

Setting Up a GettingOut Account

Inmates can send an email request to Friends and Family members with whom they wish to communicate. The email invitation via our closed Contacts application will include a link to GettingOut.com. Once the account is set up, you will be able to receive messages from the Inmate and send messages and photos to the Inmate. Friends and Family members cannot initiate email communication with Inmates and must wait until they receive an invitation.

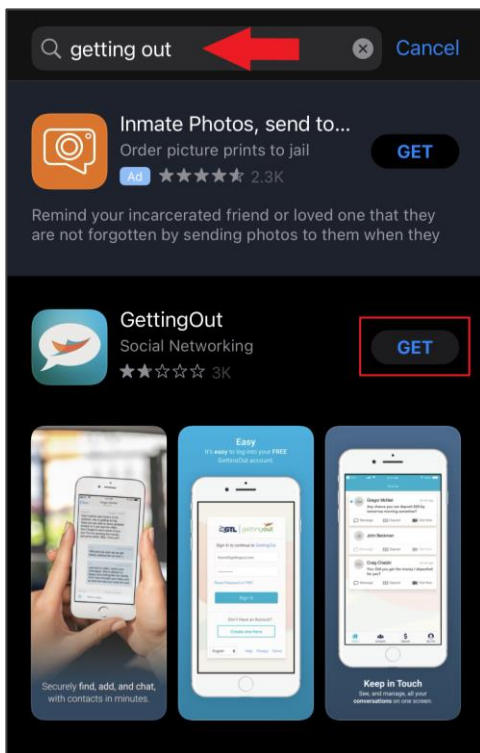
You cannot add an Inmate on your own since the contact needs to be initiated by the Inmate. Please independently contact the Inmate (phone, letter, etc.) and ask them to add your email address, which generates an email invitation. Once you receive the *Inmate Contact Request* email, you may click **Yes, I want to "Create A New Account" so I can connect with this inmate >>**. If you don't wish to accept the invitation, you may ignore and delete the email. If you accept, you may then log in to your existing GettingOut account or create a new account on the website at GettingOut.com. Once your account is created, you can add funds to your account and begin communicating by sending messages or photos.

Follow the instructions below to create a GettingOut account.

Creating a GettingOut Account Using a Mobile Phone

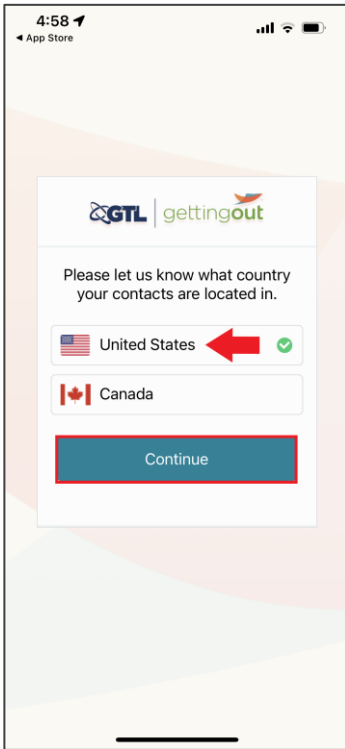
Before continuing with the following steps, independently contact the Inmate you wish to send messages to and receive messages from. The Inmate will add your email address, which will generate an email invitation.

1. Download the GettingOut app from the **App Store®** or **Google Play Store**. Then open the app.

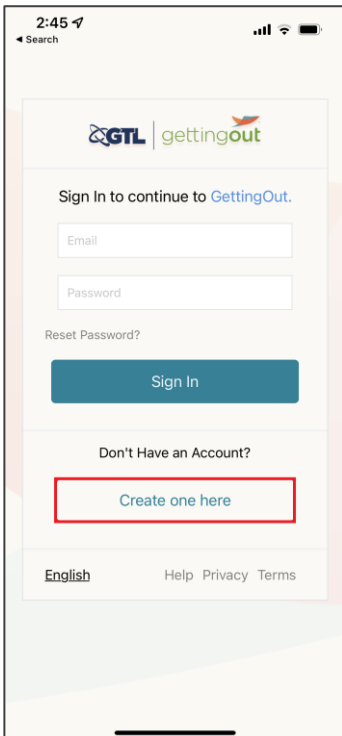


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2. When you first open the app, it will ask you which country you are in. Select **United States**.



3. Sign into your existing account or create a new account. To create a new account, tap **Create one here**.



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4. Complete the required fields, agree to the Terms and Conditions, then tap **Submit**.

3:00

< Back Create New Account

Country * Required
United States

Contact Phone Number * Required
+1 Example: 123-456

Is this a mobile phone number?

Email * Required

Password * Required

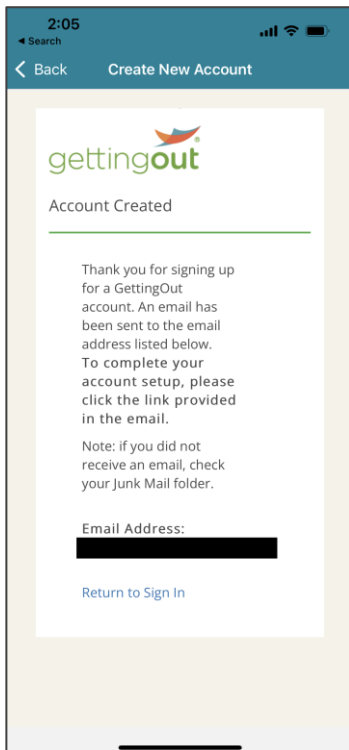
Confirm Password * Required

I agree to Terms and Conditions

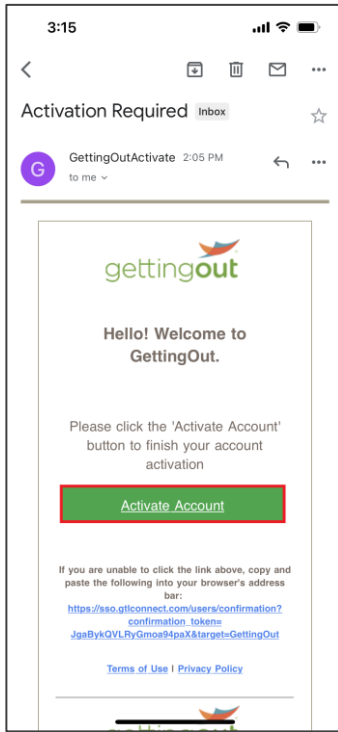
Cancel

Submit

5. A confirmation will be displayed, and an activation email will be sent to the email address you provided.

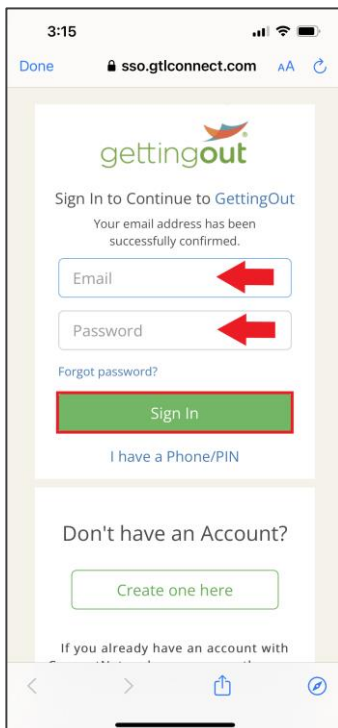


6. Open the email in your email application and tap **Activate Account**.



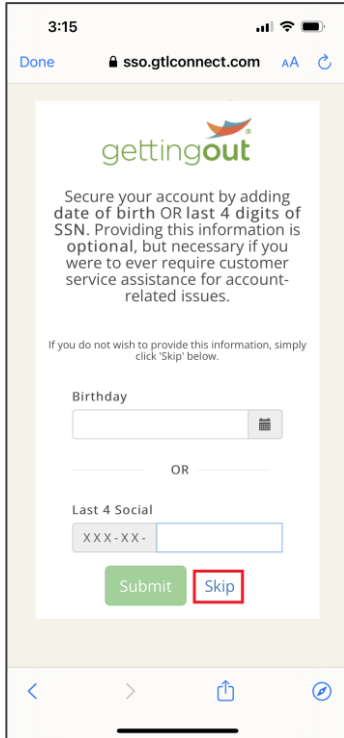
➡ This opens the login page in your phone's browser.

