

ATTENTION:

NEW COMMUNICATION TECHNOLOGY BEING IMPLEMENTED EFFECTIVE

November 1, 2023 – For Female Detention Center Inmates

December 5, 2023 – For Phoenix Facility Inmates

December 21, 2023 – For Main Facility POD A, POD B & POD C

January 31, 2024 – For Horizon 2A, 2B, 2C & 2D

*****February 21, 2024 – For Horizon 4A, 4B, 4C, & 4D (NEW)**

Orange County Corrections has partnered with Smart Communications to implement new digital communication options for the inmate population. Physical mail will eventually be sent to an offsite location and electronically delivered. There will be a phased in approach of different components of the system and a phased in approach in providing the services to the inmate population based on facility. **Effective February 21, 2024, Inmates in the Horizon Facility, Dorms 4A, 4B, 4C, and 4D will be able to communicate via email messaging and will also be able to receive photographs electronically. Regular and legal mail will continue to be mailed to the jail for now.**

As the required equipment is installed in each facility, this new feature will become available to the inmates housed within all areas of the jail. To reiterate, only inmates at the Female Detention Center, Phoenix, Main Facility PODs, Horizon 2A, 2B, 2C, & 2D will be able to use this new process and effective February 21, 2024 **for the Horizon Facility, Dorms 4A, 4B, 4C, and 4D.** Please reference this site for future updates on expansion of this program to other facilities/inmates. Please see information below on how to create an account.

1. Visit www.smartinmate.com to create your account. There is no cost to create an account. A photo ID will be required to create an account. Creating an account is fast and simple. You will be asked to create a username and password to identify your account along with some basic contact information. You will be sent an e-mail to verify and activate your account.
2. Once you have established the account, you will be able to search for inmates to connect with and send them a request. Inmate must approve the request before you can start communicating with them.

3. You must deposit funds in order to use the different communication options. You can purchase as many credits as you like and use them any time. You can also transfer credits to your contacts so they can easily respond to your messages.
4. A minimum \$5.00 deposit is required. There are two ways to add funds to the account:
 - a. You can do so online through your www.smartinmate.com account or;
 - b. You can send a money order to Smart Communications Deposit Center at P.O. Box 1848, Pinellas Park, FL 33780. You must ensure the Inmate's name and jail number are specified on the money order.
5. Current Costs for services are as follows:
 - a. Messages - 50 cents each
 - b. Electronic Photographs - \$1.00
6. Once you have purchased message credits, you can send and receive electronic messages and photographs. Electronic messages are delivered much more quickly than traditional paper mail to the correctional facility. However, you can continue to use regular physical mail as well as electronic messaging.
7. You can contact Smart Communication Customer Care if you have questions or need assistance. Their customer service is open 24 hours per day, 7 days per week. 1-888-253-5178

Start Sending Messages!