

### What is the website my Friends & Families (F&F) use to set up a messaging account?

Gettingout.com

### How does my F&F create a GettingOut account? Are there support options or resources available if they need help creating an account?

A step-by-step guide on how to set up a GettingOut account can be found at [www.icscorrections.com/facilities/wi\\_doc\\_ics.html](http://www.icscorrections.com/facilities/wi_doc_ics.html)

Additional ICS resources and information can be found on the <https://doc.wi.gov/Pages/OffenderInformation/AdultInstitutions/AdultFacilities.aspx> page.

### Will F&F need to put funds on the GettingOut account to send messages?

Yes, F&F will need to fund the GettingOut account to send messages to those with an ICS tablet. ICSolutions is testing software that will allow F&F to utilize their current ICSolutions prepaid account to send their messages in addition to paying for their phone calls and video visits.

### How do I send a message to invite F&F?

Go to the free profile, contact list, and follow the instructions. You will need to enter your contacts email address. You are limited to adding 5 contacts in a 24-hour period.

### How do F&F add me as a contact?

F&F will need to download the GettingOut app on their device. Click *Contacts* at the bottom of the app. At the top of page, click *Add a Contact*. Select country, state and facility. Enter contacts name, select the individual and send the invitation. All parties will accept or be able to block the contact invite.

### How will F&F know when to utilize the new GettingOut messaging account vs. the CorrLinks account? Should they close the CorrLinks account once the ICS tablet is issued?

CorrLinks accounts can remain open. PIOC with ICS tablet will not be able to send or receive messages via CorrLinks. Once all Division of Adult Institution sites have transitioned to ICS tablets, a notice will be posted relating to the handling of CorrLinks accounts. PIOC are responsible for notifying F&F when their site is transitioning to the ICS tablet.

### What happens if I accidentally send a message through my CorrLinks account after the ICSolutions tablet transition has taken place?

A message received or sent through your CorrLinks account after the transition has occurred will not be received by the recipient and there will be no refund for the message. You will not be able to access CorrLinks messages after the site has transitioned to ICS tablets. Plan accordingly with your loved one as the site's transition date approaches.

### How do I transfer trust funds to pay for tablet services?

There is a trust account app on the tablet for you to transfer funds from trust account to ICS communication account.

### What happens to the paid unused media credits I had on the ATG tablet?

Those funds will be transferred to your ICS Debit account to be used for ICS services (phone, video visitation and tablet services). The paid unused media credits will be moved to your ICS Debit account approximately the first week of the month after the institution transitions to the ICS tablets.

**Why did my funds get taken out of my account when I only used the tablet for a couple minutes?**

Funds are held in increments of 3 hours. Once you log out, any funds not used will be returned to your ICS Debit Communication account.

**Can F&F directly fund ICS tablet services?**

Currently they cannot. DOC is working on a policy decision to allow this in some capacity after all sites have been transitioned to the new tablet program in 2025. F&F are still able to deposit funds to the trust account. The funds in the ICS Communication account can be used to fund ICS phone, video visitation and/or tablet services.

**Logging out of the Paid Profile**

Be sure you log out of paid profiles when not using it or you will be charged. Either press the power button on the left side of the tablet once or slide your finger down from the key in the top left corner of the tablet screen; tap the logout tab and if it doesn't say Bye! You are still getting charged. Don't just set the tablet down, you will be charged for that time.

**Is instant messaging available?**

No, the messaging service is not instant and follows the DAI mail policy for review and release procedures. Do not expect to receive messages within the 24 hours it was sent.

**Will I have consistent WIFI access?**

While no environment guarantees consistent access without WIFI drops or outages; prisons were not built for WIFI transmissions. DOC and ICS have been working to establish the best coverage plan possible. There may be periods of buffering, droppage and/or outages that cannot be avoided.

**What if my PIN doesn't work?**

Do not share your PIN with anyone! Institutions may designate specific days for re-setting PINs. If discovered that you have shared your PIN or are using another person's PIN, disciplinary action may result. Each site will share their internal procedure for phone and canteen PIN re-sets. You are at risk of losing funds if you share your pin.

**What should I do with my ATG purchased tablet?**

Keep your ATG tablet until the entire division has transitioned to the ICS tablet. Direction regarding the ATG tablets will be provided at that time. Do not destroy, discard or send them out.