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.



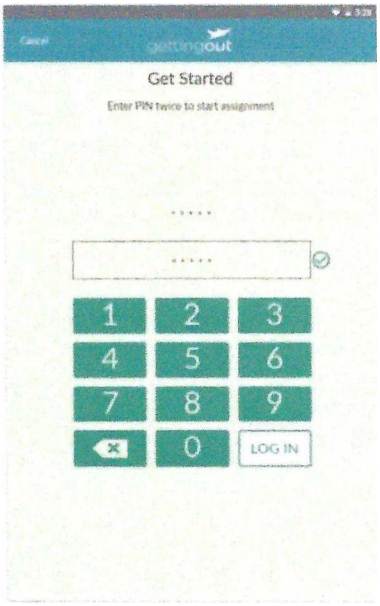
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Assigning a Tablet

Follow these steps to assign a tablet to yourself:

6 Digit SID# 4 Digit PIN #



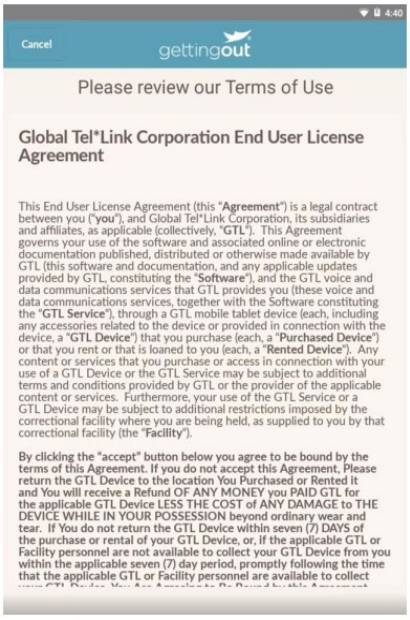


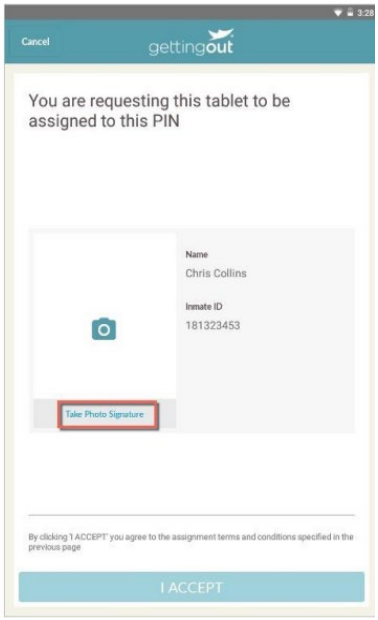
1) Unassigned tablets are indicated by an orange background. **Click the Assign Tablet** button on this screen.
2) Once you click **Assign Tablet**, the **Get Started** screen will display.
3) You will be prompted to enter your 6 digit SID# 000000
   (the same as when you make a call from the wall telephone).
   *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.

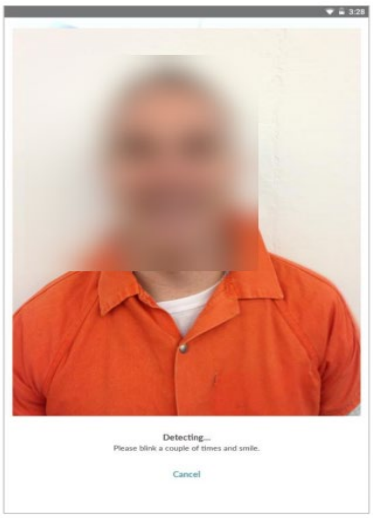
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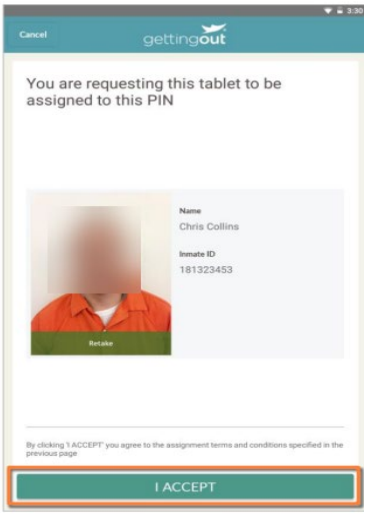
6) Read the **Terms of Service** and click **START** to proceed.

