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.
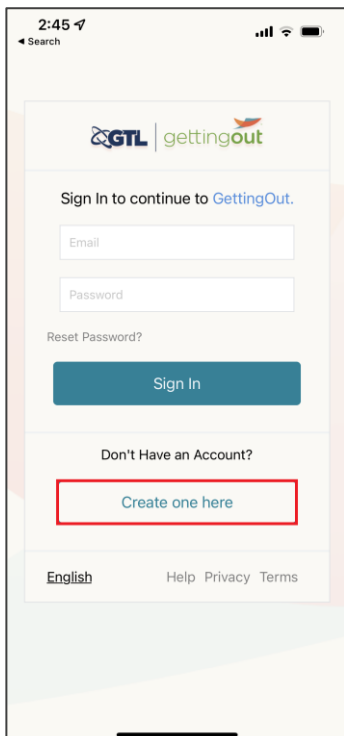
1. Download the GettingOut app from the **App Store** or **Play Store**. Then open the app.
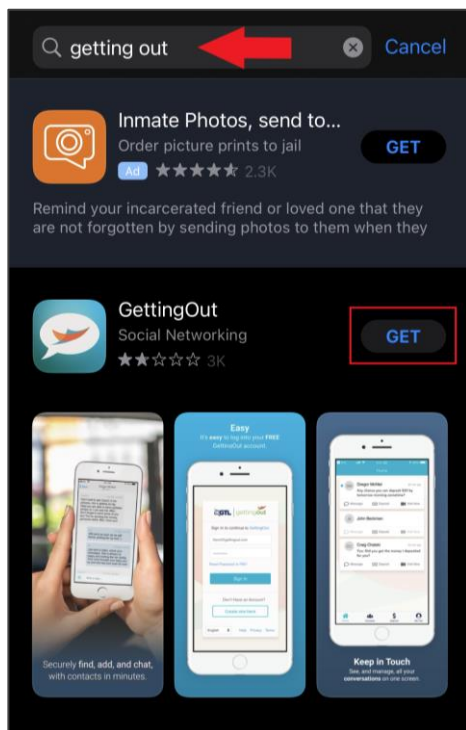
2. When you first open the app, it will ask you which country you are in. Select **United States.**
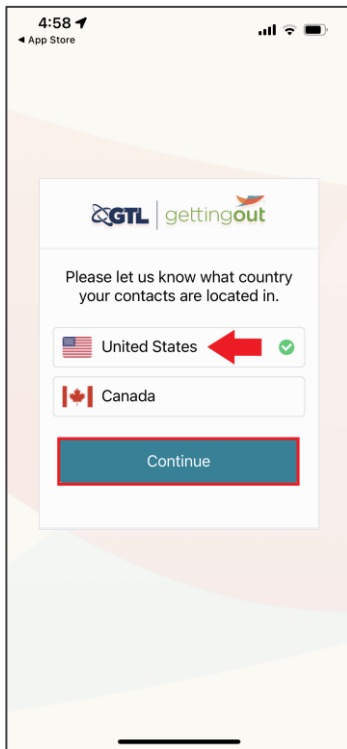
3. Sign into your existing account or create a new account. To create a new account, tap **Create one here.**

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

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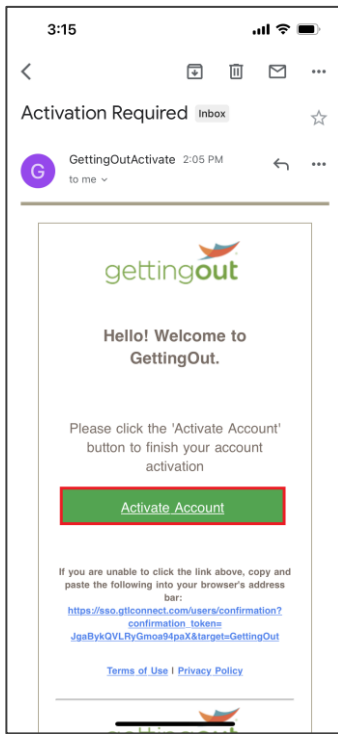
➲ *This opens the login page in your phone's browser.*

7. Log in using your email address and password, then tap **Sign In**.
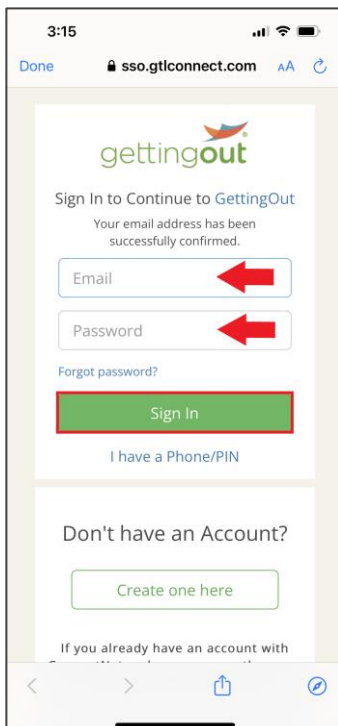
8. You will be asked for your birthday and last 4 digits of your social, tap **Skip** to decline providing this information.

