SECURUS
Technologies®
an aventiv company

CDCR
FAMILY & FRIENDS
USER GUIDE

OCTOBER 13, 2025

Connecting What Matters®

FINAL

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WELCOME

Hello from Securus!

We are proud to be supporting you as the communications service provider for California Department of Corrections and Rehabilitation (CDCR) facilities. We understand that transitioning to a new provider, or adapting to having a loved one incarcerated, can be an overwhelming experience and we want to make this change as easy as possible.

The services we will provide you and your loved one include:

- Phone Calling (at no charge)
- Video Calling (at a per-minute cost)
- Electronic Messaging, including the ability to attach photos and/or eCards to a written message, and send a 30-second VideoGram or a standalone photo without a written message (pricing varies)
- Securus Debit accounts that your loved one(s) can use for electronic messages

Registration & Account Creation

In the pages that follow, we will provide step-by-step instructions to guide you through using all our products, but **first, let's cover how you will set up and access your account:**

- Our family and friends website ("Securus Online") will be your gateway to all Securus services if you prefer a browser-based interface. **Step-by-step instructions for the web experience begin on Page 9.**

  https://securustech.net/cdcr

- For added convenience, we also offer free mobile applications for both iOS and Android devices ("Securus Mobile") for access on-the-go. **Step-by-step instructions for the mobile experience begin on Page 29.**

To make things simple, the email and password you set up – whether initiated on the website or the mobile app – will sync across both platforms, so you just have one set of credentials to remember. For sign-in purposes, your email address will also serve as your username.

> *PRO TIP:* **Video calling requires the use of the mobile app.** Therefore, if you plan to participate in video calls, you must **download the mobile app and allow notifications from the app** – even if you plan to use our website for account management. This way, you are always aware when your loved one is trying to reach you. More on this below...

A quick note about the mobile app and notifications: Your experience may <u>appear</u> slightly different from what is shown throughout the mobile section of this document based on the type of device you are using.

Regardless of device type, if you receive a pop-up window asking you to allow notifications like the example shown at right, please tap "Allow."

If you do not receive a pop-up window, and are using Android 12 or below, please go to your device settings to ensure notifications are enabled for the Securus Mobile application.
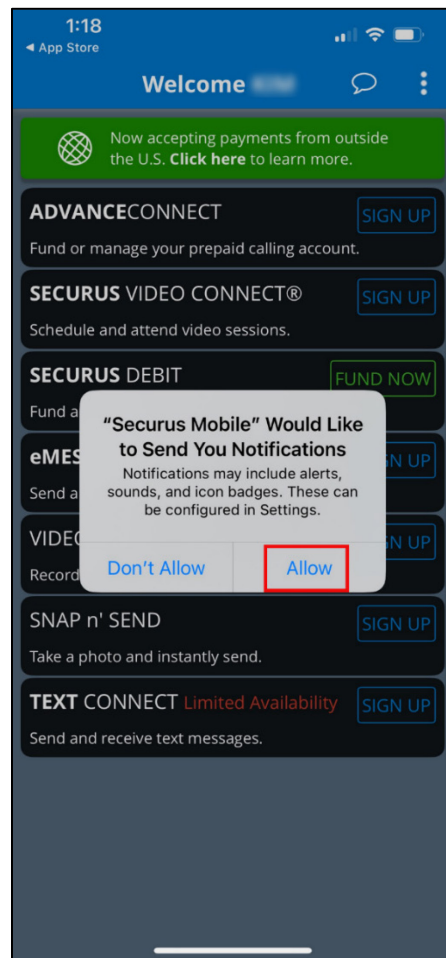
Identification Required for Account Creation

While you are registering to use our communication services, whether on the website or mobile app, **you will be asked ONE TIME to upload front and back photos of your government-issued identification and a recent photo of yourself to authenticate your account.** This action will be included in the steps for whichever service you register for first, so if you sign up for video calling first, it will fall within those steps. If you sign up for electronic messaging first, it will fall within those steps. Once you successfully load the images to your profile, you will not be asked again.

You have the option of taking photos live or uploading them from your device's gallery. **To take live photos using your device's camera**, you will click or tap "Capture" when prompted. **To use existing photos from your device's gallery**, click or tap "Select" when prompted.

As the "Identification" step will coincide with adding a contact at a CDCR facility, after capturing or uploading the necessary images, click or tap "Add Contact" and then confirm your authorization for Securus to save the images to your account profile.

At their discretion, CDCR may elect to auto-approve <u>or</u> manually approve sign-up requests for any Securus product or service.

PRO TIP: When taking or selecting identification photos, you must be looking directly at the camera in the image. Ensure you have proper lighting and that you are alone in the photo; group photos or images with other people in the background are not acceptable. For your government-issued ID, all information must be readable.

Failure to upload photos as directed may result in your account being rejected.

A Note on Refunds

Most purchases you make from us are not eligible for refunds or credits. Please see our [Terms and Conditions](#) for more information on the refund policies for the specific products we offer.

How to Reach Us

Our team of CDCR-dedicated customer care associates are available **seven days per week** from **5am to 9pm PT** to assist with urgent matters by phone (**English or Spanish**). You can also search frequently asked questions or submit a direct question that we will respond to via email.

- CDCR Customer Care: 866-949-0290
- [Search CDCR FAQs](#)
- [Submit a Question](#)

We also invite you to follow our social channels for updates and announcements.

We are honored to *"connect what matters"*… In this case, you and your loved one! Please do not hesitate to reach out if we can be of assistance.
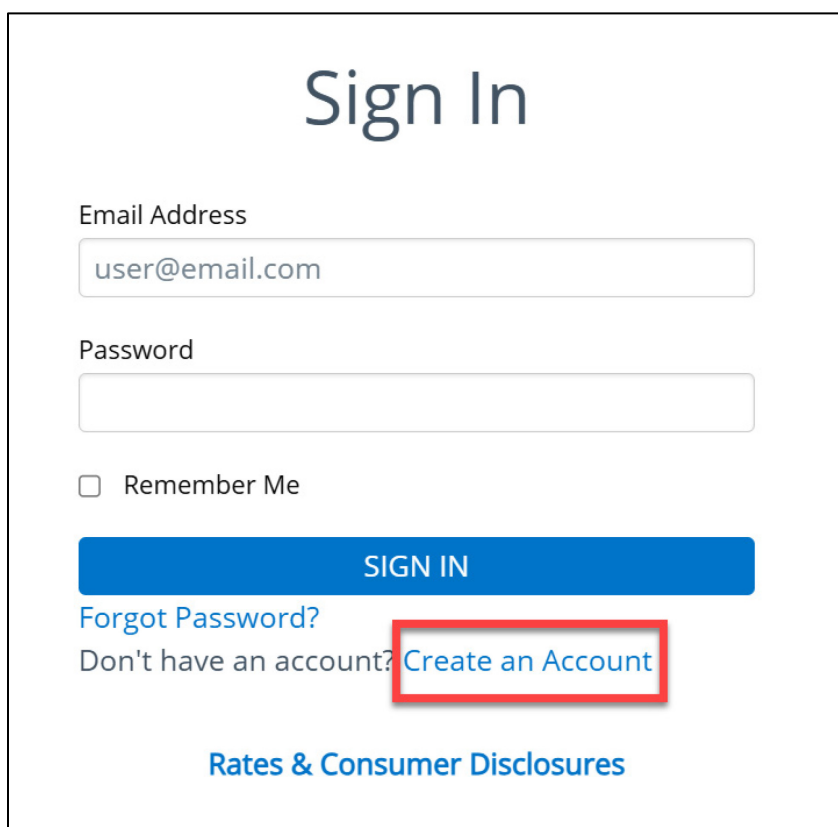
With appreciation,
Your Securus Team

DESKTOP / WEB EXPERIENCE

SECURUS ONLINE ACCOUNT CREATION

To receive video calls or exchange electronic messages with a loved one at a CDCR facility, you must first create a Securus Online account.

Visit securustech.online (don't forget to bookmark the site for easier access going forward) and click "Create an Account" on the sign in screen.

Sign In

Email Address

user@email.com

Password

☐ Remember Me

SIGN IN

Forgot Password?

Don't have an account? Create an Account

Rates & Consumer Disclosures

From here, the system will guide you through the registration process in three simple steps:

1. Email & Password

2. Security Questions

3. Contact Information

1 ─── **2** ─── **3**

Email & Password   Security Questions   Contact Information

Email & Password

You will use this email address to log in to Securus Online.

Email Address

user@email.com

Email Address field is required.

Email Confirmation

user@email.com

Password

Password Confirmation

Password must contain
- 8 characters
- 1 number
- 1 uppercase letter
- 1 lowercase letter

☐ I have read and agree to the Terms and Conditions.

NEXT

Note: Upon your first sign-in during account creation, you will be presented with Terms and Conditions. Read those carefully. If you choose to accept them, check the box and proceed to the next step.

ACCOUNT FUNDING AND MANAGEMENT

Now that your Securus Online account has been created, you'll need to add prepaid funds to begin receiving video calls. You can process your initial deposit on the website immediately following account creation or come back at any time to complete that step.

> *PRO TIP:* It is important that you keep money in your account to ensure uninterrupted access when your loved one tries to initiate a video call with you on demand. **We recommend signing up for AutoPay and/or TextPay** to stay up to date on your account balance and to quickly send a payment when needed. **This will be explained in detail below**.

Signing Up for AdvanceConnect

AdvanceConnect is Securus' prepaid communications account. You will use these funds for video calling. Here's how that might look... Your loved one places a video call to you; you accept the call on your mobile device and enjoy a 13-minute conversation. The cost of that 13-minute call will be deducted from your AdvanceConnect account immediately after disconnecting, so you always know your balance and are in control of your spending.

To sign up for AdvanceConnect, sign in to your Securus Online account and navigate to the "My Account" page. Locate the "AdvanceConnect" tile and click "Sign Up."

ADVANCE CONNECT   SIGN UP

AdvanceConnect™ is a prepaid calling account that puts you in control, allowing you to manage how much you spend on calling.

You will be directed to an AdvanceConnect overview. Review the information and click "Next" at the bottom of the page.

Now, identify the facility your loved one is housed in. By selecting "California" in the drop-down box, a list of all Securus-served facilities will be populated. Select the radio button alongside the facility name and click "Submit."

Facility Selection

Please select the state of the Correctional Facility where the Contact is housed.

State

If you are unable to locate the facility, please review Facilities We Serve.

FACILITY ID	FACILITY NAME	CITY	ADDRESS
○			
○			
○			
○			
○			
○			
○			
○			
●			
○			

« Previous 1 2 … 10 **11** … 24 25 Next »

BACK SUBMIT

You will receive a confirmation message on-screen and via email, and you can now proceed with funding your new account.

Thank You For Enrolling!

Thank you for adding ADVANCECONNECT to your Securus Online Account. A confirmation email has been sent to the email address used during enrollment.

Be ready to receive calls by clicking here to add funds now.

Available on the App Store   Get it on Google play

FINISH

Funding Your Account

On the "My Account" page, locate the "AdvanceConnect" tile and click "Add Funds." You will be directed to a secure page to enter your credit or debit card information and the amount you would like to deposit. After submitting your payment, you will receive a confirmation on-screen and via email with a transaction number for your records.

ADVANCE CONNECT   Add Funds

Phone Number:		Account Status:	Manage Account
Account Number:			
Available Funds:			

Billing Address

First Name

Last Name

Country
USA

Address

Address Line 2

City

State / Province / Region   Zip

Payment Details

Card Type

Card Number

Month   Year   CVV

☑ Save Credit Card

Deposit Amount

Amount to Deposit:

$ 100.00

(Minimum $2.00 Maximum $100.00)

Transaction Fees:	$0.00
Total Charges:	$100.00

Cancel   SUBMIT

Additional Funding Methods
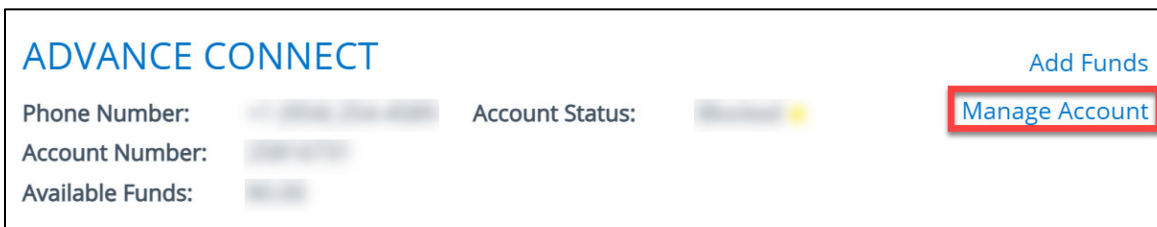
You can also add money to your AdvanceConnect account using any of the following methods:

- Call us at 866-949-0290 to add funds through our automated system using a Visa or Mastercard credit, debit, or prepaid card
- Set up automatic bill pay through your personal online banking account
- Mail a personal check, money order, or cashier's check to:

  Securus Technologies
  P.O. Box 650757
  Dallas, TX 75265-0757

  When mailing a check or money order, enter your AdvanceConnect account number on the "memo" line to ensure proper allocation.

