

DEPARTMENT DIRECTIVE



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Title: Tablet Computer Program	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 June 13, 2022
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: <i>Andrew Lipchak</i> Andrew Lipchak Acting Director of Security Operations
Related Directives: DOC.185.0002 – Administrative Remedy Procedure DPDS.180.0001 - Adult Resident Grievance Procedures OPS.200.0002 – Inmate Telephone System	Issued Date: October 23, 2023 Effective Date: October 23, 2023
Variance: Each warden/administrator shall issue a facility directive necessary to implement and comply with this directive.	Number of Pages: 10

.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, good order, and normal operations of the correctional facility.
- C. Tablets are a privilege, not a right. An incarcerated individual may not use a tablet in an unauthorized or unlawful manner.

.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 (IP).

- (a) "Incarcerated individual" has the meaning stated in CSA, §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 (IP).

(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 Global Tel Link/Viapath 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 §.06H and I of this directive, the Department's tablet program shall provide to an IP:
 - (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 IP may be issued a tablet;
 - (b) Determining what content and software applications are available on Department tablets;
 - (c) Notifying an IP 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. Managing Official.

- (1) A managing official shall:
 - (a) Ensure that a tablet issued to an IP is managed in accordance with the provisions of this policy;
 - (b) Establish a facility directive that documents how correctional staff are to implement this policy;
 - (c) Work closely with the tablet vendor and technical administrator to ensure the ongoing maintenance of the tablets and the supporting infrastructure; and
 - (d) Properly inventory, manage, and utilize State-owned assets.
- (2) A managing official shall ensure a facility's tablet inventory and supporting equipment is maintained in accordance with the procedures established in the Department's Fixed Asset Management Manual.
- (3) A managing official, or designee may limit, suspend, revoke, or otherwise restrict an IP's access to applications and content on the tablet if necessary to maintain the security, safety, good order, or normal operations of the facility.

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

- (1) In accordance with [COMAR 12.03.01.03](#) an IP shall:
 - (a) Comply with this directive and all other rules, policies, regulations, statutes or other provision of law; and
 - (b) Be subject to the IP disciplinary or informal resolution process if charged with a rule violation.
- (2) An IP may not:
 - (a) Use a tablet outside the IP'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 IP'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 IP's assigned tablet;
 - (f) Intimidate or injure another IP to obtain access to that IP'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 IP'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 IP's access to a tablet or an application in accordance with the procedures established in §.06H and I of this directive.

.06 Procedures.

A. Tablet Assignment.

- (1) A tablet assigned to an IP continues to be State of Maryland property and shall be returned to facility staff prior to the IP's transfer or release.
- (2) In general, an IP 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 IP.
- (3) An IP shall be issued a tablet following orientation at the IP's maintaining facility, unless there is a security or safety issue, as determined by the managing official, or designee that prevents the IP from possessing a tablet. In accordance with the procedures in [§.06H](#) of this directive, a managing official shall provide the IP 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 IP.
 - (a) As specified in [§.06A\(2\)\(a\), \(b\), and \(c\)](#) of this directive, an incoming IP shall receive an initial tablet package that includes:
 - (i) A vendor issued *IP-Tablet Assignment and Usage Guide* (Appendix B);
 - (ii) A tablet computer; and
 - (iii) One set of earbuds with a microphone.
 - (b) An IP'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 IP's housing unit.
- (5) Correctional staff assigning a tablet to an IP shall:
 - (a) Ensure that a State Property Tag is affixed to the tablet;
 - (b) Document the tablet's serial number and State Property Tag number on the *DPSCS IP Tablet Program Acknowledgements* form # OPS.200-13Ar (Appendix A); and
 - (c) Ensure the IP signs the *DPSCS IP Tablet Program Acknowledgements* form # OPS.200-13Ar (Appendix A) upon issuance of the tablet package.
- (6) An IP who accepts responsibility for and is assigned a State-owned tablet shall:
 - (a) Sign a *DPSCS IP Tablet Program Acknowledgements* form # OPS.200-13Ar (Appendix A) for each tablet received throughout the individual's incarceration;
 - (b) Agree to abide by the Department's policies and procedures set forth in [§.05C](#) 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 if the IP intentionally or through gross negligence damages or destroys the assigned tablet.
- (7) An IP 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) Correctional officials may monitor the IP'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 IP'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.
- (8) The IP may keep the first page (front and back) of the *DPSCS IP Tablet Program Acknowledgements* form and the last page of the signed form shall be retained in the IP's property file.
- (9) The IP's existing GTL/ViaPath telephone PIN and State Identification Number (SID) are used to log on to the tablet.
- (10) An IP must use the IP's current GTL/ViaPath telephone PIN to access the funds in the IP's tablet account.

