

# ODOC – Friends and Family

## Communicating with an ODOC AIC

To communicate with an ODOC AIC, you are required to validate your phone number.

### *How to Validate Your Phone Number*

To validate your number online, you will need to have the following:

- A valid debit/credit card (**AND**)
- A phone where you can receive a text message with a confirmation code (**OR**)
- A phone that can receive an automated call that will announce the confirmation code.

⇒ *You must enter this confirmation code to complete your online phone number validation.*

If you do not have a debit/credit card, you can email a copy of your **valid government-issued photo ID** and a copy of your **phone bill** to:  
[customer@icsolutions.com](mailto:customer@icsolutions.com).

⇒ *The address on your ID and on the telephone bill must match.*

If you do not have access to the internet, you can mail a copy of your **valid government-issued photo ID** and a copy of your **phone bill** to the address below:

**ICSolutions**  
**Customer Service**  
**2200 Danbury Street**  
**San Antonio, TX 78217**

⇒ *The address on your ID and on the telephone bill must match.*

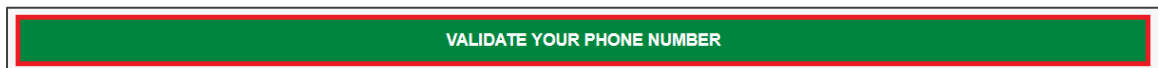
⇒ *The mail-in method of validation may take up to 7 days once received.*

## Instructions to Validate Your Number Online

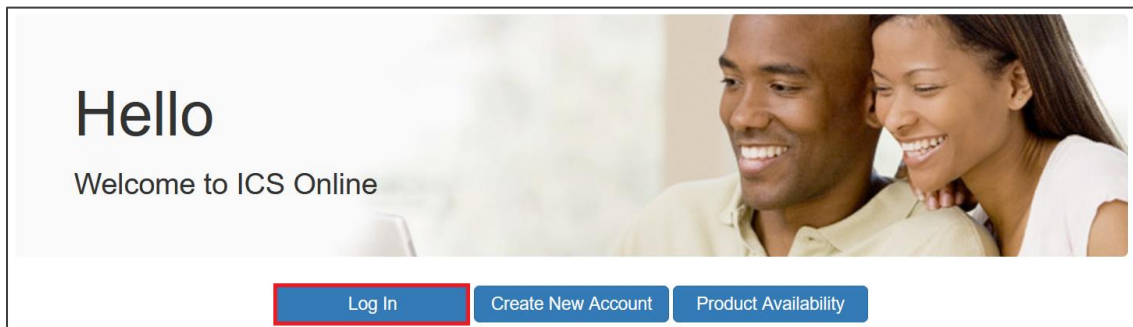
1. Please go to [icscorrections.com](https://icscorrections.com) and click OREGON FRIENDS AND FAMILY.



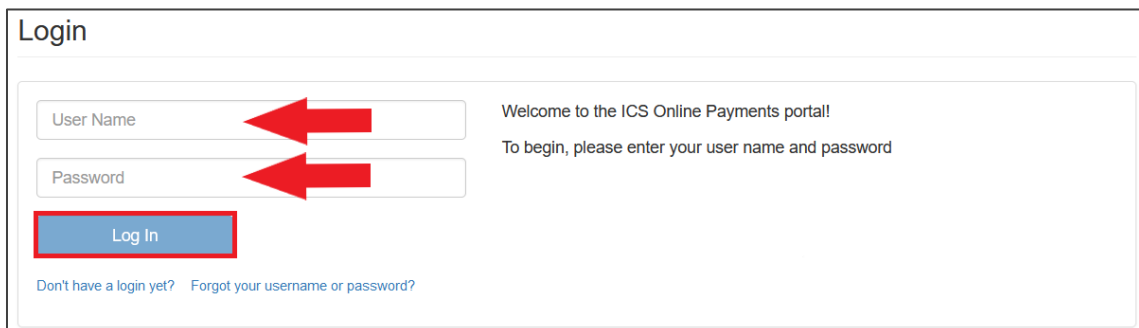
2. When the page finishes loading, scroll up and click **VALIDATE YOUR PHONE NUMBER**.



3. If you have already created an account, click **Log In**.



4. Enter your *Username* and *Password*, then click **Log In**.

A screenshot of the ICS Online login form. The form is titled 'Login' and contains two input fields: 'User Name' and 'Password'. Red arrows point to both fields. Below the fields is a 'Log In' button, which is highlighted with a red border. To the right of the input fields, there is a message: 'Welcome to the ICS Online Payments portal! To begin, please enter your user name and password'. At the bottom of the form, there are links for 'Don't have a login yet?' and 'Forgot your username or password?'.