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.**

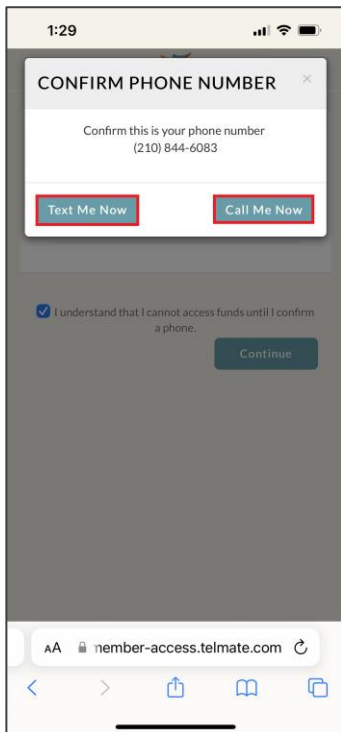**11.** Provide a 6 number PIN to secure your account and tap **Continue.**
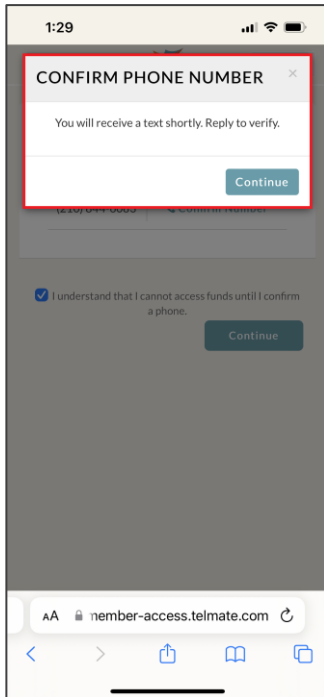
**12.** You must confirm your phone number to access funds. Tap **Confirm Number.**
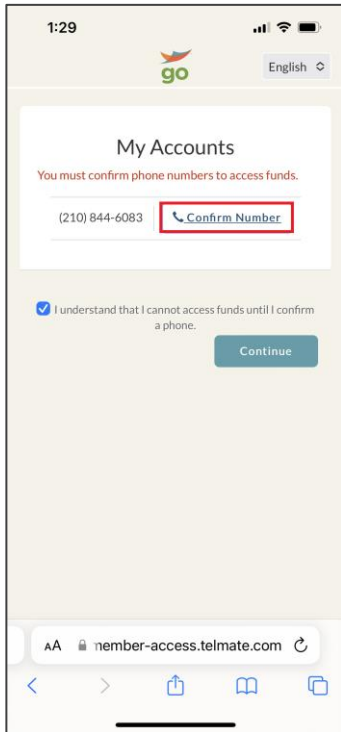
13. Either tap **Text Me Now** to receive your confirmation code by text message or **Call Me Now** to receive your confirmation code by phone call.

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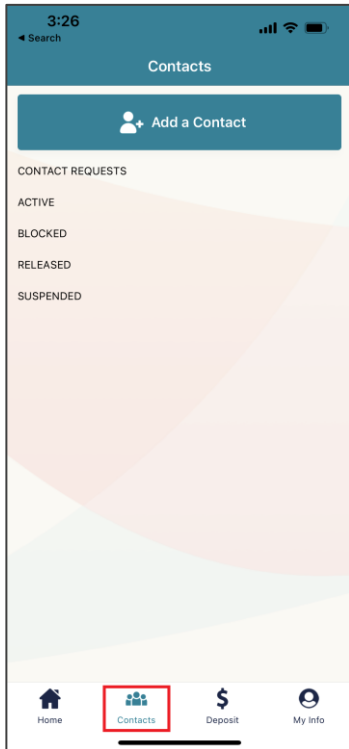