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

- (1) An IP in possession of an assigned tablet who is placed on administrative segregation is permitted to access all paid and free content on the IP's tablet.
- (2) An IP 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 IP's tablet.

C. Tablet Profiles.

- (1) Access to a tablet profile may be established for the purpose of providing an IP 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 Keefe Edge Commissary/Banking Application (App), as well as, access to legal resources and the Secure Messaging and Phone Dialer app. Phone calls made using the tablet's Phone Dialer App are charged to the IP's telephone account, not the IP'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 IP 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.
- (3) IP family members and friends can send direct messages, photos, and video messages to the IP by creating an account on www.gettingout.com.
- (4) All messages, photos, and video messages sent from or to an IP are subject to recording, monitoring, and review by Department and other law enforcement entities in the same way that telephone calls made through the IP telephone system are subject to recording, monitoring, and review.
- (5) Content that is determined to be inappropriate will not be approved for IP viewing or sending, and any cost associated with transmitting such content will not be refunded.
- (6) If an IP'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.

D. Adding Funds to the Tablet Account.

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

E. Tablet Refusal.

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

F. 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 IP shall:
 - (a) Purchase replacement earbuds 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 IP experiences technical or software difficulties the IP should:
 - (a) First check the 'Tablet Help' App in the FREE profile to attempt to resolve the issue;
 - (b) Review the *IP-Tablet Assignment and Usage Guide* (Appendix B); and
 - (c) If unable to resolve the problem, contact the vendor via the 'Tablet Feedback Form' in the FREE profile under 'Requests.'
- (4) If the IP experiences technical or software difficulties that result in a loss of prepaid tablet funds, the IP must contact the vendor to resolve the issue.
- (5) If an IP is unable to turn the tablet on or access the 'Tablet Help' App, the IP shall notify the housing officer and request that the tablet be repaired or replaced. The housing officer shall contact the facility's tablet program administrator, as designated by the managing official, and report the problem
- (6) The facility's tablet program administrator and correctional staff experiencing technical or software problems should contact the vendor's assigned technical administrator.

G. Refunds.

- (1) After an IP 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) A copy of the vendor's Refund Process notice shall be placed in the Release Envelope in accordance with [OPS.230.0005—Release Procedures](#).

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

- (1) If an IP violates any of the policies or rules established in [§.05C](#) of this directive or as established in [COMAR 12.03.01.04](#), staff may limit, suspend, revoke, or otherwise restrict an IP's access to a tablet or a specific application.
- (2) Notification of Tablet or Application Being Limited, Suspended, Revoked or Restricted.
 - (a) An IP 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 IP's access to a tablet or applications on the tablet are being limited, suspended, revoked, or otherwise restricted.
 - (b) Staff shall provide an IP 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 IP within 48 hours after deciding to limit, suspend, revoke, or otherwise restrict the tablet or application from an IP.
 - (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.

I. 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 IP intentionally or through gross negligence lost, disabled, or damaged a tablet, the IP 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 IP 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 Acknowledgements Form #OPS.200.13aR (Rev. 08/23)
- B. GTL/ViaPath Technologies –IP Tablet Assignment and Usage Guide (02/22)
- C. OPS.200.0014 – ViaPath Tablet Administrative Manual – Confidential

.08 History.

An annual review was conducted in August 2023 and this directive supersedes and replaces OPS.200.0013 dated June 13, 2022.

.09 Distribution.