Managing Your Account

To update your credit or debit card information, set up account notifications, block/unblock calls, or view account transactions, navigate to the "My Account" page, locate the "AdvanceConnect" tile, and click "Manage Account."

From there, you will find several menu options to explore, including:

- Authorized Phone Numbers
- Account Statement
- Enroll in AutoPay / TextPay
- Call Details
- Transaction Details
- Block / Unblock Calls
- Close Account
- Credit Card Information

Authorized Phone Numbers

You must assign at least one phone number to your account and the system will default to the one you entered during account creation.

If you want to have multiple phone numbers affiliated with your account, such as your home, cell, and work numbers, a relative's phone, etc., click "+Add Authorized Number." To **remove an authorized phone number**, click the "trashcan" icon alongside the number.

Account Statement

Review account usage, charges, replenishments made, etc.

Enroll in AutoPay/TextPay

For added convenience and to ensure you maintain funds in your account, you can opt in for AutoPay or TextPay, if desired. The system default is "Opt-out," so **you must actively select and then set up either option**, as shown at right and described below.

- **AutoPay** automatically funds your AdvanceConnect account with a preset amount of your choice whenever your account falls to a balance of $5.00. Notifications can be sent by text, email, or both.

- **TextPay** will send you a text message when your account falls to a balance of $5.00. You **simply reply to the text to immediately fund your account with your preset amount**. If you do not reply to the text, no funding will take place.

Call Details

From the drop-down menu, select **Call Summary** to review an index of calls received including the date, time, facility the call was placed from, call duration, amount billed, and total cost. From the drop-down menu, select **Last Call Attempt** to see if you have missed any calls.

Transaction Details

Provides another overview of charges and replenishments with transaction reference numbers.

Block/Unblock Calls

You can block or unblock calls from **ALL** Securus-served facilities or a **SINGLE** facility at any time.

To add a block, select "+Add a Block," select the phone number from your account that you would like to associate the block with, select All Facilities or Specific Facility, select the State and Facility name from the drop-down lists, and click "Add." The block will register on that page immediately.

To unblock calls in the future, navigate to the same Block/Unblock page, locate the facility listing and click "Unblock."

Close Account

To close your Securus AdvanceConnect account, navigate to the "Close Account" page, review your billing and balance information to ensure accuracy, and click "Close Account."

The Close Account page details how refunds are processed for the various payment methods and the estimated turnaround time. It is important to understand that **once your account is closed, future call attempts to your phone number will be blocked by default**.

Credit Card Information

This page displays the credit card information you used to open your account **if you selected the checkbox to save the card information when you signed up**. To update your payment information, simply complete the fields requested.

> *PRO TIP:* It is especially important to keep your credit card information up to date if you are enrolled in AutoPay or TextPay.

RECEIVING PHONE CALLS

Per California regulations, **phone calls between you and your incarcerated loved one at a CDCR facility are offered free of charge, so you do not need an AdvanceConnect account to accept** phone calls **from a CDCR facility.** Calls are outbound only, meaning your loved one can call you within their facility's approved calling hours, but you cannot initiate a call to them.

Calls are recorded and preserved and may be monitored and disclosed as required by law. CDCR facilitates attorney calls outside of the Securus phone system. **If you are an attorney, do not use Securus' phone system to communicate with your incarcerated client.** Contact CDCR for more information on how attorney calls are connected.

Accepting a Call

When your loved one calls, your phone will ring just as it would for any other incoming call. When you answer, our intuitive voice system will state that you are receiving a call from an incarcerated person at a CDCR facility and will supply their name. The recording will advise you of any Agency conditions related to your conversation and how to accept them before the call begins. **You must accept the conditions as instructed before your call will connect.** When your conversation ends, simply hang up to disconnect the call.

Blocking / Refusing Calls

In the preceding section, we explained how to block and unblock calls from any facility we serve using your Securus Online account management tools. You can also refuse a call at the time it is received. Similar to the instruction provided above for accepting a call, **our voice prompts will advise you which number to press to refuse the call**.

There is also an option to **permanently block future calls** from that facility by pressing a single number on your phone's dial pad. This will prevent future calls from coming in to that phone number. It does not block calls from coming in on other phone numbers associated with your account. **The "permanent block" can be removed using the "Block/Unblock Calls" menu item** outlined on Page 19 above.

As a third alternative, **if you do not have an AdvanceConnect account**, you can reach out to Securus directly at 866-949-0290 and speak to an agent or use automated prompts to have telephone calls blocked from a single facility or ALL facilities. Unblocking calls without an AdvanceConnect account must been done by calling our team.
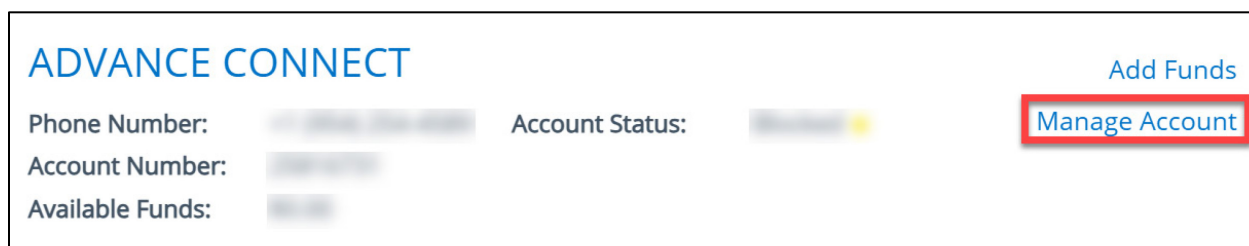
VIDEO CALLING

As previously mentioned, participation in video calls REQUIRES use of the Securus mobile app. You can use Securus Online to sign up for, and manage, your account but cannot accept video calls from your loved one from within the web experience. **Please see Page 42 of this document to read about participating in video calls through the mobile app**.

Video calls are recorded and preserved and may be monitored and disclosed as required by law. CDCR facilitates attorney calls outside of the Securus system. **If you are an attorney, do not use Securus' video system to communicate with your incarcerated client.** Contact CDCR for more information on how attorney calls are connected.

As Video Connect uses AdvanceConnect funding, **management of your account** including contacts, device authorizations, notifications, and saved credit or debit cards **will be performed within the AdvanceConnect section** of Securus Online.

Sign in to Securus Online, navigate to the "My Account" page, locate the "AdvanceConnect" tile, and click "Manage Account."

ADVANCE CONNECT   Add Funds

Phone Number: Account Status: Manage Account

Account Number:

Available Funds:

If you have not already added your identification images, you will be prompted to do so when adding a contact to your AdvanceConnect account for video calling. Please review the information on Pages 6-7 for details on this step.

> *PRO TIP:* It is especially important to keep your credit card information up to date if you enrolled in AutoPay or TextPay. You must also remember that **video calls will not ring through on your device if your account does not contain funds.**

ELECTRONIC MESSAGING

Securus offers a variety of options for communicating with your loved one electronically. Our **eMessaging**™ product closely resembles traditional email. eMessages can be sent <u>and</u> received within your Securus Online portal. You cannot communicate with your loved one using commercial messaging products available on Apple or Android devices.

All messages are recorded and preserved and may be monitored and disclosed as required by law. **If you are an attorney, do not use Securus' written messaging system to communicate with your incarcerated client**.

eMessaging Overview

As mentioned above, Securus eMessaging allows you to communicate with your loved one using email-like messaging. Securus eMessages are **paid for by purchasing a package of "stamps."** Stamps are separate from your AdvanceConnect funds.

[Click to review current stamp prices at CDCR facilities.](#)

With eMessaging, **YOU** can:

- Send a written message
- Attach up to five photos taken live or uploaded from your device's photo gallery
- Share up to five eCards from our exclusive catalog of options, including:
  - Holidays
  - Birthdays
  - Mother's Day / Father's Day
  - Motivational
  - Memes
  - Health and Fitness
  - And more...

With eMessaging, **your LOVED ONE** can:

- Purchase their own stamps using their Securus Debit account
- Send a written message and/or an eCard from the same catalog of options

Registering for eMessaging

Sign in to Securus Online and navigate to the "My Account" page. Locate the "eMessaging" tile and click "Sign Up." After a brief product overview, you will be presented with Terms and Conditions. Review them carefully and then choose whether to accept them.

eMESSAGING™

Check Availability

Send and receive eMessages with an incarcerated individual. Share a picture and show you care.

SIGN UP

If you accept the Terms and Conditions, you will be directed to a contact search engine where you will add your loved one as an eMessaging contact. You can search by name or by their CDCR ID number. Complete the fields displayed, click "Search," and "Add Contact" alongside their name when it appears. *If your loved one's name does not appear in a search, their facility may not have enabled the feature yet.*

CONTACTS	
Compose	
Contacts	Search by: ● Name ○ ID
Inbox	First Name / Last Name
Sent	
Draft	State / Agency
Total Stamps 0	BACK SEARCH
Credit Card Information	NAME ID SITE ACTION
	ADD CONTACT

If you have not already added your identification images, you will be prompted to do so now. Please review the information on Pages 6-7 for details on this step.

PRO TIP: CDCR prohibits certain content from being transmitted in eMessages and will reject messages deemed inappropriate. You should familiarize yourself with the content that is and is not allowed before you use eMessaging.

If a message, photo, or VideoGram you sent is rejected, or a reply from your loved one is rejected, you will receive a notification in your eMessaging inbox stating the reason for the rejection. **Stamps are <u>not</u> refunded if messages or attachments are rejected.**

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Purchasing Stamps

To purchase your stamp package, sign in to your Securus Online account, navigate to the "My Account" page, and locate the "eMessaging" tile. Click "Purchase Stamps," select your package level, complete the billing and payment details, and click "Next." Review your purchase and confirm the transaction by clicking "Submit."

eMESSAGING™   Purchase Stamps

                                                                    LAUNCH

eMessages: 0 unread

Total Stamps: 0 stamps

PAYMENT INFORMATION

Select Contact

Choose your Stamps
○ 1 Stamp Package (   )
○ 5 Stamps Package (   )
○ 10 Stamps (   )
● 40 Stamps (   )

Billing Address   Payment Details   VISA

Country   Payment Type
USA

First Name   Credit Card Number

Last Name   Month   Year   CVV # ⓘ

Address   ☑ Save Credit Card

Address Line 2

City   State / Province / Region

Zip

STAMPS   CANCEL NEXT

Purchase Transfer History Total Stamps(0)

PAYMENT SUMMARY
(40) Stamps -
Taxes & Regulatory Charges :
Transaction Fees:

Total Charges:

                                            BACK SUBMIT

If you elected to save your credit card for future use, after clicking "Submit," you will be directed to a payment agreement to review and accept.

Note: The stamp packages shown at left are for illustration purposes and are not representative of the packages offered at CDCR facilities.

Click to review current stamp prices at CDCR facilities.

![SECURUS Technologies® an aventiv company]

Sending and Receiving eMessages

Now that you have signed up and purchased a stamp package, you are ready to start writing! To send (or read) an eMessage, sign in to your Securus Online account and navigate to the "My Account" page. Locate the "eMessaging" tile, click "Launch," and you will be directed to your eMessaging Inbox.

> *PRO TIP:* Your <u>total</u> available stamps will be displayed on both the "My Account" page as well as on the left-side navigation menu for at-a-glance tracking. See images above and below as an illustration. Please note, since stamps are assigned to a single contact at the time of purchase, you may have separate packages of stamps being tracked. **The number shown as "Total Stamps" on the indexes includes ALL stamps combined.**

Like traditional email products, the Securus eMessaging portal segments your messages with easy one-click navigation from the left-side menu:

- Compose
- Inbox
- Sent
- Drafts

The menu also helps you manage your contacts, stamps, and payment method.

When composing a message, the system will only allow you to continue if you have stamps in your account. When stamps are available for use, you will be directed to the "Compose" screen (shown below). If you do not have stamps, you will see a pop-up message directing you to purchase a new package (shown above-right).
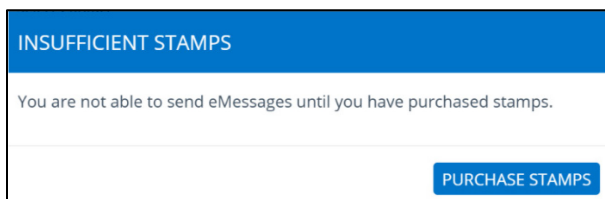
To compose a message, select your loved one in the "Contact" field, type your message, attach a photo or eCard, if desired (details below), and click "Send."

PRO TIP: Securus eMessaging allows you to include up to five attachments, including photos you have saved in your device's gallery or an eCard from our exclusive collection. Click on "Attachments" in the message window and select "Photo" or "E-Card."

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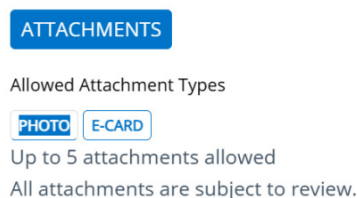
After composing your message and clicking "Send," you will see a pop-up message asking you to confirm that you are ready to send.

STAMP USAGE ✕

You are using 1 of 5 stamps for ████████. By sending this message, you agree to the eMessaging™ terms and conditions.

NOTE: Messages will be reviewed by facility personnel.

