

Setting Up a GettingOut Account

AIC's 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 AIC and send messages and photos to the AIC. Friends and Family members cannot initiate email communication with AIC's and must wait until they receive an invitation.

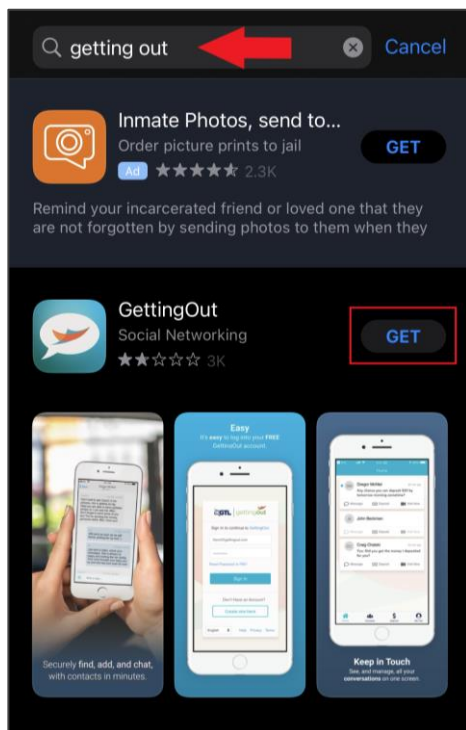
You cannot add an Oregon DOC AIC on your own since the contact needs to be initiated by the AIC. Please independently contact the AIC (phone, letter, etc.) and ask them to add your email address, which generates an email invitation. Once you receive the *Inmate Contact Request* email, you may click **Yes, 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.

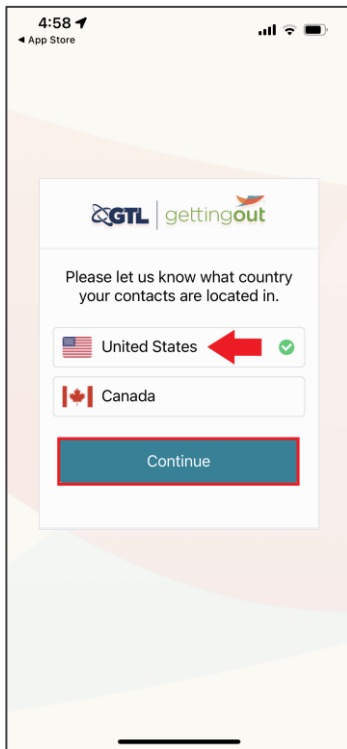
Creating a GettingOut Account Using a Mobile Phone

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

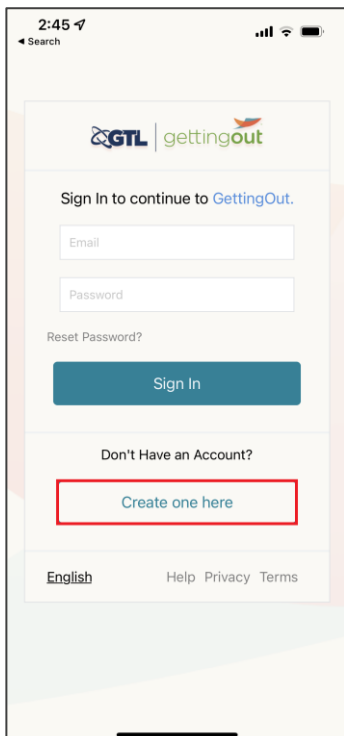
1. Download the GettingOut app from the **App Store** or **Play Store**. Then open the app.



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**.



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.

2:05

< Search

< Back Create New Account

gettingout

Account Created

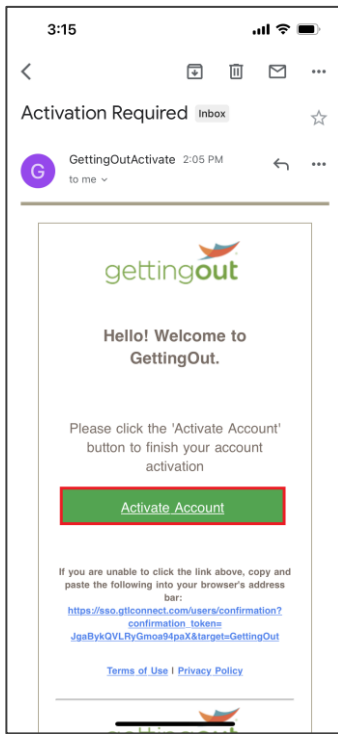
Thank you for signing up for a GettingOut account. An email has been sent to the email address listed below. To complete your account setup, please click the link provided in the email.

Note: if you did not receive an email, check your Junk Mail folder.

Email Address:
[Redacted]

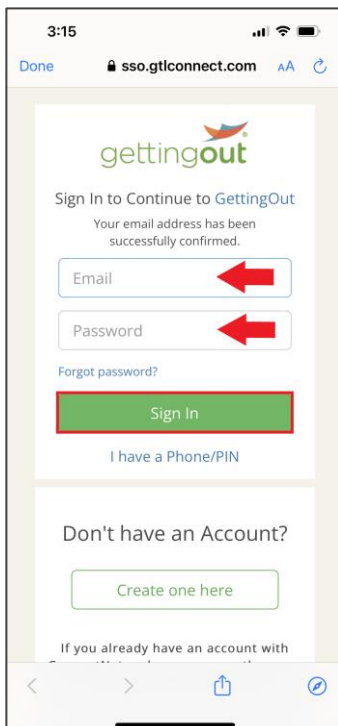
[Return to Sign In](#)

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**.



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

3:15

Done sso.gtconnect.com AA ↺

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

XXX-XX-XXXX

Submit Skip

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

3:16

Done pay.telmate.com AA ↺

English | Español

gettingout

WELCOME TO TELMATE DEPOSITS

Depositing money to your incarcerated loved one is quick, safe & easy.

Continue as Guest

Log In

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

3:16 member-access.telmate.com

Agreements

Your relationship with Telmate

☒ I have read, and agree to the [Terms of Service](#) and [Privacy Policy](#)

☒ If applicable, the only method of communication which offer the protection of privileged attorney-client communication is telephone communications. A number of facilities offer privileged attorney-client communications. Attorneys must inquire and confirm with the facility staff before utilizing any Telmate system. Any and all other content or information shared, transmitted, or sent using any messaging or video visitation system or any other method, may be accessed, reviewed, searched, used, recorded, copied, viewed, listened to, displayed, or distributed by Telmate correctional facility staff, or agents of law enforcement, as permitted by law.

