

 State of Connecticut Department of Correction  <b>ADMINISTRATIVE          DIRECTIVE</b>	Directive Number 10.10	Effective Date 6/1/2023	Page 1 of 4
	Supersedes 01/29/2021		
Approved By   Commissioner Angel Quiros	Title  Inmate Tablet Use		

1. Purpose. This directive contains and describes the policies and procedures governing the use of tablets available to eligible inmates. The utilization of the tablet assigned to an inmate and use of tablets must be in accordance with these policies and procedures.
2. Policy. The department may provide inmates with access to tablets for the purpose of providing educational and/or program material and for the ability to download music, audiobooks, videos, video games, e-books, other media for a charge, and for any other legitimate penological purpose.
3. Authority and Reference.
  - a. Connecticut General Statutes 18-81.
  - b. Administrative Directives 1.10 Investigations; 3.7 Inmate Monies; 3.8 Commissary; 4.7 Records Retention, 6.6 Reporting of Incidents 6.10, Inmate Property; 9.4, Special Management Status; 9.5, Code of Penal Discipline; 10.7 Inmate Communications; 10.12 Inmate Orientation
4. Definitions and Acronyms. For the purposes stated herein, the following definitions and acronyms apply:
  - a. Content. A selection of applications and materials approved by the department for use on tablets that are provided to an inmate. There are two types of content:
    1. Downloadable: A selection of materials that can be added to a tablet, through the unity platform, at an inmate's discretion and at a cost to the inmate.
    2. Preloaded: A selection of materials that may be included on the tablet upon issuance to the inmate at no cost.
  - b. Account password: A unique identifier used to log onto a user account. This includes all passwords associated with a user account or tablet.
  - c. Service provider: The company with whom the department has contracted to provide software services. This service provider owns the rights to the service, content, devices and all other equipment associated with the product.
  - d. User account: A user account established by the inmate in order to access services.
  - e. Media account: A prepaid account established with the service provider for the purpose of funding the downloaded content.
  - f. Electronic Message: Computer-based communication(s), up to 6,000 characters, that are sent or received by an inmate or a community member using applications managed by the service provider.
  - g. Messaging Stamp: An amount of money, set by the Department contract with the service provider, required to send an e-message or attachment.
  - h. Tablet: An electronic device that will be loaned to each inmate when eligible, which contains applications and access to department, approved content.
  - i. Unity Platform: Comprehensive wireless software that operates on an independent secure network that provides access to preloaded and downloadable applications such as music, video's, video games, e-books, media and other services for the inmate population.
5. General Provisions:
  - a. Inmate account

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- i. All eligible inmates may establish an account. Inmates may use the services once they have agreed to the terms and conditions established by the service provider.
  - ii. Inmates shall sign and initial a CN 101001, Notification and Acknowledgment for Tablet Use. The original initialed and signed copy of this form shall be kept in the inmate's property file.
  - iii. Inmates may only use their personal account and may not use another inmate's account. Use of another inmate's account may result in discipline in accordance with Administrative Directive 9.5, Code of Penal Discipline.
  - iv. Inmates are prohibited from sharing their password with other inmates and are responsible for their password safekeeping.
  - v. The Department of Correction is not responsible for theft, loss, or the cost related to password theft, sharing, or failure to ensure safekeeping.
- b. Inmate Use.
- i. Inmates must comply with all department directives and facility policy regarding tablet use. Failure to do so may result in suspension of any or all tablet services and privileges and may result in discipline in accordance with Administrative Directive 9.5, Code of Penal Discipline.
  - ii. All inmate use of the tablet services is subject to monitoring, recording and retention, and any records or data resulting from the use of the tablet services or associated with the tablet may be provided to law enforcement agencies.
  - iii. All inmate questions regarding services and troubleshooting must be directed to the service provider through the tools and contact methods found within the tablet.
- c. Tablets.
- i. Eligible inmates may be provided with access to a tablet during their period of incarceration with the department from the service provider at no cost.
  - ii. Inmates shall be incarcerated for a minimum of thirty (30) calendar days prior to being issued a tablet. Each tablet will come with a clear protective case, a set of earbuds, and a charger that has been reviewed and approved by the department. Replacement sets of earbuds and a charger may be purchased through commissary.
  - iii. Inmates shall only possess or use the tablet issued to them and are prohibited from lending or giving their assigned tablet to other inmates, which includes sharing passwords and personal identification numbers (pin).
  - iv. Tablets must only connect to the approved platform that is provided by the vendor and may not be connected to any other electronic device.
  - v. Inmates shall only possess their tablets in their assigned housing unit. Tablet usage outside of designated areas is prohibited, unless authorized by the Unit Administrator, or designee.
  - vi. Tablets may not be issued to inmates that are on Administrative Segregation status, Chronic Discipline and Security Risk Group Members on phases 1 and 2 in accordance with Administrative Directive 9.4, Special Management Status. A tablet issued to an inmate who is subsequently placed on one of these statuses may have their tablet removed at the discretion of the Unit Administrator and stored in accordance with Administrative Directive 6.10, Inmate Property.
  - vii. Use of a tablet is a privilege and may be suspended for abuse, misuse or other conduct pursuant to Administrative Directive 9.5, Code of Penal Discipline.
    1. An inmate who intentionally damages a tablet shall be responsible for the repairs or replacement cost and is subject to discipline in accordance with Administrative Directive 9.5, Code of Penal Discipline. Costs associated with the damage or repair may be taken from an inmates Media or Trust Fund Account.
  - viii. The service provider, in consultation with the department, reserves the right to deny a tablet to an inmate who has intentionally destroyed or damaged a tablet in the past.