CANCEL | CONFIRM
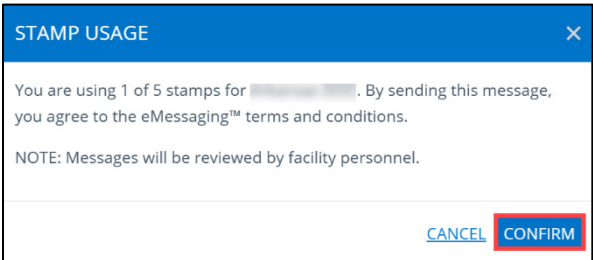
Sent messages will be retained in your account and you can view them at any time by navigating to the "Sent" page using the left-side menu. To delete a sent message, click the "trashcan" icon alongside the message. *Please note, this only removes it from your portal view, not from history or your loved one's inbox.*

SENT			
TO	**SUBJECT**	**DATE**	**ACTION**
████████	Happy Monday!	09:40 AM	🗑

MOBILE EXPERIENCE

SECURUS ONLINE ACCOUNT CREATION

To receive video calls or exchange electronic messages with a loved one at a CDCR facility, you **must first create a Securus Online account**. Since this section focuses on the mobile experience, download the Securus mobile app from your device's app store and tap "Create Account" on the sign in screen.

> *PRO TIP:* The bottom of the Securus Mobile sign in screen has a link to our Terms and Conditions. Be sure to read these carefully and then choose whether to accept them.
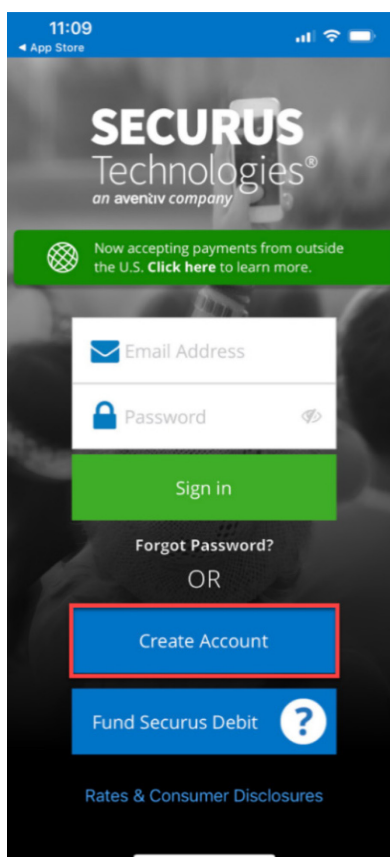
From here, the system will guide you through the registration process in three easy steps:

1. Email & Password
2. Security Questions
3. Account Information

Note: The screenshots shown throughout this section may <u>appear</u> slightly different on your device. The <u>steps</u> taken will be the same across both Android and iOS operating systems.

PRO TIP: After account creation, the mobile app <u>may</u> offer the ability to add **face or touch ID sign-in**, depending on your device and app version. Enabling that, or not, is entirely up to you. However, **we DO recommend enabling biometric sign-in as that will make it easier to accept on-demand video calls from your loved one**.

Face ID
Would you like to enable Face ID?

Yes

No

Dont ask again

ACCOUNT FUNDING AND MANAGEMENT

Now that your Securus Online account ("Securus Mobile") has been created, you'll need to add prepaid funds to begin receiving video calls. You can process your initial deposit immediately or come back at any time to complete that step.

> *PRO TIP:* It is important that you keep money in your account to ensure uninterrupted access when your loved one tries to initiate a video call with you on demand. **We recommend signing up for AutoPay and/or TextPay** to stay up to date on your account balance and to quickly send a payment when needed. **This will be explained in detail below**.

Signing Up for AdvanceConnect

AdvanceConnect is Securus' prepaid communications account – you will use these funds for video calling.

To sign up for AdvanceConnect, sign in to your Securus Mobile account, locate the "AdvanceConnect" tile on the landing screen, and tap "Sign Up." Select the State and Facility from the drop-down lists and tap "Close" on the enrollment confirmation screen.
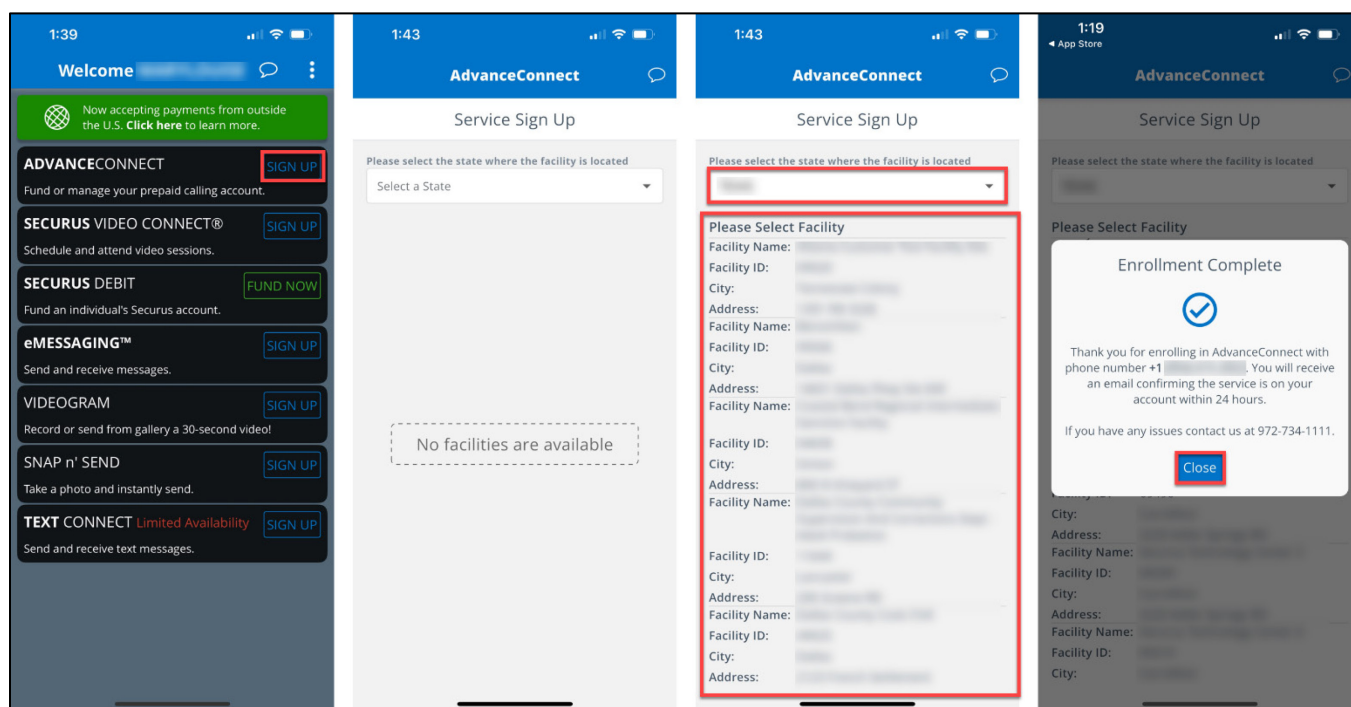
After completing the enrollment steps outlined above, your Securus Mobile main menu will now read "Launch" in the AdvanceConnect tile.

When you launch AdvanceConnect going forward, you will land on your personalized overview page showing your account number, balance, phone number, and your account status.

On your first visit to the AdvanceConnect overview screen, you must respond to **three system authorization questions** directly related to video calling capability.

To begin, tap "Allow Video Calls" and then confirm your approval in the pop-up notification.

You will then be asked to authorize access to your device's camera and microphone.

If you do not authorize these actions now, you will need to do so from your device settings at a later time. **Without authorizing access, you will not be able to participate in video calls.**
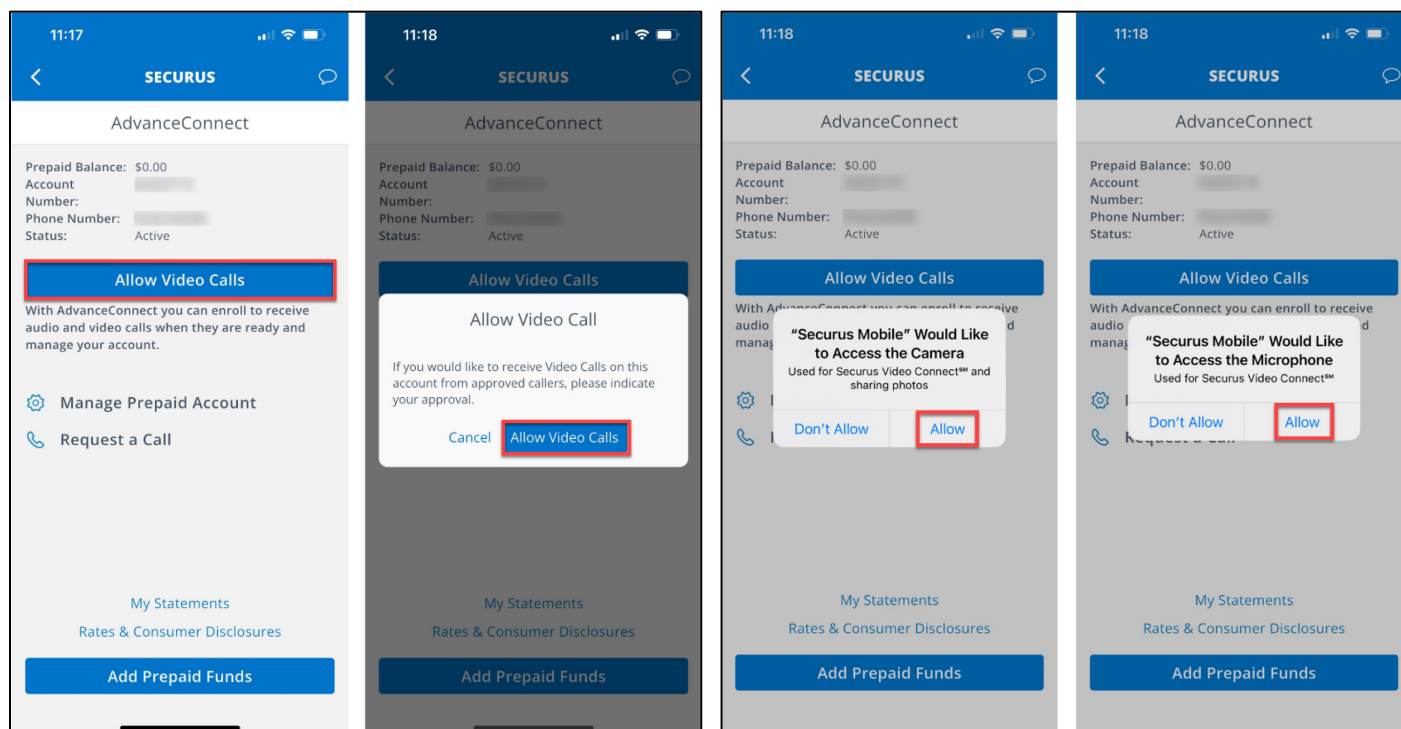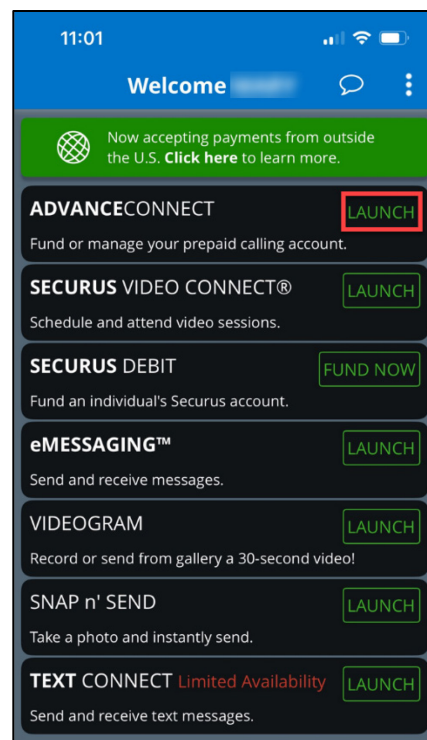
You can now proceed with funding your account. Tap "Add Prepaid Funds" at the bottom of the screen to begin.

> PRO TIP: To make future funding activities quick and convenient, the "Add Prepaid Funds" action button will always appear on the main AdvanceConnect screen.
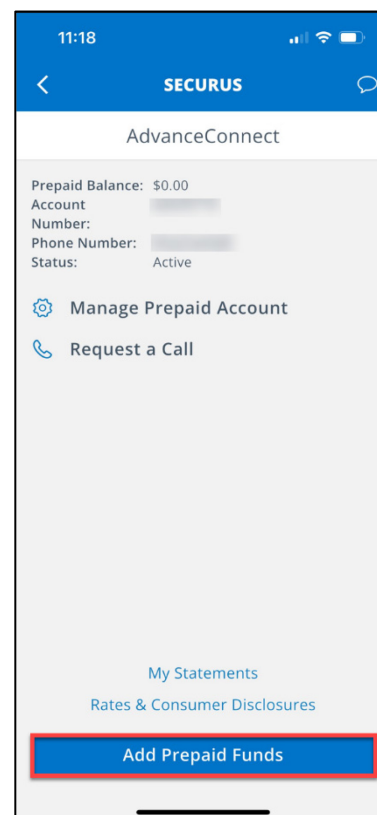
Funding Your Account

After tapping "Add Prepaid Funds," enter your billing address and tap "Next." Enter your credit or debit card information and tap "Next." Enter the amount you would like to deposit and tap "Fund Now."