7. Log in using your email address and password, then tap **Sign In**.

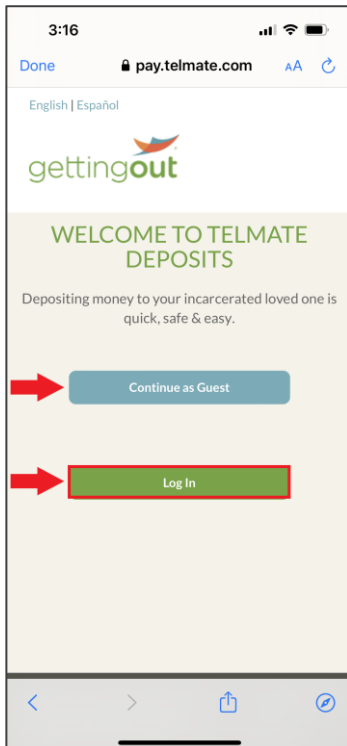


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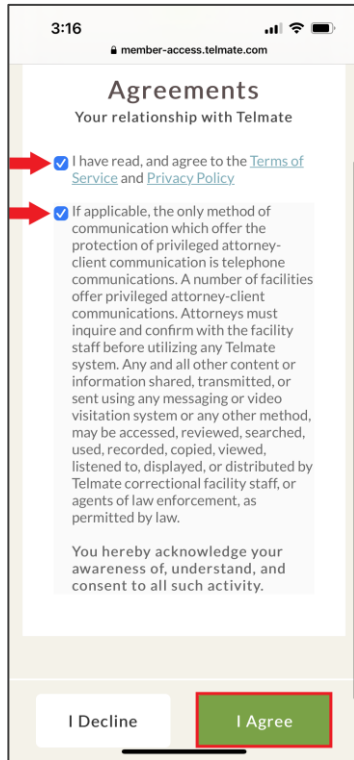
8. You will be asked for your birthday and last 4 digits of your social, tap **Skip** to decline providing this information.



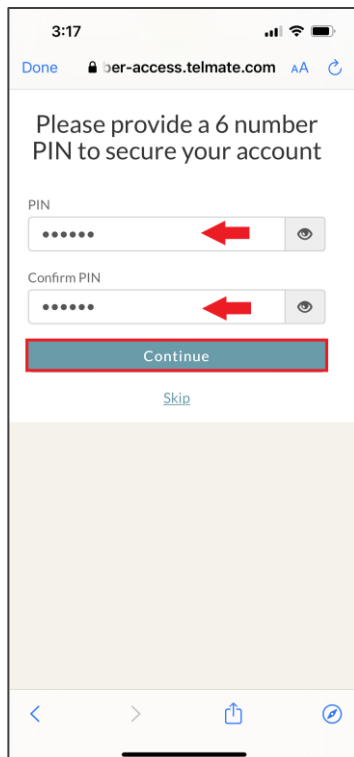
9. You may either *Continue as Guest* or *Log In*. To log in, tap **Log In**.



10. Agree to the *Terms and Conditions* by selecting the two checkmarks then tap **I Agree**.

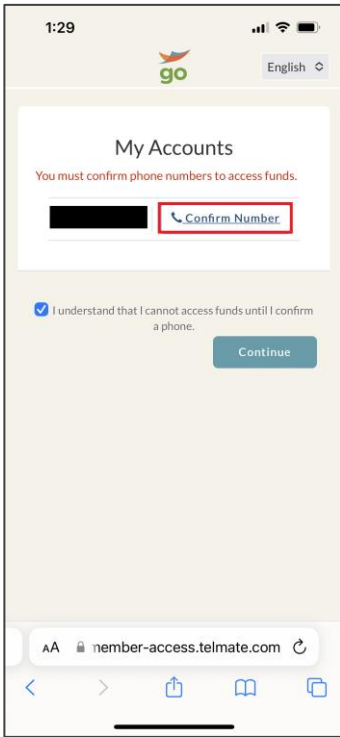


11. Provide a 6 number PIN to secure your account and tap **Continue**.

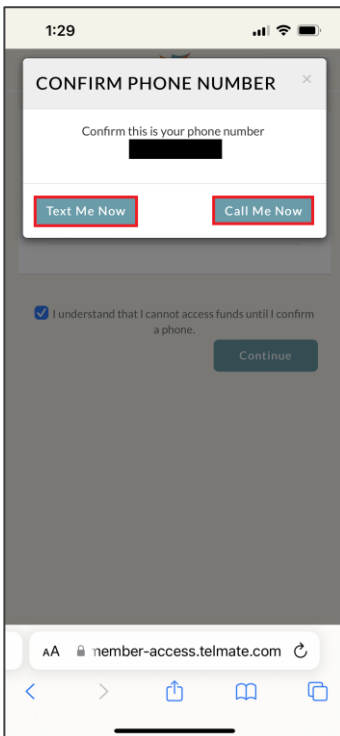


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12. You must confirm your phone number to access funds. Tap **Confirm Number**.

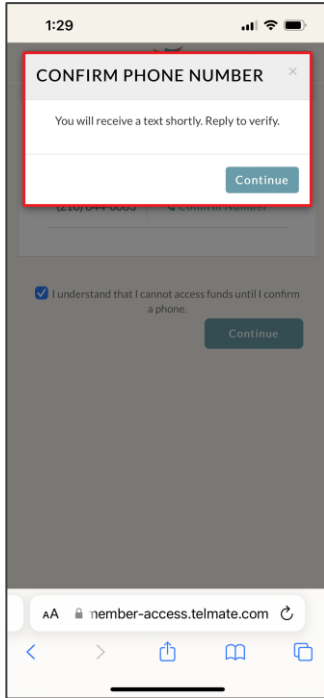


13. Either tap **Text Me Now** to receive your confirmation code by text message or **Call Me Now** to receive your confirmation code by phone call.

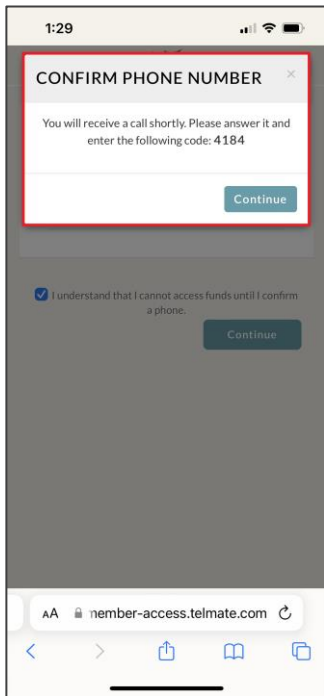


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14. If you choose *Text Me Now*, you will receive a text message with your confirmation code, reply to the text message to verify.

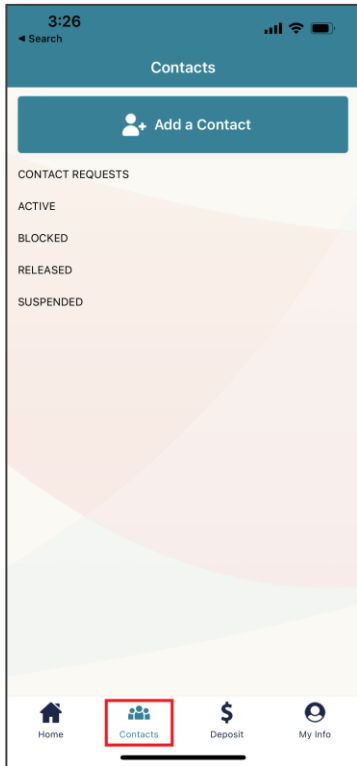


15. If you choose *Call Me Now*, you will receive a phone call with your confirmation code, answer the call and enter the code displayed.