15. If you choose *Call Me Now*, you will receive a phone call with your confirmation code, answer the call and enter the code displayed.
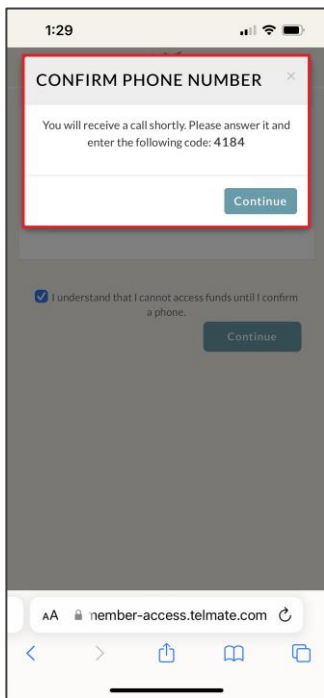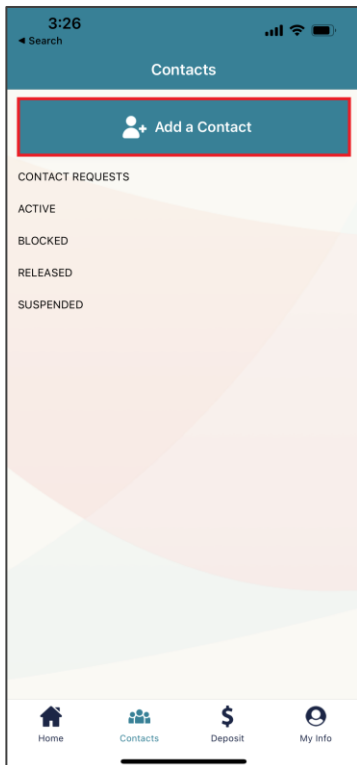

➲ *You may now open and log into the GettingOut app using your email address and password.*

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16. To add contacts, tap **Contacts.**

17. Tap **Add a Contact.**

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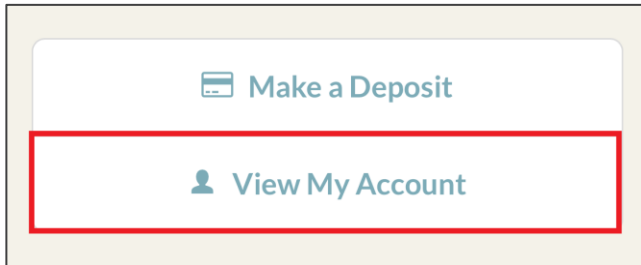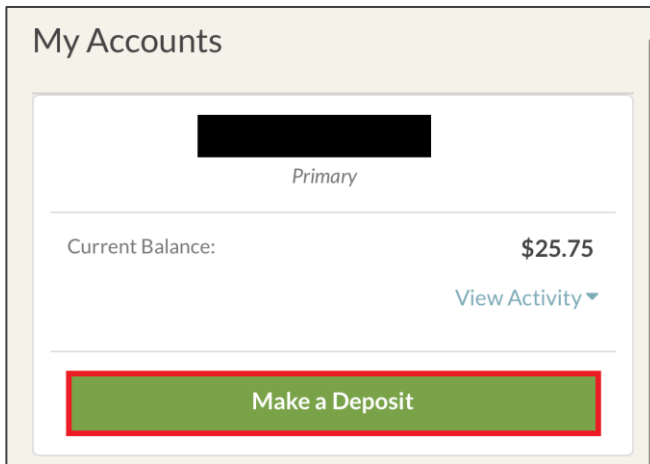**18.** Select the **Country**, **State**, and **Facility** that the AIC is located at.

19. Enter the Booking Number.

20. Once you have selected the AIC, you may deposit funds and message the AIC. To deposit funds, tap **Deposit**.
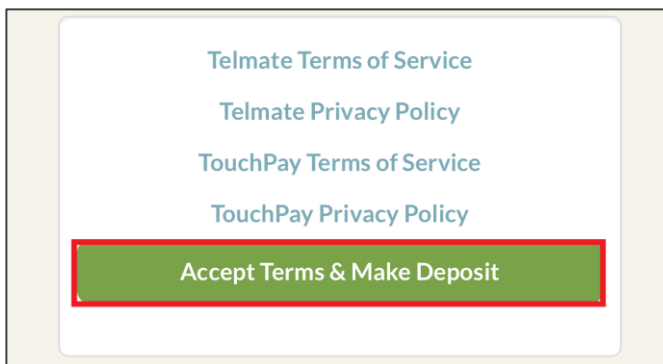
Friends & Family Quick Reference Guide