You will be asked to confirm your funding by tapping "Submit" on the confirmation screen and will then see a "Success" message. Tap "Close."
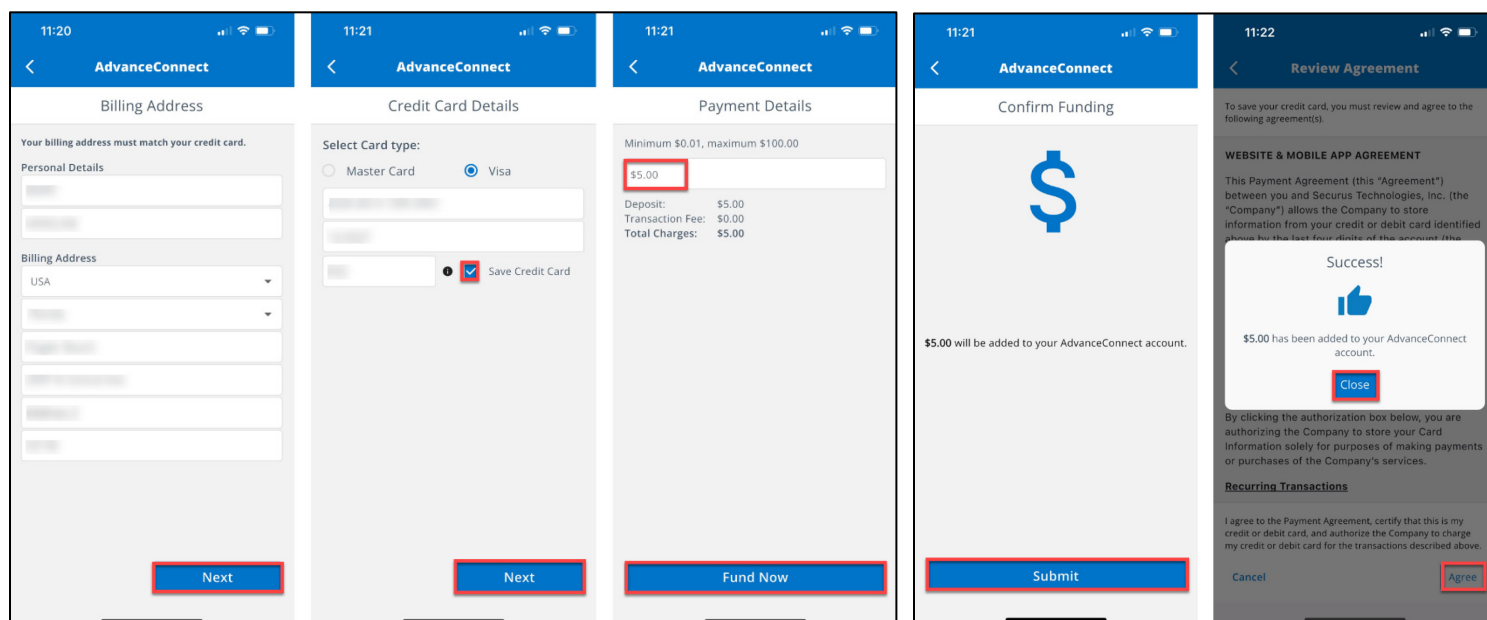
If you elected to save your credit or debit card information during the funding steps, you will be asked to review a payment agreement. This is illustrated in the background of the

"Success" screen shown above. After reviewing the information, tap "Agree" and your credit or debit card information will be saved for future AdvanceConnect replenishments.

Additional Funding Methods

You can also add money to your AdvanceConnect account using any of the following methods:

- Call us at 866-949-0290 to add funds through our automated system using a Visa or Mastercard credit, debit, or prepaid card
- Set up automatic bill pay through your personal online banking account
- Mail a personal check, money order, or cashier's check to:

  Securus Technologies
  P.O. Box 650757
  Dallas, TX 75265-0757

  When mailing a check or money order, enter your AdvanceConnect account number on the "memo" line to ensure proper allocation.

Managing Your Account

To update your credit or debit card information, set up account notifications, block/unblock calls, or view account transactions, from the main "AdvanceConnect" screen, tap "Manage Prepaid Account" and you will be directed to an index of options.

Block/Unblock Calls

You can block or unblock calls from **ALL** Securus-served facilities or a **SINGLE** facility at any time.

To add a block, tap "Add Block" and choose either "All Facilities" or
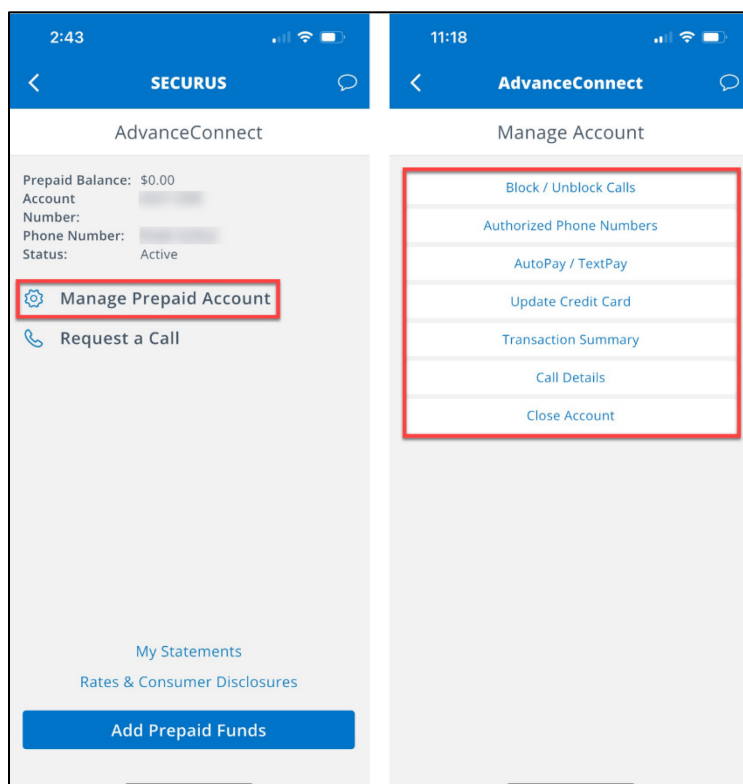
"Select Facility." If you are only adding one facility, select the State and choose from the Securus-served facilities. Tap on the desired facility, and "Confirm" your selection. The block will register on the "Block/Unblock Calls" screen immediately.
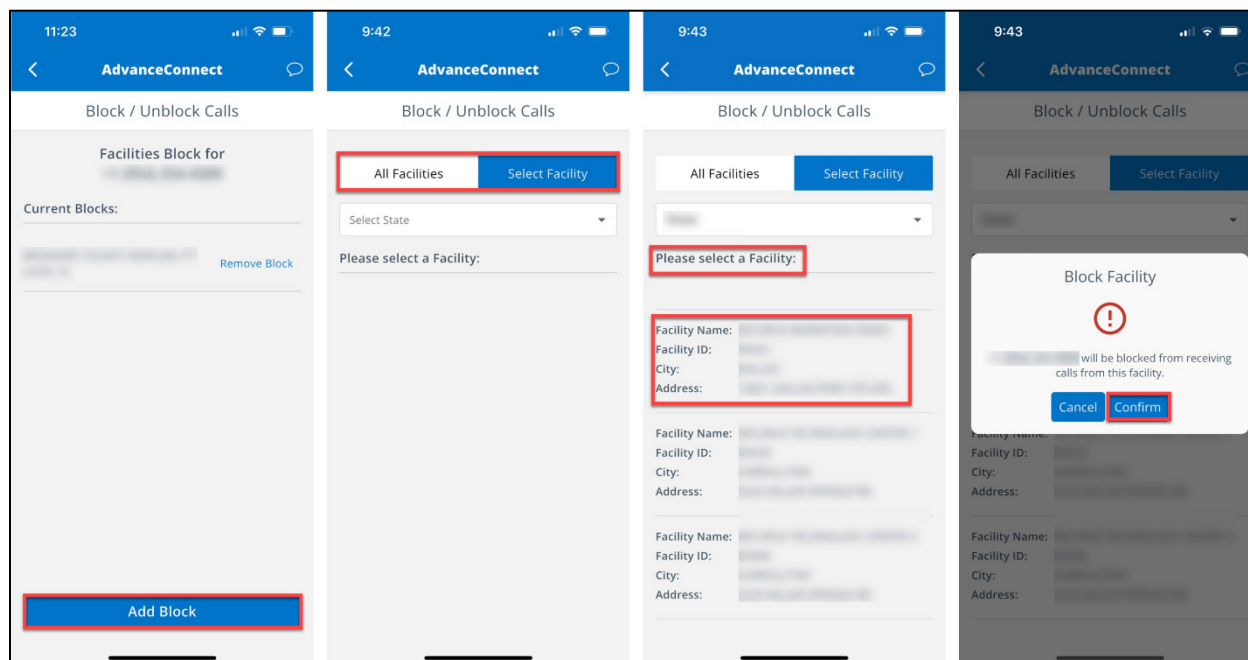
To unblock calls in the future, navigate to the same Block/Unblock Calls screen, locate the facility listing, tap "Remove Block" and confirm your selection by tapping "Unblock" on the pop-up message.

Authorized Phone Numbers

You must assign at least one phone number to your account and the system will default to the one you entered during account creation.

If you want to have multiple phone numbers affiliated with your account, for example, your home, cell, and work numbers, a relative's

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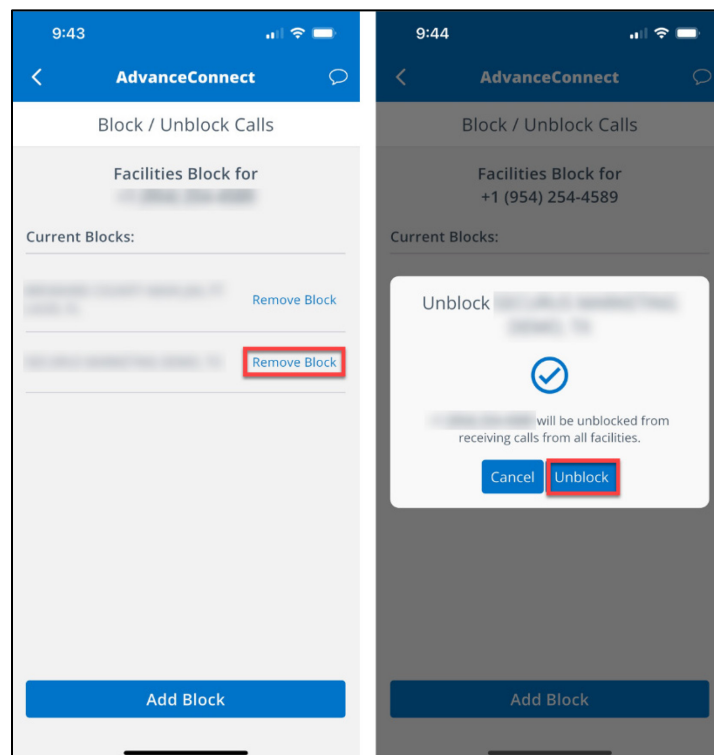
phone, etc., enter the desired number, tap the "+" sign, and then "Finish."