You hereby acknowledge your awareness of, understand, and consent to all such activity.

I Decline I Agree

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

3:17 Done member-access.telmate.com

Please provide a 6 number PIN to secure your account

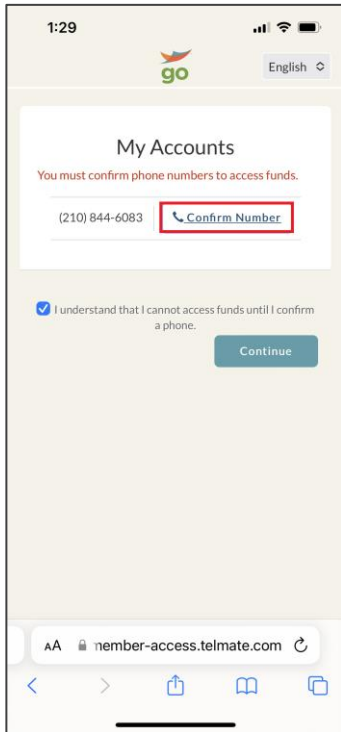
PIN

Confirm PIN

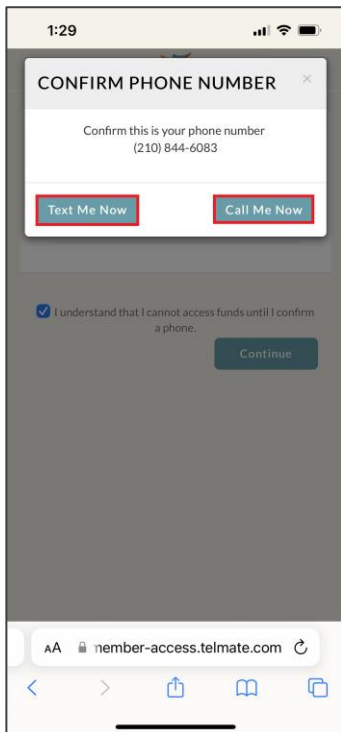
Continue

[Skip](#)

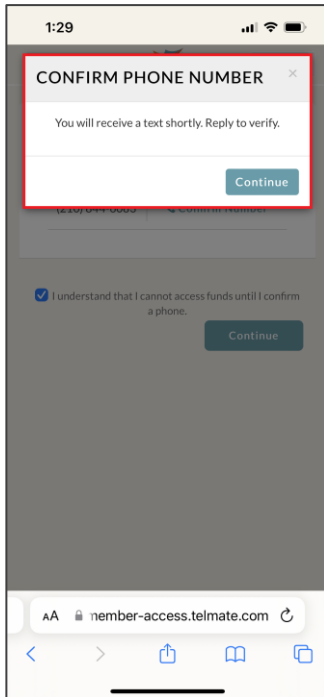
12. You must confirm your phone number to access funds. Tap **Confirm Number**.



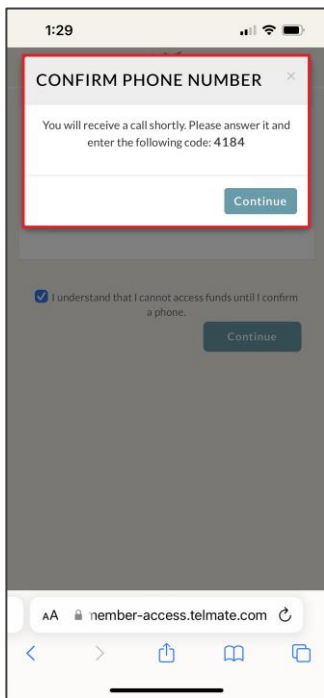
13. Either tap **Text Me Now** to receive your confirmation code by text message or **Call Me Now** to receive your confirmation code by phone call.



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

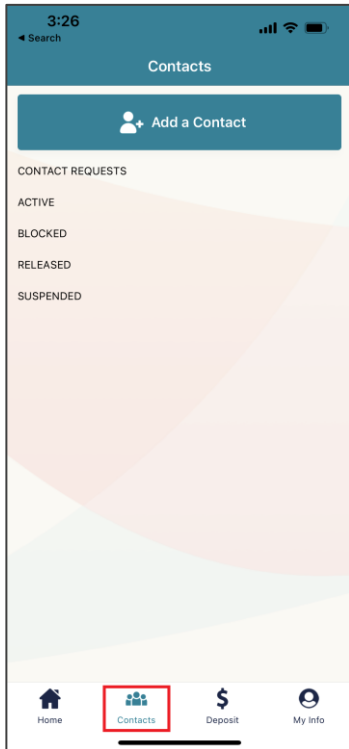


15. If you choose *Call Me Now*, you will receive a phone call with your confirmation code, answer the call and enter the code displayed.

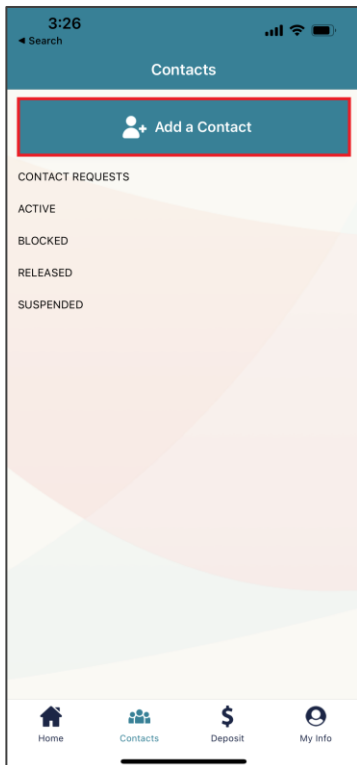


➡ You may now open and log into the *GettingOut* app using your email address and password.

16. To add contacts, tap Contacts.



17. Tap Add a Contact.



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

3:26
◀ Search
◀ Back Add a contact

Which facility are they in?