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**.
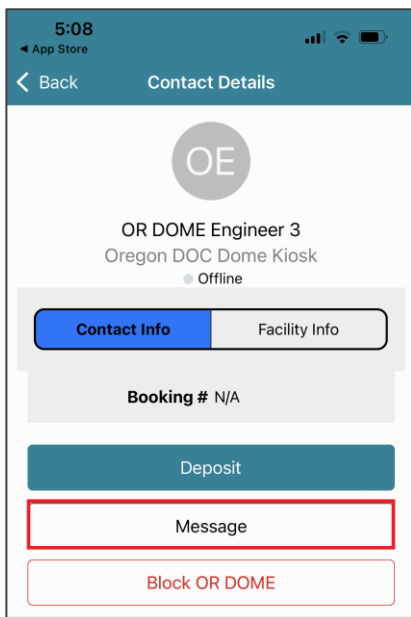

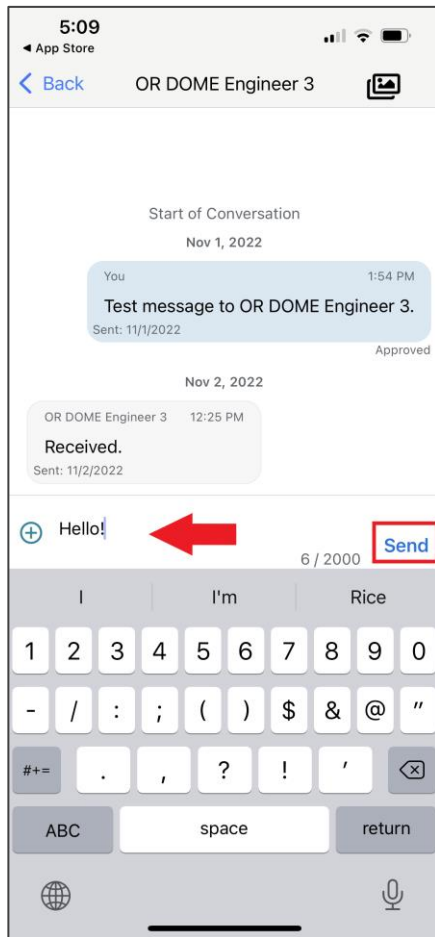**24.** To send a message, tap **Contacts.**

25. Select the contact you wish to message.
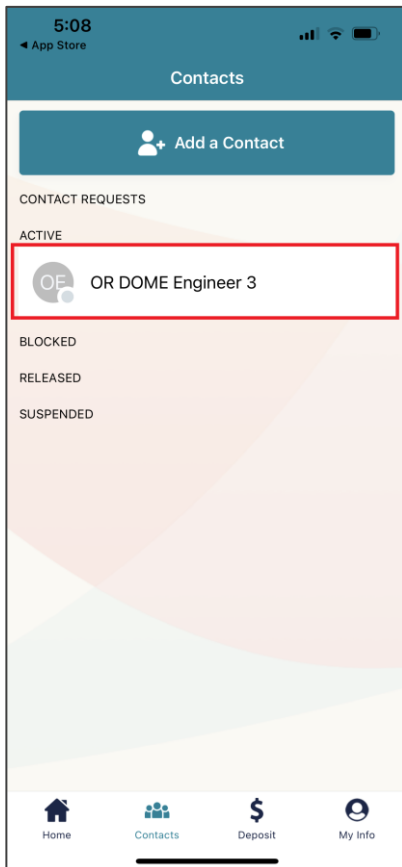
26. Tap **Message**.

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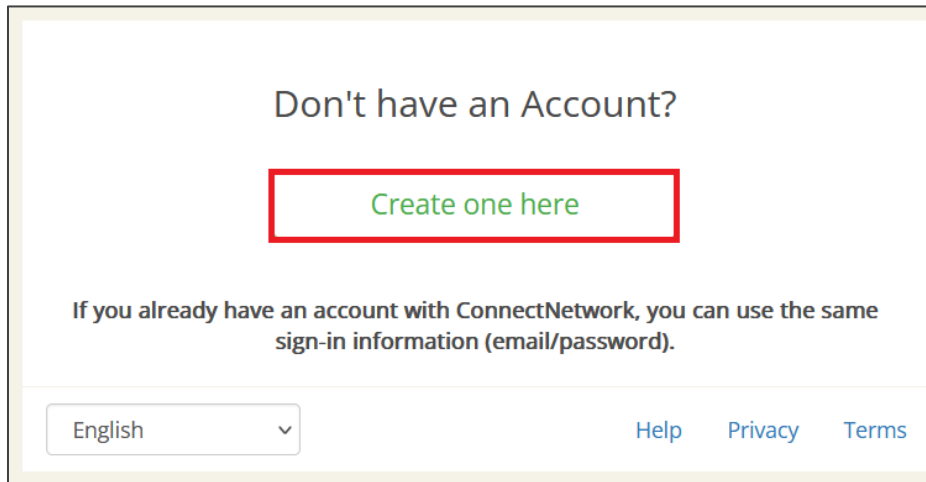
1. In the email you receive, click Yes, I want to "Create A New Account" so I can connect with this inmate >>.