- If you have an account and your phone number is already validated, it will appear in the *Prepaid Collect Accounts* section of your account page with the words: *Phone Validation Complete* below the agency name.

⇒ **If your phone number is validated, you do not need to continue with the instructions. If it is not validated, skip to step number 11 below.**

Welcome back RACHEL  
Last login: 2021-07-22 17:00:54

What would you like to do? ▾

Prepaid Collect Accounts			Add
Phone	Agency	Balance	
(620) 888-1234	Oregon Department of Corrections - OR <b>Phone Validation Complete</b>	\$0.00	Fund

Inmate Debit Phone Accounts **Add**

Fund an inmate debit telephone account. **Add Account**

- If you do not have an account, click **Create New Account**.

Hello

Welcome to ICS Online

Log In **Create New Account** Product Availability

- Enter your desired username, 4-digit PIN, and password twice on the *Create New Account* page. Then click **Sign Up**.

Create New Account

User Name **←** PIN (4-digit number) **←**

Password **←** Confirm Password **←**

Password strength: (?)

**Sign Up** [Have a phone number you'd like to migrate?](#)

⇒ **You will need your 4-digit PIN to leave a voicemail for an AIC. More information about leaving a voicemail for an AIC is located at the end of this document.**

- Complete all the fields including your name, email address, phone number you wish to receive calls on, and the address that matches your credit/debit card or phone bill.

### Create New Account

First Name	Last Name
Email	
Phone Number	
Address	
Apt, Suite#...	
City	
Select State	Zip Code

If you are going to make Prepaid Collect payment(s), you must enter the phone number that you want the inmate to call you on.

- Optionally, check the box if you wish to register for visitation.

⇒ ***You do not need to register for visitation to validate your phone number.***

Check this box if you wish to register for visitation. The telephone number you enter will be associated with your visitation account. This number will be used to purchase charged visits.

- Click Sign Up.

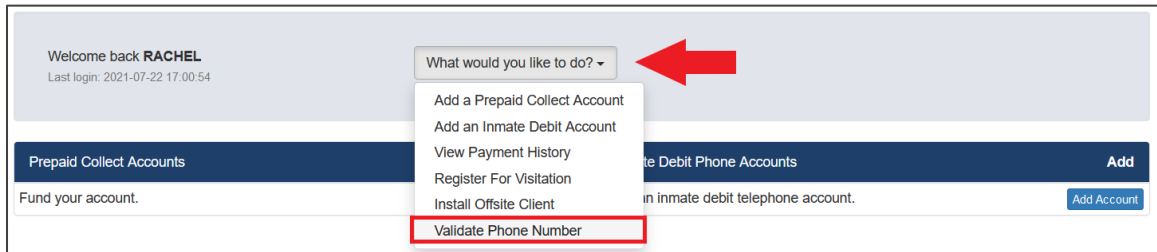
⇒ ***For these instructions, the visitor is only validating their phone number and not registering for visitation. The check box is not selected.***

If you are going to make Prepaid Collect payment(s), you must enter the phone number that you want the inmate to call you on.

Check this box if you wish to register for visitation. The telephone number you enter will be associated with your visitation account. This number will be used to purchase charged visits.

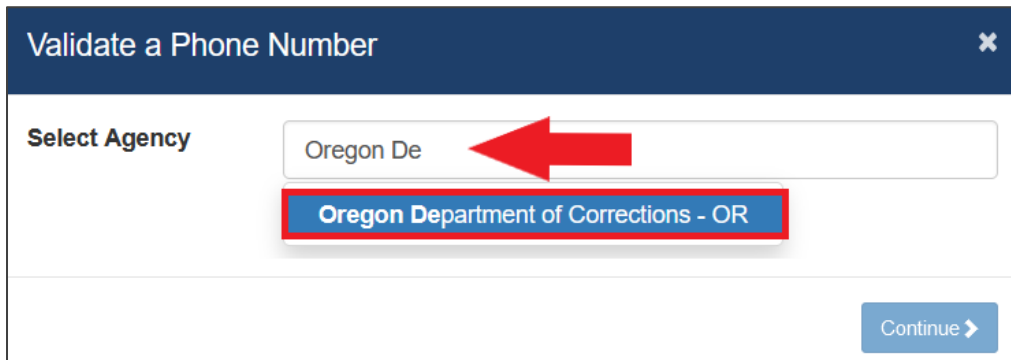
**Sign Up**

11. Once your account has been created, click **What would you like to do?** from your account screen then select **Validate Phone Number**. This will open the *Validate a Phone Number* popup.