To **remove a phone number**, tap the "trashcan" icon alongside the number, confirm the action by tapping "Remove," and then "Finish."
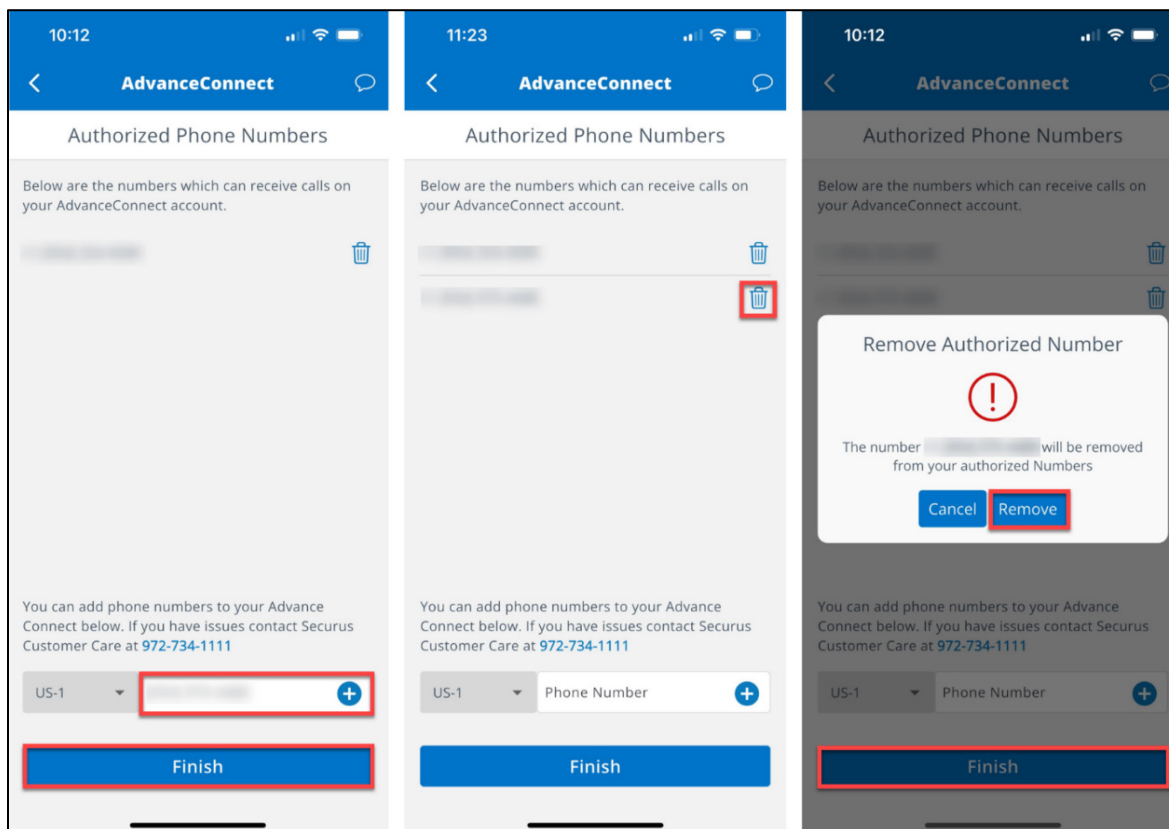
AutoPay/TextPay

For added convenience and to ensure you maintain funds in your account, you can opt in for AutoPay or TextPay, if desired. The system default is "Opt-out," so **you must actively select and then set up either option**, as shown and described below.

AutoPay automatically funds your AdvanceConnect account with a preset amount of your choice whenever your account falls to a balance of $5.00. Notifications can be sent by text, email, or both.

Tap the "AutoPay" button. Enter the amount you would like to automatically fund, elect your method of notification, enter your contact info, and tap "Next." Enter your billing and credit or debit card details (not illustrated in the steps shown below) and tap "Submit" on the confirmation screen. For the system to retain your credit or debit card information, you

must accept the Payment Agreement. Upon doing so, you will receive both on-screen and text messages. Tap "Ok" on-screen.

To cancel AutoPay, tap "Unsubscribe." You will receive confirmations of that action as well.
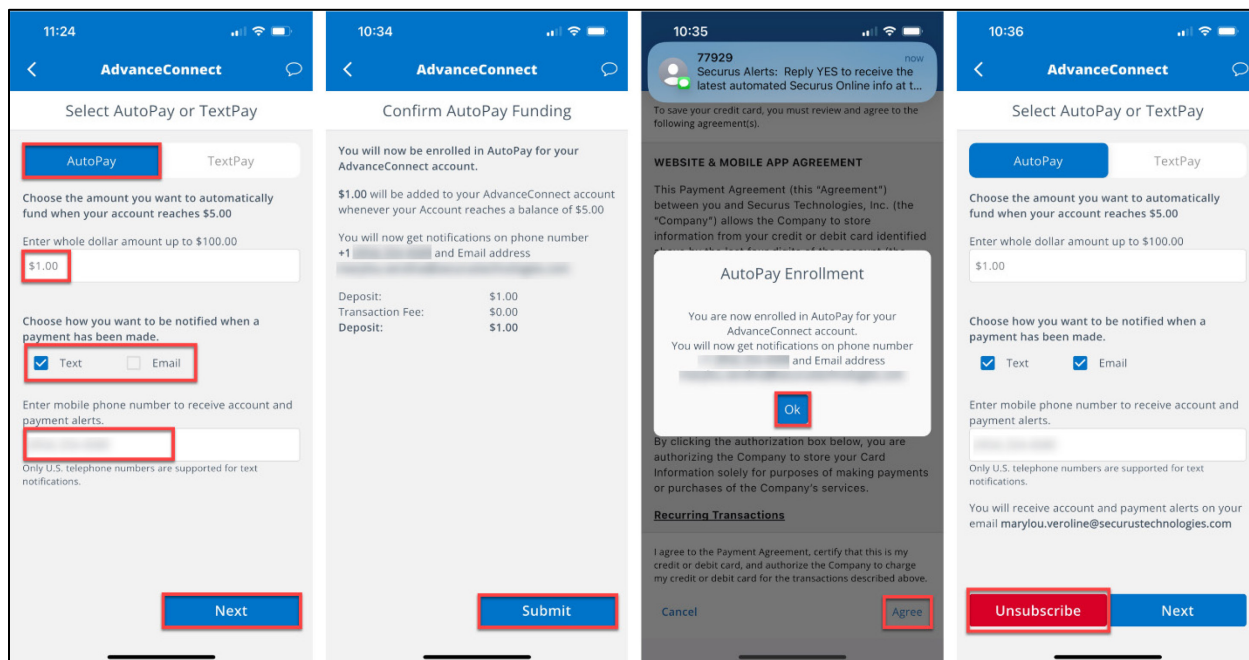
TextPay will send you a text message when your account falls to a balance of $5.00. You simply reply to the text to immediately fund your account with your preset amount. **If you do not reply to the text, no funding will take place.**

Tap the "TextPay" button. Enter the amount you would like to automatically fund, enter your mobile number, and tap "Next." Confirm your billing and credit or debit card details (not illustrated in the steps shown below) and tap "Submit" on the confirmation screen.

For the system to retain your credit or debit card information, you must accept the Payment Agreement. Upon doing so, you will receive both on-screen and text messages. Tap "Ok" on-screen.

To cancel TextPay, tap "Unsubscribe." You will receive confirmations of that action as well.
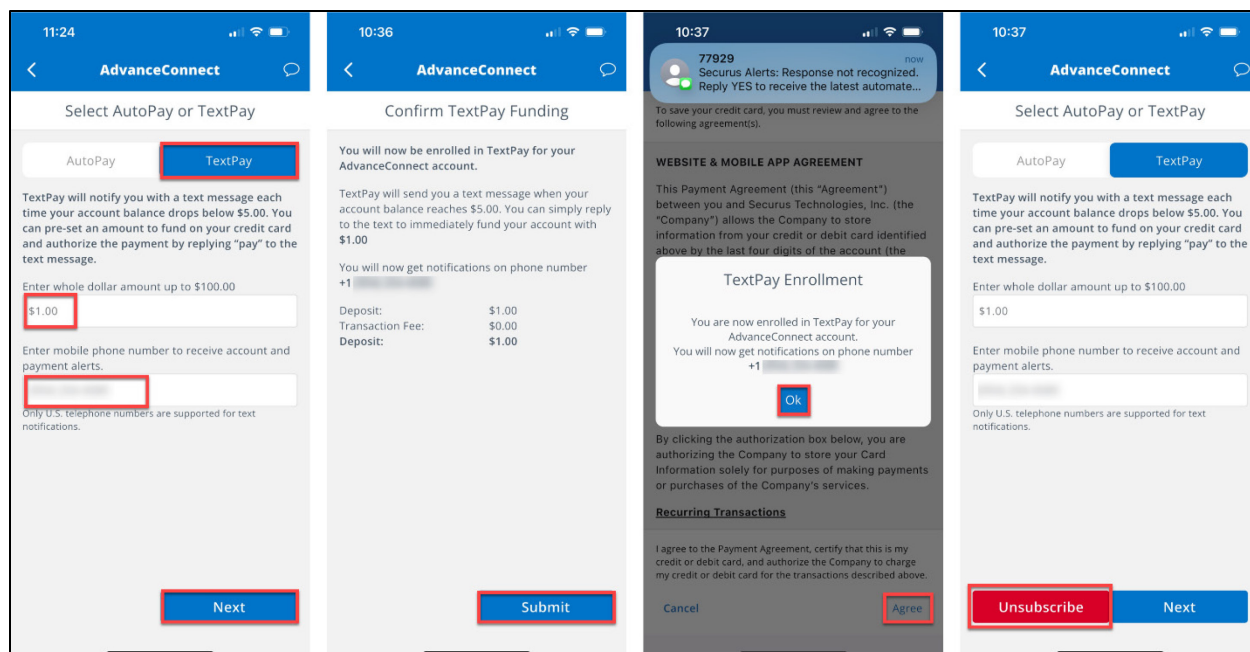
Credit Card Information

This screen displays the credit or debit card information you used to open your account **if you selected the checkbox to save the card information when you signed up**. To update your payment information, simply complete the fields requested.

> *PRO TIP:* It is especially important to keep your credit or debit card information up to date if you are enrolled in AutoPay or TextPay.

Transaction Summary

Provides an overview of charges and replenishments with transaction reference numbers.

Call Details

Tap "Call Summary" to review an index of calls received including the date, time, facility the call was placed from, call duration, amount billed, and total cost. Tap "Call Attempts" to see if you have missed any calls.

Close Account

To close your Securus AdvanceConnect account, navigate to the "Close Account" screen, review your billing and balance information to ensure accuracy, and tap "Close Account."

The Close Account screen details how refunds are processed for the various payment methods and the estimated turnaround time. It is important to understand that **once your account is closed, future call attempts to your phone number will be blocked by default**.

RECEIVING PHONE CALLS

Per California regulations, **phone calls between you and your incarcerated loved one at a CDCR facility are offered free of charge, so you do not need an AdvanceConnect account to accept** phone calls **from a CDCR facility.** Calls are outbound only, meaning your loved one can call you within their facility's approved calling hours, but you cannot initiate a call to them.

Calls are recorded and preserved and may be monitored and disclosed as required by law. CDCR facilitates attorney calls outside of the Securus phone system. **If you are an attorney, do not use Securus' phone system to communicate with your incarcerated client.** Contact CDCR for more information on how attorney calls are connected.

Accepting a Call

When your loved one calls, your phone will ring just as it would for any other incoming call. When you answer, our intuitive voice system will state that you are receiving a call from a CDCR facility. The recording will advise you of any Agency conditions related to your conversation and how to accept them before the call begins. **You must accept the conditions as instructed before your call will connect.** When your conversation ends, simply hang up to disconnect the call.

Blocking / Refusing Calls

In the preceding section, we explained how to block and unblock calls from any facility we serve using your AdvanceConnect account management tools. You can also refuse a call at the time it is received. Similar to the instruction provided above for accepting a call, **our voice prompts will advise you which number to press to refuse the call**.

There is also an option to **permanently block future calls** from that facility by pressing a single number on your phone's dial pad. This will prevent future calls from coming in to that phone number. It does not block calls from coming in on other phone numbers associated with your account. **The "permanent block" can be removed using the "Block/Unblock Calls" menu item** outlined on Pages 35-36 above.

As a third alternative, **if you do not have an AdvanceConnect account**, you can reach out to Securus directly at 866-949-0290 and speak to an agent or use automated prompts to have telephone calls blocked from a single facility or ALL facilities. Unblocking calls without an AdvanceConnect account must been done by calling our team.

VIDEO CALLING

Video Connect is the product your loved one will use to initiate video calls with you. Calls are outbound only, meaning your loved one can call you within their facility's approved calling hours, but you cannot initiate a call to them. As previously mentioned, participation in video calls **REQUIRES** use of the Securus mobile app and Video Connect calls are funded by your AdvanceConnect account.

Video calls are recorded and preserved and may be monitored and disclosed as required by law. **If you are an attorney, do not use Securus' video system to communicate with your incarcerated client.** Contact CDCR for more information on how attorney calls are connected.

Registering for Video Connect

To begin receiving on-demand video calls from your loved one, ensure you have followed the steps outlined earlier for downloading the app, allowing notifications from the app, and setting up your AdvanceConnect account. Because these initial steps are vital for video calling, we will repeat the most important elements again:

Notifications

Some mobile devices require active authorization to receive notifications. I**f you receive a pop-up window** asking you to allow notifications like the example shown at right, please tap "Allow."

If you do not receive a pop-up window, and are using Android 12 or below, please go to your device settings to ensure notifications are enabled for the Securus Mobile application.

Allow Video Calls

You must also actively authorize video calls to ring through on your mobile device. On the main AdvanceConnect screen, tap "Allow Video Calls" and then confirm your approval in
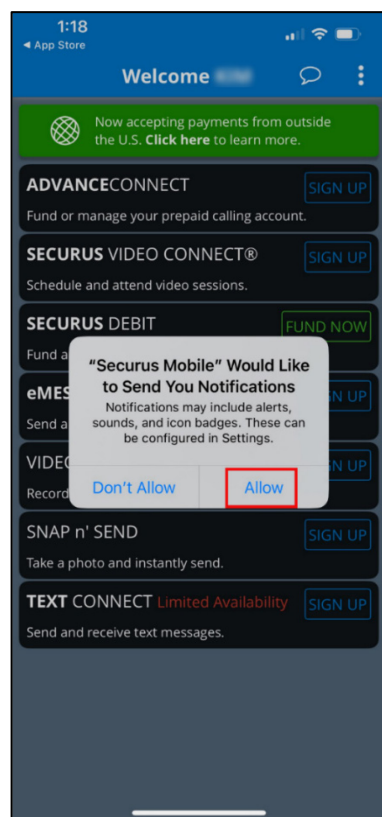
the pop-up notification. You will then be asked to authorize access to your device's camera and microphone.