Country Choose

State Choose

Facility Choose

Next

19. Enter the Booking Number.

5:00
◀ App Store
◀ Back Search for inmate

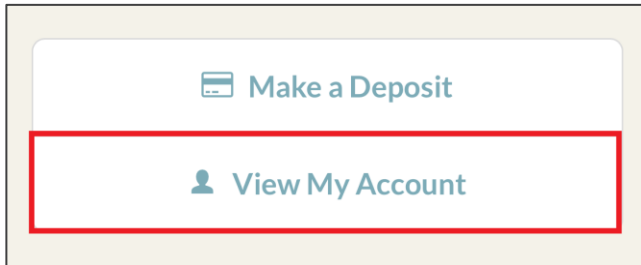
Enter Booking Number

🔍 Booking Number

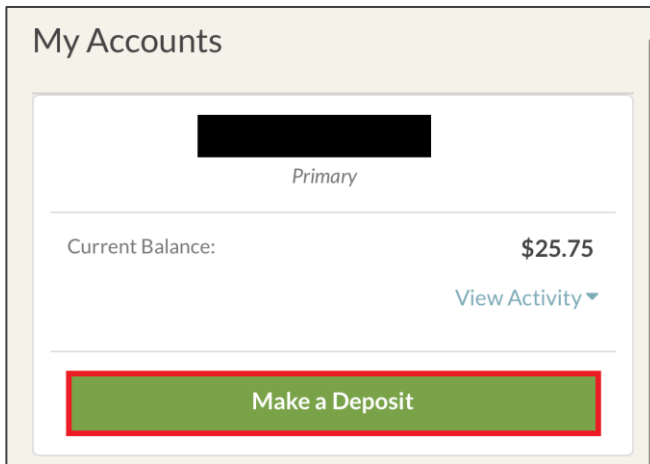
20. Once you have selected the AIC, you may deposit funds and message the AIC. To deposit funds, tap **Deposit**.

Home Contacts Deposit My Info

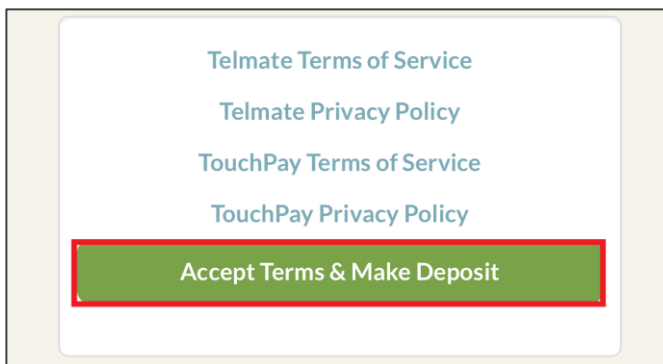
21. Tap **View My Account**.



22. Scroll down and tap **Make a Deposit**.



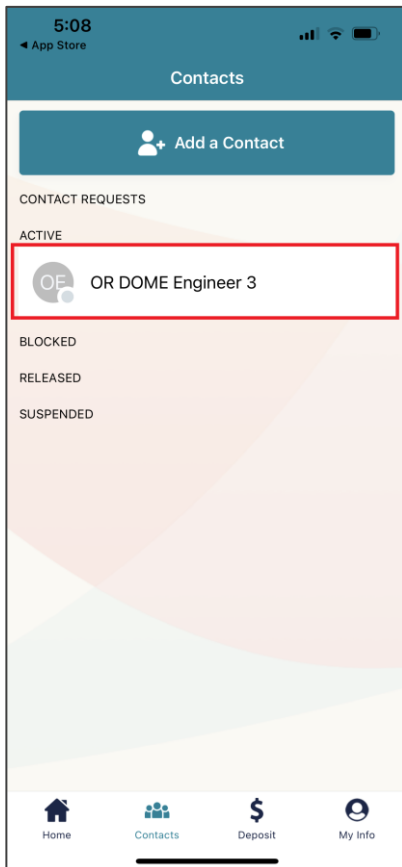
23. Select the amount you wish to deposit, enter your billing information, then tap **Accept Terms & Make Deposit**.



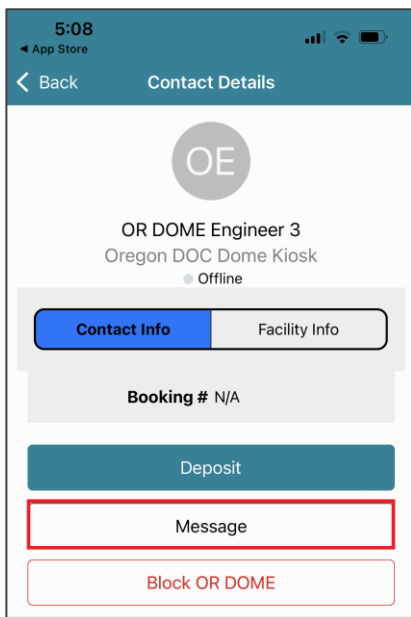
24. To send a message, tap **Contacts**.



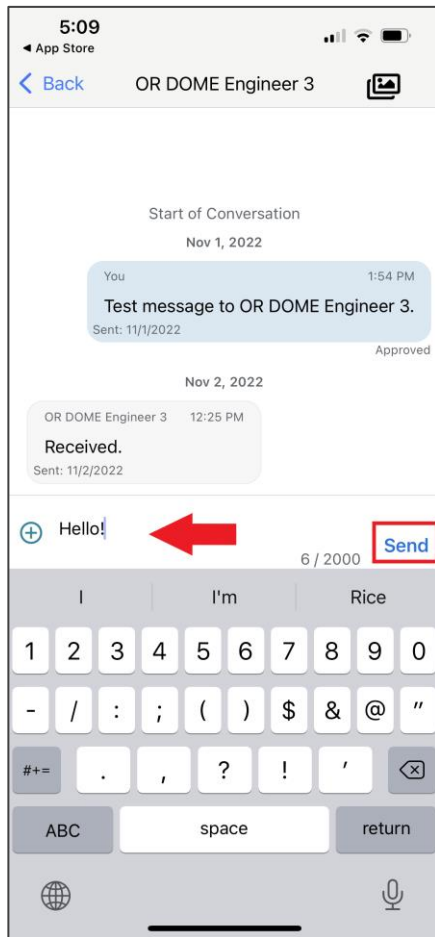
25. Select the contact you wish to message.



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 AIC you wish to send messages to and receive messages from. The AIC will add your email address, which will generate an email invitation.

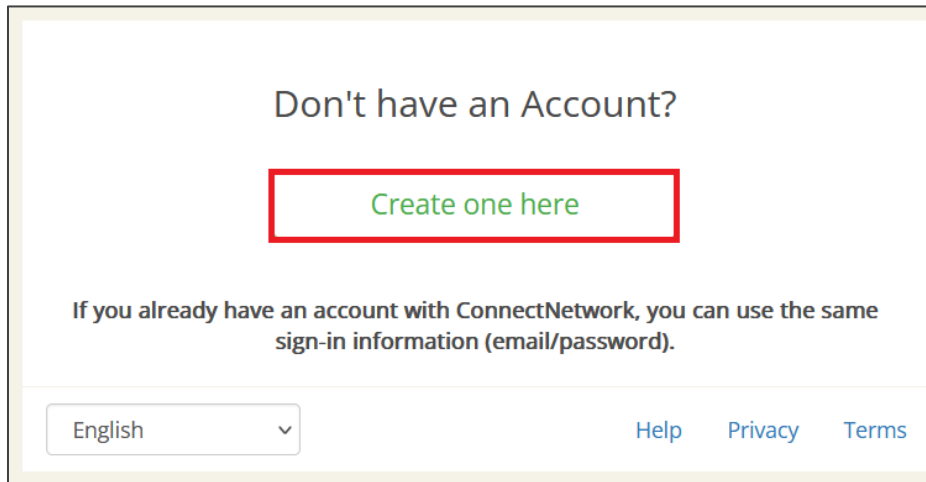
1. In the email you receive, click Yes, I want to "Create A New Account" so I can connect with this inmate >>.