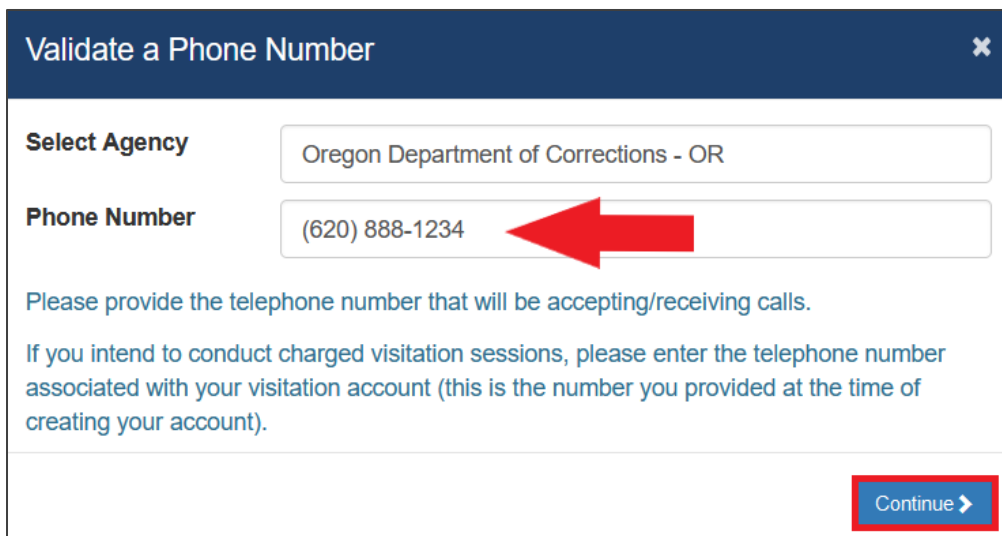


⇒ **You do not have to fund the account to validate your number.**

12. Begin typing *Oregon Department of Corrections* in the *Select Agency* field and click **Oregon Department of Corrections – OR**.



13. After selecting *Oregon Department of Corrections - OR*, enter the phone number you want to use to accept/receive calls and click **Continue**.




14. You may need to complete additional information, such as your birthday. When you have entered any additional information required, click **Update Profile**.

Phone Validation

Please complete the following information for your ICS Online profile:

(Numbers only)

Your Date of Birth  Month Day Year

**Update profile**

Continue

15. Enter your valid debit/credit card information and billing address then click **Validate card information**.

Phone Validation

This agency requires you to use a credit/debit card based address validation service to approve a phone number. There is no cost for this. Your card will not be charged.

If a valid credit/debit card is not available, you may validate your telephone number by emailing a copy of a valid telephone bill and government issued ID to [customer@icsolutions.com](mailto:customer@icsolutions.com) or via mail to the following address. Phone number validation requests sent in by mail typically take 5 to 7 business days to process.

ICSolutions  
2200 Danbury St  
San Antonio, TX 78217

**Enter your card information**

Use name from profile

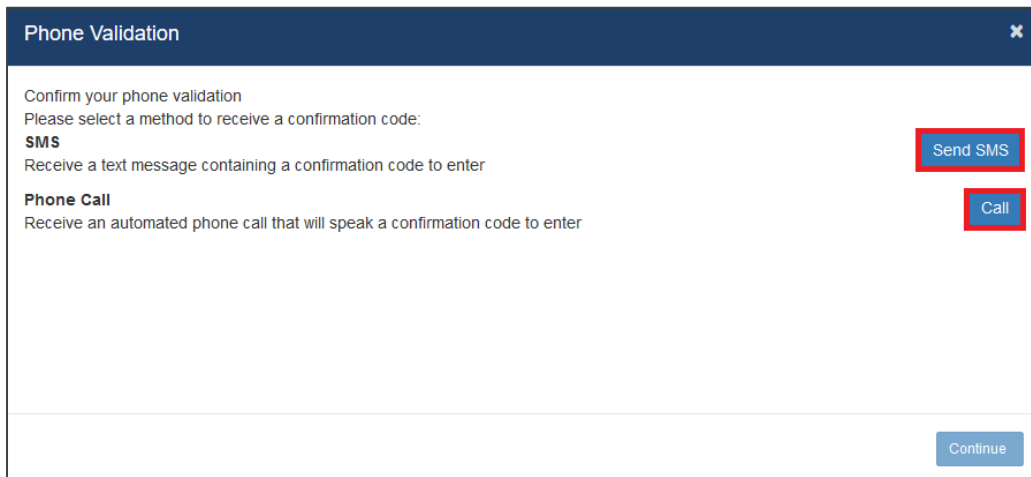
Name on card Address City Zip Card Number Expiration date

