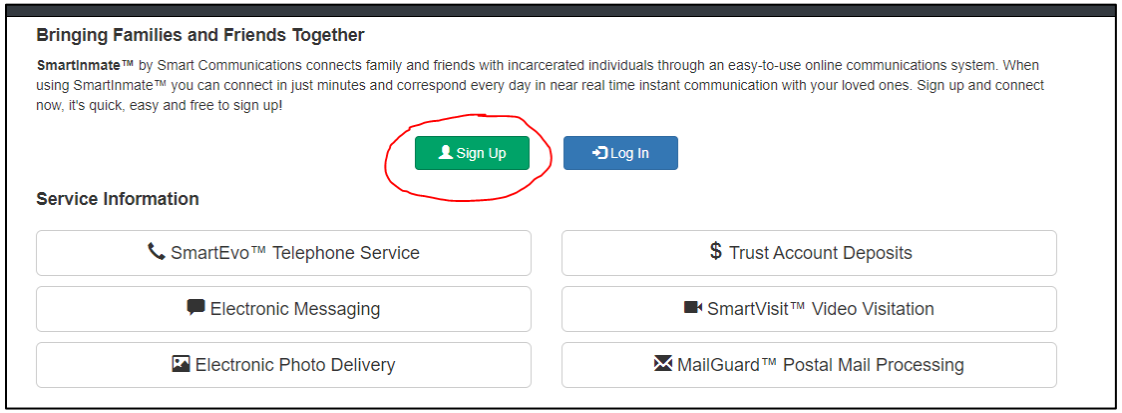
Signing Up for an Account – Public User

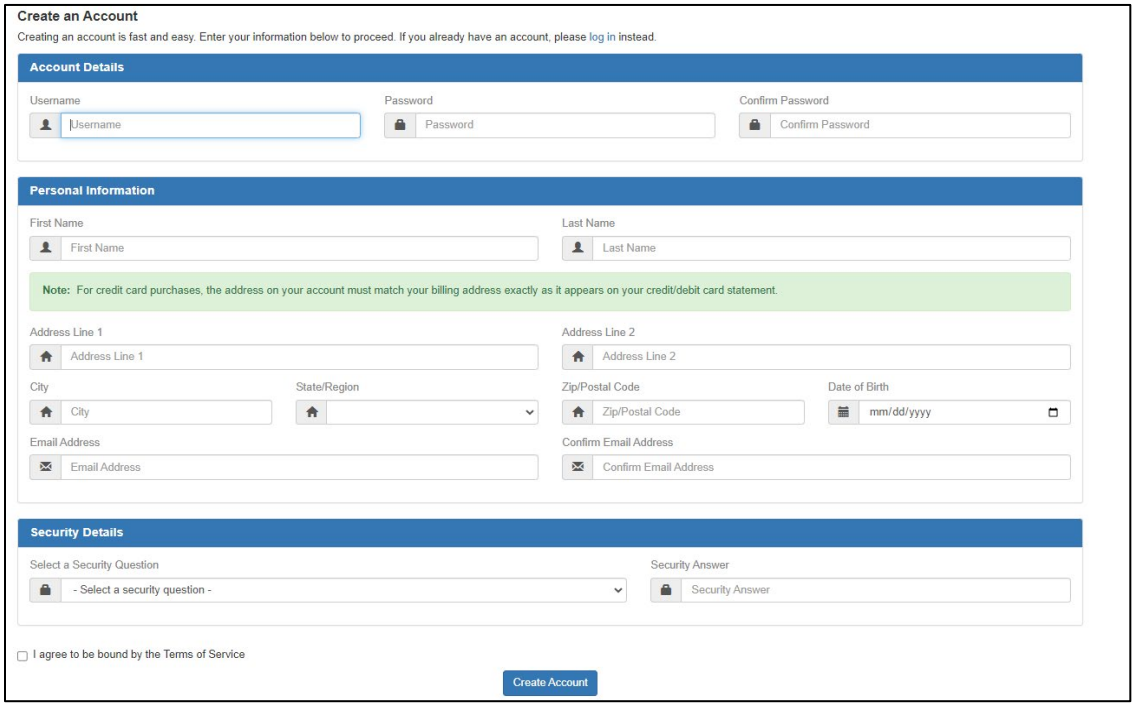
Below are instructions as to how to sign-up for an account.

Family/Friends will need to send a request to each inmate that they want to connect with.