7) Click **Take Photo Signature.**







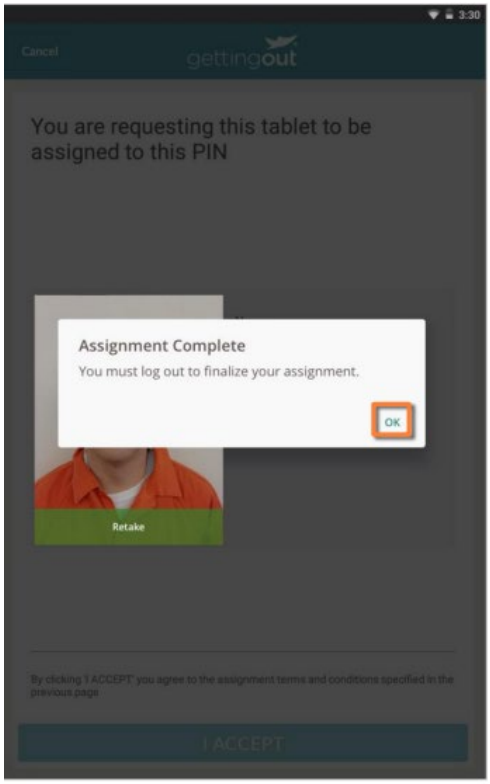


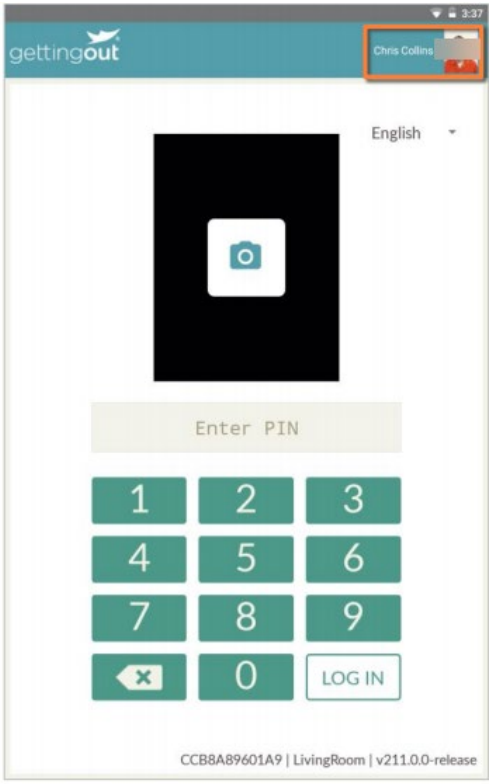
8) Click **I accept** to acknowledge the **Terms of Use** of the tablet being assigned to you.

9) Click **OK** to complete the tablet assignment and you will then be logged out.

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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.





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General Tablet Information

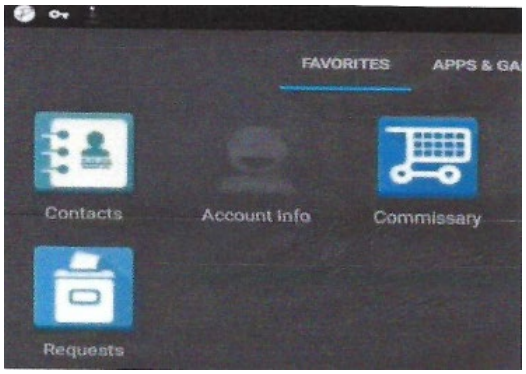
- You will utilize your commissary account, which is accessible on your tablet to add funds to your tablet account to purchase paid content as described below.
- At the discretion of the DPSCS, you will be able to make phone calls from your tablet as you would from a wall phone. The cost of a tablet 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.

