSCS policy, will not be approved. There will be **No Refunds** to any Friends and Family whose message or photo is not approved. Friends and

Family who continually violate DPSCS policy regarding allowable content are subject being banned from any future messages or photos.

- **Phone Dialer Profile** allows you to make phone calls from your tablet as you would from a facility wall phone. All the same rules and regulations of using the wall phone still apply when using the *Tablet Phone Dialer*. Phone use whether phone or tablet is determined by your facility and the DPSCS. The costs for phone calls made using this profile are the same as using a wall phone and will be billed from your **ViaPath Phone Account**, not your tablet account. Calls billed to Friends and Family (call recipient) will continue to be done via their Connect Network account. In event you are suspended from placing calls, you will not be able to do so from the Phone Dialer profile as well.

Paid Tablet Content

- The **Pay-Per-Minute** section of your tablet is a paid option that charges you \$0.04 per minute for minutes used in this section. When the **start** button is selected, the billing begins and **does not stop until you log out of the tablet**. This section will give you access to *games, audio books, music, TV applications, religious and spiritual content, movies* and much more. You can optimize your money by listening to music while playing a game which will still only cost \$0.04 per minute regardless of the number of features in use.
 - You **must** have a minimum \$0.05 in your Tablet Account to use this option. Once you fall below the required amount you will receive a message that you have insufficient funds to proceed. You may utilize the Commissary application in the Free Section to transfer additional funds to your tablet to continue. Inactivity (not running an APP) of 10 minutes or longer will result in you being logged out of your tablet.

Example – A 60-minute movie under this section at \$0.04 per minute would cost \$2.40. This option can be used if you would like access to media content, but do not want to purchase an Access Pass.

Access Pass

- The **Access Pass** section of your tablet will allow you the option to purchase one of two passes for use within a 30-day period: An **Unlimited 30-Day Access Pass** or a **400 Minute 30-Day Access Pass**. Unlike the Pay-Per-Minute profile, you will not incur any additional charges when utilizing these Access Passes. If you purchase an Unlimited Access Pass you can access all the features within that option as often as you would like for up to 30 days. If you purchase a 400 Minute Access Pass you will have access to the same features for 400 minutes of use for up to 30 days. An **Access Pass** features access to games, music, TV, movies and much more. You must use the 400 minutes within 30 days so as not to forfeit paid minutes.

Unlimited 30-Day Access Pass – Can be purchased for \$22

400-Minute Access Pass – Can be purchased for \$10

***Do not purchase additional Access Passes until the one you have purchased has expired. The 30-day period starts once you begin use of the Access Pass. If you have more than one Access Pass purchased that 30-day period will begin also.**

****If you are suspended or restricted from use of your tablet due to an infraction or violation of DPSCS policy, you will not be refunded for the purchase of an Access Pass.**

*****In the event of service outages or weather related events, you will not be refunded for any purchased Access Plans.**

******Funds for All Access Pass may be placed directly on your account up to \$25 per transaction.**

Tablet Functions

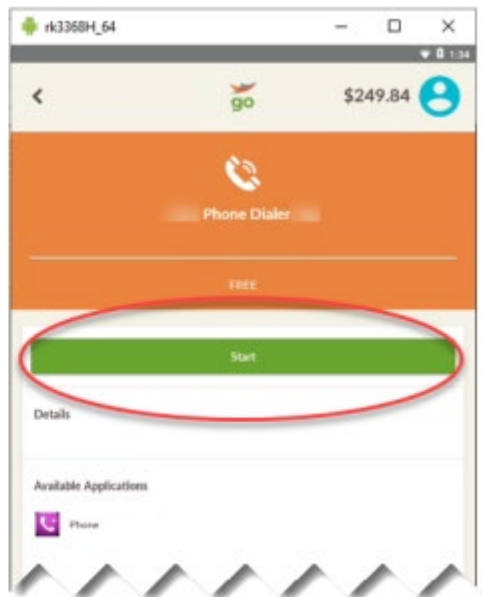
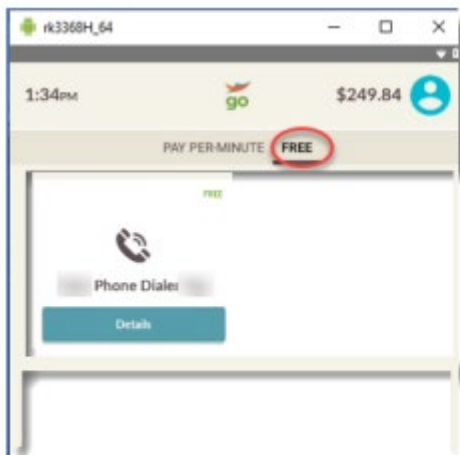
The tablet picture displays where you will find the following items on the tablet:

