Communicating with an ODOC AIC

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

There are several different 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 CenturyLinkCorrections.com and select Oregon Friends and Family then scroll to Available Services.

**Phone Number Validation**

To validate your number online, you will need to have 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 will need to 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 ID and a copy of your phone bill. 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 below address:

ICSolutions  
Customer Service  
2200 Danbury Street  
San Antonio, TX  78217

**Instructions to validate your number online.**

1. Please go to centurylinkcorrections.com and click the below button: Oregon Friends and Family.
2. Click the button: VALIDATE YOUR PHONE NUMBER

VALIDATE YOUR PHONE NUMBER

3. Sign Into your account if you have already created one.

**Sign In** *(Existing Users)*

Login

Password

Submit

4. If you do not have an account, Create Account now by filling in the Username, the 4-digit PIN and enter your desired password twice. (password must be at greater than 6 characters).

**Create Account**

Username

PIN?

Password?

Submit
5. You will have to 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.

- 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

6. Once your account has been created, you will want to click on Add from your account screen.

Prepaid Collect Accounts

<table>
<thead>
<tr>
<th>Phone</th>
<th>Agency</th>
<th>Balance</th>
</tr>
</thead>
</table>

| Add Prepaid Collect Account |

Select Agency

| Oregon - Oregon Department of Corrections |
8. After selecting Oregon Department of Corrections, enter the phone number you want to use to accept/receive calls and click **Check** to see your numbers validation status.

➢ If your number is NOT validated, you will see the below after clicking **Check**. Click **Continue** to proceed.

This phone number is not currently validated. If you would like to validate this number, click "Continue" below.

All other phone numbers may be validated by emailing a copy of a valid telephone bill and government issued ID to customer@icsolutions.com or via mail to the below address.

Phone number validation requests sent by mail typically take 5 to 7 business days to process.

ICSolutions
2200 Danbury St
San Antonio, TX 78217

9. You will then need to click on the **Validate** button.
10. You will then have to enter your valid debit/credit card information and billing address and click Validate card information.

11. You will choose to receive a text message or a call with the validation code. You will need to enter this 6-digit code to confirm your phone validation and click Submit Confirmation.
12. You may need to reenter some additional data to include your ethnicity, ID Type, ID number, ID state and ID expiration date. Click **Continue** to enter the information.

13. Once your validation has been completed, you will receive confirmation:

14. 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.

   **NOTE:** 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.

15. Once your number is validated and funded, you can call **(877) 831-0390** to leave a voicemail message for an AIC letting them know when you are available to receive a call. Voicemail messages 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 and the AIC’s state ID number.
Available Services

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

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**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 [CenturyLinkCorrections.com](http://CenturyLinkCorrections.com) and select Oregon Friends and Family then scroll to Available Services.

To fund an AIC’s Trust account, their AIC Communications account or fund and create an account to email and send photos to an AIC, please to go [centurylinkcorrections.com](http://centurylinkcorrections.com) and click the below button: Oregon Friends and Family and scroll down to Available Services.