



# Oregon

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Operations Division

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**Date:** November 29, 2012

**Subject:** SecureMail™ (Electronic Messaging) Issues

Inmates who have purchased MP3 players have been able to send and receive SecureMail™ (electronic) messages since November 1, 2012. For the most part, feedback from friends, families, and inmates has been positive, but we are experiencing a couple bumps in the road. As with any new technology, this is to be expected.

Many people thought that SecureMail™ messages would be same day delivery to the inmate. This is not true. Even if a message is sent and approved by mailroom staff on the same day, it will not be available for pick-up until the following day. The way that the system works to exchange information from the Music Warden kiosks does not allow same day delivery of SecureMail™ to your MP3 players.

Institution mailrooms generally close around 4:00 p.m., Monday through Friday. Any SecureMail™ or photos received after 4:00 p.m. cannot be processed until the next day, and will not be loaded to the Music Warden kiosk until 10:00 p.m. that next night. Just like regular mail, no SecureMail™ is processed on weekends or holidays. So, the following is the worst case scenario for SecureMail™ or photos that do not contain matters requiring investigation.

- Your loved one sends a SecureMail™ message or photo on Friday evening before a three-day weekend, when Monday is a holiday.
- The SecureMail™ message or photo waits for review until Tuesday morning and is approved.
- The SecureMail™ message or photo is uploaded to the Music Warden kiosk on Tuesday evening at 10:00 p.m.
- The SecureMail™ message or photo can be retrieved Wednesday.

Some other factors besides institution schedules and investigations that may delay delivery are electrical work, internet connection problems, and equipment failure. SecureMail™ is not like an instant message, a text message, or even e-mail. It is another type of mail that, in most instances, is faster, more convenient, and cheaper to send than regular mail.

The other matter causing confusion is message length. The department communicated to you earlier that messages could be a maximum of 5,000 characters each. We found out after this that incoming messages from friends and family were restricted well below the intended 5,000 character limit. We have since resolved this problem.

However, a more difficult problem to solve is the discovery that the MP3 players will presently only allow a maximum of a 1,000 character message to be sent. The department and the vendor are working to solve the issue of message length for responses. The vendor is rewriting their accounting software to allow free return messages from the inmate to friends and family until such time that this problem has been fixed to allow a 5,000 character response. The accounting rewrite and free outgoing return Secure Messages is anticipated to be active in late December or early January.

Thank you, early adopters of the MP3 player and SecureMail™, for your patience. Our hope is that the new technologies will bring the world closer to you and keep communications between you and your loved ones more convenient and quick. These first few steps towards bringing the benefits of modern technology to a corrections environment could not happen without your assistance.