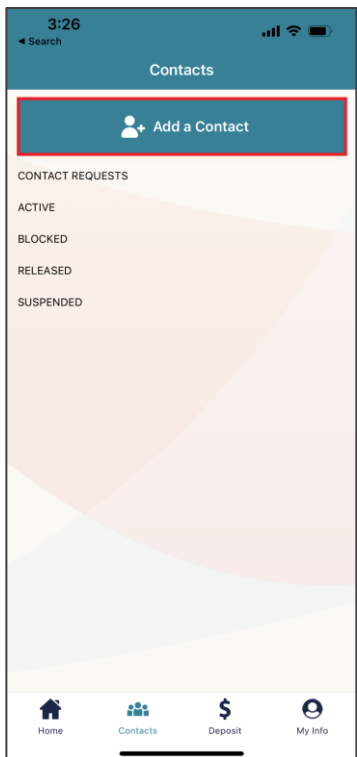


➡ You may now open and log into the GettingOut app using your email address and password.

16. To add contacts, tap Contacts.

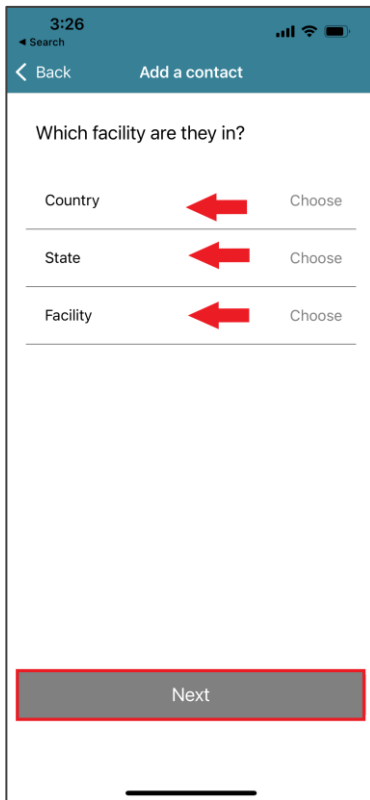


17. Tap Add a Contact.

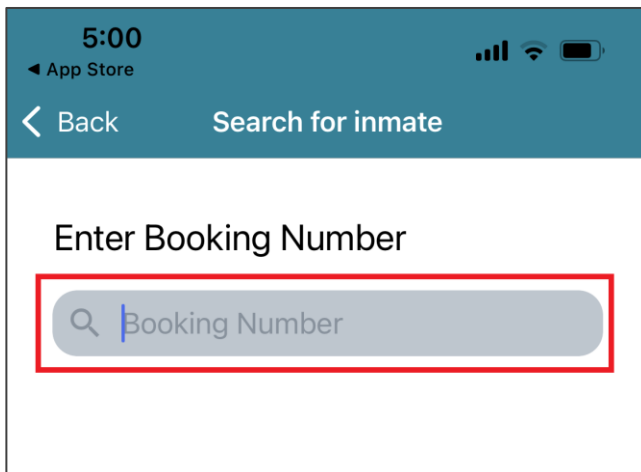


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18. Select the Country, State, and Facility that the Inmate is located at.



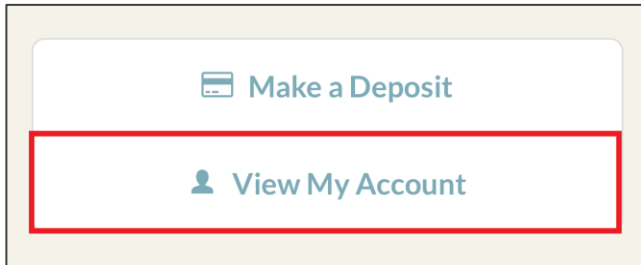
19. Enter the Booking Number.



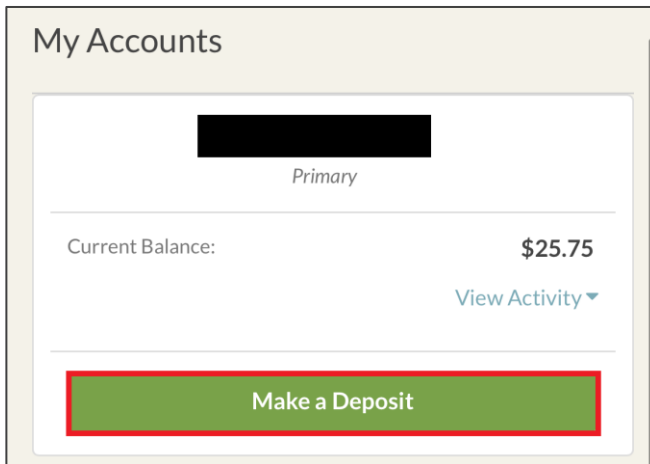
20. Once you have selected the Inmate, you may deposit funds and message the Inmate. To deposit funds, tap Deposit.



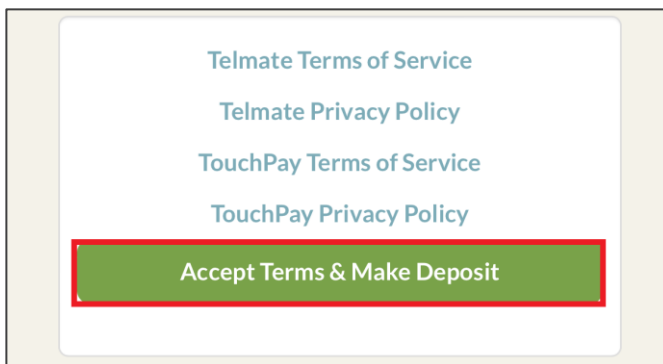
21. Tap View My Account.