1. Go to https://www.smartinmate.com/ to sign up for an account



2. Create the account



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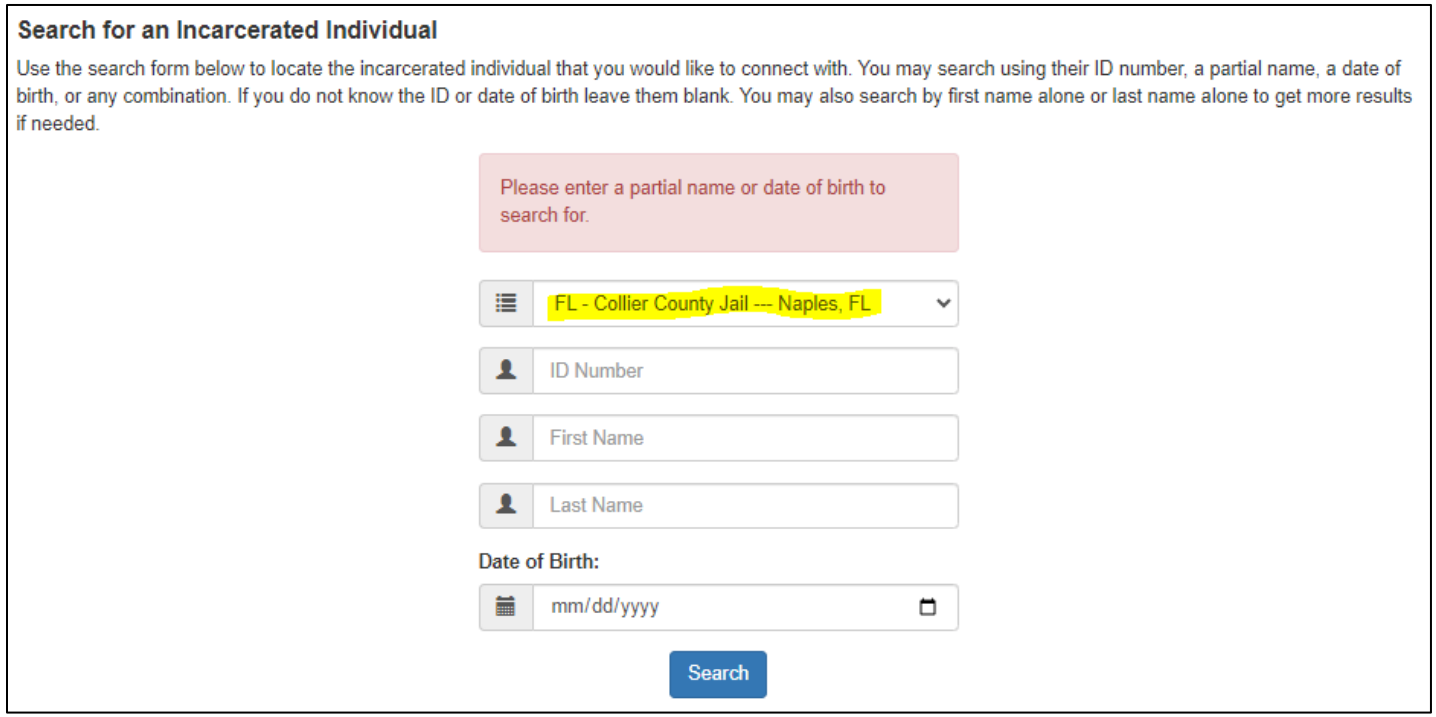
3. Activation Options will come up, either to send the code to your phone or by email. Pick one and follow the prompts to activate.

4. Once the account is activated and you click the link to continue, the Account Activated screen will pop-up. Click Search for an Inmate, Prisoner or Detainee

5. Search for an Incarcerated Individual and click Search
    a. Facility: FL Collier County Jail Naples FL
    b. Enter partial name or DOB



