



# FRIENDS & FAMILY GUIDE

How To Reach Your Incarcerated  
Loved One From Home

With Cidnet, you and your inmate can talk with video visits, messages, and phone calls. To use these services, you must create an account and buy data. Your data balance will be consumed when you talk with your inmate.

## Create a Cidnet Account

1. Go to [customer.cidnet.net/](http://customer.cidnet.net/) in your browser.

**cidnet** Sign In

Email

Password

→ Sign in

👤 Register

2. Click the Register button.
3. Type in your Email, Time Zone and First & Last Name.
4. Click the Create Account button.
5. Read the Terms of Use, then click Agree.
6. Login to your email and open the Cidnet email.  
NOTE: Email may go into your junk or spam box.
7. In the email, click the Complete Your Verification link.
8. Choose a Security PIN and a Password.
9. Click the Sign In button.

## Complete Your Account

1. After logging in, click the Menu (≡) in the top corner.



2. Click the Account button.

👤 Account

3. Click the General Information button.

### General Information

4. Fill out the fields with your personal information. Officers use this information to verify your identity. Without providing this information, you won't be approved to contact your inmate.

5. Click the Save button to save your information.

6. Click the Phone Numbers button.

### Phone Numbers

7. Click the Add Phone Number button.
8. Type in the Phone Number you want to add.
9. Type in a Description (ex: "Jane's Cellphone").
10. Mark as Primary if this is the phone number that Customer Service should call to reach you.

11. Click Verification Type to choose either:

- Text (Cidnet send your code by SMS)
- Call (Cidnet reads your code to you)

12. Wait for Cidnet to text or call your phone. The text or call will contain your verification code.

13. Write down your code if you can't remember it.

14. Type in your Verification Code, then click Submit.

15. Click the Back (<) arrow button.

16. Click the Photo ID button.

### Photo ID

17. Click the Upload New button.

18. Click the Browse button.

19. Choose an image of your government-issued ID.

20. If your browser prompts you to give Cidnet Camera and Photo permissions, click the Allow button.

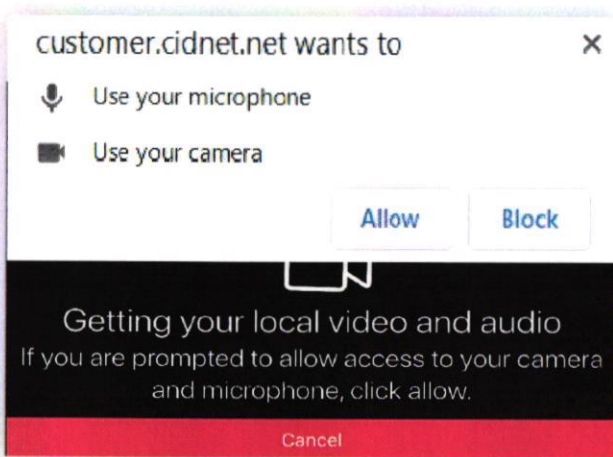


## Link With Your Inmate

1. After logging in, click the **Menu** (≡) in the top corner.
2. Click the **Add Inmate** button.
3. Select the **State** where your inmate is being held.
4. Select the **Facility** where your inmate is being held.
5. Search for your inmate by **Name**, then select them.
6. Select the **Relationship** for you and your inmate.
7. Click **Complete** to submit your request to the facility.
8. NOTE: The correctional facility decides whether to approve or decline your Link Request. Cidnet has no control over whether you were approved or denied. Contact the facility for more information.

## Wait to be Approved

1. Facility Staff need time to process your link request. While you wait, you can test your device for video visitation compatibility.
2. After logging in, click the **Menu** (≡) in the top corner.
3. Click the **Audio/Video Test** button.
4. If your browser prompts you to give Cidnet Camera and Microphone permissions, click the **Allow** button.



5. Point your device's camera at your face. You should see yourself on-screen. If you do, click the **Looks Good** button.

## Purchase Data (MB)

1. After logging in, click the **Menu** (≡) in the top corner.
2. Click the **Add Data** button.
3. Use the **Data Calculator** to determine how many MB (Data) you want to buy. Choose how many **Megabytes to Purchase**, then click **Next**. Your Data balance can be used for video visits, messaging, and / or phone calls.

Our services are based on the amount of data transmitted. A standard video visitation transmits approximately 1.4 MB for every minute. A standard voice call transmits approximately 0.66 MB for every minute. A standard message uses 0.33 MB. Enter the MB of data you wish to purchase, then click Next.

