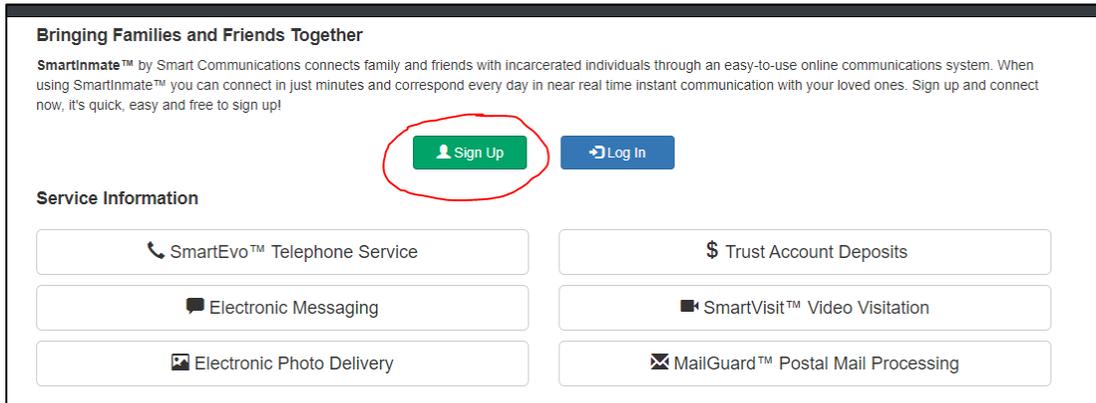


# Signing Up for an Account as Legal Representation

Attorneys will need to register for each inmate that they want to connect with. Below are instructions as to how to sign-up for an account.

1. Go to <https://www.smartjailmail.com/> to sign up for an account



**Bringing Families and Friends Together**

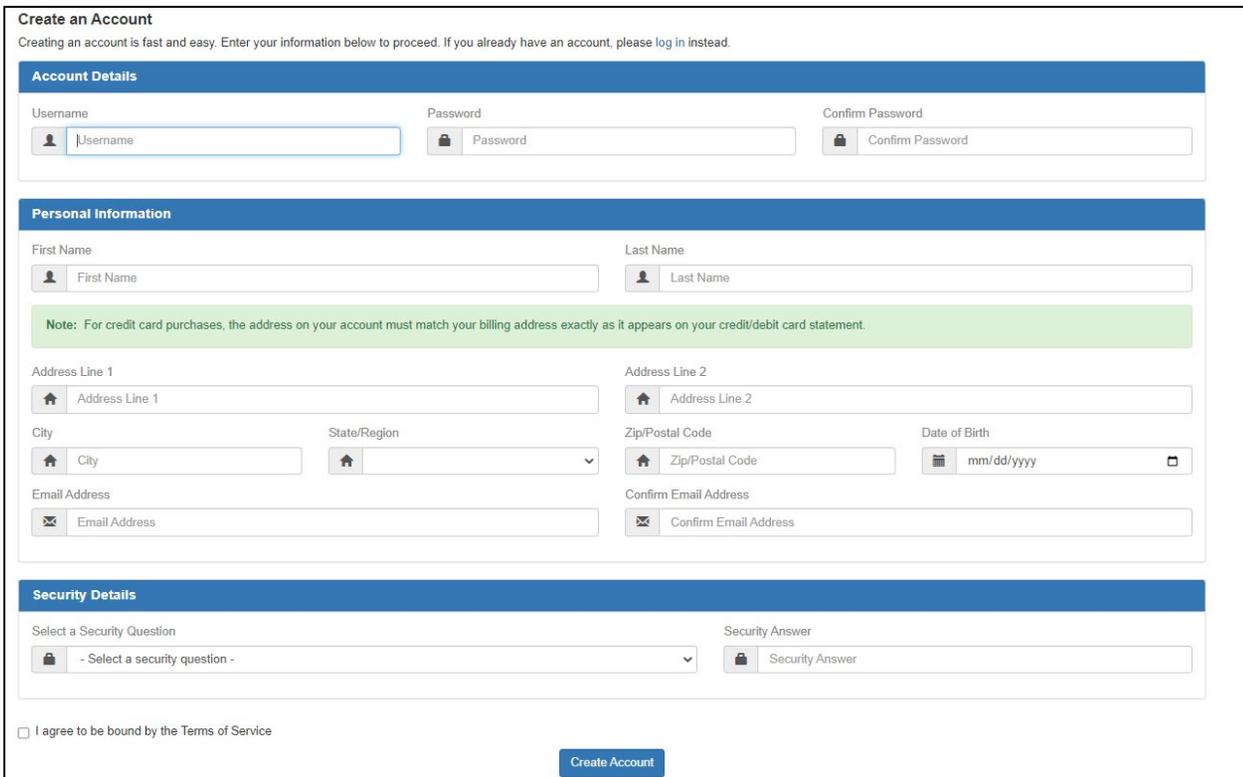
Smartinmate™ by Smart Communications connects family and friends with incarcerated individuals through an easy-to-use online communications system. When using Smartinmate™ you can connect in just minutes and correspond every day in near real time instant communication with your loved ones. Sign up and 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 as Legal Representation