If you do not authorize these actions now, you will need to do so from your device settings at a later time. Without authorizing access, you will not be able to participate in video calls.
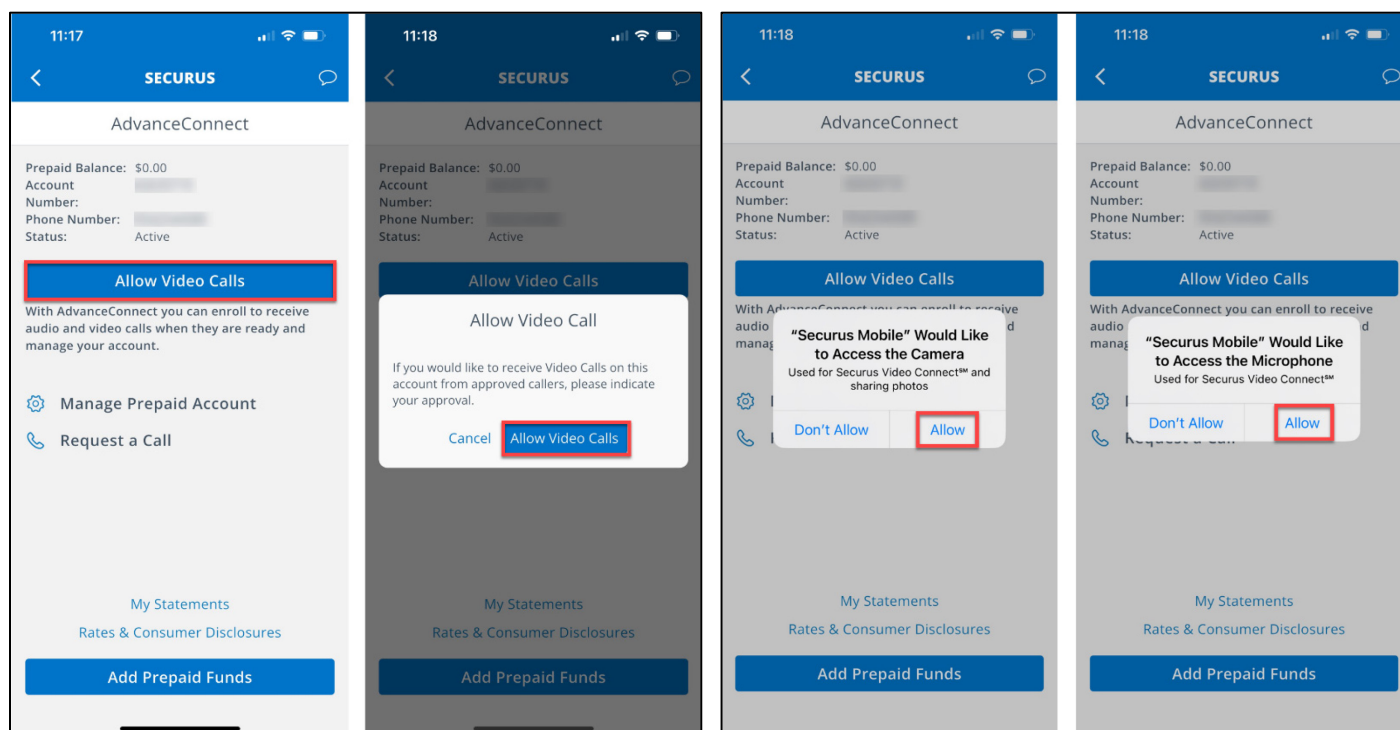
Once those steps have been completed **and you have funded your AdvanceConnect account**, you are ready to accept video calls on your mobile device.

Adding a Contact

As video calls are initiated by your loved one, you must add them as a contact before they can call you. Sign in to the Securus Mobile App and locate the "Video Connect" tile on the landing screen. Tap "Sign Up."

Enter your loved one's name or CDCR ID number in the search engine and tap "Find Contact." Select your loved one in the search results and tap "Add Contact."

[see related screenshots on the following page]
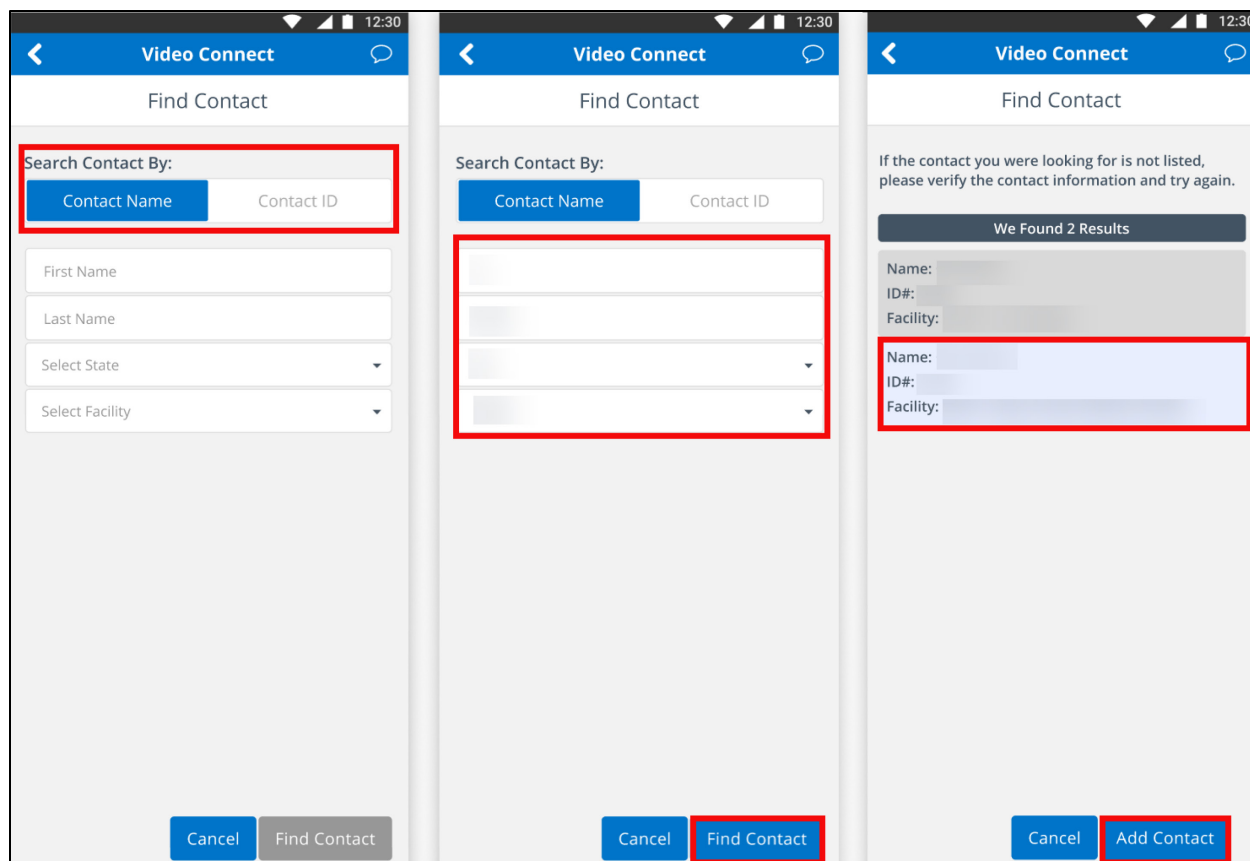
If you have not already uploaded identification and profile photos to your Securus Online account, you will be asked to do that now.

Remember, you can take **live photos** by tapping "Capture" or use **existing photos** in your device's gallery by tapping "Select."

When you have successfully added your images, tap "Agree & Add Contact" on the confirmation screen.

Receiving Video Calls

Now that you have registered for Video Connect, it is important to understand the differences in how you receive and participate in video calls versus phone calls.

Unlike phone calls which ring on your mobile device as any other incoming call would, **you will participate in video calls using the mobile application.** Commercial platforms such as FaceTime, WhatsApp, etc. are <u>not</u> authorized for video calls.

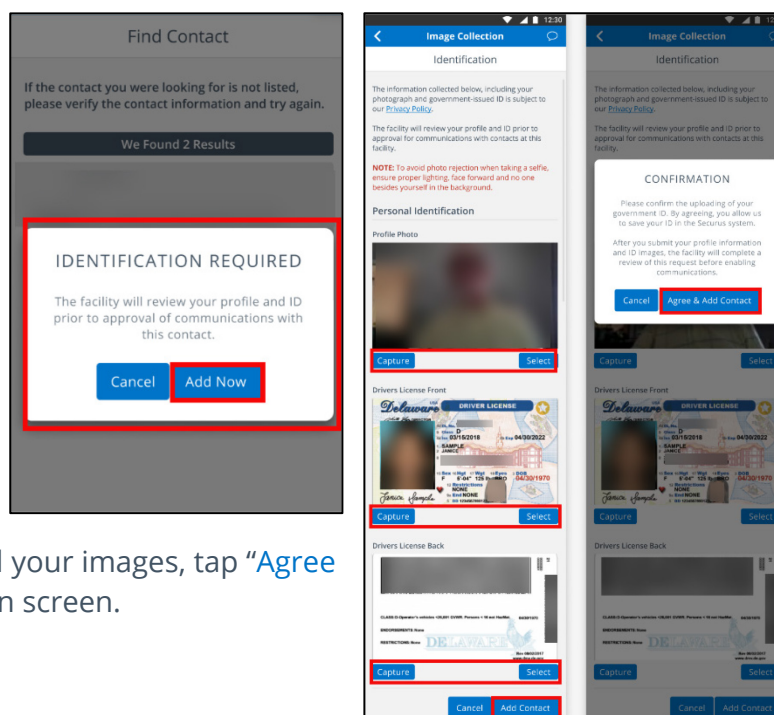When a video call comes in, your device will ring or vibrate and a notification will appear on your screen as shown below. Depending on your device type, tap the blue "checkmark" or "Answer" **to "wake" the Securus mobile app**, **ONLY if you wish to take the call** (more on that below).

On the resulting Video Connect in-app screen, you will see the **name of the person calling, the facility they are calling from, details related to your AdvanceConnect balance, any call duration limits imposed by the facility, and the per-minute cost** of the call.

Tap "Accept" or "Decline." If you accept, you will then be connected to your loved one.
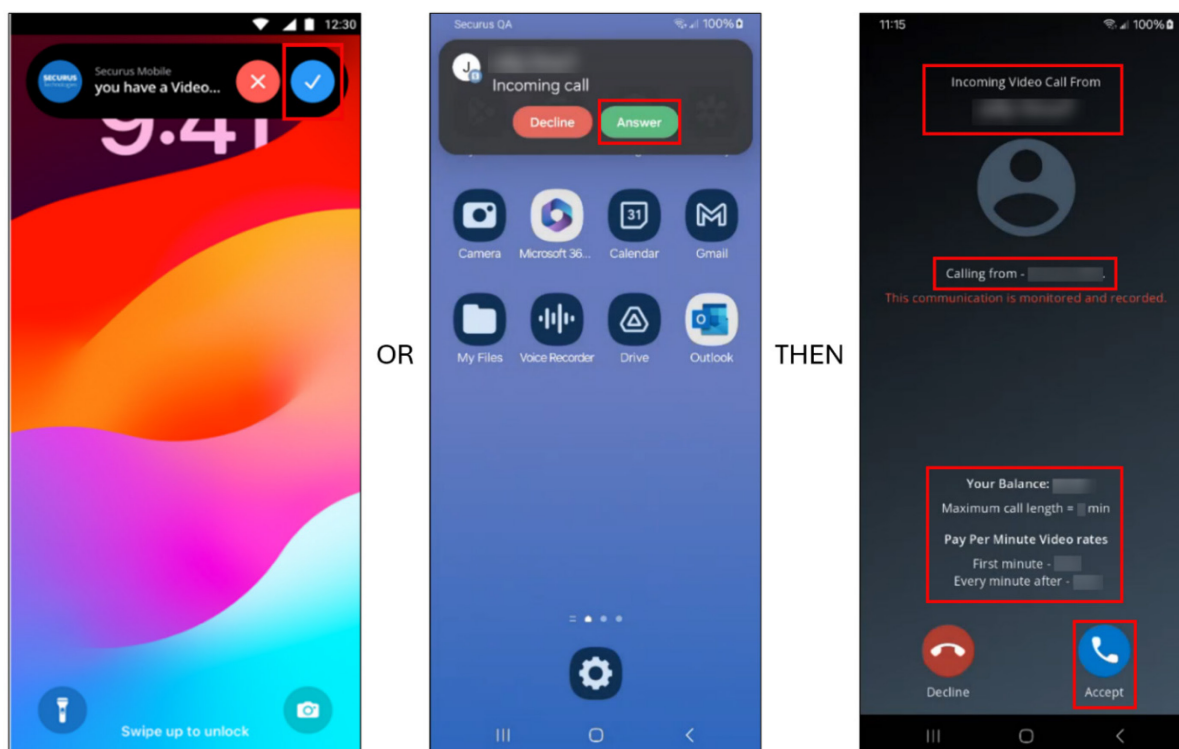
When you have finished speaking, simply hang up to end the call.