22. Scroll down and tap Make a Deposit.



23. Select the amount you wish to deposit, enter your billing information, then tap Accept Terms & Make Deposit.

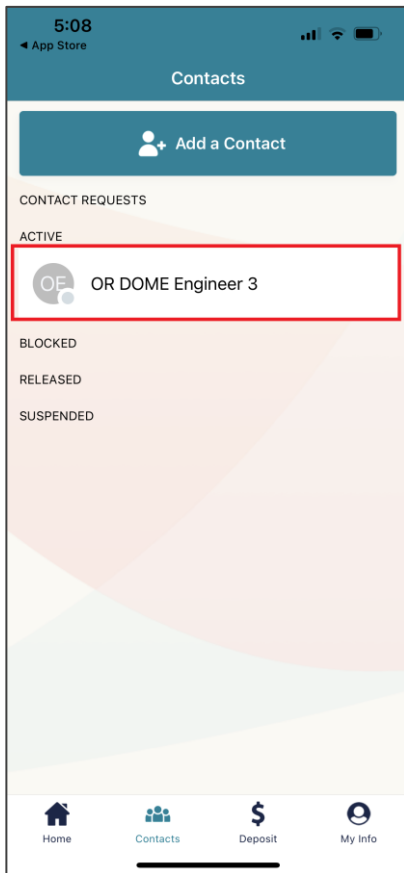


24. To send a message, tap Contacts.

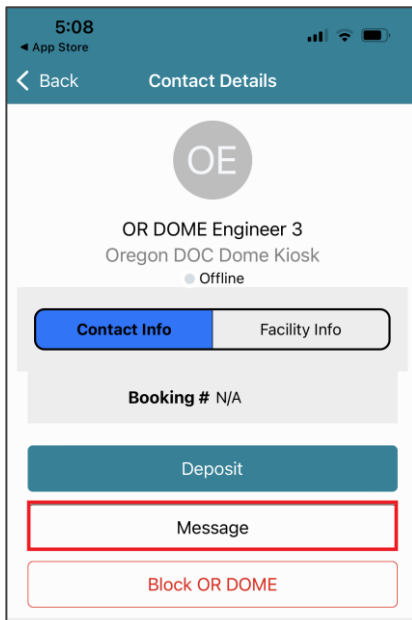


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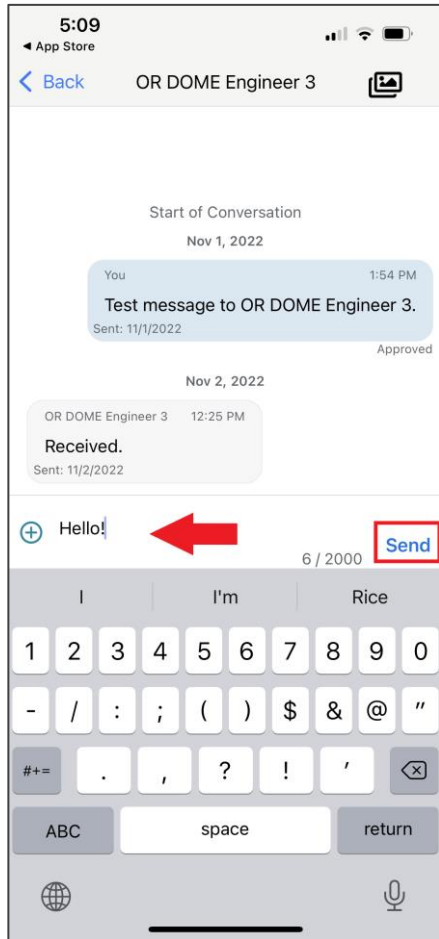
25. Select the contact you wish to message.



26. Tap Message.



27. Type the message you wish to send, and tap Send.



Create a GettingOut Account on a Computer

Before continuing with the following steps, independently contact the Inmate you wish to send messages to and receive messages from. The Inmate will add your email address, which will generate an email invitation.

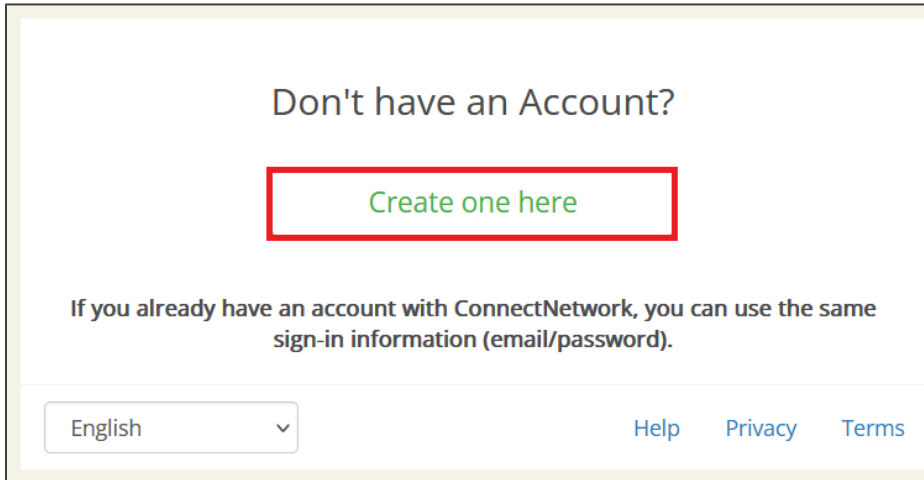
1. In the email you receive, click Yes, I want to "Create A New Account" so I can connect with this inmate >>.

[Yes, I want to "Create A New Account" so I can connect with this inmate >>](#)

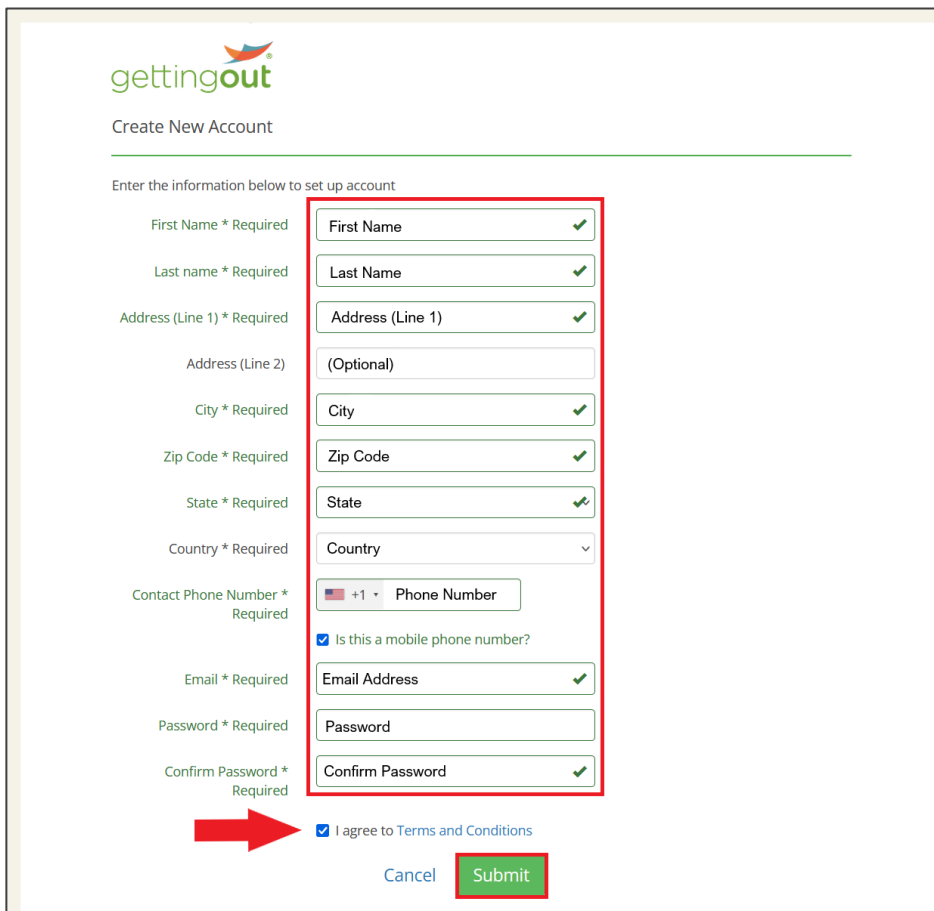
➡ If you don't wish to accept the invitation, you may ignore and delete the email.

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- The GettingOut.com login page will open in a new browser, if you do not have an account, click **Create one here**.