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 as Legal Representation

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. Private Attorney or Public Defender

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 as Legal Representation

8. The below will pop-up when indicating you are an attorney, highlighted is required for approval. Click Submit Connection Application.

Organization, Company, or Agency

Title, Position, etc.

BAR Number or Other Credential

Direct Phone Number

Any other information to support your application?

Submit Connection Application

9. Upload or take a picture of your government issue ID and BAR card

**Facility Instructions:**  
You must be pre-approved for privileged communications with inmates. You will need two documents, One document or photo of your identification and one photo of your BAR Card

- A valid State Identification card, Drivers license card, U.S. Military Identification card, valid passport/visa, or Alien Registration card can be used.
- You can take a photo of your ID and BAR card right from your PC (provided it has a camera) or upload a copy in a pdf or jpg file format.
- These images will be added to your online account and will be submitted to the correctional facility for approval by the county. You will be notified via email when your request has been approved.
- If any document is rejected you will be notified what is needed. Delete the rejected document and upload a new document or take a new picture. Then resubmit your application.

\*Any misuse of this system can result in your privileged communication being revoked!

If your device or computer has a camera attached you can use it to capture the required documents. If your device does not have an attached camera you will need to upload your files.

Use My Device's Camera    Upload My Files

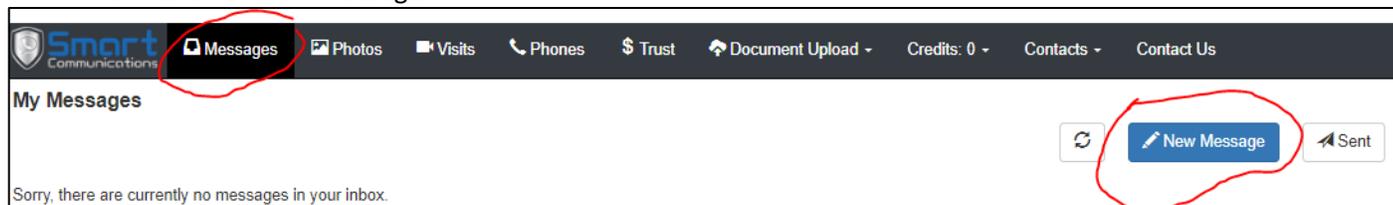
## **Signing Up for an Account as Legal Representation**

10. Once all the required photos are uploaded, click Submit My Application
11. This will send your application for approval to the Collier County Jail
12. Once approved, you will be able to message that inmate and send documents/DocuSign paperwork.
13. If you need to message another inmate, you will need to start the approval process again for that specific inmate. Follow steps above to be approved for that specific inmate.

# 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  
FREE - PRIVATE

---

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.

**New Message**

Please type your message below. This message will be free to send.

You have a privileged connection with this inmate. This message will be sent as a private message and will not be subject to review by the facility staff.

Send To Inmate: Test Account (Collier County Jail)

Message Subject:  \*

Type your message below:

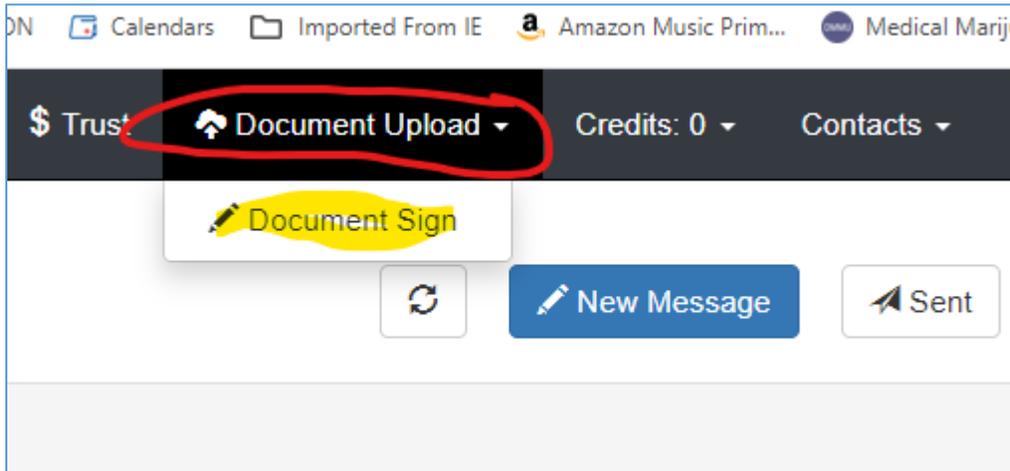
0 characters entered. | 30000 characters remaining.