[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.

Friends & Family Quick Reference Guide

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



Don't have an Account?

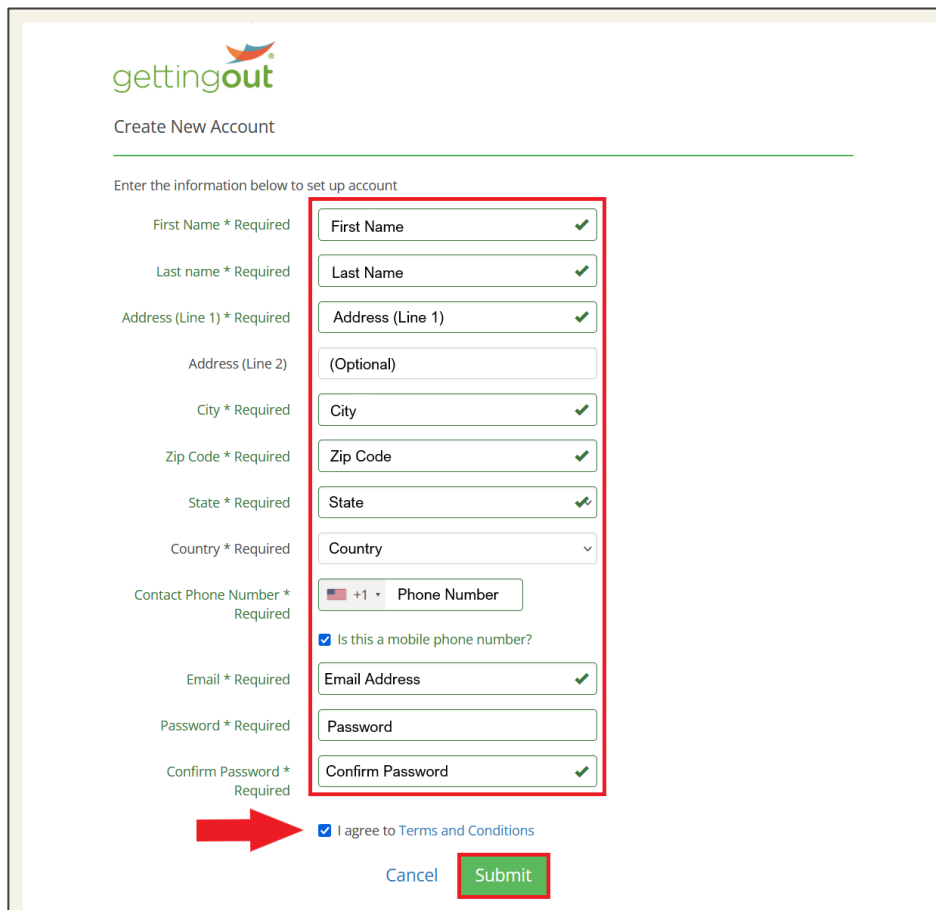
[Create one here](#)

If you already have an account with ConnectNetwork, you can use the same sign-in information (email/password).

English ▾

[Help](#) [Privacy](#) [Terms](#)

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



gettingout

Create New Account

Enter the information below to set up account

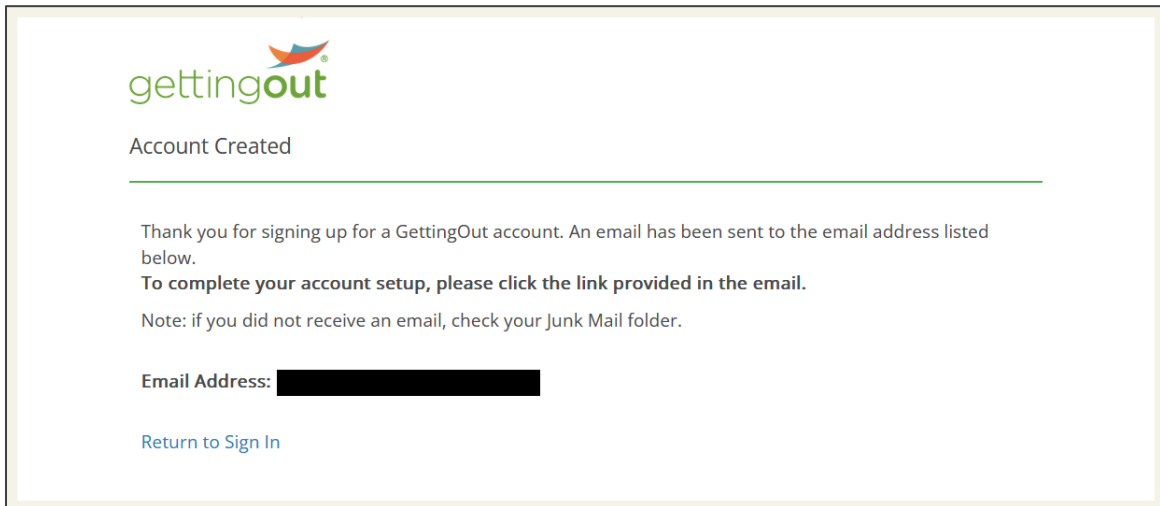
First Name * Required	First Name ✓
Last name * Required	Last Name ✓
Address (Line 1) * Required	Address (Line 1) ✓
Address (Line 2)	(Optional)
City * Required	City ✓
Zip Code * Required	Zip Code ✓
State * Required	State ✓
Country * Required	Country ▾
Contact Phone Number * Required	+1 Phone Number
	<input checked="" type="checkbox"/> Is this a mobile phone number?
Email * Required	Email Address ✓
Password * Required	Password
Confirm Password * Required	Confirm Password ✓

☒ I agree to [Terms and Conditions](#)

