

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.

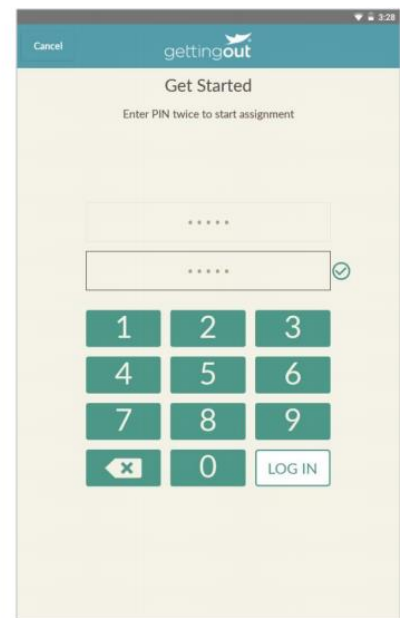
Tablet usage will be determined at a later time based on facility operations.

Assigning a Tablet

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

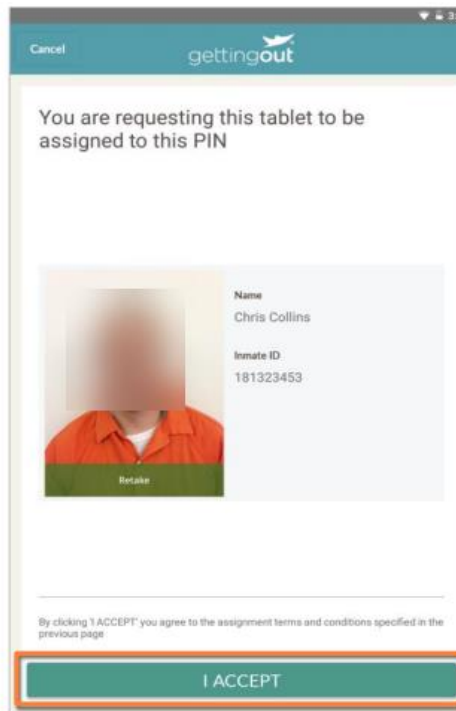
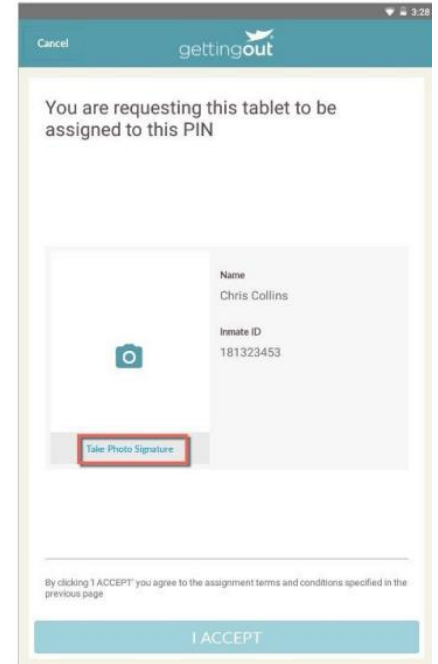
Follow these steps to assign a tablet to yourself:

- 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.

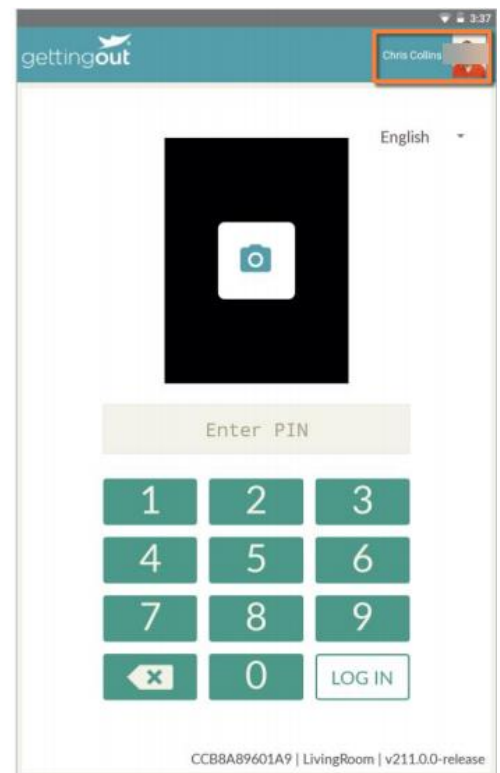
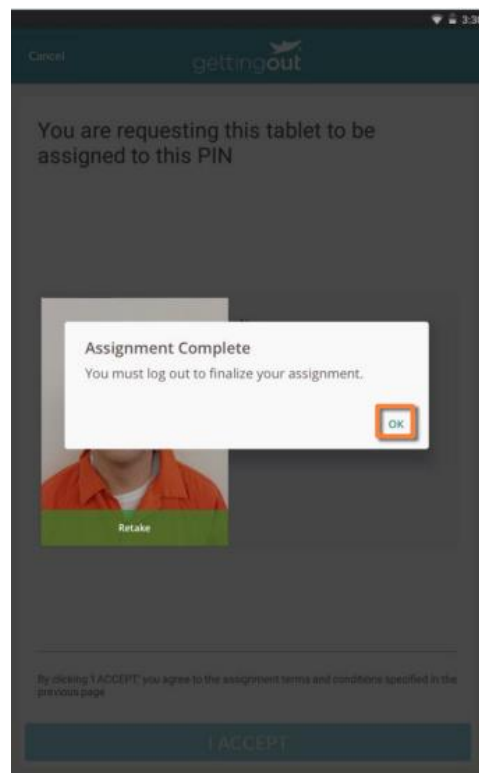