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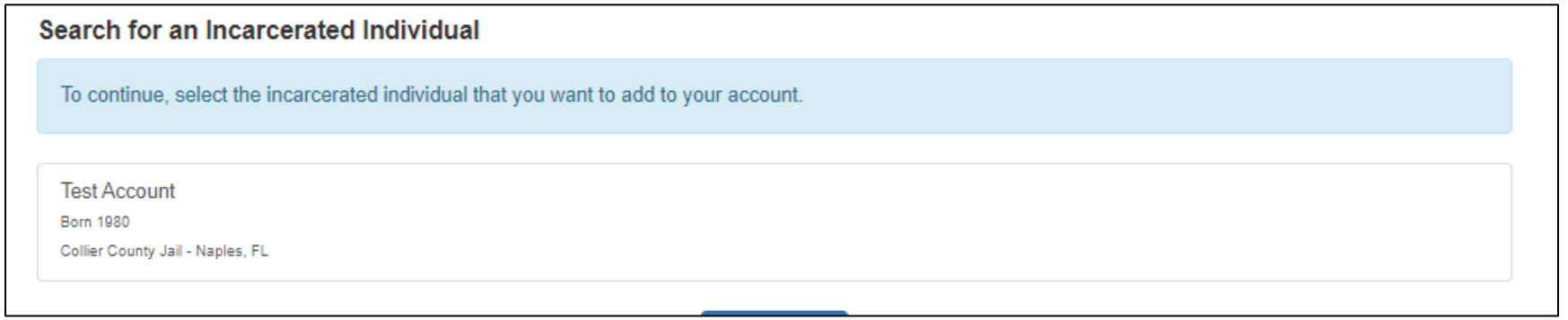
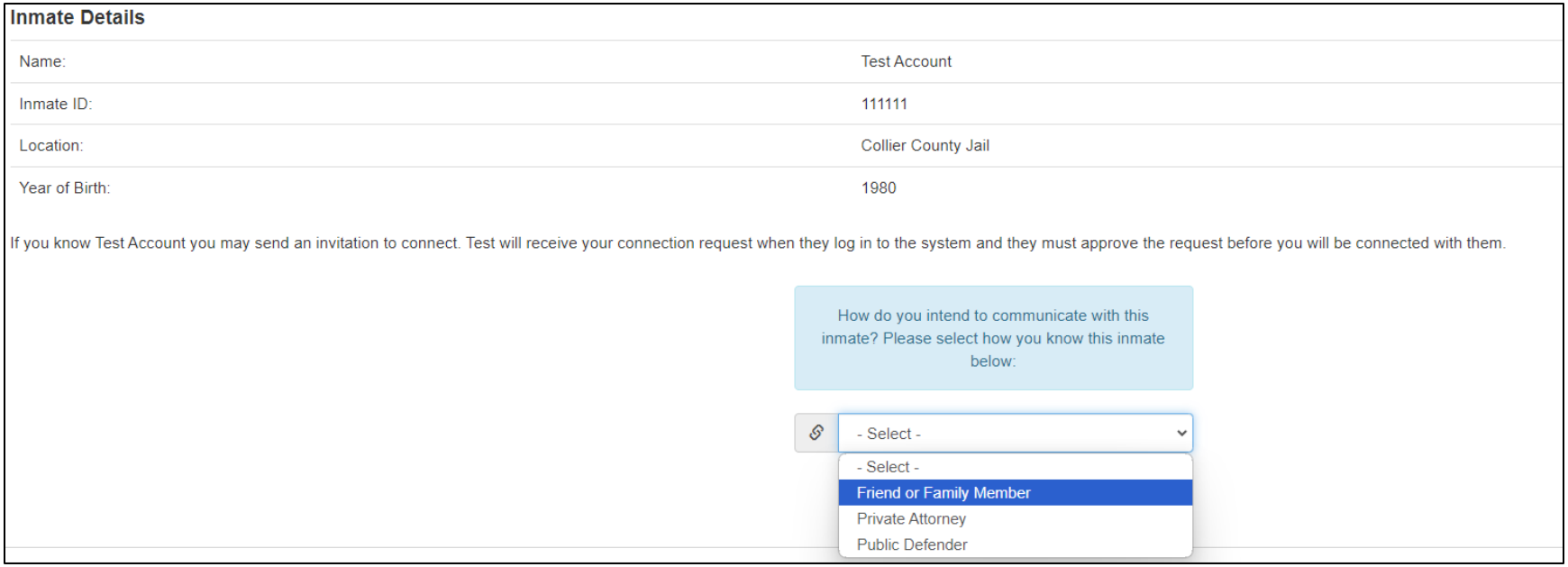
6. A list of inmates with the name will pop-up and click on the inmate you want to connect with



7. The Inmate Details page will pop-up. Pick how you intend to communicate with the inmate:
    a. Friend or Family Member