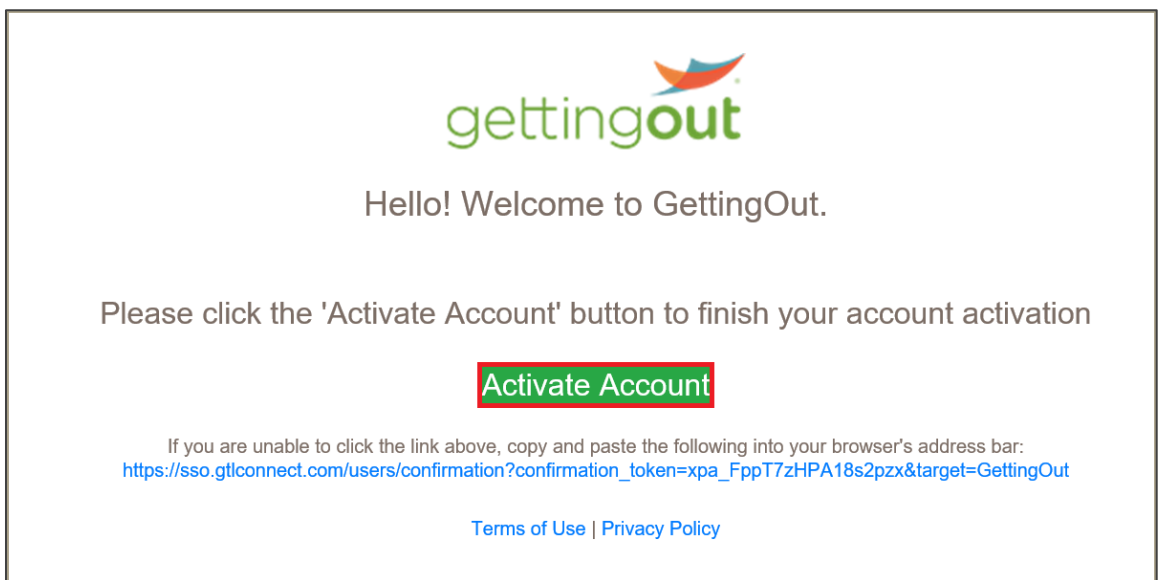
[Cancel](#) [Submit](#)

