

SmartInmate™ Payments

SmartInmate™ account funds can be deposited online - visit www.smartinmate.com and log in to your account.

A minimum \$5.00 deposit is required. Each deposit is subject to a \$1.50 processing fee.

Local/on-site video visits are provided free of charge. Remote visits from home are scheduled in 15 or 30 minute blocks. Each 15 minute visit is billed at \$3.75 and each 30 minute visit is billed at \$7.50.

Two free electronic messages are provided every Saturday. Additional messages are 50 cents each.

Electronic photos are \$1.00 each.

Customer Care

Our Customer Care Call Center is open 7 days a week from 7:00am to 12:00 Midnight EST and can be reached toll-free at 888-843-1972.

Our friendly, knowledgeable, U.S. based Customer Care representatives are prepared to assist you:

- Create an account
- Deposit funds into an account
- Communication service questions and rates
- Billing and refund questions



Electronic Messaging
Video Visitation
Photo Delivery



Questions?

Contact Customer Care at 888-843-1972
or visit www.smartinmate.com

Corporate HQ

Smart Communications
10491 72nd Ave.
Seminole, FL 33777

Please review this guide to learn more about the communications services offered by this facility to help you and your loved one stay connected.

SmartInmate™ Account

SmartInmate™ accounts can be used to:

- Send “postage paid” messages
- Open/read “collect/COD” messages
- Send digital photos
- Schedule/conduct Remote Video Visitations

Getting Started

1. Visit www.smartinmate.com to create your account. There is no cost to create an account.
2. Search for inmates to connect with and send them a request. Inmates must approve the request before you can start communicating.
3. Deposit funds online at www.smartinmate.com.
4. Start sending/receiving messages or schedule a visit immediately.

Remote Video Visitation

SmartVisit Video Visitation allows you to have video calls with an inmate from the comfort and privacy of your own PC with web camera and internet connection.

- Include your loved one in everyday activities, birthdays, holiday gatherings, etc.
- Saves time, expense and hassle of traveling to the facility
- More comfortable visiting experience for younger children



Messaging

SmartInmate™ provides a two-way electronic messaging service that allows you to send and receive messages from your smartphone or PC.

Inmates can send and receive messages on secure, password protected kiosks or tablets stationed at the institution.

Photo Delivery

SmartInmate™ also provides a one-way photo delivery service. Photos can be accessed by inmates an unlimited number of times.