- A
- B
- L

DPSCS Incarcerated Individual Tablet Program Tablet Policy Acknowledgment Form

The Maryland Department of Public Safety and Correctional Services (DPSCS) is providing you with a ViaPath touchscreen tablet computer (tablet) for use during your incarceration. The tablet is the property of the DPSCS 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 DPSCS 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 sentence imposed by a hearing officer in accordance with COMAR 12.03.03. DPSCS reserves the right to allow, limit, or disable certain features of the tablet and can do so at any time. DPSCS 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 DPSCS shall monitor and approve all communication applications available on the tablet, to include Secure Messaging and the Phone Dialer. Messages and photographs determined by DPSCS to violate policy will not be sent and/or received. DPSCS 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 DPSCS facility, another tablet will be assigned to you. 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. Additional earbuds and chargers will not be provided. Lost or damaged earbuds and charged may be replaced through purchase. 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. 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 for the cost of replacing the tablet, which could be a maximum of \$250.00. Any purchased Access Plans will be forfeited in the event your tablet privilege is suspended or revoked.

The incarcerated individual may keep this page of the acknowledgement and rules.

DPSCS Rules for Tablet Assignment and Use

- 1. An incarcerated individual who accepts responsibility for, and is assigned a State-owned tablet shall:**
 - Sign a DPSCS incarcerated individual Tablet Acknowledgements Form for each tablet received throughout the individual's incarceration;
 - Agree to abide by the Department's 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 if the incarcerated individual's intentional or grossly negligent behavior results in the damage or destruction of a tablet.

- 2. 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 facility policy;
 - Misuse of the tablet; and
 - Intentional or grossly negligent behavior resulting in the damage or destruction of a tablet.

- 3. The managing official, or designee may suspend or revoke an incarcerated individual's access to a tablet at any time if the incarcerated individual attempts to or is successful in:**
 - Using a tablet outside the incarcerated individual's cell or day room
 - Using the tablet to contact or communicate with individuals not on the incarcerated individual's approved call or visitor list;
 - Sending, receiving, or accessing contraband materials;
 - Accessing applications or content without proper payment;
 - Accessing, using, or being in possession of another incarcerated individual's assigned tablet;
 - Intimidating or injuring another incarcerated individual to obtain access that incarcerated individual's tablet or PIN;
 - Intentionally or through gross negligence damaging or destroying the assigned tablet;
 - Intentionally or through gross negligence damaging or destroy a tablet assigned to another incarcerated individual; and
 - Other written rules established by the managing official under Correctional Services Article, § 10-801, Annotated Code of Maryland.

- 4. 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 of the Department or facility's written rules; or
 - There are exigent circumstances relating to the security, safety, and good order of the facility and its inhabitants that require a limitation to or pause of access to an application or content.

- 5. An incarcerated individual may only have one set of earbuds at any time and one tablet charging cord (if given one).**

- 6. An incarcerated individual must purchase replacement earbuds and charging cords if they are lost, damaged, or otherwise unusable; and return the unusable earbuds and charging cords to the property officer when receiving the replacement items.**



Department of Public Safety and Correctional Services

DPSCS incarcerated individual Tablet Program *Acknowledgements Form*

IP Name: _____ DOB: _____

Facility: _____ Current Housing Unit: _____

SID#: _____ DOC/DPDS#: _____

Tablet Serial #: _____ Tablet State Identification #: _____

I, _____
(Print Name)

- 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. Some of the features outlined in this Usage Guide are not available for use at this time. 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.

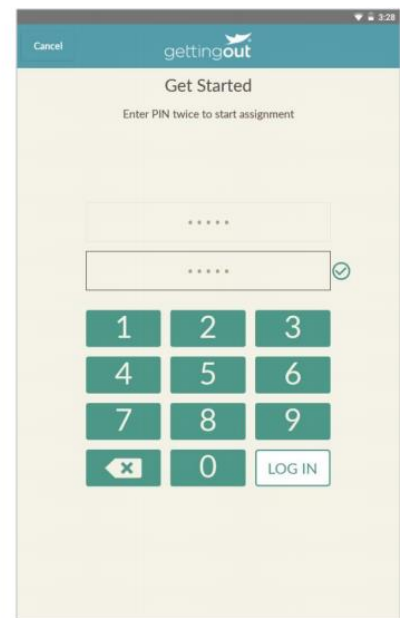
Tablet usage will be determined at a later time based on facility operations.

Assigning a Tablet

GTL is now ViaPath Technologies-you may see both names in our product.