**Validate card information**

Continue

⇒ ***There is no cost for this. Your card will not be charged. You do not have to fund the account to validate your number or card information.***

16. Click **Send SMS** or click **Call** to choose the method you wish receive your validation code.



Phone Validation

Confirm your phone validation  
Please select a method to receive a confirmation code:

**SMS**  
Receive a text message containing a confirmation code to enter

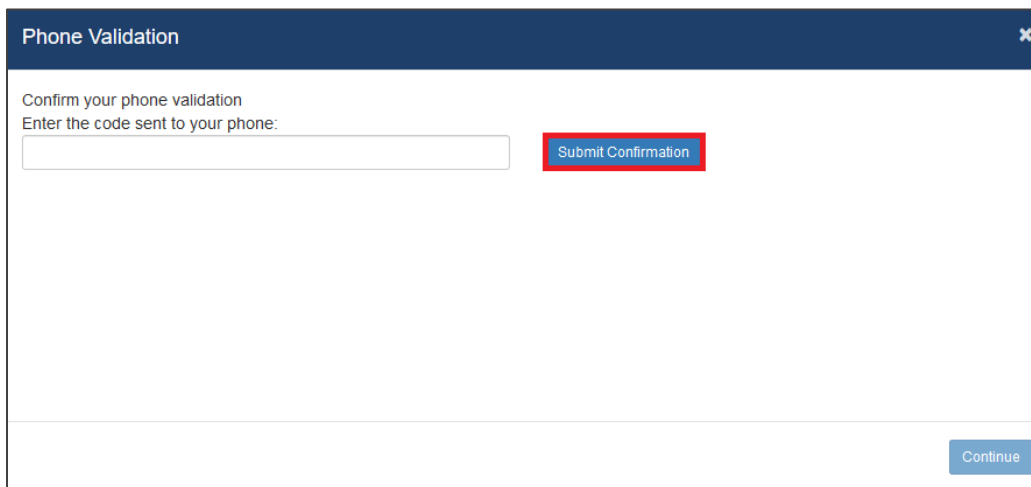
**Phone Call**  
Receive an automated phone call that will speak a confirmation code to enter

Send SMS

Call

Continue

17. To confirm your phone validation, enter the 6-digit code you received and click **Submit Confirmation**.



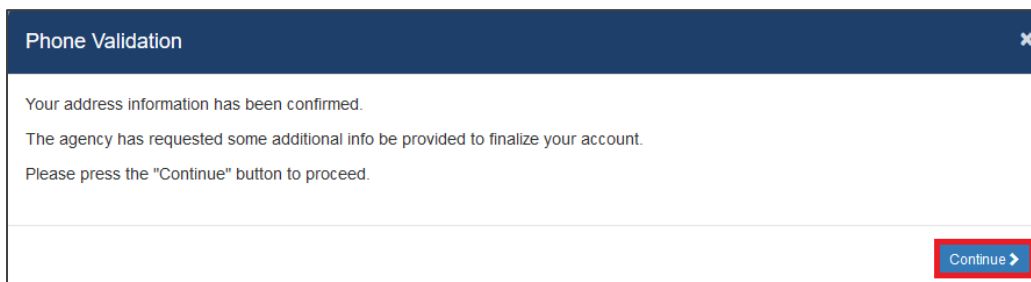
Phone Validation

Confirm your phone validation  
Enter the code sent to your phone:

Submit Confirmation

Continue

18. If you do not choose to register for visitation, you may be required to enter additional data like your *ethnicity*, *ID Type*, *ID number*, *ID state*, and *ID expiration date*. Click **Continue** to enter the requested information.

