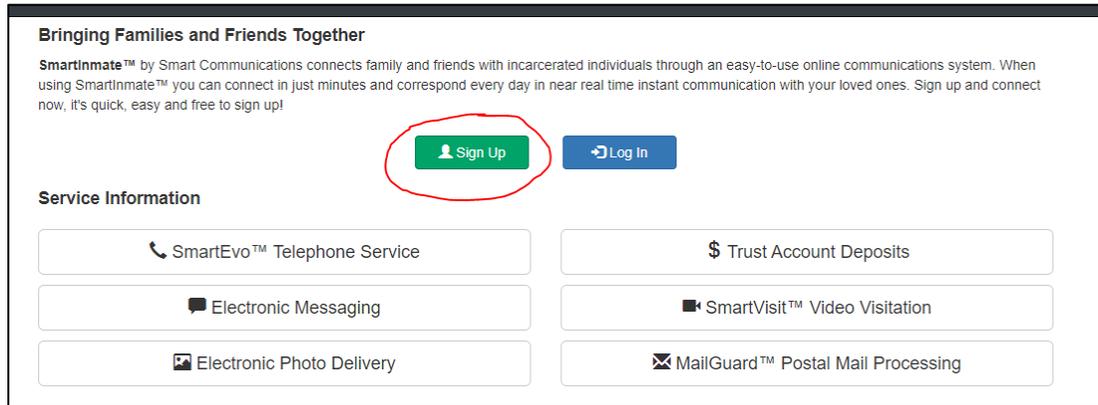


Signing Up for an Account – Public User

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



Bringing Families and Friends Together

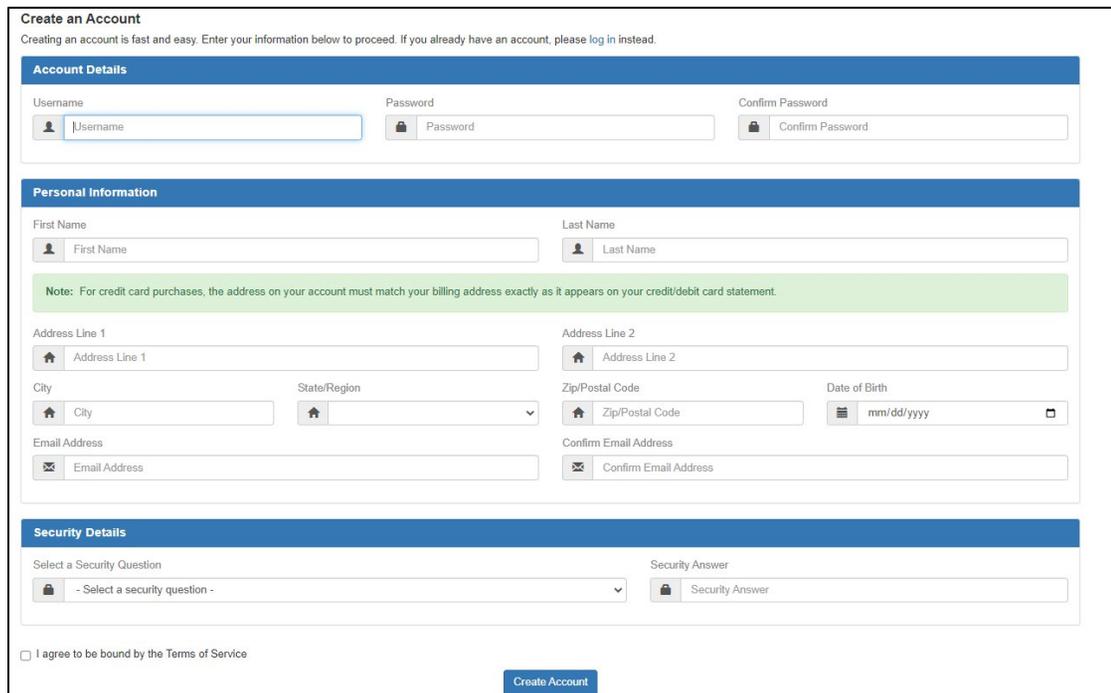
Smartinmate™ by Smart Communications connects family and friends with incarcerated individuals through an easy-to-use online communications system. When using Smartinmate™ you can connect in just minutes and correspond every day in near real time instant communication with your loved ones. Sign up and connect now, it's quick, easy and free to sign up!