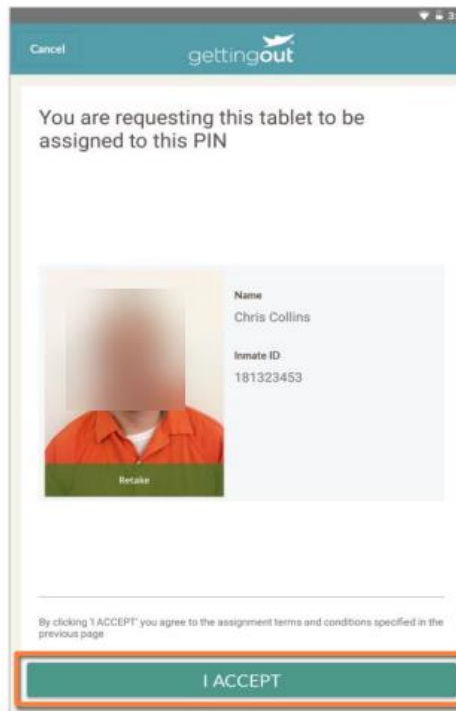
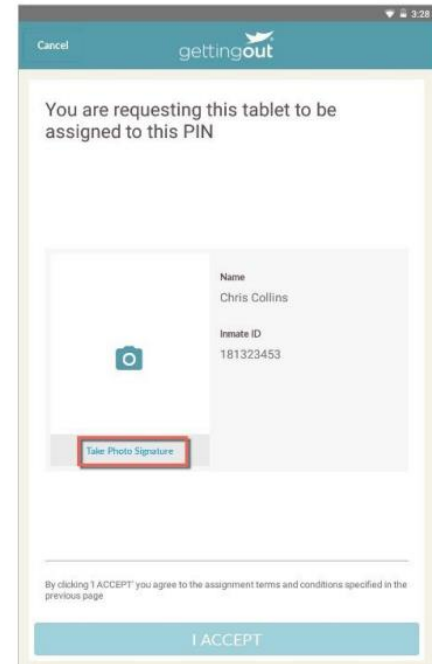
Follow these steps to assign a tablet to yourself:

- 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 SID (as you would when making a phone call from the wall).
- 4) Next, enter your existing GTL phone PIN twice to ensure an incorrect PIN is not used.
When the PINs match, a checkmark will display next to the PIN box.
- 5) Click **LOG IN**. The **Terms of Service** screen will display.

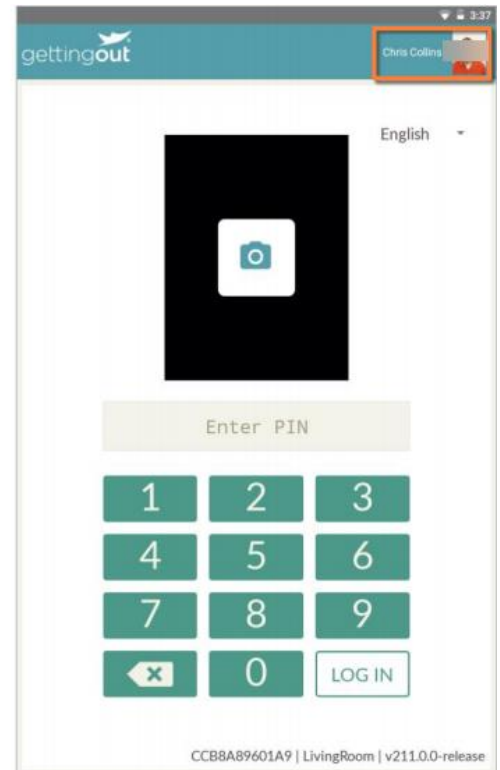
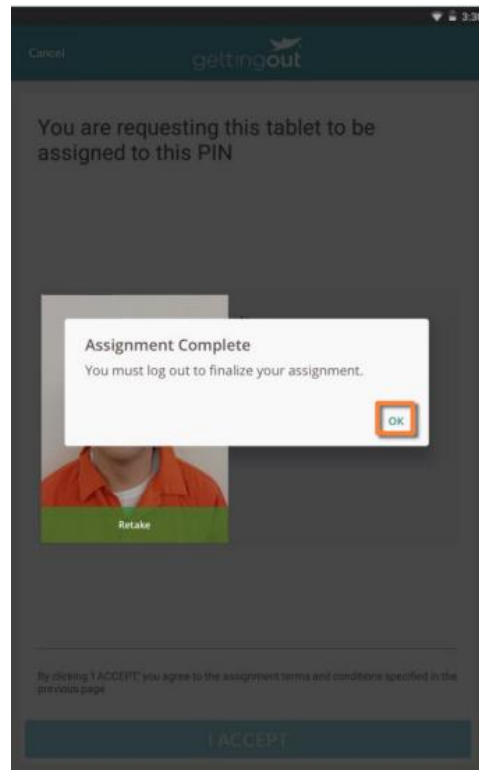


6) Read the **Terms of Service** and click **START** to proceed.