6) Read the **Terms of Service** and click **START** to proceed.

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.

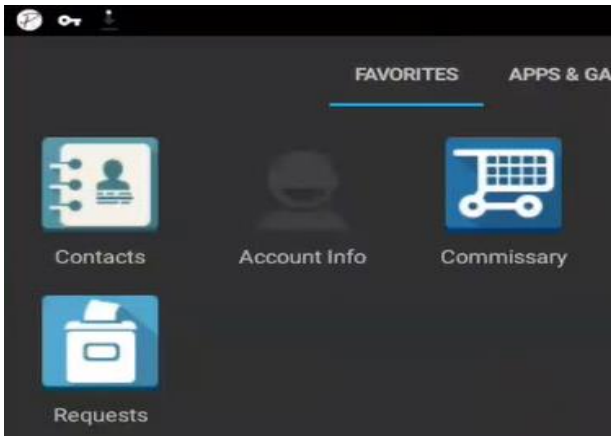
Adding Money to the Tablet

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.

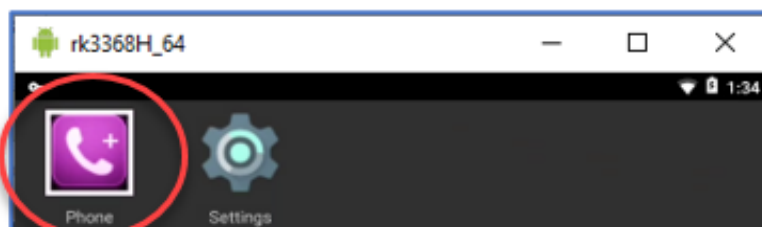
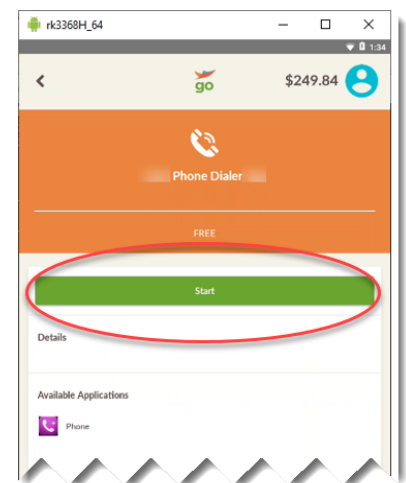
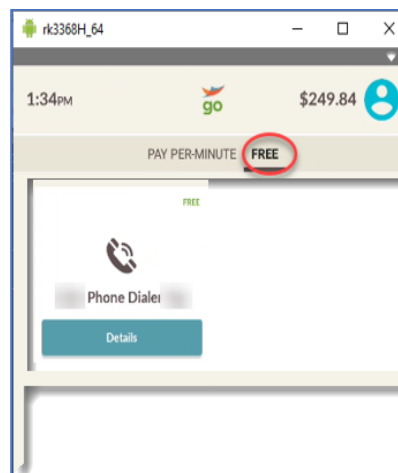
Placing a Telephone Call Using the Phone Dialer Profile (Coming Soon)

- 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.

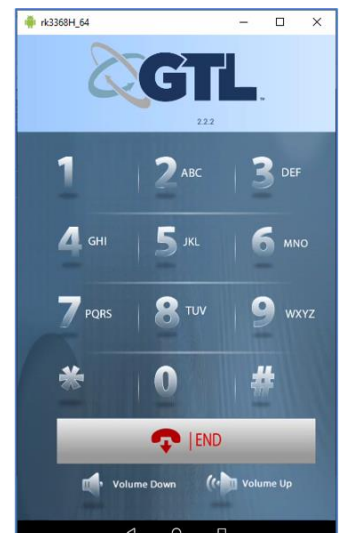
- Even though the Phone Dialer is within the FREE section, you will

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.