[Sign Up](#) [Log In](#)

Service Information

SmartEvo™ Telephone Service	Trust Account Deposits
Electronic Messaging	SmartVisit™ Video Visitation
Electronic Photo Delivery	MailGuard™ Postal Mail Processing

2. Create the account



Create an Account
Creating an account is fast and easy. Enter your information below to proceed. If you already have an account, please log in instead.

Account Details

Username Password Confirm Password

Personal Information

First Name Last Name

Note: For credit card purchases, the address on your account must match your billing address exactly as it appears on your credit/debit card statement.

Address Line 1 Address Line 2

City State/Region Zip/Postal Code Date of Birth

Email Address Confirm Email Address

Security Details

Select a Security Question Security Answer

I agree to be bound by the Terms of Service

[Create Account](#)

Signing Up for an Account – Public User

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

Account Activated

Thank you, your account has been activated.

The next step is to search for an inmate, prisoner, or detainee that you would like to communicate with. Click the button below to search for an inmate, prisoner, or detainee.

[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

Search for an Incarcerated Individual

Use the search form below to locate the incarcerated individual that you would like to connect with. You may search using their ID number, a partial name, a date of birth, or any combination. If you do not know the ID or date of birth leave them blank. You may also search by first name alone or last name alone to get more results if needed.

Please enter a partial name or date of birth to search for.

☰ FL - Collier County Jail -- Naples, FL ▼

👤 ID Number

👤 First Name

👤 Last Name

Date of Birth:

📅 mm/dd/yyyy 🗓

[Search](#)

Signing Up for an Account – Public User

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

Search for an Incarcerated Individual

To continue, select the incarcerated individual that you want to add to your account.

Test Account
Born 1980
Collier County Jail - Naples, FL

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

Inmate Details

Name:	Test Account
Inmate ID:	111111
Location:	Collier County Jail
Year of Birth:	1980

If you know Test Account you may send an invitation to connect. Test will receive your connection request when they log in to the system and they must approve the request before you will be connected with them.

How do you intend to communicate with this inmate? Please select how you know this inmate below:

 - Select -

- Select -
- Friend or Family Member**
- Private Attorney
- Public Defender

Signing Up for an Account – Public User

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

When you send a connection request the inmate will be given your name, city and state. They can then decide whether to accept the request or not. No other information is provided.

 Relationship to Inmate (friend, mother, etc.)

[Send Connection Request](#)

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

NOTICE - If you are trying to make a telephone service deposit for a PrePaid Collect or PIN Debit account, please use the [Telephone Deposit](#) screen instead.

Credits are used to pay for services on this platform. For example, each message costs 50 credits to send. Photos cost 100 credits to send (at locations where photos are permitted). Each credit costs \$0.01. There is a minimum purchase of 500 credits required (\$5.00). A processing fee of \$3.00 is added to all transactions.

Credit purchases are non-refundable.

How Many Credits

 - Select Quantity -

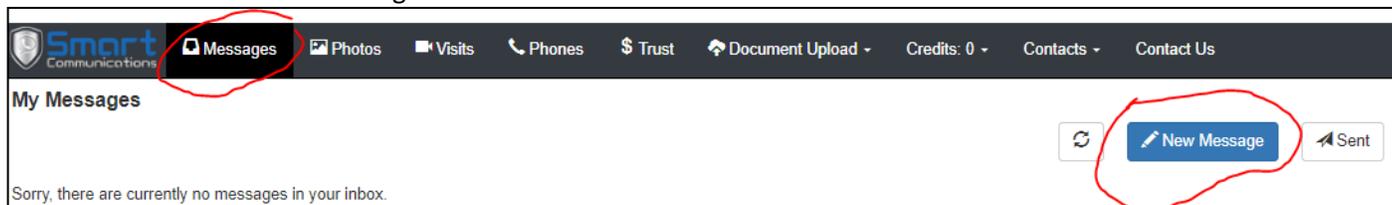
[Update Quantity](#)

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

Select Recipient

Who would you like to send a message to?

Contacts

Test Account
Collier County Jail

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.

New Message

Please type your message below. This message will be sent C.O.D.

Please remember that not all messages are delivered immediately and are subject to search. **There is no expectation of privacy.**

You currently do not have any service credits. You can still send a message, but it will be sent C.O.D. and the recipient will need to u

Send To Inmate: Test Account (Collier County Jail)

Message Subject: *

Type your message below:

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

My Photos

Send a Photo

Photo pricing may vary by location and is noted in the selection list below. Please select the incarcerated individual you would like to send a photo to and select the photo you would like to send from your device then click the "Continue" button. You will have an opportunity to preview the photo and confirm before credits are deducted.

👤

📎 No file chosen

Continue...

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