> *PRO TIP:* If your conversation is approaching the maximum call length, you will see the **call timer numbers on-screen turn red** one minute before you reach the time limit, allowing you to finish your goodbyes. If you are still talking when the max time limit is reached, the call will disconnect automatically.

**The speed in which you can accept a video call from your loved one is greatly enhanced when using biometric sign as you avoid the requirement to manually sign in to Securus Mobile**. With that in mind, we repeat the following tip:

After Securus Mobile account creation, the app may offer the ability to add face or touch ID sign-in, depending on your device and app version. Enabling that, or not, is entirely up to you. However, we DO recommend enabling biometric sign-in as that will make it easier to accept on-demand video calls from your loved one.

Face ID
Would you like to enable Face ID?

Yes

No

Dont ask again
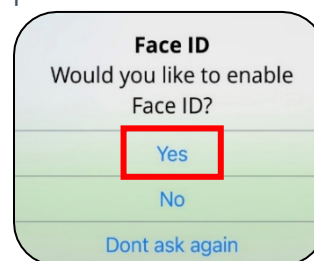
If you are unable (or do not wish) to take an incoming video call, at EITHER of the "acceptance" steps illustrated on the preceding page, tap the red "X" or "Decline" and your loved one will receive a notification on their tablet that their called party did not answer – they will not specifically be told that you declined. As the video call was not connected, your loved one will not be able to leave a message and there will be no charge for that attempt. If you accept the call instead of declining, you will be charged for the duration of time the call is connected.

Managing Your Video Connect Account

As Video Connect uses AdvanceConnect funding, **management of your account** including contacts, device authorizations, notifications, and saved credit or debit cards **will be performed within the AdvanceConnect section** of Securus Mobile.

SECURUS

AdvanceConnect

Prepaid Balance: $11.00
Account Number:
Phone Number:
Status: Active

Find Contact

To use Video Connect, select Find Contact and add your incarcerated loved one. **NOTE:** Depending on facility policy, you may be required to upload images of your government-issued ID.

⚙ Manage Prepaid Account

📞 Request a Call

👥 Video Connect Contacts

My Statements
Rates & Consumer Disclosures

Add Prepaid Funds

> *PRO TIP:* It is especially important to keep your credit or debit card information up to date if you enrolled in AutoPay or TextPay. You must also remember that **video calls will not ring through on your device if your account does not contain funds**.
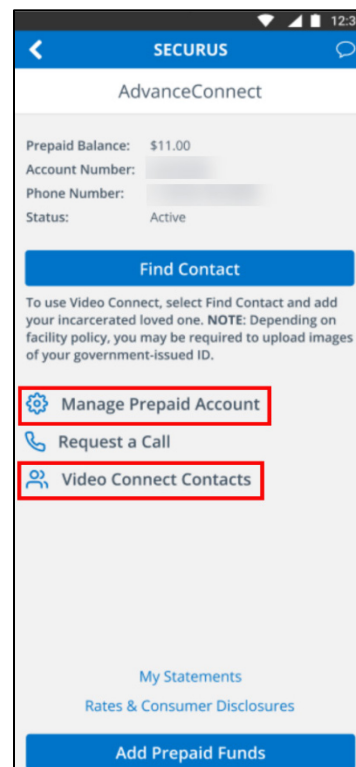
ELECTRONIC MESSAGING

Securus offers a variety of options for communicating with your loved one electronically. Our **eMessaging**™ product closely aligns with traditional email. eMessages are sent <u>and</u> received within the Securus Mobile app. You cannot communicate with your loved one using commercial messaging products available on Apple or Android devices.

All messages are recorded and preserved and may be monitored and disclosed as required by law. **If you are an attorney, do not use Securus' written messaging system to communicate with your incarcerated client**.

eMessaging Overview

With eMessaging, **YOU** can:

- Send a written message
- Attach up to five photos from your device's photo gallery
- Share up to five eCards from our exclusive catalog of options, including:
  - Holidays
  - Birthdays
  - Motivational, and many more…
- Send a photo on its own with our Snap n' Send option
- Send a 30-second VideoGram that you record live or have saved

With eMessaging, **your LOVED ONE** can:

- Purchase their own stamps from their Securus Debit account
- Attach an eCard from the same catalog you have access to

> *PRO TIPS:* CDCR prohibits certain content from being transmitted in eMessages and will reject messages deemed inappropriate. You should familiarize yourself with the content that is and is not allowed before you use eMessaging.
>
> If a message, photo, or VideoGram you sent is rejected, or a reply from your loved one is rejected, you will receive a notification in your eMessaging inbox stating the reason for the rejection. **Stamps are <u>not</u> refunded if messages or attachments are rejected.**

Signing Up for eMessaging

From the main Securus Mobile menu screen, locate the "eMessaging" tile, and tap "Sign Up."

Review the brief eMessaging overview and tap "Next." You will be presented with Terms and Conditions. Be sure to read these carefully and then choose whether to accept them.

You are now ready to add your loved one as an eMessaging contact. You can search by name or CDCR ID number, select the State and Facility name, and then tap "Find Contact."
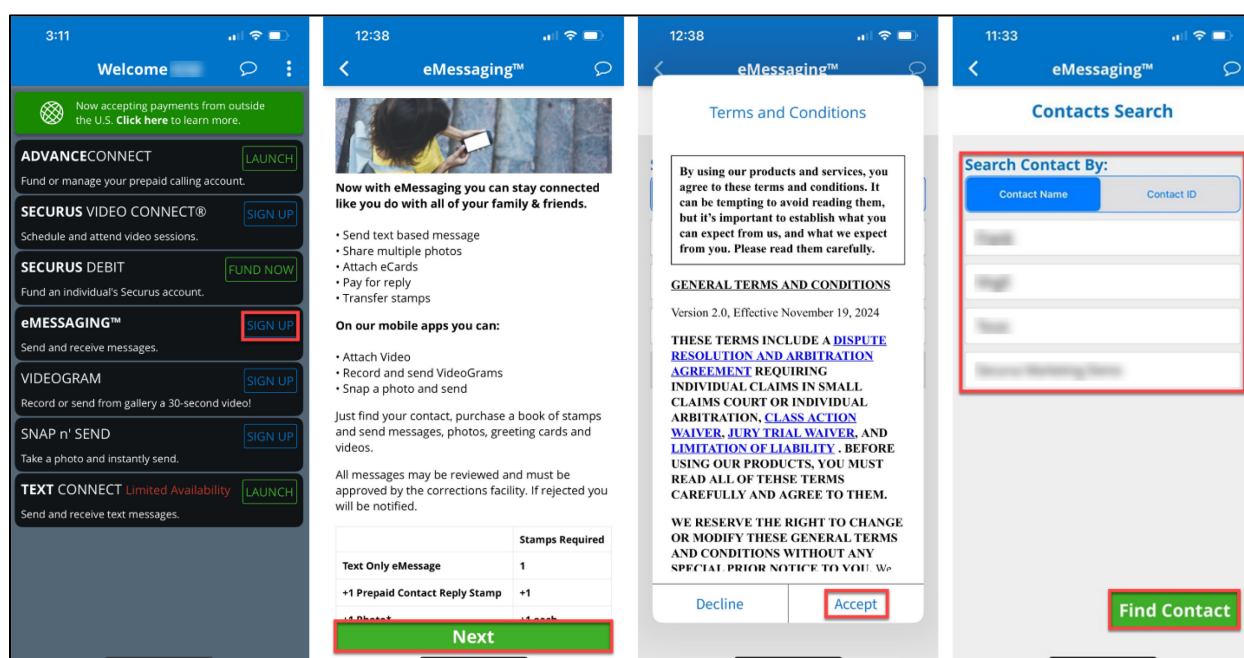

On the next screen, tap your loved one's name in the search results and then "Confirm." The "success" message confirms your loved one has been added and offers a link to purchase stamps right away, if desired. We will walk through purchasing stamps shortly.

If you have not already added your identification images, you will be prompted to do so within these steps. Please review the information on Pages 6-7 for details.

Accessing and Using eMessaging

After completing the enrollment steps outlined above, your Securus Mobile main menu will now read "Launch" in the eMessaging tile.
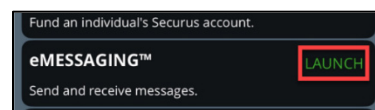
Launching eMessaging will take you to your inbox where you will also find **tabs along the bottom of the screen** for further navigation:

- **Inbox** displays an index of messages sent to you by your loved one. Simply tap the message to open and read.

- **Sent** displays an index of messages sent by you. Simply tap the message to open and read.

- **Draft** displays messages you began composing but did not send. Simply tap the message to open and read.

Contacts

This screen will display any eMessaging contacts you added previously. To add another eMessaging contact, navigate to the "Contacts" screen, and tap the "+" sign. You can search by name or CDCR ID number. Complete the fields displayed and tap "Find Contact." On the next screen, tap your loved one's name in the search results and then "Confirm."
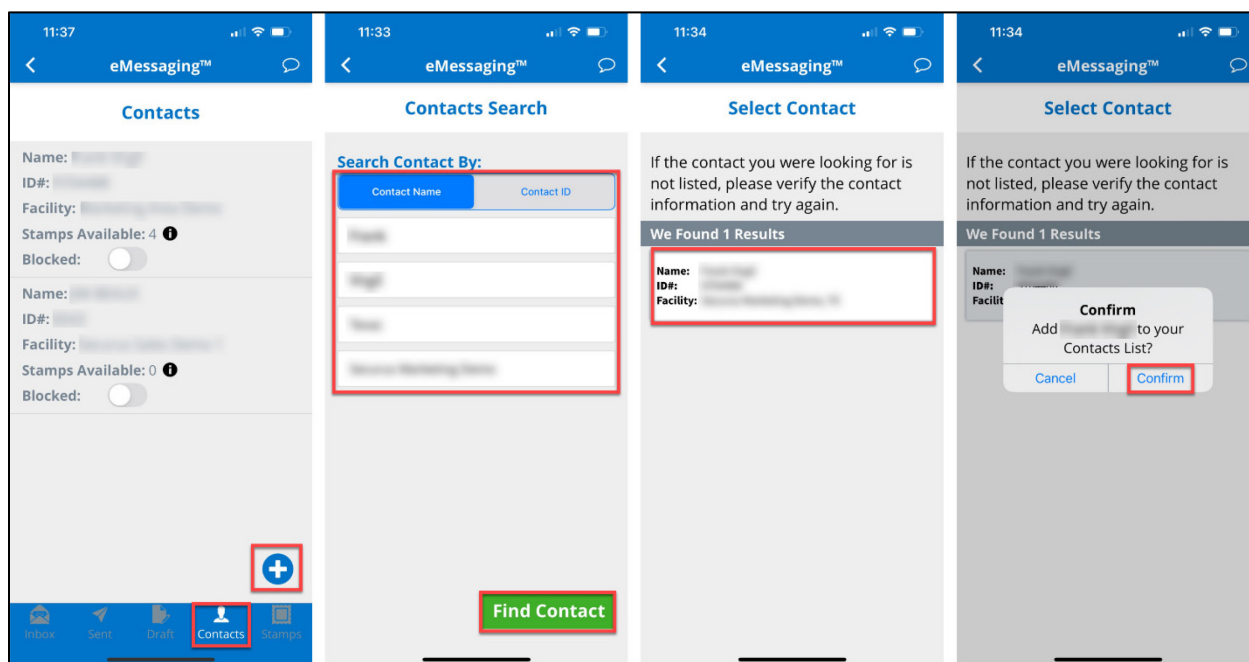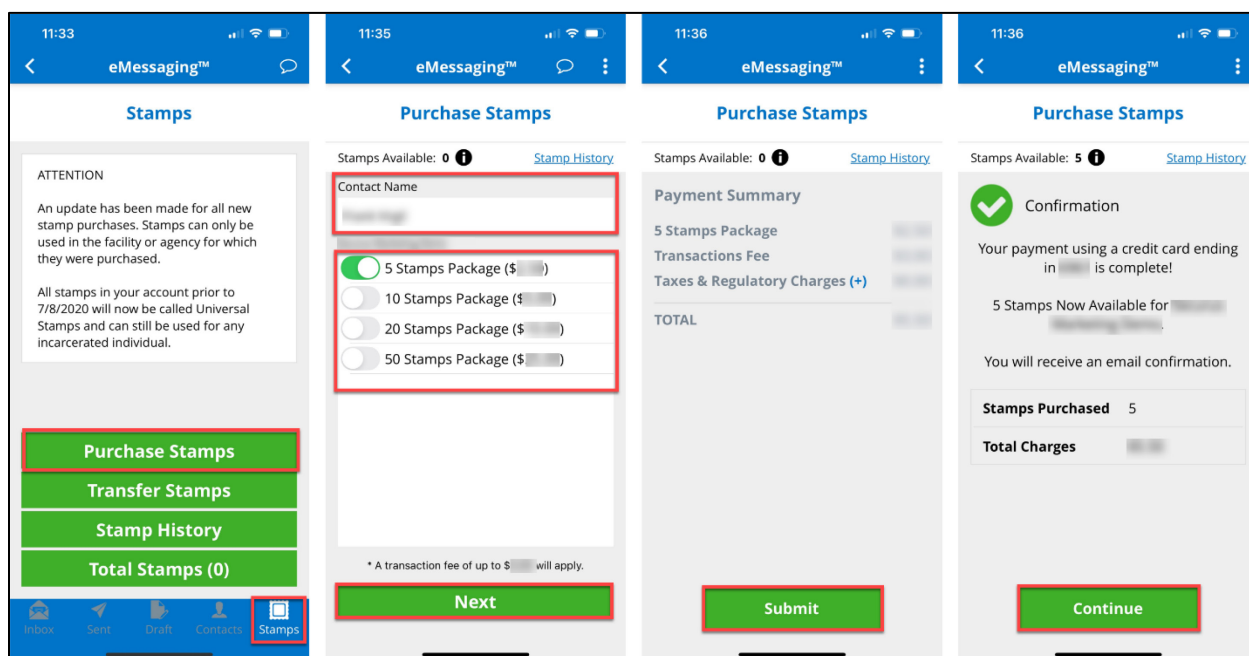

Stamps

Securus eMessages are paid for by purchasing a package of "stamps." From within the "Stamps" tab, you can purchase stamps, view stamp history, and view your current stamp balance. Click to review current stamp prices at CDCR facilities.