Friends & Family Quick Reference Guide

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

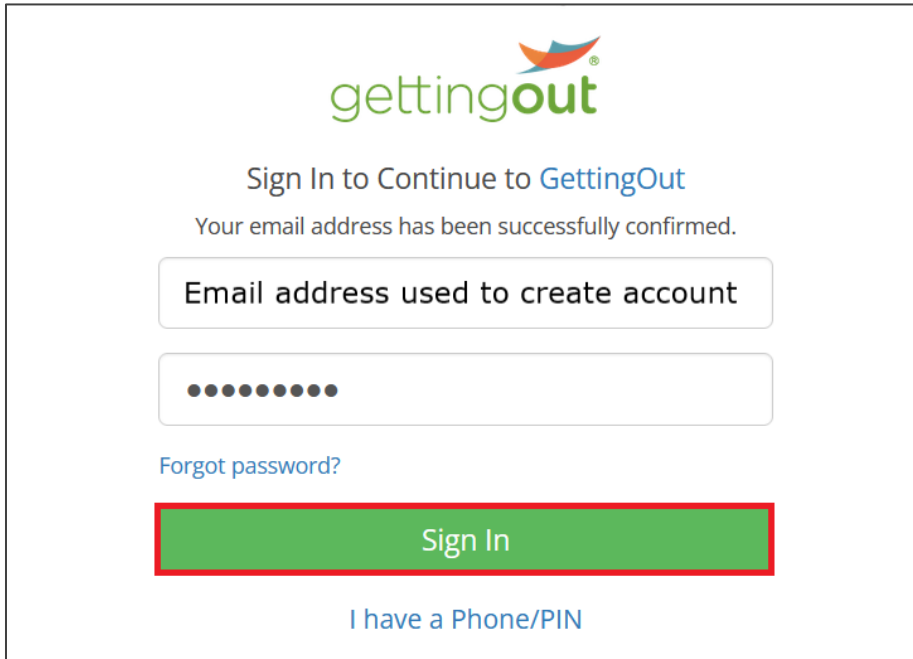


5. An activation email will be sent to the email address you entered. Open the email and click **Activate Account**.



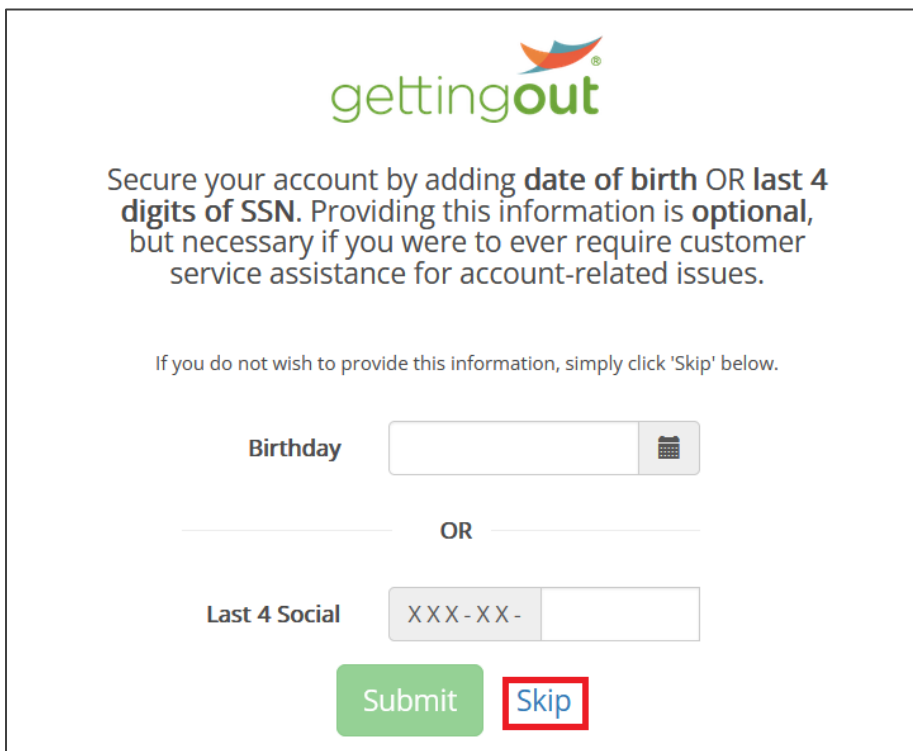
Friends & Family Quick Reference Guide

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



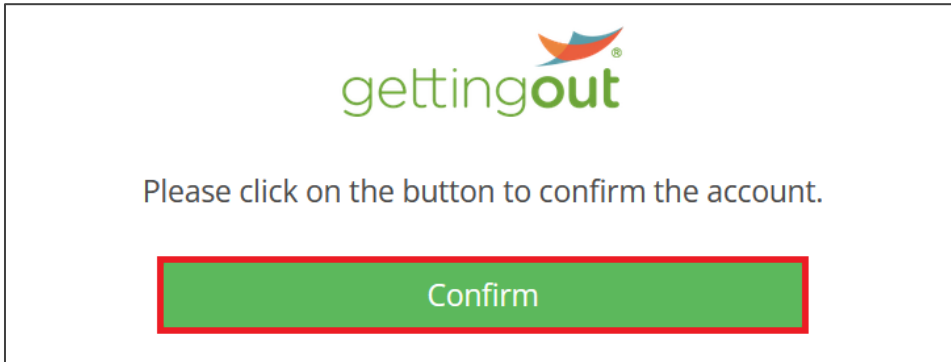
The screenshot shows the GettingOut login page. At the top is the GettingOut logo. Below it, the text reads "Sign In to Continue to GettingOut" and "Your email address has been successfully confirmed." There is a text input field labeled "Email address used to create account" and a password input field represented by dots. Below the password field is a link that says "Forgot password?". At the bottom, there is a green "Sign In" button with a red border, and a link below it that says "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.



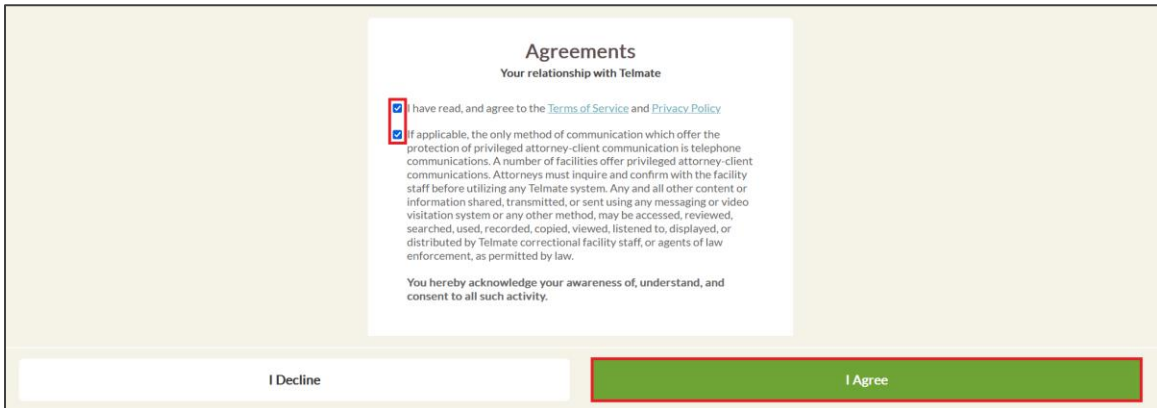
The screenshot shows the GettingOut account security screen. At the top is the GettingOut logo. Below it, the text reads "Secure your account by adding **date of birth** OR **last 4 digits of SSN**. Providing this information is **optional**, but necessary if you were to ever require customer service assistance for account-related issues." Below this, it says "If you do not wish to provide this information, simply click 'Skip' below." There are two input fields: "Birthday" with a calendar icon and "Last 4 Social" with a placeholder "XXX-XX-". Below these fields are two buttons: a green "Submit" button and a blue "Skip" button with a red border.

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



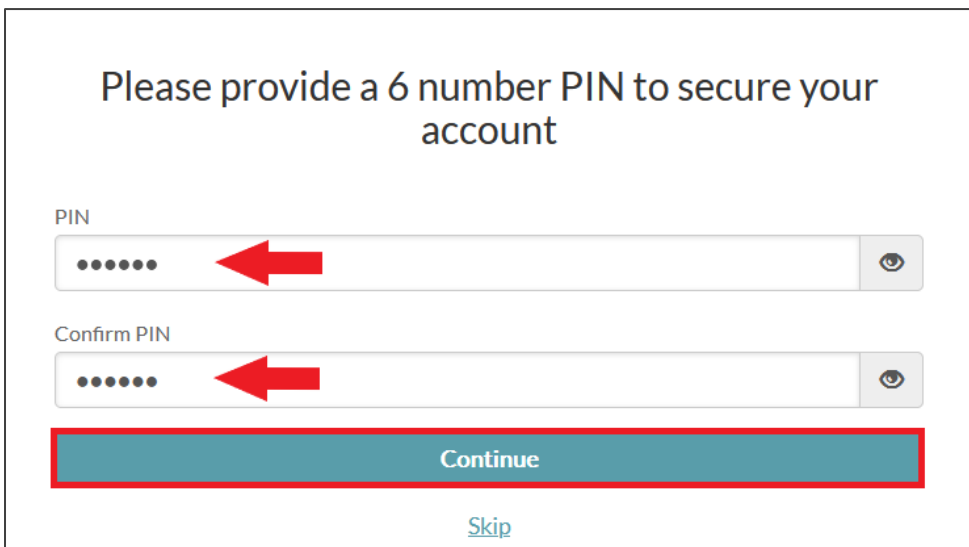
The screenshot shows the 'gettingout' logo at the top. Below it, the text reads 'Please click on the button to confirm the account.' At the bottom, there is a large green button with the word 'Confirm' in white text, which is highlighted with a red rectangular border.

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



The screenshot shows a section titled 'Agreements' with the subtitle 'Your relationship with Telmate'. There are two checkboxes, both of which are checked and highlighted with red boxes. The first checkbox is next to the text 'I have read, and agree to the [Terms of Service](#) and [Privacy Policy](#)'. The second checkbox is next to a longer paragraph of text regarding attorney-client communication. Below the checkboxes, there is a statement: 'You hereby acknowledge your awareness of, understand, and consent to all such activity.' At the bottom, there are two buttons: 'I Decline' and 'I Agree'. The 'I Agree' button is green with white text and is highlighted with a red rectangular border.

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



The screenshot shows the text 'Please provide a 6 number PIN to secure your account'. Below this, there are two input fields. The first field is labeled 'PIN' and the second is labeled 'Confirm PIN'. Both fields contain six dots and have a red arrow pointing to them from the right. To the right of each field is an eye icon. At the bottom, there is a large blue button with the word 'Continue' in white text, which is highlighted with a red rectangular border. Below the button is a link that says 'Skip'.