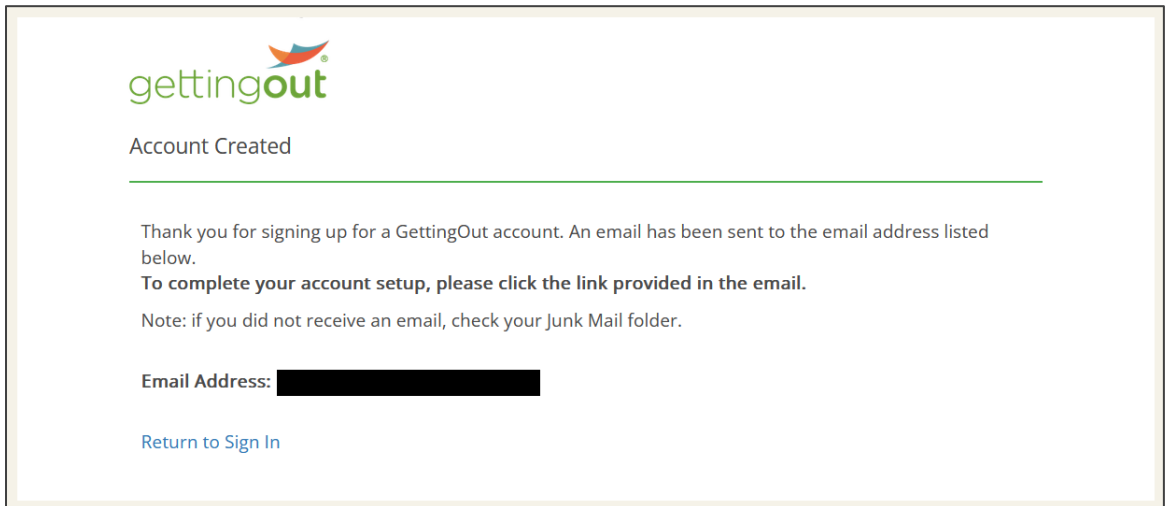


- Fill in the required information, read the *Terms and Conditions*, select the **I agree to Terms and Conditions** checkbox, and click **Submit**.

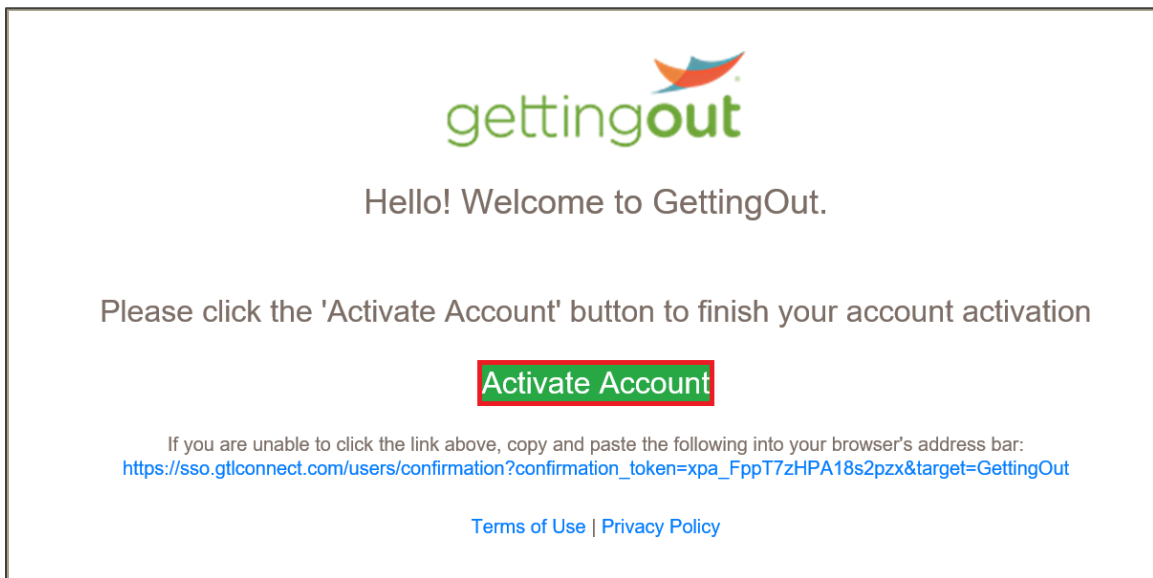


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4. When you have submitted the required information, a confirmation message will be displayed.

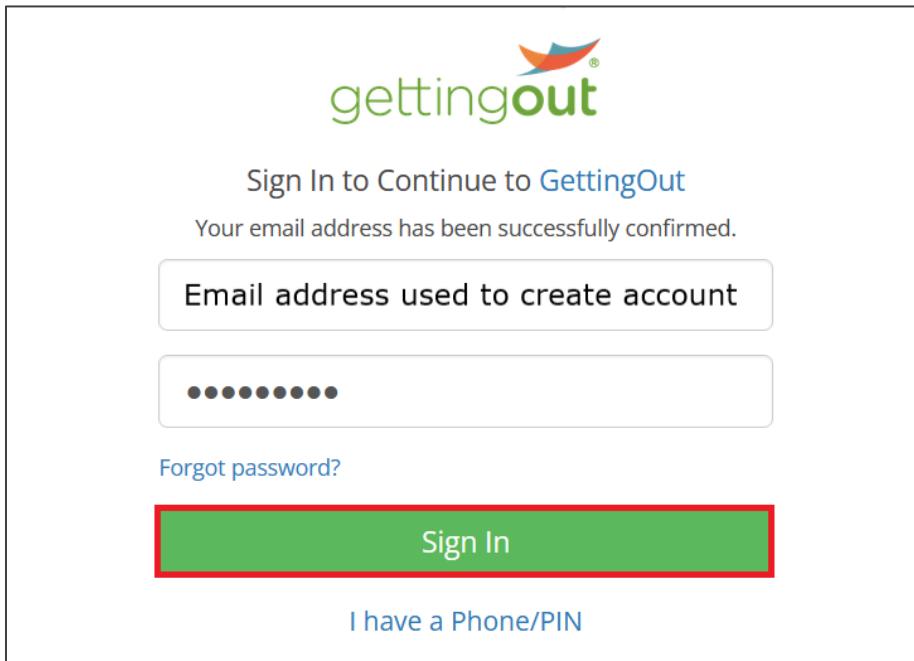


5. An activation email will be sent to the email address you entered. Open the email and click **Activate Account**.



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6. A new browser window will open with the login screen for GettingOut.com. Log in to the account you've just created.



gettingout[®]

Sign In to Continue to GettingOut

Your email address has been successfully confirmed.

Email address used to create account

●●●●●●●●

[Forgot password?](#)

Sign In

[I have a Phone/PIN](#)

7. When you are asked to add your *date of birth* or *last 4 digits of SSN*, click **Skip** to decline providing this information.



gettingout[®]

Secure your account by adding **date of birth** OR **last 4 digits of SSN**. Providing this information is **optional**, but necessary if you were to ever require customer service assistance for account-related issues.

If you do not wish to provide this information, simply click 'Skip' below.