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

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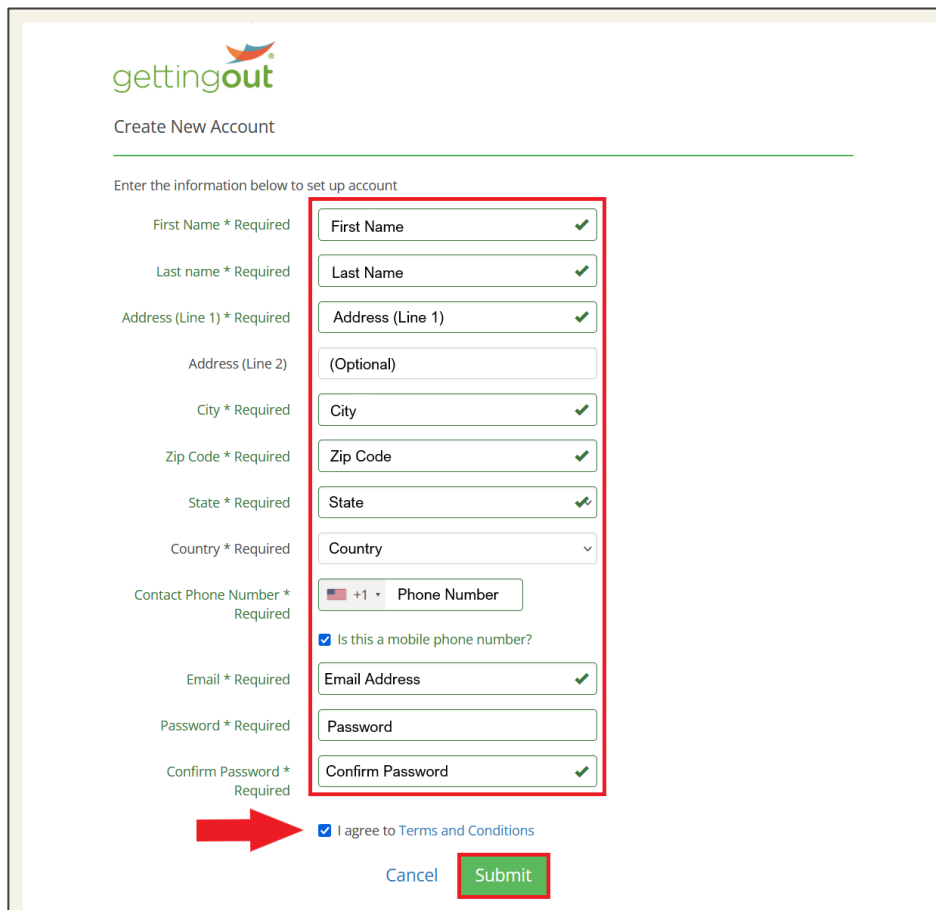

3. Fill in the required information, read the *Terms and Conditions*, select the **I agree to Terms and Conditions** checkbox, and click **Submit.**