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 will be 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. However, this feature is not available at this time. Remember, the same price for calls will apply for the wall phone and the tablet phone. The tablet phone calls are charged from your GTL PHONE account, the same as when using the wall phones. You may access the Phone Dialer profile from the FREE Section of your tablet. You will need your issued earphones/earbuds in order to make calls from your tablet.

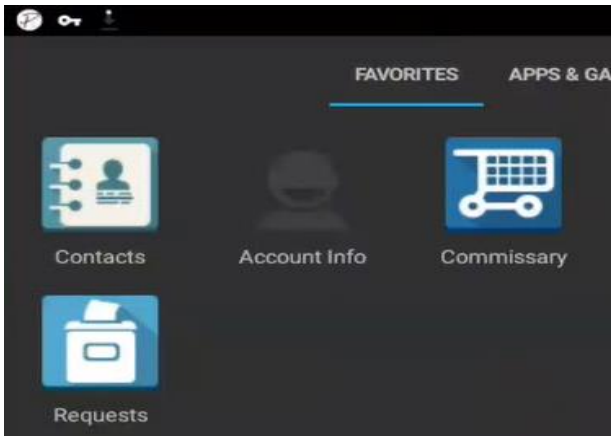
Adding Money to the Tablet

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 to www.gettingout.com and follow the instructions for setting up an account.

You will be able to purchase tablet time directly from your commissary account, which will be available on your tablet via the EDGE commissary application located in the FREE Section under the Free Profile. 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 (see

page 10). You must also have a balance of at least \$.05 in your tablet account in order to use the Pay-Per-Minute section of your tablet. You will see your tablet account balance at the top of each page while you are logged into the tablet.



All about Profiles

General

There are THREE (3) sections on your tablet: the Pay-Per Minute section (paid content), the Access Pass section (paid content), and the FREE section (free content). Each section contains access to different content, which is described below. When you log into your tablet, you will see this layout:

- **Pay-Per-Minute** - \$0.04 a minute
- **Access Pass** – contains the 30-Day Unlimited Access Pass and the 30-Day 400-Minute Access Pass (**Coming Soon**)
- **FREE** – contains the Free Profile, the Secure Messaging Profile (**Coming Soon**), and the Phone Dialer Profile (**Coming Soon**).

PAY PER-MINUTE

ACCESS PASS

FREE

The **FREE** section of your tablet you will provide you access to THREE (3) profiles: the Free Standard Profile, the Secure Messaging Profile (**Coming Soon**) and the Phone Dialer Profile (**Coming Soon**).

- **Free Standard Profile:** The Free Standard Profile, located within the FREE section, will provide you with access to the following applications at No Cost:
 - Tablet Account Information
 - GTL Books- E books for reading
 - GTL Facility Information
 - GTL Help
 - Facility Notices/Announcements
 - Inmate Requests – Tablet Feedback Form
 - Photo Gallery- collection of received and approved photos from Friends and Family
 - Law Library
 - Religious Library- access to over 170 Religious and Spiritual Books and Readings
 - Keefe *Edge* Commissary
 - Calm App - meditation products, including guided meditations and Sleep Stories
 - Career One-Stop - resources for occupations, career exploration, job search, training and education, certifications, and skills transferability

- Khan Academy/Basic Education App - library of trusted, standards-aligned practice and lessons covering education for K-12 through early college, grammar, science, history, AP®, SAT®, and more.
- Calculator
- Select Games
- **Secure Messaging Profile (Coming Soon):** In the Secure Messaging profile, you will be able to send messages to Friends and Family at no cost to you. You will be limited to a maximum of 60 minutes to send messages within 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 from Friends and Family via this profile, as well as approved photos and video messages. All messages, photos, and video messages are subject to a rigorous and thorough review and approval by DPSCS personnel. The DPSCS has the sole discretion of approving all messages, photos, and video messages. Any message, photo, or video message that is determined to be inappropriate, violent, or otherwise violates the DPSCS policy, will not be approved. There will be **NO REFUNDS** to any Friends and Family whose messages, photos, or video messages are not approved. Additionally, any Friends and Family who continually violate DPSCS policy regarding allowable content are subject to being banned from sending any future messages, photos, and video messages.