**Send This Message Now**

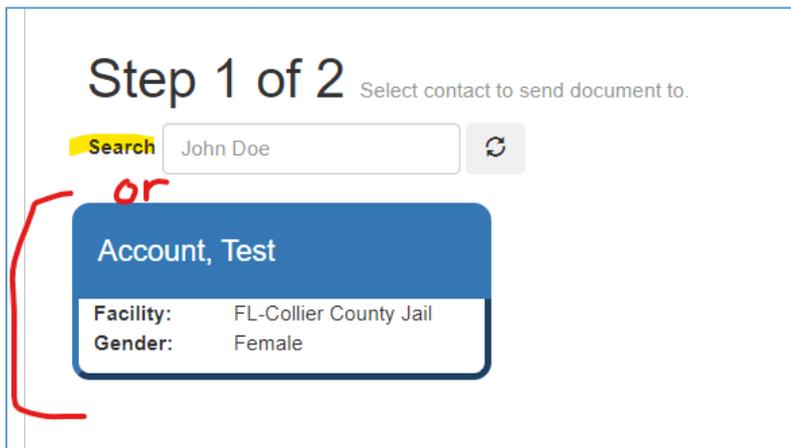
# Uploading Documents in Smart Communications-Attorneys

All Inmates must be “connected” to your account before uploading. This can be done by clicking on Contacts. You may search using their ID number, a partial name, a date of birth, or any combination. Click Search.

1. Go to Document Upload and then Document Sign on the tabs on the top of the screen



2. Click on “New Document”
3. Search the inmate by name or click on the inmate from the list that you already have a connection with



# Uploading Documents in Smart Communications-Attorneys

4. Type a Document Title and Upload a PDF Document; Click Create

**Step 2 of 2** Name and upload the PDF document.

Sending document to: Account, Test

**Title** Test Docu      **PDF Document** Choose File Atty Jail Mail instruction.pdf      **Create**      **Cancel**

5. At this point, you can add Signatures/Initials/Dates within the document that you are uploading, by dragging the words "Signature/Initial/Date" on to your document. Click Save & Preview when done.

**\*\*Note that you will need to provide at least one signature or initial to preview and send the document to your client.\*\***

**Signing Up for an Account as Legal Representation**

Attorneys will need to register for each inmate that they want to connect with. Below are instructions as to how to sign-up for an account.

1. Go to <https://www.smartjailmail.com/> to sign up for an account

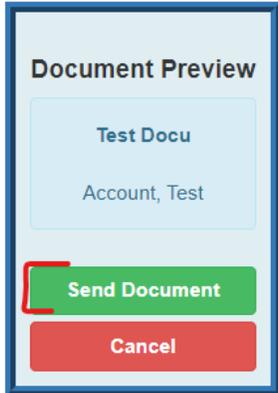
The screenshot shows a sidebar on the right with the following elements:

- Page 1 of 11
- Navigation arrows (left, center, right)
- Signature
- Initial
- Date
- Save & Preview
- Cancel

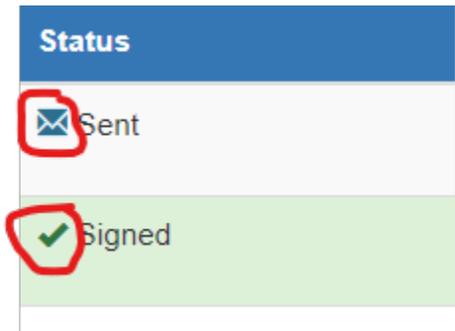
Red lines connect the 'Signature', 'Initial', and 'Date' labels to the 'Sign Up' button on the main page. The 'Save & Preview' button is also circled in red.

# Uploading Documents in Smart Communications-Attorneys

6. Click Send Document when you are ready to send the document to your client.



7. Once your client sends it back to you, you will be able to open the document and review it.
- a. Go to the Document Upload/Document Sign
  - b. All Documents you have sent will be listed
  - c. Click on the icon under the Status column



- d. It will pop-up as a PDF.

**\*\*If you need to get emergent legal mail to your client, please contact Jail Administration at 239-252-9515\*\***