4. When you have submitted the required information, a confirmation message will be displayed.
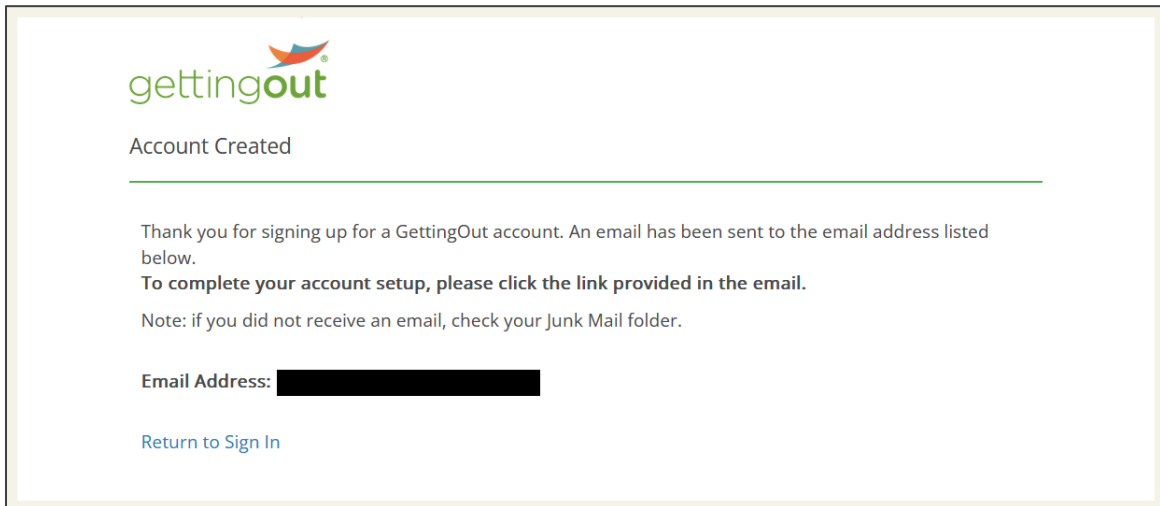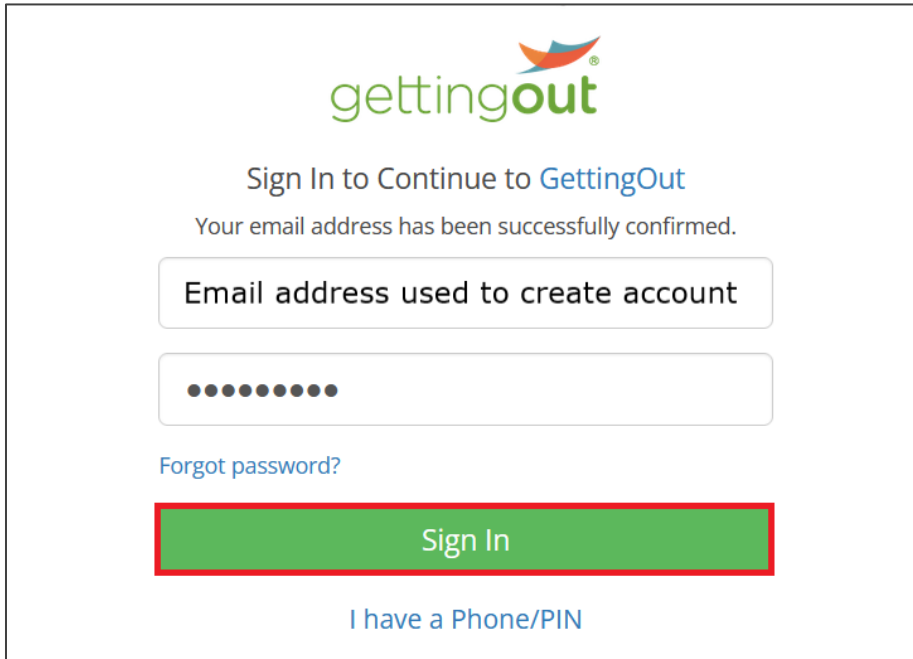
5. An activation email will be sent to the email address you entered. Open the email and click **Activate Account**.
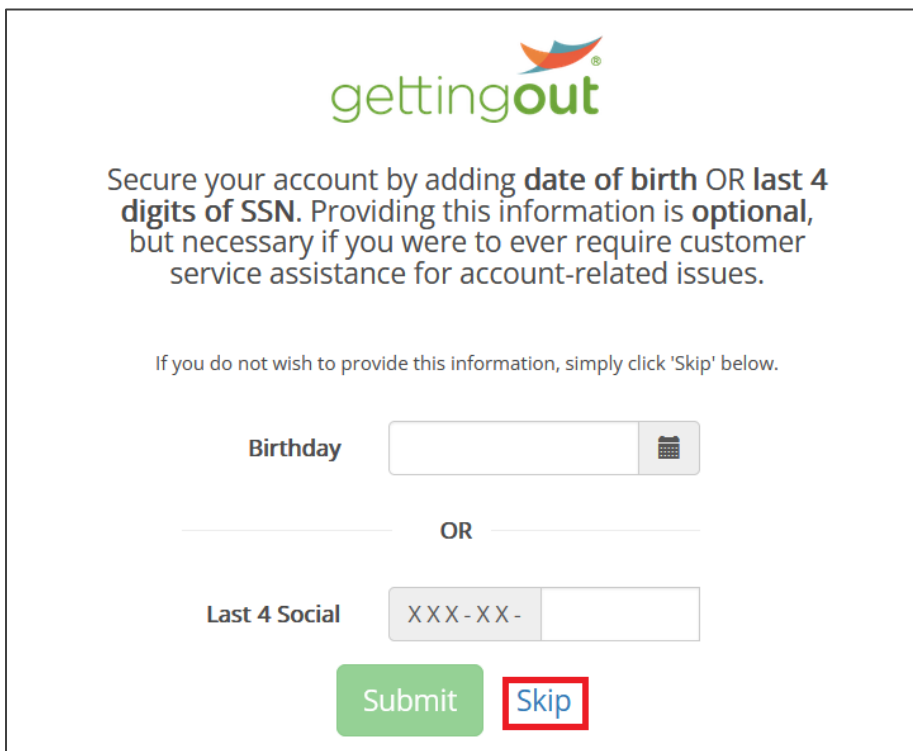