Birthday

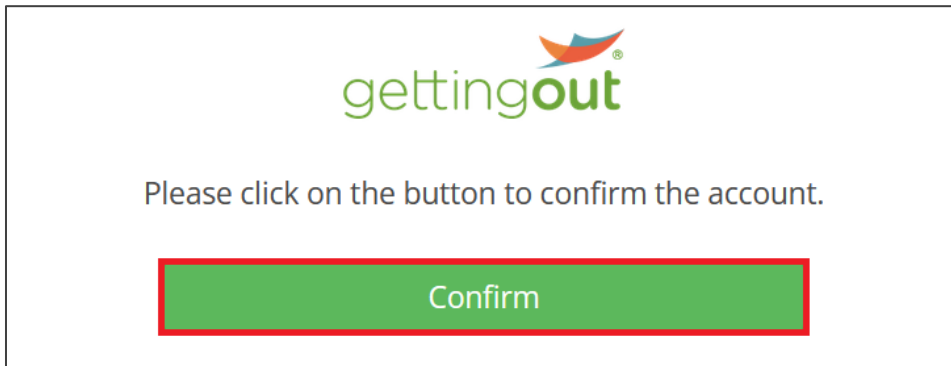
OR

Last 4 Social

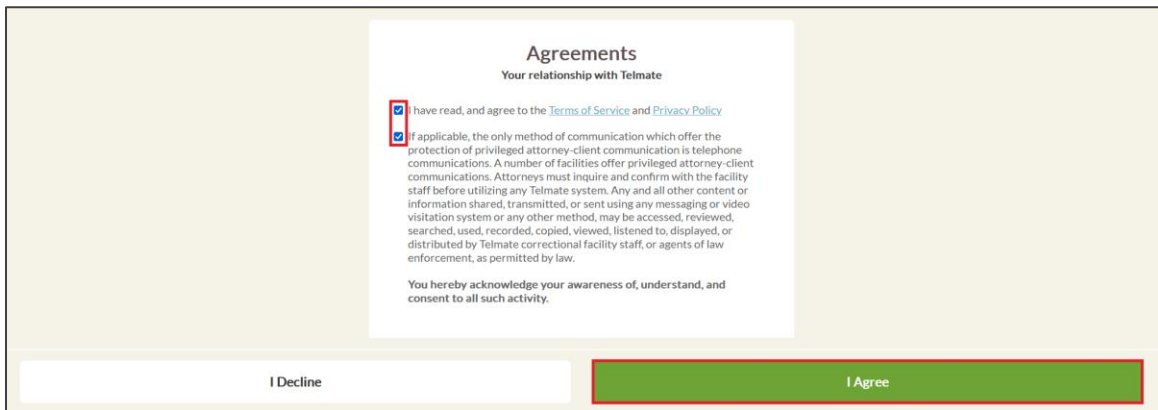
Submit **Skip**

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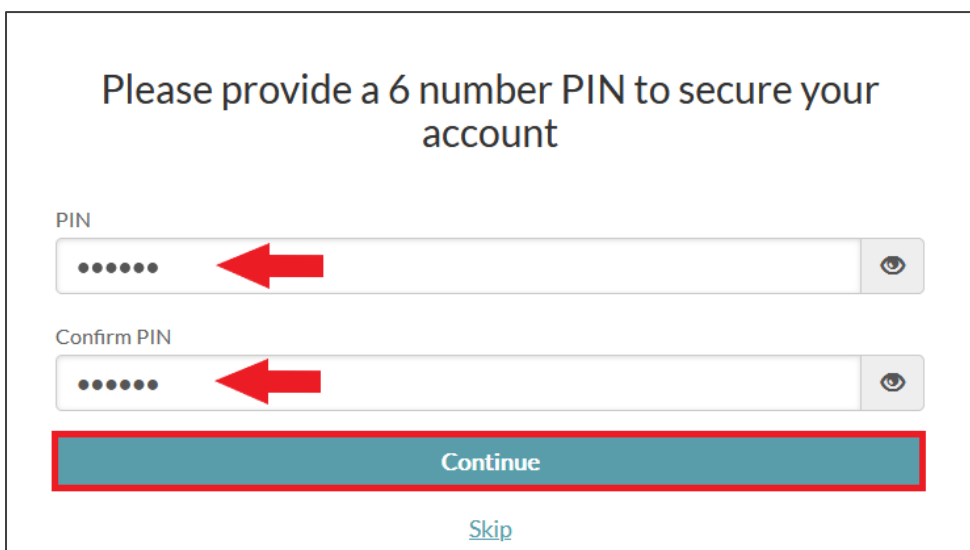
8. Click **Confirm** on the displayed message to confirm your account.



9. Agree to the terms and conditions by selecting the checkboxes next to the two items then click **I Agree**.



10. Create a 6 number PIN then click **Continue**.



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11. Either click **Confirm Number** to confirm your number immediately or **Continue** to confirm your number later.

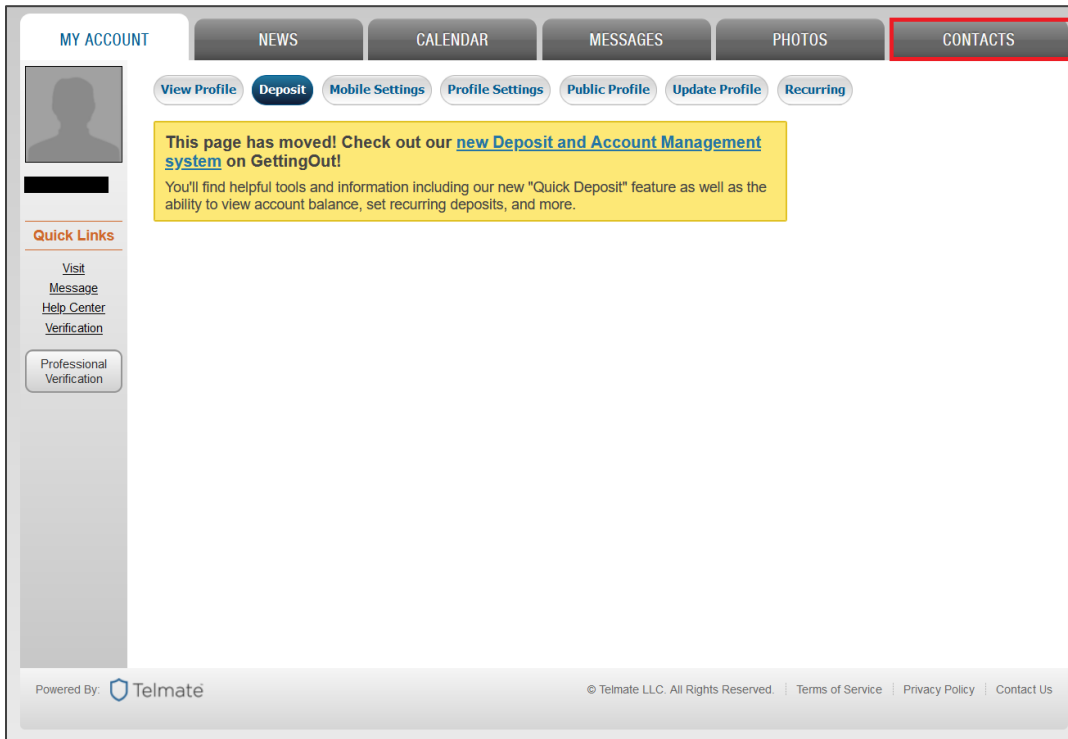
The screenshot shows a web interface titled "My Accounts". At the top, it says "You must confirm phone numbers to access funds." Below this, there is a form with a redacted phone number and a "Confirm Number" button. A red arrow points down to a "Continue" button at the bottom right. A checkbox is checked, indicating the user understands they cannot access funds until they confirm a phone number.

☞ You must confirm your phone number to access funds.

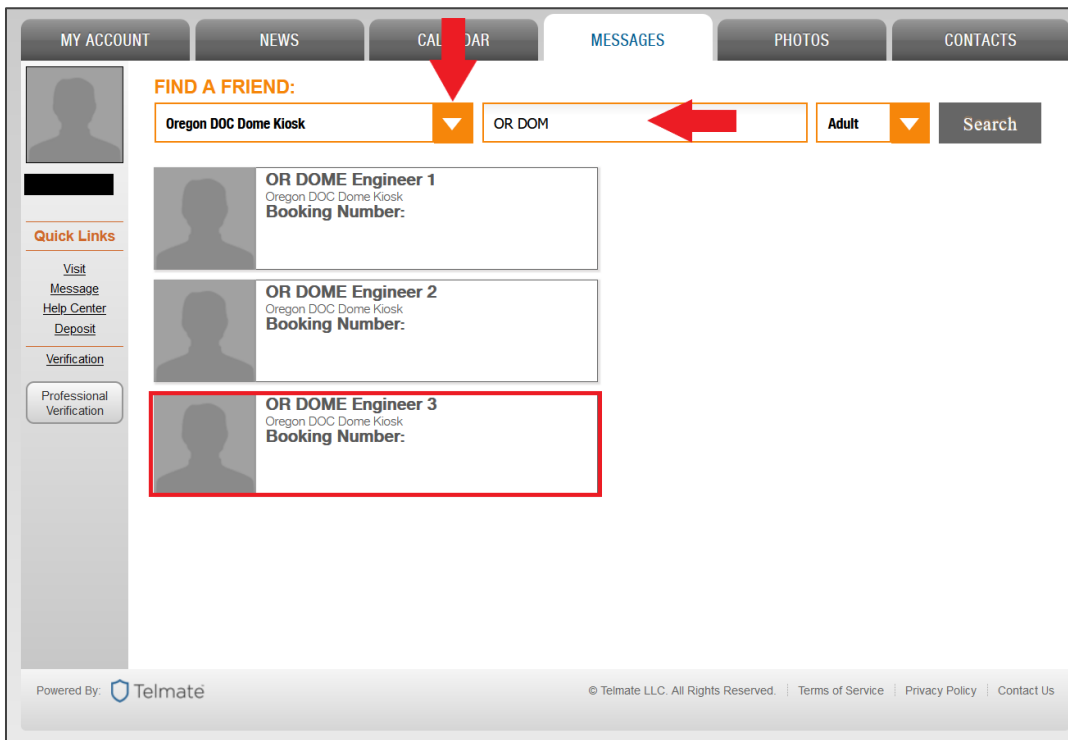
12. Click **Text Me Now** or **Call Me Now** to receive a one-time-use code to the phone number you wish to confirm.