Ear Bud Jack location - On/Off Button - Volume Buttons - Charging Jack Location

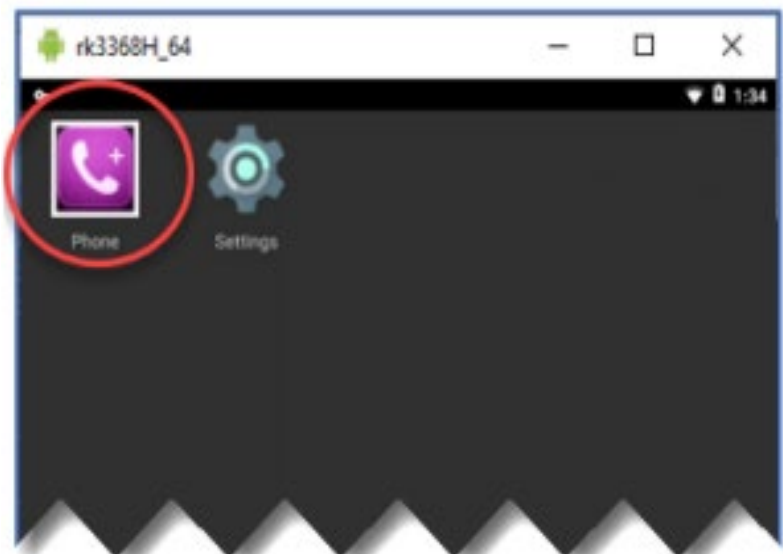


Placing a Telephone Call Using the Phone Dialer

- 1) Login to the tablet
- 2) Go to the Free profile
- 3) Look for and then select the Phone Dialer app and click Start

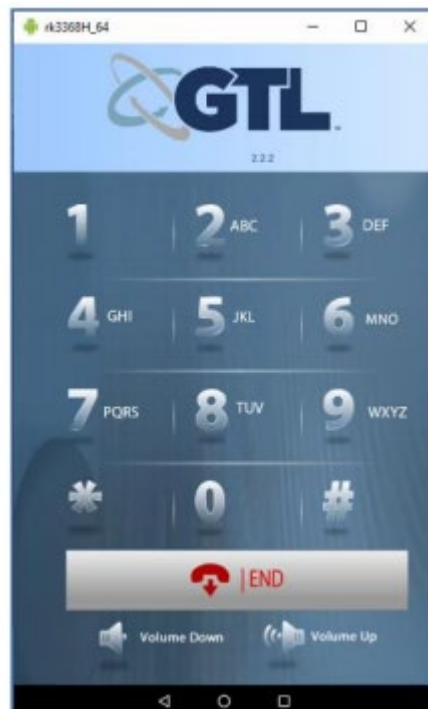


- 4) Click the Phone Icon



Phone Dialer

- 5) Insert ear buds to the top of the tablet to hear the other party;
- 6) Use the same login credentials for the Phone Dialer as you would with a wall phone (your SID#, followed by your PIN #);
- 7) Conduct your call;
- 8) Once you are finished with your call, you will need to logout of the tablet and log back in to access another profile or section;



***Even though phone Dialer is located in the Free Section, you will be charged for use of this feature in the same way as you would be using a wall phone in the facility. The only difference is you are using the tablet to place your call.**

Reminders

- Friends and family can send you messages by an account and adding you as a contact on www.gettingout.com
- All messages and photos are subject to review and approval. Inappropriate content or content that is determined to violate DPSCS policy will not be approved nor refunded. The DPSCS holds the discretion to block any contact who has or continues to send inappropriate content or content that violates DPSCS policy.
- The tablet is LOANED to you, free and is considered property of MD-DPSCS. Use of the tablet is a privilege, not a right. Once the tablet is assigned to you, it is your responsibility to maintain and safeguard the tablet.
- **Any damage to the tablet found to be intentional can result in the revocation of future tablet use as well as restitution of \$250 for replacing the tablet.**
- If you are using the Pay-Per-Minute or 400-Minute Access Pass option, you will be charged once you click **Start**. It is your responsibility to make sure you have fully logged out of the profile when finished to avoid additional or unnecessary charges.
- ViaPath will provide the first set of earphones/earbuds with microphone for your tablet. You will not be permitted to have more than one pair earphone/earbuds at any time. You must coordinate with your facility tablet coordinator or designee to purchase a replacement upon returning your current set.

Reminders (cont.)

- When available, you may be provided a wall charger to use in your cell for your tablet. You will only be permitted to have one charger at any time. You must coordinate with your Facility Tablet Coordinator or designee to purchase a replacement upon returning a wall charger.
 - **You will only be provided one free set of earphone/earbuds and charger (when available). You will be responsible for the costs of replacing these items.**
- For those individuals who do not have the option of charging the tablet in a cell, they will utilize a charging station to charge their tablet. Remember to return the tablet to the station when not in use to maintain battery life. Tablets with 7% battery life will shut off automatically.
- **It is recommended to power off your table once a week or whenever you are moved to another housing unit.** The power button is on the LEFT side of the tablet. Hold in power button until the power off message appears. Once the tablet shuts, turn it back on by pushing the power again.
- If you experience issues with the tablet, please use Tablet Feedback Form located under Requests (Free Profile).
- Tablet updates usually occur a night. Make sure you leave tablet on and charging when not in use.
- When transferred to another facility, approved photos, messages will remain in your account and visible when you receive a new tablet and log on.
- When the tablet's operating system is down due to weather-related, electrical or events out of the control of ViaPath, your account will not be refunded for any purchased Access Plans.