Friends & Family Quick Reference Guide

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". Below the title, a red message states: "You must confirm phone numbers to access funds." There is a text input field containing a redacted phone number. To the right of the input field is a button labeled "Confirm Number" with a phone icon. Below the input field, there is a checkbox that is checked, with the text "I understand that I cannot access funds until I confirm a phone." To the right of the checkbox is a "Continue" button. A large red arrow points down from the "Confirm Number" button area towards the checkbox area.

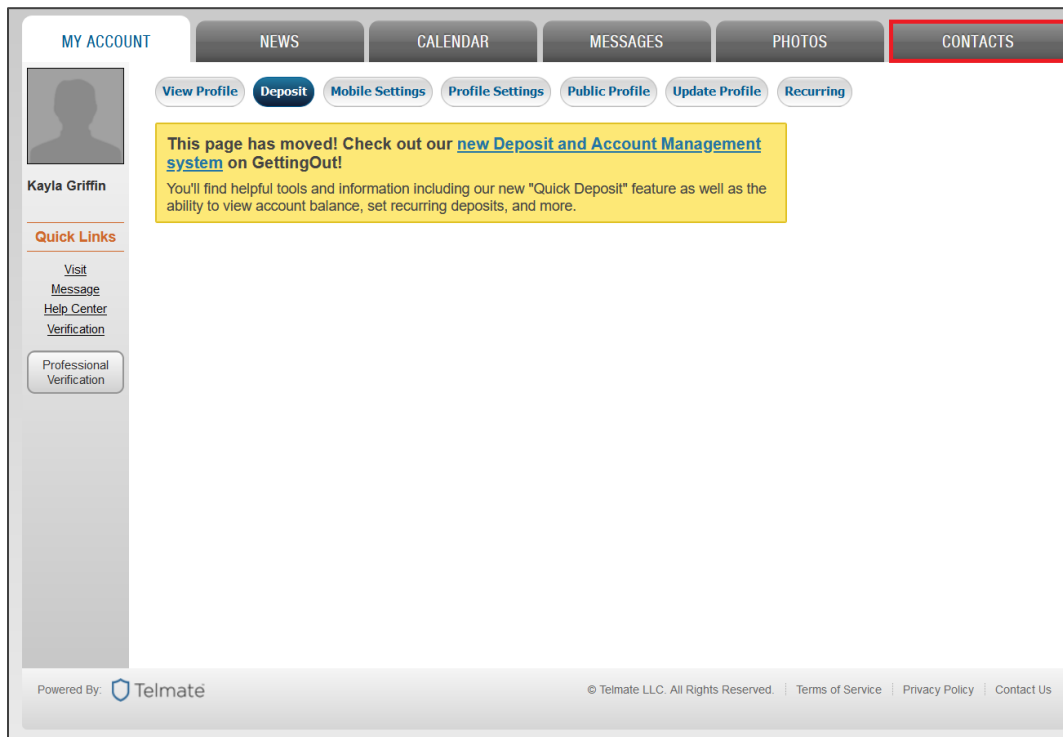
🔄 You must confirm your phone number to access funds.

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

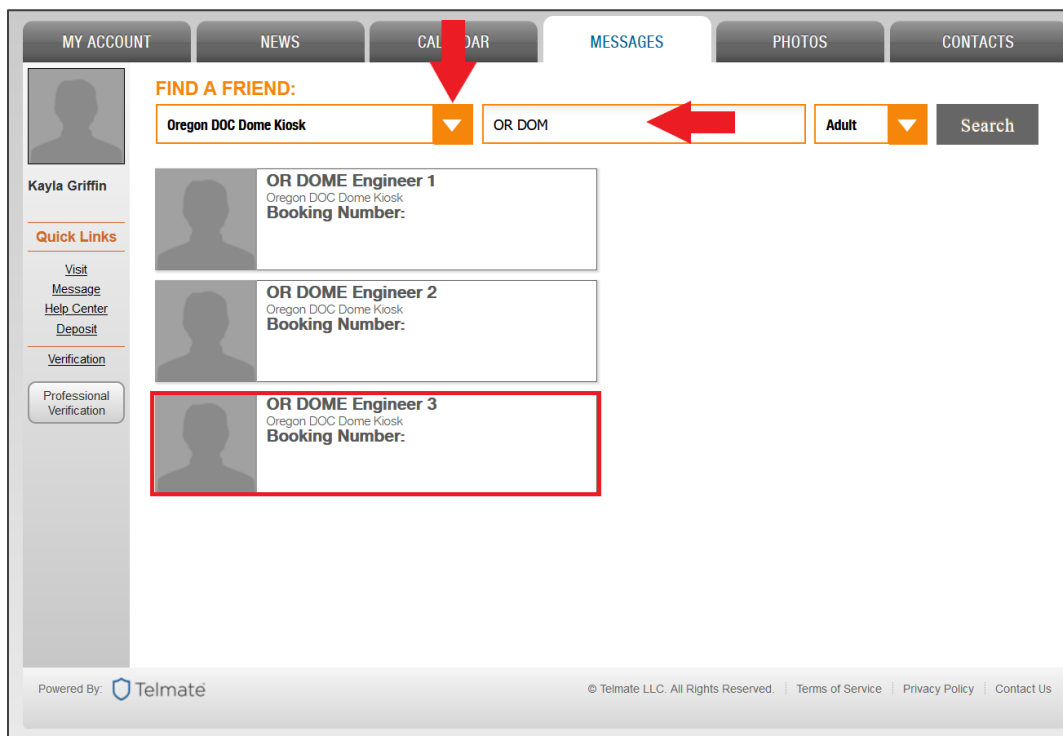
The screenshot shows a modal dialog titled "CONFIRM PHONE NUMBER" with a close button (X) in the top right corner. The dialog contains the text "Confirm this is your phone number" above a redacted phone number. At the bottom of the dialog, there are two buttons: "Text Me Now" and "Call Me Now".