The screenshot shows a dialog box titled "CONFIRM PHONE NUMBER". It asks the user to "Confirm this is your phone number" and displays a redacted phone number. At the bottom, there are two buttons: "Text Me Now" and "Call Me Now".

13. Click **Contacts** to add the Inmate that sent the contact request.



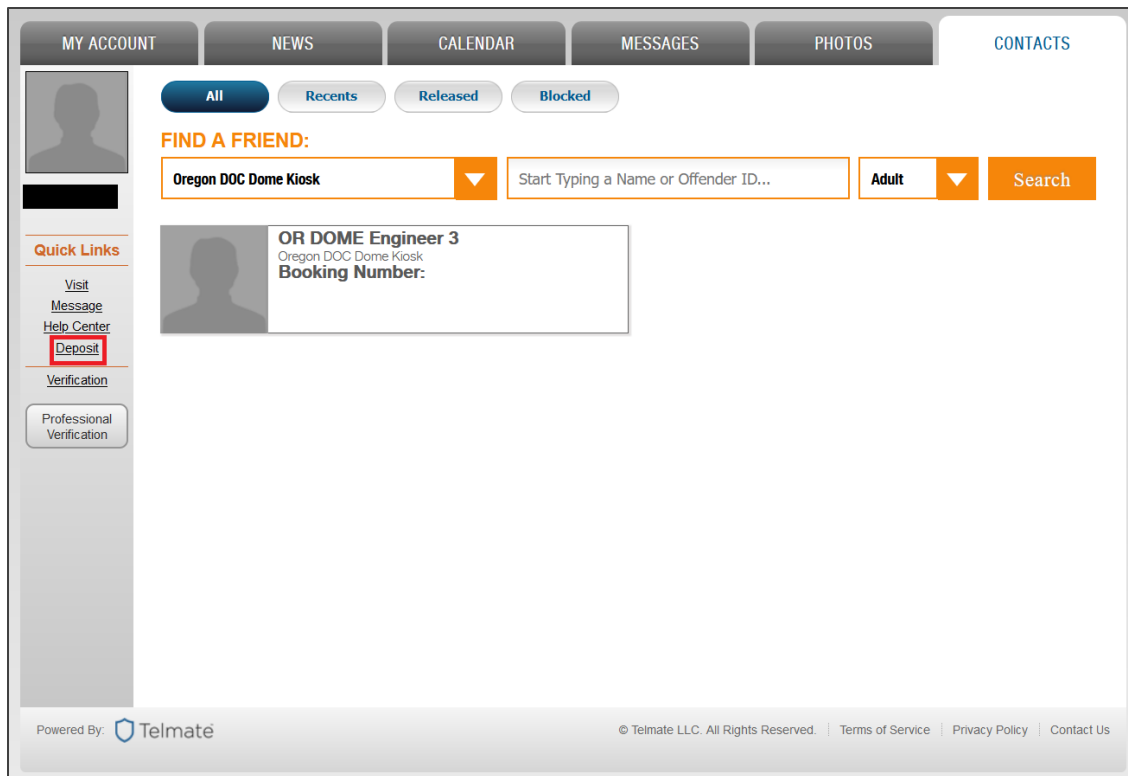
14. Select the facility and begin typing the Inmate name or offender ID, then select the Inmate from the list.



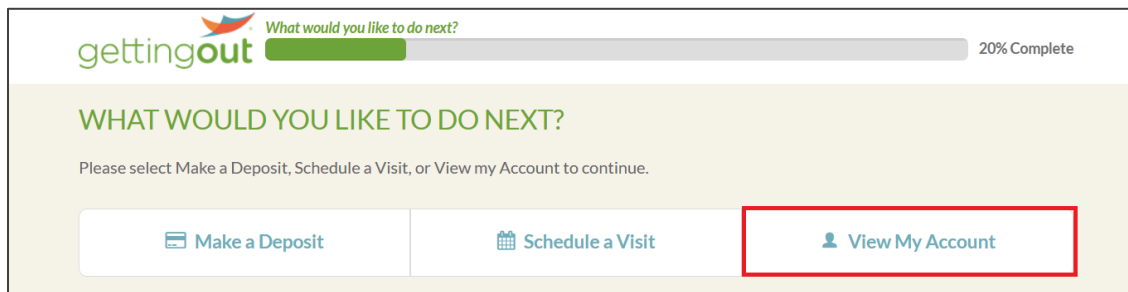
15. When you receive the Success! popup message, click OK.