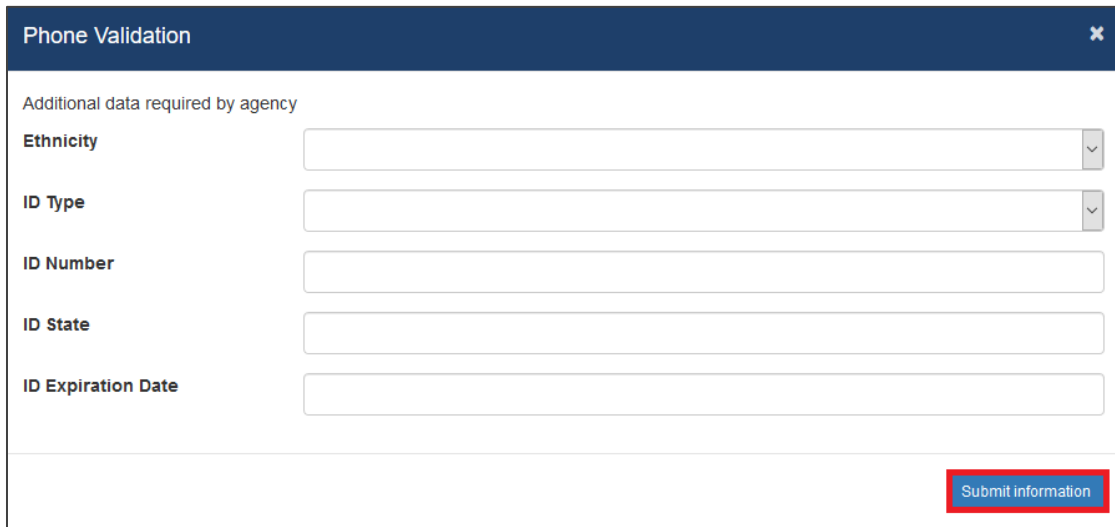


Phone Validation

Your address information has been confirmed.  
The agency has requested some additional info be provided to finalize your account.  
Please press the "Continue" button to proceed.

Continue

19. Enter the requested information and click **Submit Information**.

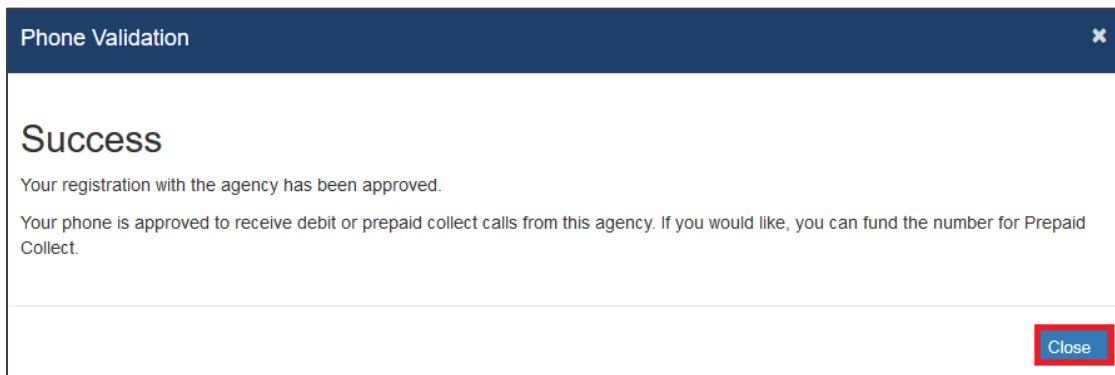


The form is titled "Phone Validation" and contains the following fields:

- Additional data required by agency
- Ethnicity (dropdown menu)
- ID Type (dropdown menu)
- ID Number (text input)
- ID State (text input)
- ID Expiration Date (text input)

A "Submit information" button is located at the bottom right of the form.

20. Once your validation has been completed, you will receive confirmation, click **Close**.



The message is titled "Phone Validation" and contains the following text:

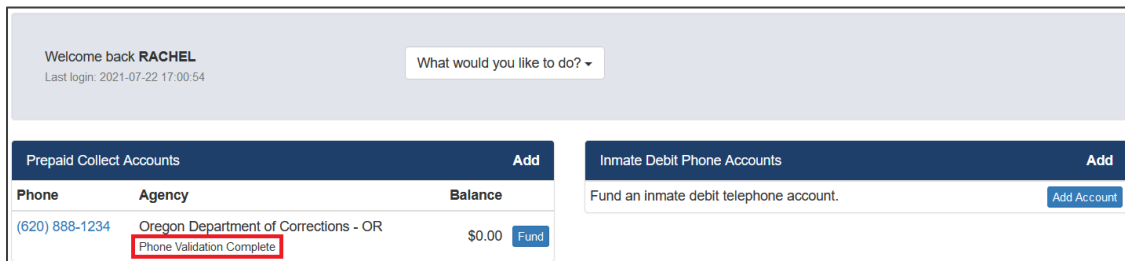
**Success**

Your registration with the agency has been approved.