Purchasing Stamps

To purchase your stamp package, sign in to your Securus Mobile account and "Launch" eMessaging. Tap "Stamps" on the bottom of the screen and then "Purchase Stamps."

Enter your eMessaging contact, select a package level, and tap "Next." Complete the billing and payment details (not illustrated in the steps below), review your purchase and confirm the transaction by tapping "Submit." Tap "Continue" on the confirmation screen to return to the eMessaging menu.


Note: The stamp packages shown above are for illustration purposes and are not representative of the packages offered at CDCR facilities.

Sending and Receiving eMessages

Now that you have signed up and purchased a stamp package, you are ready to start writing!

To send (or read) an eMessage, sign in to your Securus Mobile account and "Launch" eMessaging. You will be directed to your Inbox. Tap the "pencil" icon to start composing a message. Select your loved one from your contacts and type your message. You can add up to five attachments to your message, including photos (taken live or uploaded from your device's gallery) or an eCard from our catalog by tapping the "paper clip" icon. When you are finished, tap the "send" icon.
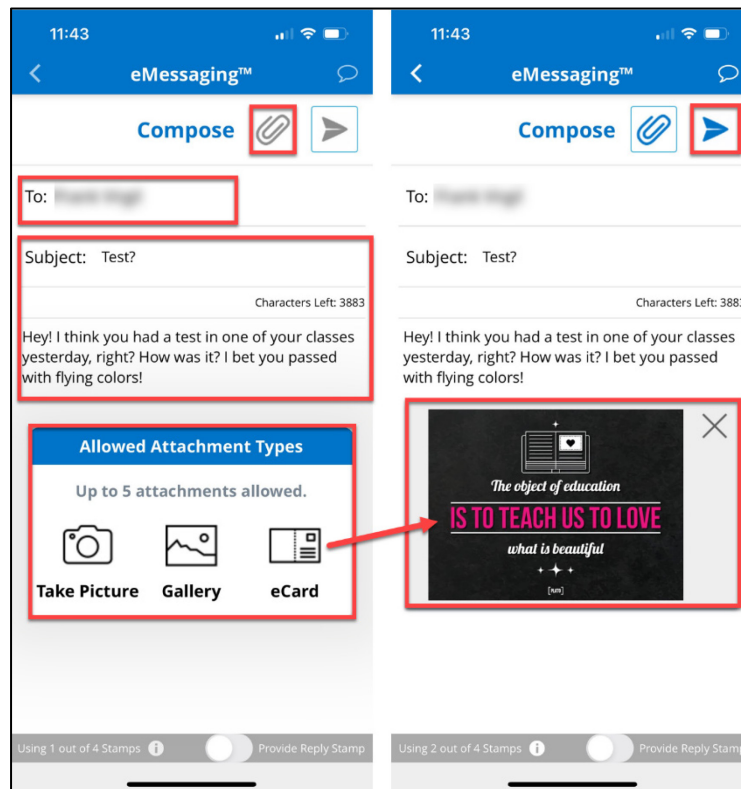
2025 CDCR Family & Friends User Guide

When composing a message, the system will only allow you to continue if you have stamps in your account. If you do not have stamps, you will see a pop-up message directing you to purchase a new package (shown at right).

As mentioned previously, **if you begin composing a message but do not send, it will be saved as a draft**. You can open the message from the "Draft" screen, finish composing, and send as outlined above.

Sent messages are retained and can be viewed from the "Sent" screen.

**Incoming messages** can be viewed from the "Inbox" screen.

> *PRO TIP:* If you have eMessaging notifications enabled, you will receive an alert when a new message is received. More on notifications later...

Snap n' Send

The Securus mobile app allows you to **send your loved one a photo on its own, with no written message**, via our Snap n' Send feature. The photo is sent through the eMessaging platform using your stamp package. **Your loved one will receive the photo in their eMessaging inbox and the photo will show in your eMessaging "Sent" folder.**

To get started, sign in to Securus Mobile and "Launch" **Snap n' Send** from the main menu. You can take a photo live or select one from your device's gallery by tapping your preferred option from "Tap here to take or select a photo." Select your loved one from your contact list and tap "Send." Confirm the action and Close the "Success" pop-up message.
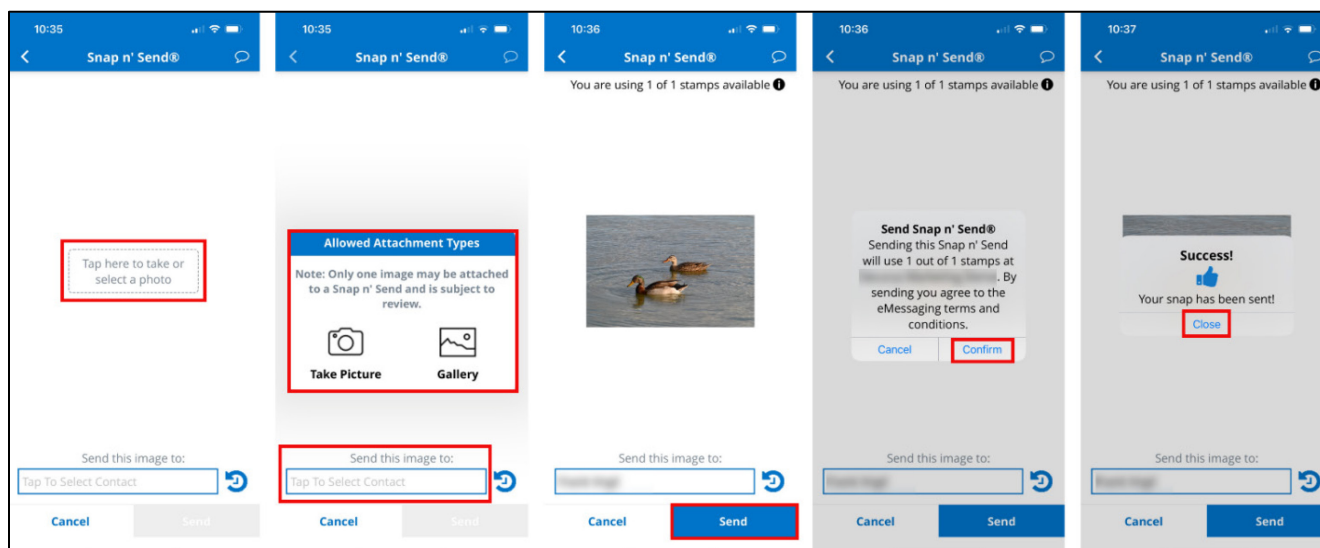

VideoGram

Similarly, the mobile app allows you to **send a 30-second video** to your loved one through our VideoGram feature. The video can also be shot live or selected from your gallery, and again, is **sent through the eMessaging platform using stamps from your package**.

To get started, sign in to Securus Mobile and "Launch" **VideoGram** from the main menu. You will then follow the same steps as outlined above for Snap n' Send.

All messages are recorded and preserved and may be monitored and disclosed as required by law. **If you are an attorney, do not use Securus' written messaging system to communicate with your incarcerated client.**
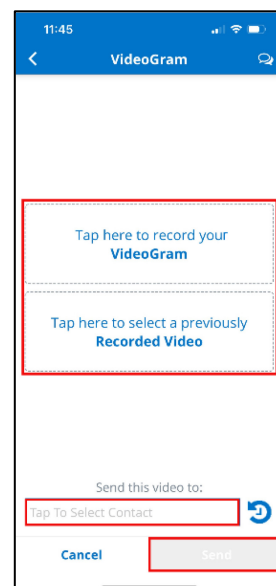
MANAGING YOUR APPLICATION SETTINGS

You can adjust your application and account settings, including **opting in or out of push notifications**, updating sign in credentials and face/touch ID, reviewing Terms and Conditions, checking current communication rates, and reporting technical concerns from the ellipsis (three dots) on the main menu screen.

Within the "My Settings" option, tabs along the bottom help you navigate through available adjustments for your:

- Profile
- Settings
- Notifications
- Security
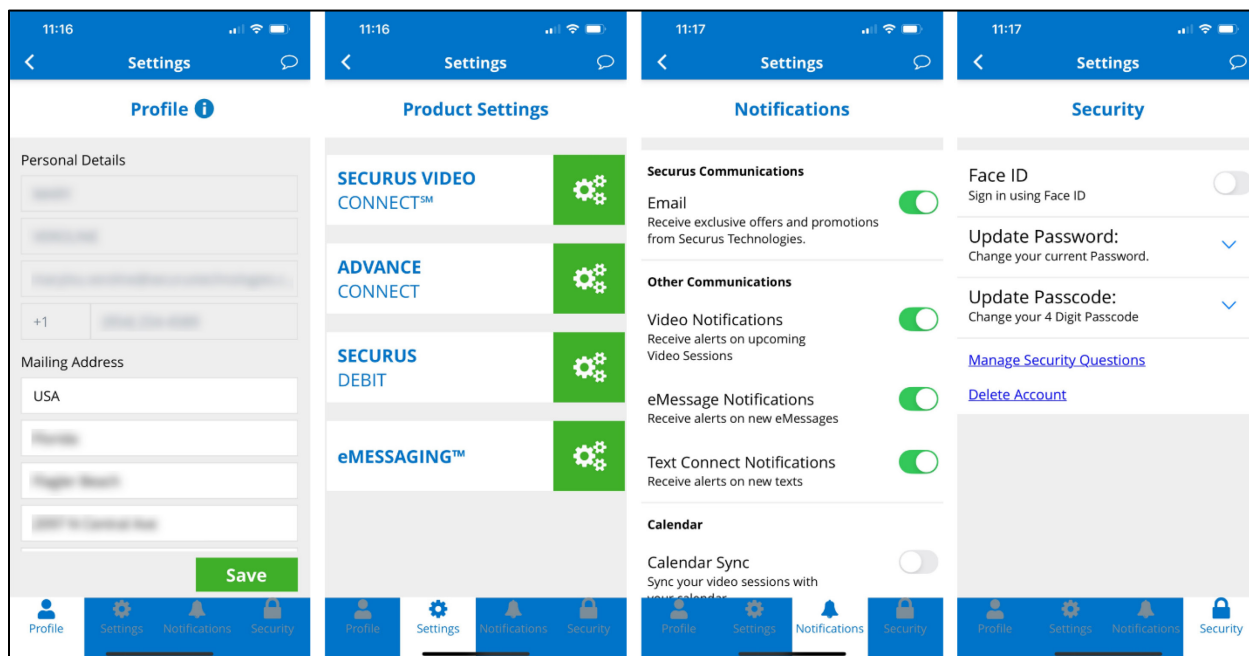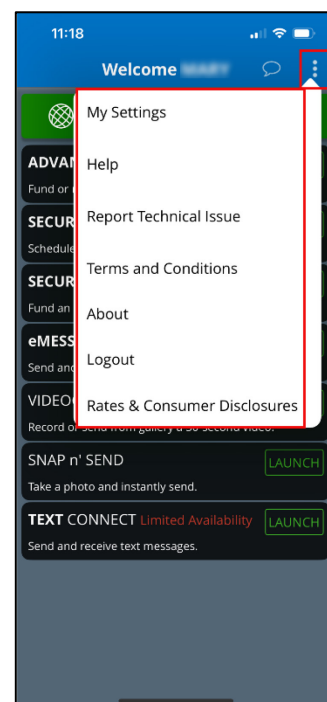
TECHNICAL AND CUSTOMER SUPPORT

We sincerely hope that many of your questions have been answered in this User Guide, however, we want to remind you that we are here to assist through the transition and beyond. If you have questions we have not addressed, the following additional resources are available to you:

- CDCR Product FAQs: www.securushelp.com
- Submit a Question: www.securushelp.com/submit-a-question
- Family and Friends Terms and Conditions
- Customer Care Center phone: 866-949-0290
- Other methods of contact: www.securustech.net/contact-us

Securus makes it a priority to continuously advance the technology that supports your loved one's education, communication, wellness, and reentry opportunities – the services outlined in this guide are all examples of that commitment. Please let us know if we can be of assistance!