16. Click the Deposit Quick Link.

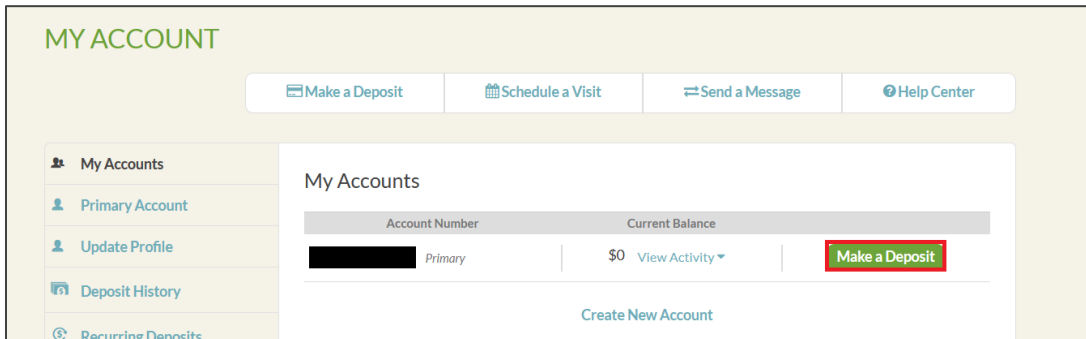


17. To make a deposit and send a message, click View My Account.

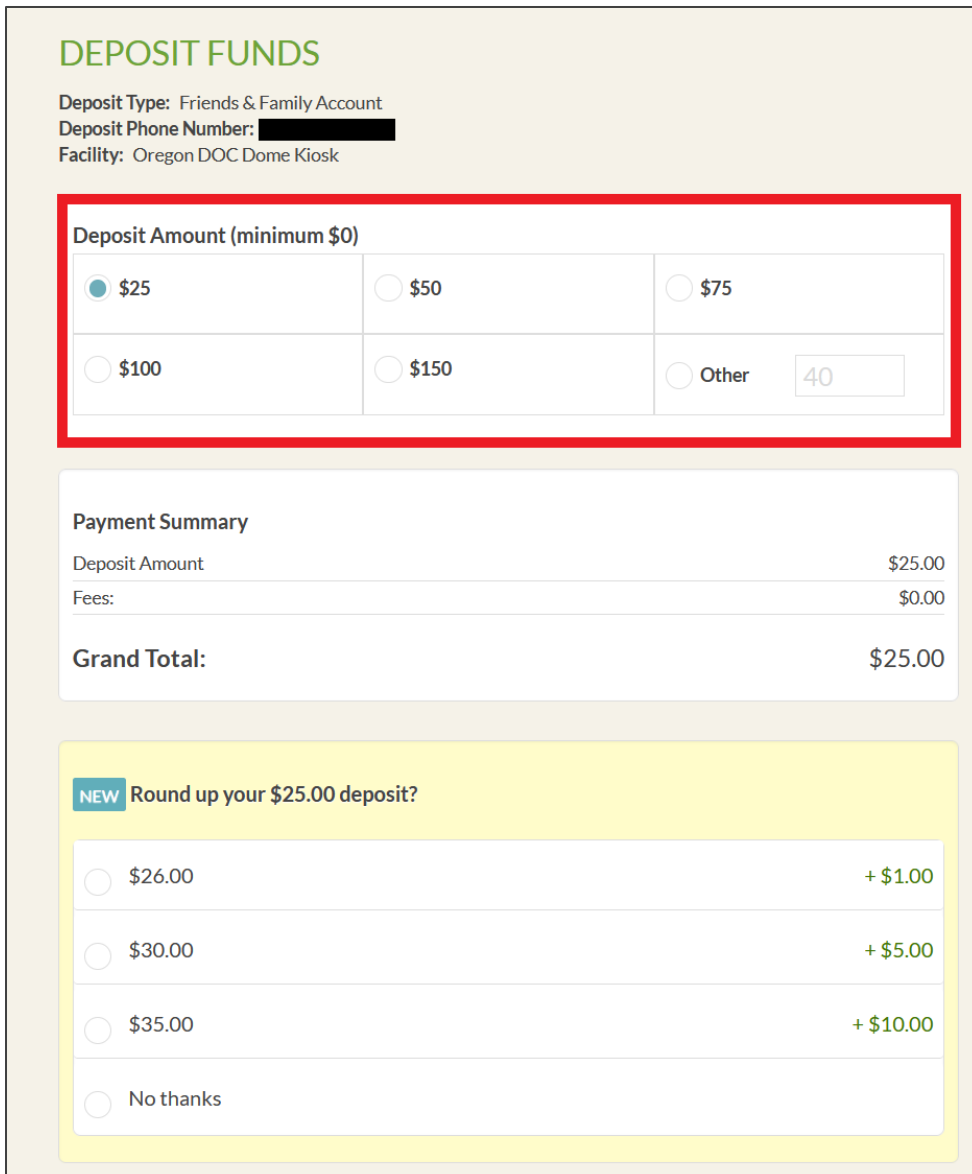


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18. Click **Make Deposit** next to your account number.



19. Select the amount to deposit.







20. Enter your billing information

Billing Address

First Name	Last Name
<input type="text"/>	<input type="text"/>
Address 1	
<input type="text"/>	
Address 2	
<input type="text"/>	
City	State / Province
<input type="text"/>	-- Please Select --
Country	Zip / Postal Code
<input type="text"/>	<input type="text"/>

Payment Information

Card Number	Security Code [?]
<input type="text"/> ✓	<input type="text"/>
Expiration Month	Expiration Year
<input type="text"/>	<input type="text"/>
Country	Phone Number
United States +1	<input type="text"/> ✓

21. Click Accept Terms & Make Deposit.

[Telmate Terms of Service](#) [Telmate Privacy Policy](#)

[TouchPay Terms of Service](#) [TouchPay Privacy Policy](#)

Accept Terms & Make Deposit

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22. A confirmation summary will be displayed. Click **View My Account**.

CONFIRMATION SUMMARY

Success! Your funds have been received.

Deposit Details

Order #:	25216823044
Date:	11/01/2022
Deposit Type:	Inmate Account
Recipient:	OR DOME Engineer 3
Facility:	Oregon DOC Dome Kiosk
DOB	10/10/1973
Amount Paid:	\$25.00
Payment Method:	Credit Card
Credit Card Expiration Date:	

[Print Receipt](#) [Text Receipt](#)

WHAT WOULD YOU LIKE TO DO NEXT?

Please select Make a Deposit, Schedule a Visit, or View my Account to continue.

[Make Another Deposit](#) [Schedule a Visit](#) [View My Account](#)

23. To send a message, click **Send a Message**.

MY ACCOUNT


[Make a Deposit](#) [Schedule a Visit](#) [Send a Message](#) [Help Center](#)

24. Click **Send New Message**.

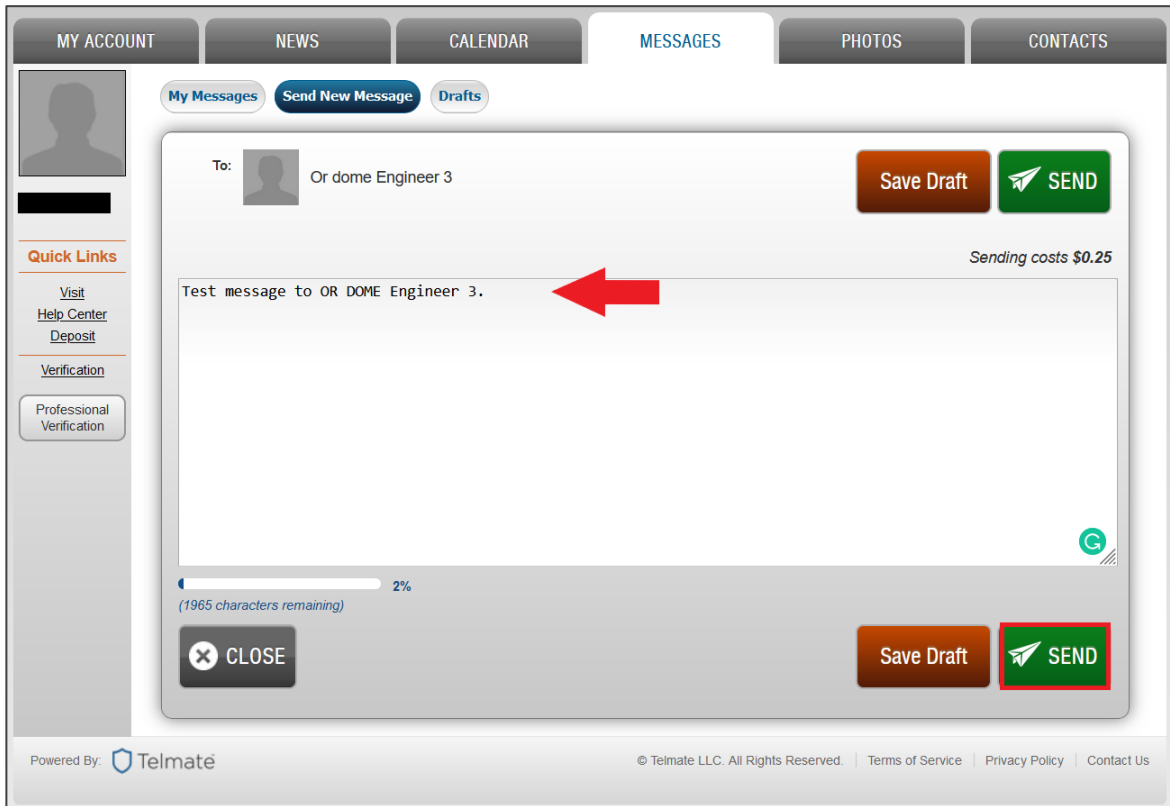
[My Messages](#) [Send New Message](#) [Drafts](#)

25. Select the Inmate to send a message to.

SEND MY MESSAGE TO:


OR DOME
Engineer 3

26. Write your message and click SEND.



27. Click OK.