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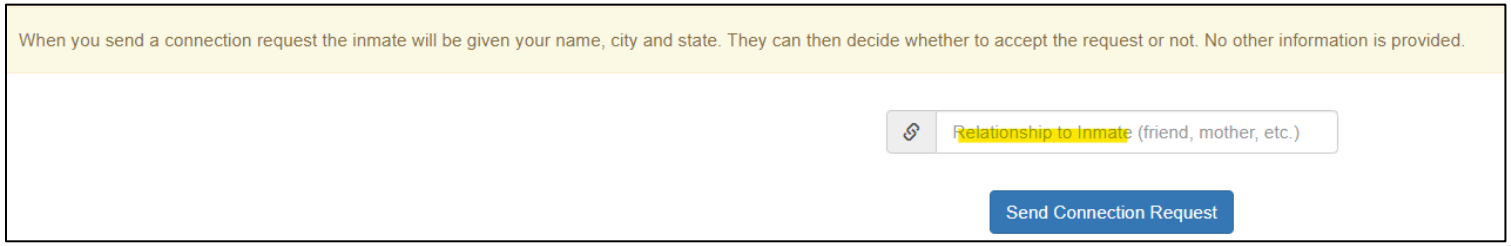
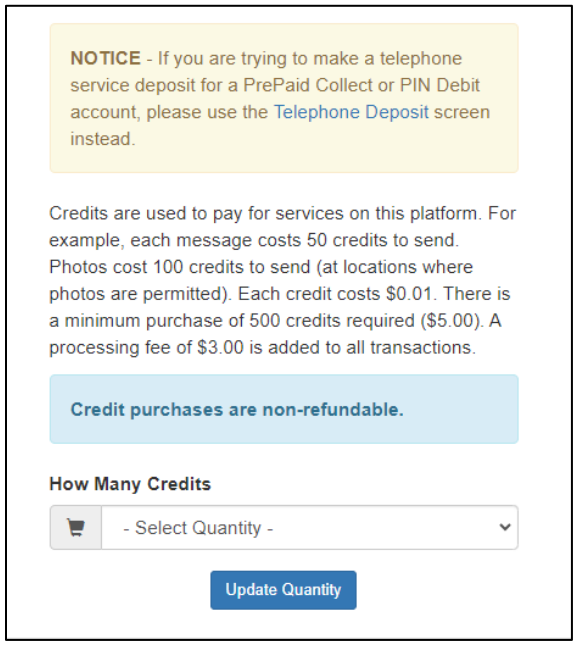
8. Enter the Relationship to Inmate. Click Send Connection Request.



9. While waiting for the inmate to approve the connection request, purchase message credits.

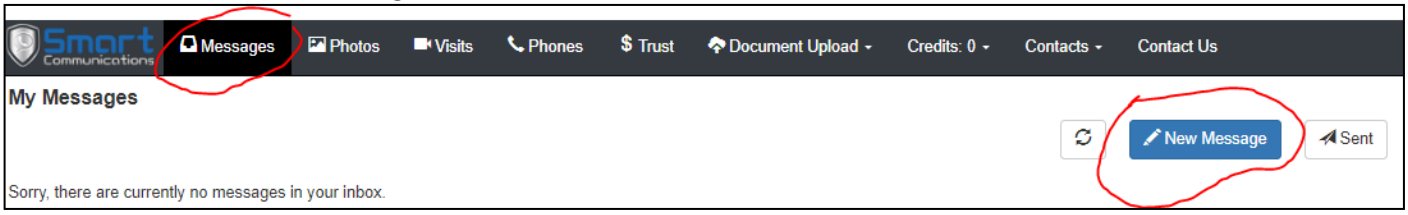


10. If you need to message another inmate, you will need to follow steps 5-8 above to send another inmate a request to connect.

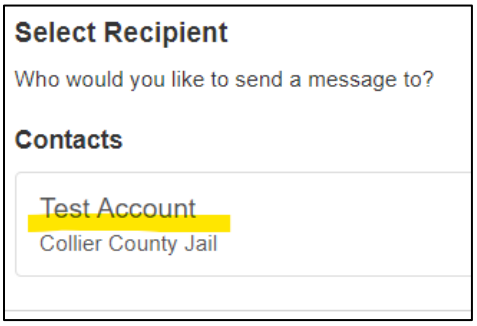
Sending a Message

Once approved to connect with an inmate at the Collier County Jail, below is how you send a message.

