



A Securus Technologies Company

Got Questions about your New Tablet?

Q. How do I fund my media account?

A. You will be able to use a Special Request form to transfer money from your trust account to your media account. Family and friends can also place money onto your media account via JPay's website or using JPay's mobile app.

Q. Where to go for funding of media and/or trust account?

A. Your friends or family should go to: **Jpay.com.**

Q. How do I report an issue?

A. On your tablet, go to the Services app and fill out a support ticket.

Q. Can purchased/downloaded content be played without having a Wi-Fi signal?

A. Yes, downloaded content can be played without having a Wi-Fi signal.



Enjoy your Tablet!

CHANGING YOUR PIN / FORGOTTEN PIN

CHANGING YOUR PIN

Once you have converted a Community Tablet into your very own Personal Tablet, you should update your PIN. This can be done using the Change PIN application available on your tablet. It is strongly recommended that your PIN be updated to something that is easy for you to remember that could not be easily guessed by anybody else.

Your PIN should be kept secret because it allows access to important services such as financial transactions and logging in to your Securus tablet. It is important that you do not share your PIN with anybody else.

You may also be able to:

- 1** | **Log in to a tablet using your assigned Inmate ID and current PIN** You must know both of these to log in initially to a Community Tablet. Personal Tablets only require your PIN as your Inmate ID is already assigned to the device.
- 2** | **Press the Change PIN app icon from the launcher screen** You must be connected to the network to access this application.
- 3** | **The Change PIN application will open** Enter a New PIN and then confirm it by entering it again. The number of characters/digits must match the requirement of your agency.
- 4** | **Answer the security questions presented to you** These answers may be used for other functionality in the future. Once you are satisfied with your new PIN and security question answers, press "Change My PIN".
- 5** | **Your PIN will now be automatically updated within the system** This new PIN will be required for future logins to the Securus tablet and other services available at the correctional agency.

FORGOTTEN PIN

Securus encourages you to create a PIN that is easy for you to remember but not easily guessed by somebody else. However, in the event you have forgotten your PIN, you will need to reach out to Securus resources at your correctional facility.

You will have the most access to your device if you create a PIN that is easy for you to remember and cannot be used by anyone else. Do not share your PIN with anybody.

To request your PIN to be provided to you:

Step 1: Request a Community Tablet so you can submit the Forgotten PIN Form

Step 2: On the Community Tablet, press the "Submit a form" button on the lock screen

Step 3: Find and select the Forgotten PIN form

Step 4: Fill out all the fields shown, and press "Submit". The request will be routed to Securus resources at your agency **Step 5:**

The request will be routed to Securus resources at your agency. Your PIN will be provided to you.

Step 6: Once you have received your PIN information, you should change your PIN to something that is easier for you to remember.