Your phone is approved to receive debit or prepaid collect calls from this agency. If you would like, you can fund the number for Prepaid Collect.

A "Close" button is located at the bottom right of the message.

21. Your number is now validated and can receive calls from an AIC at ODOC.



The dashboard shows the following information:

- Welcome back **RACHEL**  
Last login: 2021-07-22 17:00:54
- What would you like to do? ▾
- Prepaid Collect Accounts** (Add)
- Inmate Debit Phone Accounts** (Add)

Phone	Agency	Balance
(620) 888-1234	Oregon Department of Corrections - OR Phone Validation Complete	\$0.00 <a href="#">Fund</a>

The "Phone Validation Complete" text is highlighted with a red box.

➔ **Your validated phone number will automatically be listed under Prepaid Collect Accounts with the words 'Phone Validation Complete'.**



22. Your number is now validated and can receive calls from an AIC at ODOC. If you would like to receive prepaid calls, you will need to fund your prepaid account. Click **Fund** on your account screen to fund your account.

Welcome back **RACHEL**  
Last login: 2021-07-22 17:00:54

What would you like to do? ▾

Prepaid Collect Accounts			Add
Phone	Agency	Balance	
(620) 888-1234	Oregon Department of Corrections - OR Phone Validation Complete	\$0.00	<b>Fund</b>

Inmate Debit Phone Accounts **Add**

Fund an inmate debit telephone account. **Add Account**

⇒ *Your prepaid account is your money that allows you to pay for phone calls to your number and schedule video calls.*

23. Once your number is validated and funded, you can call **(877) 831-0390** to leave a voicemail for an AIC letting them know when you are available to receive a call. Voicemails are only \$0.50. **To leave a voicemail, you will need to have the 4-digit PIN you created when you set up your online account as well as the AIC's state ID number.**

⇒ *If you would like to receive prepaid calls, you will need to fund your prepaid account.*

⇒ *Your prepaid account is your money that allows you to pay for phone calls to your number. You can do this by clicking Fund on your account screen.*

## Available Services

There are several ways to pay for communications with an ODOC AIC. The options available are:


**Prepaid account:** Your prepaid account is your money that allows you to pay for phone calls to your number and schedule video calls. You can do this by clicking Fund on your account screen.

**AIC Communications and Trust account:** These accounts are controlled by the ODOC AIC. You can deposit funds into these accounts to allow ODOC AIC to pay for phone calls, video calls, and messaging. For instructions on how to fund an AIC Communications or Trust account, go to [ICSCorrections.com](http://ICSCorrections.com) and select **Oregon Friends and Family** then scroll to **Available Services**.

To fund an AIC's Trust account or an AIC Communications account, or to create and fund an account to email with and send photos to an AIC, please to go to [ICSCorrections.com](http://ICSCorrections.com) and click **Oregon Friends and Family** then scroll down to **Available Services**.

### Available Services

**Phone, video interactive phone (VIP) calls & Voicemail**




Provided through ICS Corrections' billing agent ICSolutions. Prepaid services allow you to receive AIC phone calls to your validated phone number, receive video interactive phone (VIP) calls, and leave voice messages for AICs.

- \$300 monthly spending limit
- \$100 maximum per transaction limit

[MANAGE PREPAID CALLING ACCOUNT](#)

Or Call **888-506-8407**


**Payments accepted**



Check or money order also accepted by mail

ICSolutions  
Customer Service  
2200 Danbury St  
San Antonio, TX 78217

**Electronic Messaging**




Friends and family members can communicate with AICs through ICS Corrections' electronic messaging system, provided through **CorrLinks**.

Friends and Family members cannot initiate email communication with AIC's and must wait until they receive an invitation with an identification code to set up an account.

[HOW TO SIGN UP FOR CORRLINKS](#)

[MANAGE PREPAID MESSAGING ACCOUNT](#)

**Payments accepted**



**AIC Communications Account Services**

The new communication system allows for you to add money to the AIC's communications account, which they can use to pay for calling and tablet services. AIC communications account deposits can be made online at the link below, Lobby Kiosk (coming soon), walk-in location, or by mailing a personal/cashier's to our lockbox at the address below.

**Trust Account Services**

ICS Corrections offers trust account deposit services, through our billing partner Access Corrections. Trust account deposits can be made online using the link below, by phone, at a Lobby Kiosk (coming soon), or at any of our walk in funding locations.