



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
PRISONS DIVISION
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April 14, 2020

TO: All Incarcerated Individuals

FROM: Julie Martin, Deputy Secretary *J. Martin*
Robert Herzog, Assistant Secretary *R. Herzog*

SUBJECT: New and Extended JPay Offerings

We understand the importance of staying connected with your loved ones as COVID-19 continues to impact everyone. DOC and JPay continue to partner to provide even more e-messaging and video visitation assistance to help you stay connected during the coming weeks.

E-messages and video visitation:

- JPay will offer Free Reply Wednesdays starting on April 15, 2020 and running through May 6, 2020. Every time your loved one sends an e-message to you on a Wednesday during the promotional period, the JPay system will include a prepaid reply at no additional cost. You can use the free reply at any time, but you can only reply back to the original sender.
- Starting Friday, April 17th, 2020, two free video visitation calls will be added to your loved one's JPay account. The free call credits will continue to be replenished each week moving forward until further notice. Your loved one must use the video visitation credits to receive the new ones each week.
- You will continue to receive two free JPay Stamps in your account. The two free JPay Stamps will be replenished every Friday afternoon, so your account will have up to two free JPay Stamps each week. Please remember you must use the stamps to receive the new ones each week.

In addition to offering the no-cost e-messages and video visitations, JPay is also enhancing the products and services available using Wi-Fi.

New products and features available over Wi-Fi:

- Beginning April 15, 2020 the following new offerings will be available on your tablet through the JPay wireless service:
 - Wi-Fi Music Purchases: Purchase and download music wirelessly onto your JP5 tablet.

“Working Together for SAFE Communities”

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- Wi-Fi Movie Rentals: Browse and rent movies wirelessly onto your JP5 tablet.
- For both services make sure Wi-Fi is turned on for your JP5 and it's connected to the Wi-Fi service. Then, go to the media store and click on the Music or Movie Catalog. You can browse, purchase/rent and download music/movies right onto your tablet without the need to sync to the kiosk.

Tablet Reminders

- How to connect to Wi-Fi:
 - From the home screen, tap on the upper right hand corner where the time is (system information will pop-up)
 - Click on the pop-up to expand the system information panel
 - Click on Settings. If Wi-Fi is off, slide the button over to the right hand side (the ON button will be on and blue)
 - You can always verify your Wi-Fi status by going to the Settings page and clicking on Wi-Fi to get to the Wi-Fi screen. Once you activate your Wi-Fi, the status should be enabled. If status is disabled, reset the connection by switching the Wi-Fi OFF then ON again.
- Additionally, please make sure you sync your tablet to the kiosk whenever you can to make sure your device has the most up-to-date software and new offerings are accessible.

We know these expanded services are not the same as seeing your friends and family in person, and we hope the additional no-cost communication options help to alleviate some of your concerns during this challenging time. Thank you for your continued support in helping to keep everyone safe and healthy during this time.

cc: All Superintendents
Julie Martin, Deputy Secretary
Rob Herzog, Assistant Secretary