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- ix. Tablets that are malfunctioning will be addressed by the service provider via communication through the service provider to determine if the tablet needs to be repaired or replaced.
- x. Tablets will transfer with inmate property as outlined in Administrative Directive 6.10 Inmate Property.
- xi. Upon release from a correctional facility, or upon transfer out of the department's custody, the tablet shall be returned to the facilities property officer.

6. Content.

- a. All available content has been established by the department and the service provider and is subject to change. Content may include music, movies, games, books, department publications
- b. All available content is subject to departmental approval.
- c. Content determined to jeopardize safety and security will not be approved.

7. Electronic Messaging.

- a. Inmates may only send and receive e-messages to and from those individuals who have established an account with the service provider and have registered that inmate to their account.
- b. Inmates using e-messaging must adhere to all applicable provisions as outlined in Administrative Directive 10.7, Inmate Communication.
- c. E-messaging is subject to review in accordance with Administrative Directive 10.7, Inmate Communications.
- d. Inmates may not send or receive any attachments, photos, audio, or any other documents.
- e. Any inmate found in violation of these provisions may be subject to discipline in accordance with Administrative Directive 9.5, Code of Penal Discipline.
- f. Any inmate who is found to have multiple violations or abuse of e-messaging may have their tablet privileges revoked.

8. Exchanging Tablets and Issued Accessories.

- a. If there is a problem with the tablet, inmates must notify the tablet vendor by opening a support ticket. A support representative will respond to the inmate with troubleshooting steps or instructions. If they cannot remedy the issue, the vendor will notify the Tablet Unit of all replacement requests. Upon receiving the notification, the Tablet Unit will then contact facility staff to ensure the broken tablet is replaced.
- b. Individually packaged tablets for return will include any malfunctioning item as determined by the vendor.
- c. Replacement accessories will not be included for replacement devices. The inmate must keep the accessories received with the original tablet.
- d. If an inmate claims that their tablet has been lost or stolen, a shift supervisor or designee will be notified and an Incident Report will be generated in accordance with Administrative Directive 6.6, Reporting of Incidents to determine the whereabouts of the tablet. The inmate will not receive a replacement tablet until the investigation is completed or the original tablet is found.
  - i. An inmate may not receive a replacement if the outcome of the investigation proves the inmates neglected to follow the provisions set forth in this directive.

9. Transferred inmates or inmates temporarily absent from the facility.

- a. A tablet or accessory received for an inmate who has transferred from the facility shall be forwarded by the facility property staff to the appropriate receiving facility. These items shall be documented on the CN 61004, Inmate Property Transfer Receipt.
- b. A tablet or accessory received for an inmate temporarily absent from the facility (i.e., court, outside hospital, etc.) will be secured in the facility property room.

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10. Opting out.

- a. An inmate may choose to opt out of tablet use at any time. The inmate must log into their account and select the opt out option. The tablet and any issued accessories must be returned to property to be sent back to the vendor.
  - i. A CN 61002, Inmate Property Status and Receipt will be completed and placed in the inmate's property file
  - ii. If an inmate elects to receive another tablet, they must write a request to the facility property officer by utilizing a CN 9601, Inmate Request Form. All content previously downloaded will not be on the new tablet once received and activated.
  - iii. The Unit Administrator or designee may prohibit an inmate from ordering another tablet if they have opted out previously.
  - iv. Inmates, who choose to opt out, may be refunded in accordance with Attachment A, Tablet Refund Instructions.

11. Funding of Media Account.

- a. Inmates are prohibited from adding money to another inmate's Media Account.
- b. Inmates may add money to their Media Accounts utilizing Attachment D, Special Request Form in accordance with Administrative Directive 3.7, Inmate Monies.
- c. Any money deposited in the Media Account may only be spent on tablet services and cannot be transferred to another account.
- d. Community members may add funds to an inmate's account by creating an account with the designated service provider.
  - i. Deposits can be made electronically through the service providers platform.
- e. Inmates must use the tablet to check Media Account balances and receive notice of Media Account deposits. Any questions regarding Media Account balances and transactions must be directed to the service provider.
  - i. The media account balance may not exceed \$150 at any time.
- f. Inmates who elect to use a tablet and decide to opt out or are discharged may be refunded any monies in their Media Account in accordance with Attachment A, Tablet Refund Instructions.
  - i. If an inmate is placed on a special management status their tablet may be removed in accordance with Administrative Directive 9.4, Special Management Status. All funds in the inmates Media Account will remain on that account and be available upon the inmate's completion of their program requirements.
    1. If the inmate discharges from their special management status, they may receive a refund in accordance with Attachment A, Tablet Refund Instructions.

12. Forms and Attachments.

- a. CN 101001, Notification and Acknowledgment for Tablet Use;
- b. Attachment A, Tablet Refund Instructions.

13. Exceptions. Any exceptions to the procedures in this Administrative Directive shall require prior written approval from the Commissioner.