Friends & Family Quick Reference Guide

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



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

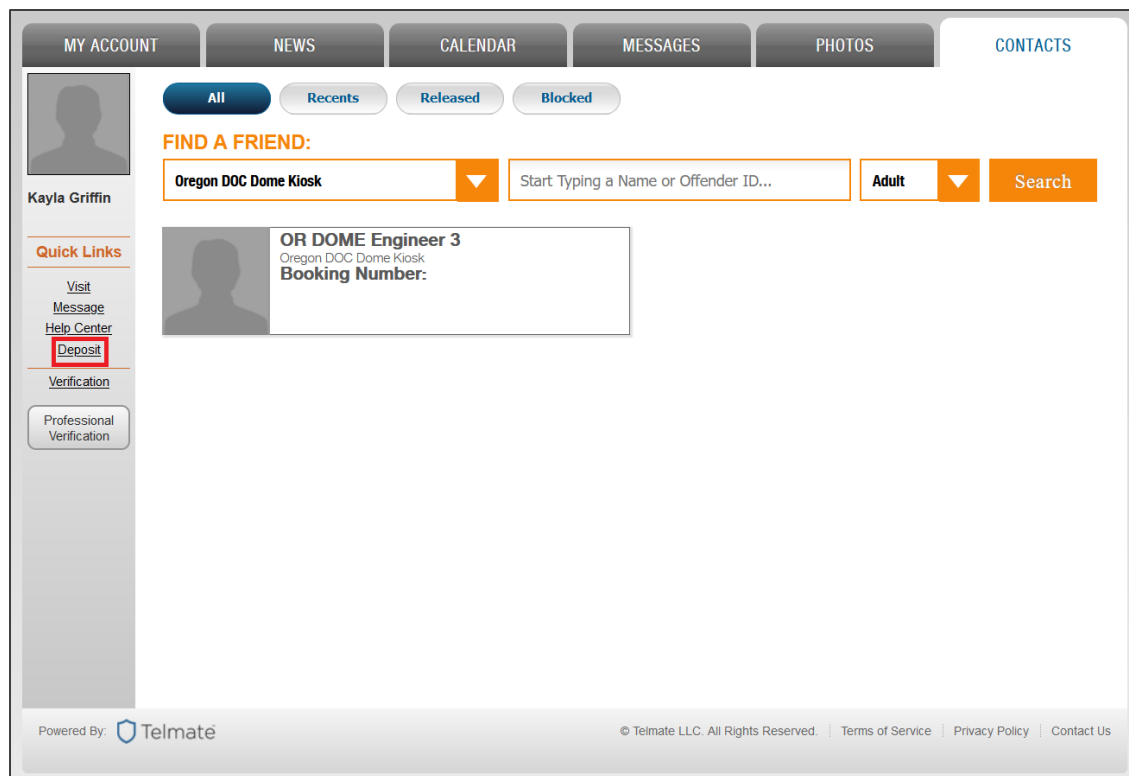


Friends & Family Quick Reference Guide

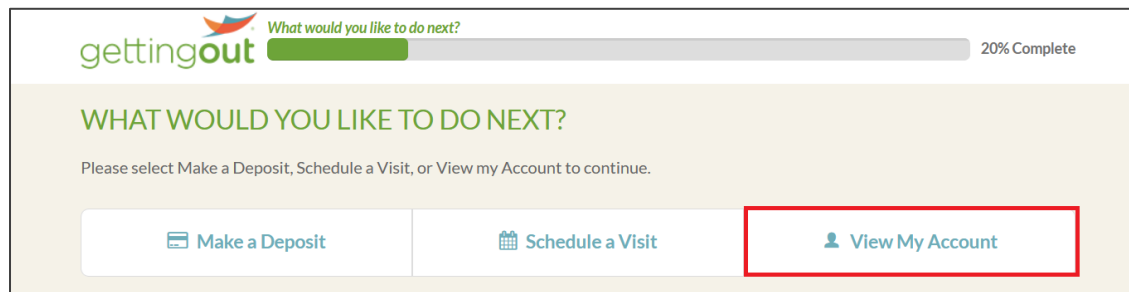
15. When you receive the Success! popup message, click OK.



16. Click the Deposit Quick Link.



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



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

The screenshot shows the 'MY ACCOUNT' page. At the top, there are four buttons: 'Make a Deposit', 'Schedule a Visit', 'Send a Message', and 'Help Center'. Below these, on the left, is a sidebar with links: 'My Accounts', 'Primary Account', 'Update Profile', 'Deposit History', and 'Recurring Deposits'. The main content area is titled 'My Accounts' and contains a table with two columns: 'Account Number' and 'Current Balance'. The first row shows a masked account number, 'Primary', a balance of '\$0', and a 'View Activity' link. A red box highlights the 'Make a Deposit' button next to the account number. Below the table is a 'Create New Account' link.

19. Select the amount to deposit.

The screenshot shows the 'DEPOSIT FUNDS' page. At the top, it displays 'Deposit Type: Friends & Family Account', 'Deposit Phone Number: [masked]', and 'Facility: Oregon DOC Dome Kiosk'. Below this, a red box highlights the 'Deposit Amount (minimum \$0)' section. This section contains six radio button options: '\$25', '\$50', '\$75', '\$100', '\$150', and 'Other'. The 'Other' option has a text input field with the value '40'. Below the red box is a 'Payment Summary' section with a table showing 'Deposit Amount' as \$25.00, 'Fees' as \$0.00, and 'Grand Total' as \$25.00. At the bottom, a yellow box contains a 'NEW' badge and the text 'Round up your \$25.00 deposit?'. Below this are four radio button options: '\$26.00' (+ \$1.00), '\$30.00' (+ \$5.00), '\$35.00' (+ \$10.00), and 'No thanks'.

20. Enter your billing information

Billing Address

First Name

Last Name

Address 1

Address 2

City





State / Province

-- Please Select --

Country

Zip / Postal Code

Payment Information

Card Number

Security Code

Expiration Month

Expiration Year

Country

United States +1

Phone Number

21. Click Accept Terms & Make Deposit.

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

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

[Accept Terms & Make Deposit](#)

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 AIC to send a message to.

SEND MY MESSAGE TO:



OR DOME
Engineer 3

26. Write your message and click **SEND**.

The screenshot displays the 'MESSAGES' tab in the ICSolutions interface. The top navigation bar includes 'MY ACCOUNT', 'NEWS', 'CALENDAR', 'MESSAGES', 'PHOTOS', and 'CONTACTS'. Below this, there are tabs for 'My Messages', 'Send New Message' (highlighted), and 'Drafts'. On the left sidebar, a profile for 'Kayla Griffin' is shown with 'Quick Links' for 'Visit', 'Help Center', 'Deposit', 'Verification', and 'Professional Verification'. The main area shows a message composition form for 'Or dome Engineer 3'. The 'To:' field is populated with 'Or dome Engineer 3'. The message body contains the text 'Test message to OR DOME Engineer 3.' with a red arrow pointing to it. The bottom of the form shows a character count: '(1965 characters remaining) 2%'. There are two 'Save Draft' buttons and two 'SEND' buttons (one green with a paper plane icon, one red with a paper plane icon). A 'CLOSE' button is also present. The footer indicates 'Powered By: Telmate' and includes copyright information for Telmate LLC.

27. Click **OK**.