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6. A new browser window will open with the login screen for GettingOut.com. Log in to the account you've just created.
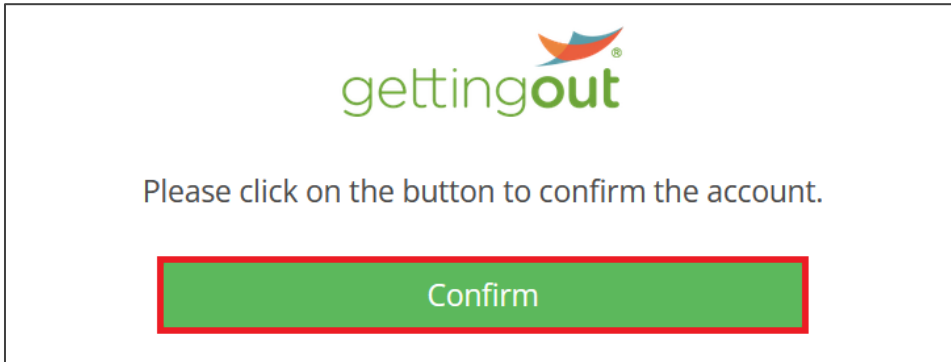
7. When you are asked to add your *date of birth* or *last 4 digits of SSN*, click **Skip** to decline providing this information.

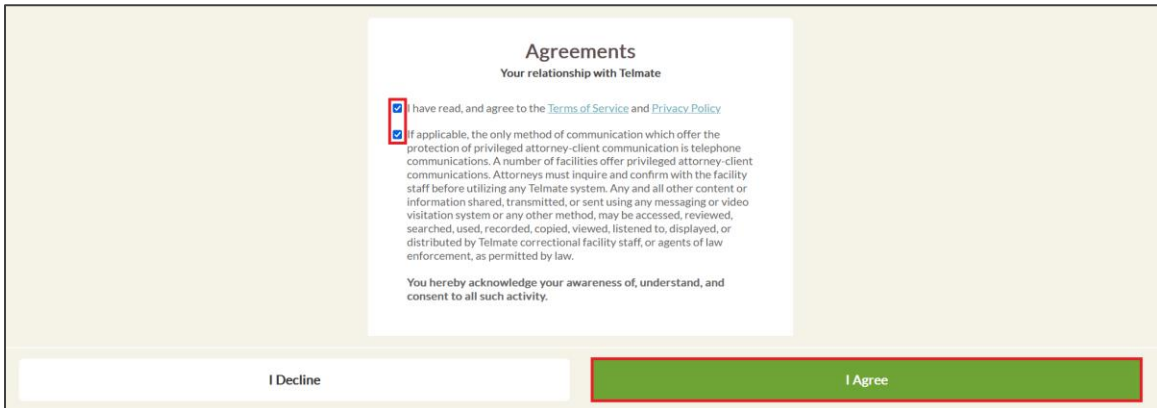**8.** Click C**onfirm** on the displayed message to confirm your account.
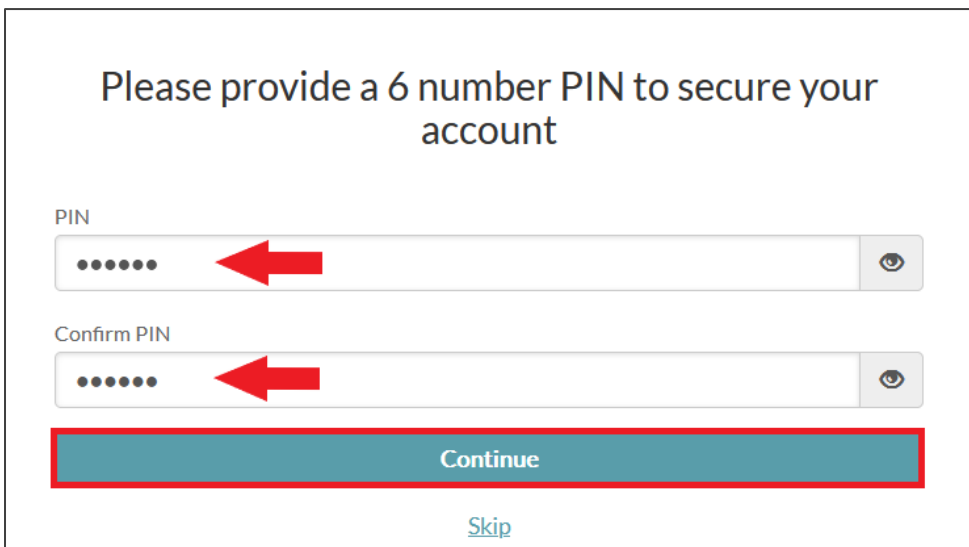
9. Agree to the terms and conditions by selecting the checkboxes next to the two items then click **I Agree.**