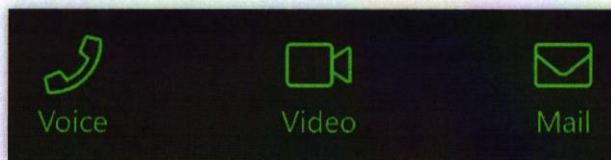
**Data Calculator**

Voice Minutes	30	
Video Minutes	30	76 MB \$22.80
Standard Messages	45	

4. Enter your **Payment Details**.
5. Read the **Terms of Use** and check the boxes at the bottom, then click **I Agree**.
6. Click **Submit** when you are ready to purchase your data.

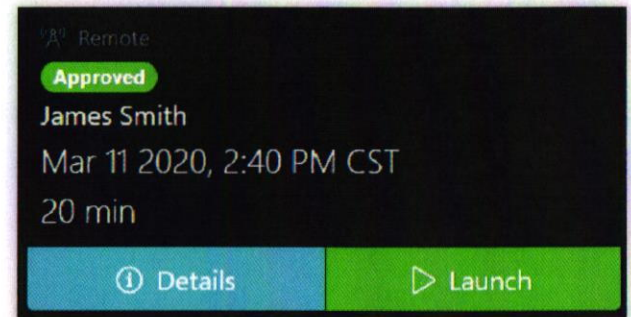
## Inmate Communication

- Not every correctional facility allows inmates and contacts to video visit, message, or call with Cidnet. After you've linked with your inmate, you can view what communication services they have access to.



- If you receive a call from (888) 984-1903, there is an inmate trying to call you. If you purchased data, you can accept the call. If you haven't, you can't accept the call.
- You can send/read messages by clicking the **Mail** button.

- You can schedule video visits by clicking **Video** and then **New Schedule**. **Onsite** visits require you to visit the facility, while **Remote** visits can be joined from anywhere as long as your WiFi connection is strong enough.
- Schedules you submit must be approved by facility staff.
- To join a **Remote** session, you need to login to Cidnet and click the **Launch** button when your session is scheduled to begin. The **Launch** button will appear automatically, though you may need to click **Refresh**.



- Video visits, messages, and phone calls are recorded and monitored. Staff may revoke your ability to communicate if you violate facility guidelines.
- If you want to sell your data back to Cidnet, click the **Support** button and open a **New Request** with **I would like to sell back my unused data** as your request.

## Getting Support

If you can log in to your **Public Portal** account, go to the **Dashboard** and click the **Support** button.

This is the fastest way to get your request process.

If you can't log in to your **Public Portal** account, go to **cidnet.net** and fill out the **Customer Contact Form** at the bottom of the page or call 888-984-1903 and leave a voicemail for the next available specialist to assist you.



## Earn Cidnet Data By Joining CidSpace

CidSpace is a social engagement portal designed for people who have been impacted by incarceration.

We consistently run contests that reward users with free Cidnet Data, just for engaging and sharing their thoughts.

Join by downloading the app or visit us at [cidspace.com](https://cidspace.com)







**New Postal Mail Policy Effective Date:** June 23rd, 2025 \_\_\_\_\_

As of the date listed above, this correctional facility will implement a new postal mail policy to digitally deliver an incarcerated person's postal mail. This facility will no longer handle any postal mail/letters sent to inmates at our physical address. **Any non-legal letter** sent by a friend or family member to an inmate must be mailed to the following address. Please do not abbreviate information.

YOUR NAME  
YOUR STREET ADDRESS  
YOUR CITY, STATE, ZIP

INMATE'S FULL NAME, INMATE ID  
CORRECTIONAL FACILITY'S FULL NAME, STATE  
P.O. BOX 247  
PHOENIX, MD 21131

Letters sent to this address will be photocopied and digitally delivered. The incarcerated population has access to touchscreen kiosks and tablets where they can access anything sent to them in the postal mail. Please note that any envelope without complete information as specified above will be rejected and discarded, without exception. In addition, any letter containing legal mail, money orders, personal checks, gift cards, or cash will be returned to the sender. For questions regarding how to fund an incarcerated person's account please contact the facility directly for more information.

Thank you for your compliance with this policy as we are dedicated to maintaining a safe correctional environment for both our employees and the incarcerated population.



For questions regarding sending a letter to an inmate please scan the QR Code or visit: <https://textbehind.com/help-topics> and review the information in Section 6 – Mail Delivery.