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- 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

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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

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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.

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Example – A 60-minute movie under this section at $0.04 per minute would cost $2.40. This option can be used if 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 maybe placed directly on your account up to $25 per transaction.**

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Tablet Functions

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

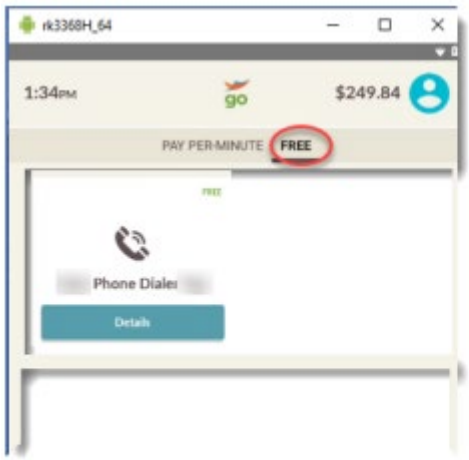
Ear Bud Jack location - On/Off Button - Volume Buttons - Charging Jack Location

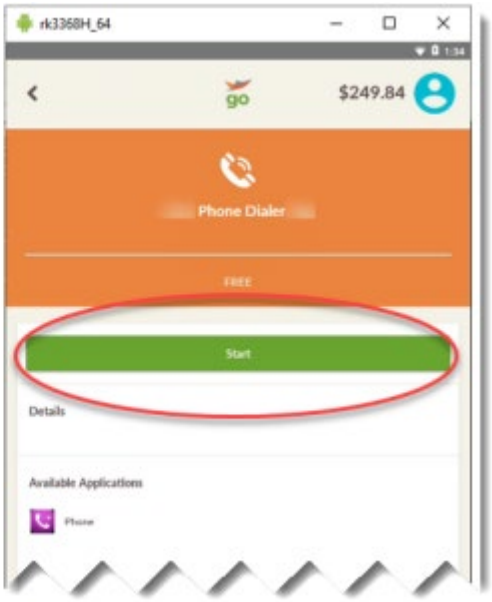


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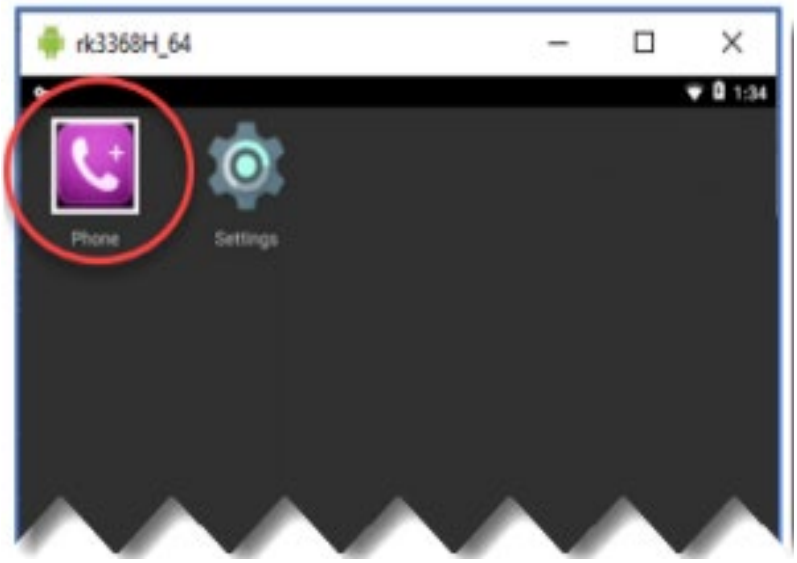
Placing a Telephone Call Using the Phone Dialer

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



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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.**

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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.

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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.

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