- **Phone Dialer Profile (Coming Soon):** In the Phone Dialer profile, you will be able to make phone calls from your tablet as you would a facility wall phone. All of the same rules and regulations of using a wall phone apply when using the Phone Dialer profile. In addition, you may only utilize this profile when the wall phones are also available for use, which is determined by your facility. The costs for phone calls made using this profile are the same as when using a wall phone, and will be billed from your **GTL 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 the 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

Pay-Per-Minute

The **Pay-Per-Minute** section is a paid option that charges you \$0.04 per minute for the minutes used in this section. When the **START** button is selected, the billing then begins and **does not stop until you log out of the tablet**. This section has access to over 50 game applications, several audiobooks, 2 music applications including iHeart Radio, 3 TV applications including Pluto and Red Bull, over 170 Religious/Spiritual content, Premium Movies, and much more. You can optimize your money by streaming music while playing a game, which will still only cost \$.04 per minute, regardless of how many features you use at once.

You must have a minimum of \$.05 in your Tablet Account to use this option. Once you fall below this required amount, you will receive a message that you have insufficient funds to proceed. You may utilize the Keefe “Edge” commissary application under 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 automatically logged out of your tablet.

Example - A 60-minute movie under this section, which costs \$0.04 a minute; would total \$2.40 for that movie. This option can be used if you would like access to media content but do not want to purchase one of the 30-Day Access Pass packages.

Access Pass (Coming Soon)

The **Access Pass** section 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 many times as you would like for up to 30 days. If you purchase the 400- Minute Access Pass, you can access all the features within that option for up to 400 minutes of use for up to 30 days. Access Passes provide access to over 50 game applications, the Premium Movies application, ESPN, Music channels and Podcasts, over 170 Religious/Spiritual content, and much more.

All purchased Access Passes will remain active if you are transferred to another facility and usable until the 30-day period expires.

If you are suspended or restricted from use of your tablet due to an infraction or violation of tablet policy, you will not be refunded for any purchased Access Plans.

Access Pass Options:

1) **Unlimited 30-day Access** – You can purchase unlimited access to be used in a 30-day period for **\$22**. You can also renew access to this profile once every 30 days, also for **\$22** but you cannot purchase any additional access passes during the same 30-day period. You can use this profile to access all content available to you on your tablet at no additional cost.

(2) **400-Minute 30-Day Access** – You can purchase 400 minutes to be used in a 30-day period for **\$10**. (This is \$6.00 savings compared to pay-per-minute.) If you use all 400 minutes before the end of the 30 days, you can purchase another 400 Minute Access Pass for **\$10**, which will restart the 30-day window. You can also upgrade to the Unlimited Access Pass, which will also restart the 30-day window.

If you do not use all 400 minutes before the end of the 30 days, you will forfeit the remaining minutes and you will not be refunded.

Tablet Functions

The following 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



Ear buds go here.

Volume buttons are here.

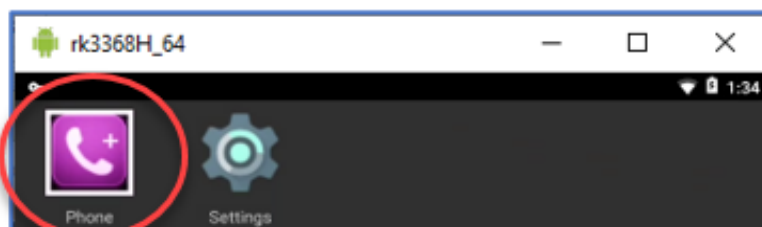
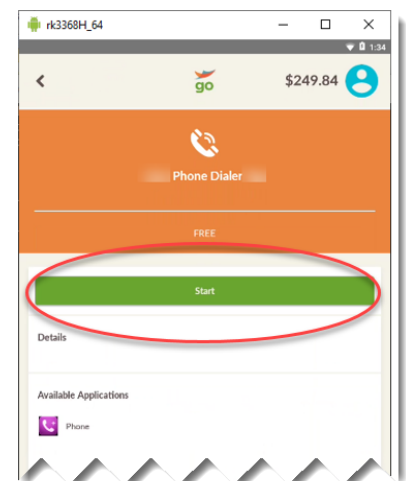
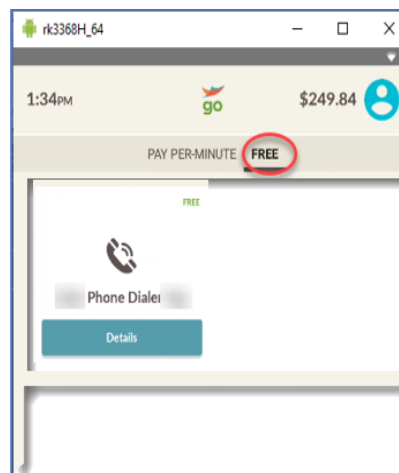
Placing a Telephone Call Using the Phone Dialer Profile (Coming Soon)