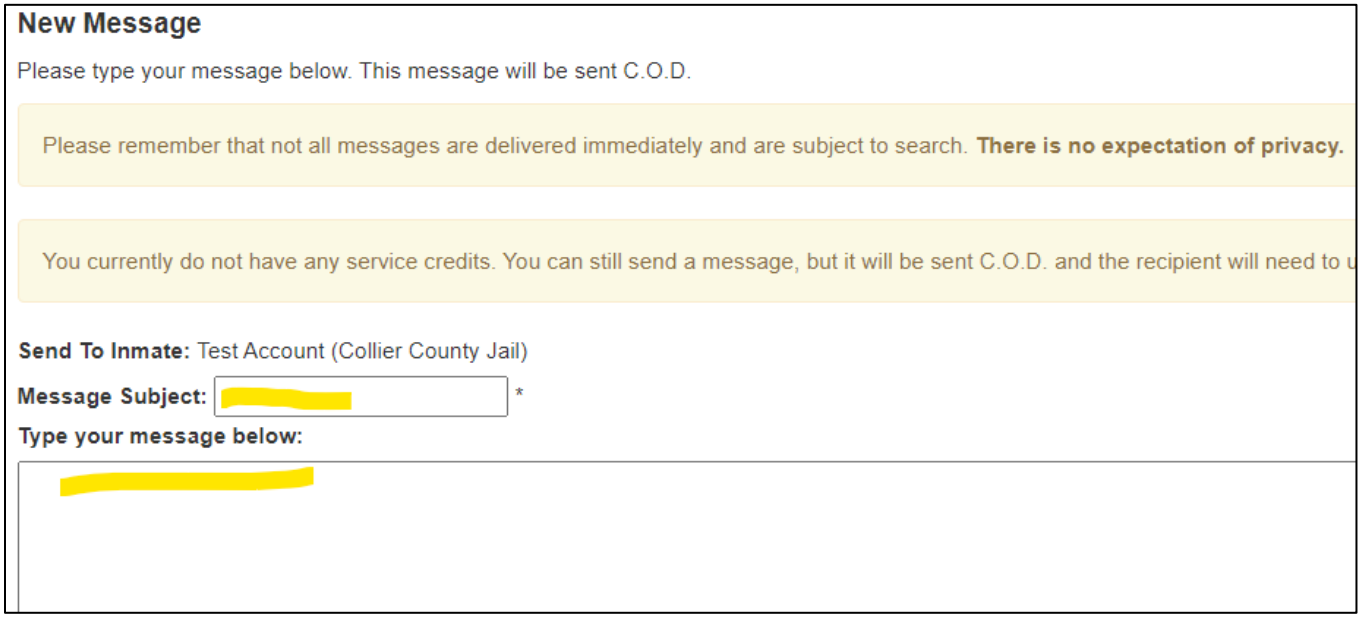
1. Login to your Smart Jail Mail account
2. Click on Messages on the toolbar
3. Click on New Message



4. Select the inmate you would like to send the message to from the list of inmates you have connections with



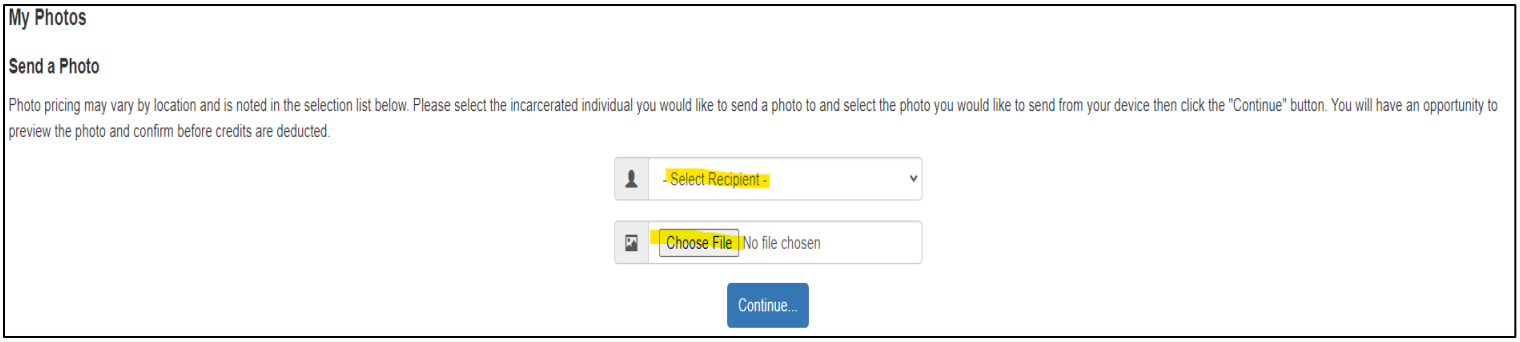
5. Send your message by typing a subject (required) and the body of the message. Click “Send This Message Now” to send it to the inmate. You will need to purchase credits for the inmate to be able to read the message.



Sending Photos

Once approved to connect with an inmate at the Collier County Jail, below is how you send photos.

1. Login to your Smart Jail Mail account
2. Click on Photos on the toolbar
3. Select the inmate you want to send photos to (you must have a connection with them and credits to be able to send these)
4. Attach the photos you want to send
5. Click Continue



6. Review the photo uploaded and click Send Photo at the bottom of the screen, if ready to send