



Greetings from Securus.

We have fantastic news to share! **Effective August 18, 2025, you can now deposit funds directly into your incarcerated loved one's tablet media account.** We've made the process faster, easier, and more convenient for you and your loved one.

Electronic deposits to your loved one's tablet media account can be made through Jpay.com or the JPay mobile app following the steps outlined below. Your incarcerated loved one will still have the option to submit Special Request Forms directly to the Inmate Trust to deposit funds into their Securus Debit/Media account.

How to fund an account from the web:

1. Log in or create an account at JPay.com. Select **Connecticut** as the State and enter your loved one's **CT DOC ID number**. Click **Next**.
2. If your loved one is eligible to receive media funding*, click the **Media** tab and enter the **dollar amount** you would like to fund – tablet media accounts cannot exceed a \$150 balance at any time – and click **Next**.
3. Enter your **payment and billing details** and click **Submit**. *Note: Your payment approval status and confirmation number will appear on the next screen.*
4. Your deposit will be immediately applied to your loved one's tablet account.

RED SIGN IN BUTTON

How to fund an account from the JPay mobile app:

1. Log in or create an account on the JPay mobile app and tap the **Fund Media** tile.
2. Select or add a contact by entering **Connecticut** as the State and your loved one's **CT DOC ID number**. Next, enter the **dollar amount** you would like to fund – tablet media accounts cannot exceed a \$150 balance at any time – and your **payment and billing details**. Tap **Confirm**.
3. You will see a 'Success' pop-up message containing your confirmation number.
4. Your deposit will be immediately applied to your loved one's tablet account.

APP DOWNLOAD BUTTONS

***Please note:** Securus will not process direct deposit funds for incarcerated individuals who have outstanding Prison Litigation Reform Act (PLRA) financial obligations. Once an individual no longer has an outstanding obligation, they will be able to have funds directly deposited into their Securus Debit/Media account.

All incarcerated individuals, including those with outstanding PLRA obligations, can continue to submit Special Request Forms to Inmate Accounts.

Securus makes it a priority to invest in technology that increases communication, education, wellness and reentry opportunities for the incarcerated. Thank you for allowing us to be part of your journey.

Warm regards,

Your Securus Team