- 1) Login to the tablet.
- 2) Go to the **FREE** section.
- 3) Look for, then select the Phone Dialer profile, and then click the **START** button.

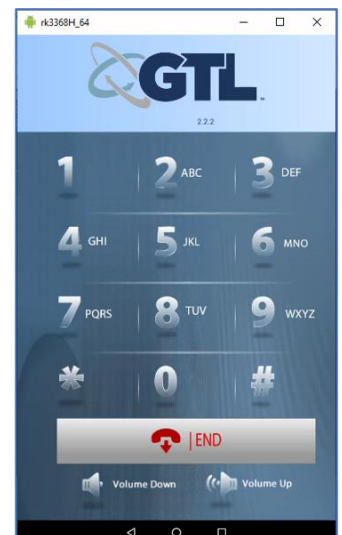
- Even though the Phone Dialer is within the FREE section, you will

still be charged for use of this feature in the same way as you would when using a wall phone in the facility. The only difference is you are using the tablet to place your calls rather than a wall phone.

- 4) Click the Phone icon.



- 5) Insert your earbuds to the top of the tablet to speak with and hear the other party.
- 6) You will use the same login credentials for the Phone Dialer application 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.



Reminders

- Your friends and family can send you messages by creating an account and adding you as a contact on www.gettingout.com.

- All messages, photos, and video messages are subject to review and approval. Inappropriate content or content that is determined to violate DPSCS will not be approved and will not be refunded. The DPSCS holds the discretion to block any contact who has, or continues to, send in 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 has been 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 the future tablet use as well as restitution for the cost of replacing the tablet, which is approximately \$250.**
- If you are using the Pay-Per-Minute or 400- Minute Access Pass option, you will be charged once you click **START** in these profiles. It is your responsibility to make sure you have fully logged out of the profile when finished to avoid additional or unnecessary charges.
- GTL will provide the first set of earphones/earbuds with microphone for your tablet. You will not be permitted to have more than one pair of earphones/earbuds at any time. You must coordinate your Facility Tablet Coordinator or designee to purchase replacement earbuds/earphones and replacements are only accepted when returning your current set.
- 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 your Facility Tablet Coordinator or

designee to purchase a replacement charger and replacements are only accepted when returning your current charger.

- **YOU WILL ONLY BE PROVIDED ONE FREE SET OF EARPHONES/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 their cell, they will utilize a charging station to charge their tablet. Remember to return the tablet to a charging station when not in use to maintain the battery life. Tablets with 7% battery life will automatically shut off until charged.
- If you experience issues with the tablet, please use the Tablet Feedback Form located under Requests (Free Profile).
- Tablet updates usually occur overnight. Make sure you leave your tablet turned on and charging when not in use.
- It is recommended to power off your tablet once a week or whenever you are moved to another housing unit. The power button is on the LEFT side of tablet. Hold in the power button until the power off message appears. Once the tablet shuts off, turn it back on by pushing the power button again.
- When transferred to another facility, approved photos and messages will remain in your account and visible on the tablet.

DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES

Tablet Security and Administrative Functions Manual

August 30, 2023

The content of this document is security sensitive and, therefore, **CONFIDENTIAL** under provisions established in General Provisions Article §§. 4-338 and 4-351, Annotated Code of Maryland.

This information is routinely distributed to correctional officer Majors and above. Correctional officers should contact their security chief for a copy of the document.

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