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

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

My Accounts

You must confirm phone numbers to access funds.

☏ Confirm Number

☑ I understand that I cannot access funds until I confirm a phone.

Continue

➲ *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.

CONFIRM PHONE NUMBER ✕

Confirm this is your phone number

Text Me Now   Call Me Now

13. Click **Contacts** to add the AIC that sent the contact request.
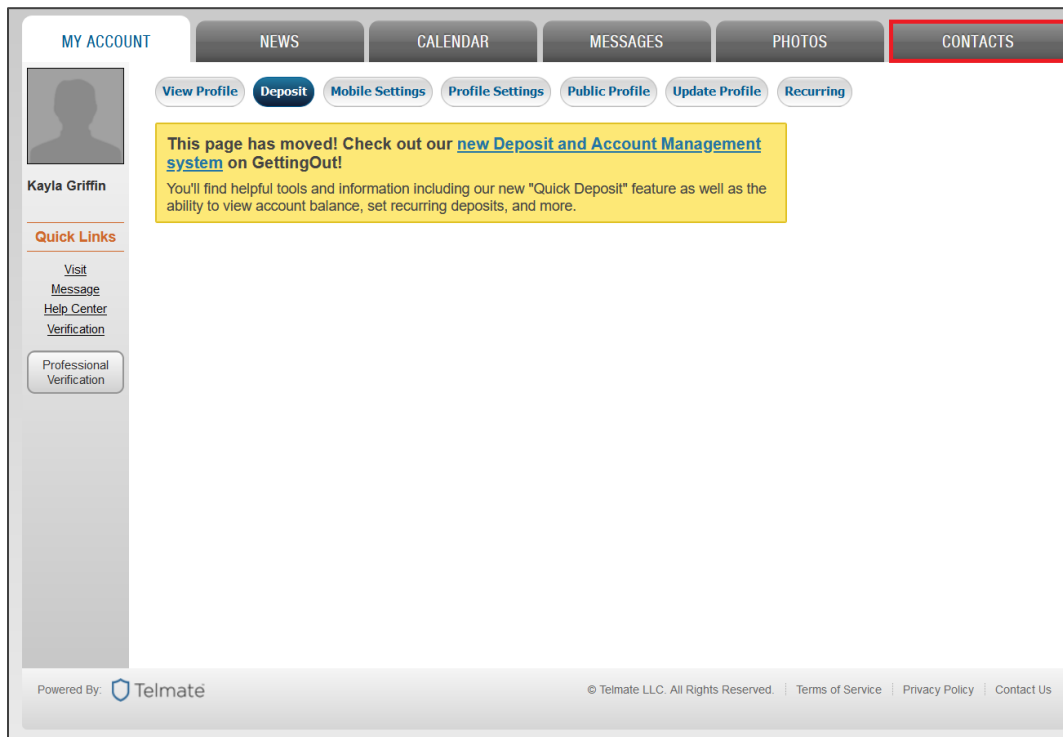
14. Select the facility and begin typing the AIC name or offender ID, then select the AIC from the list.
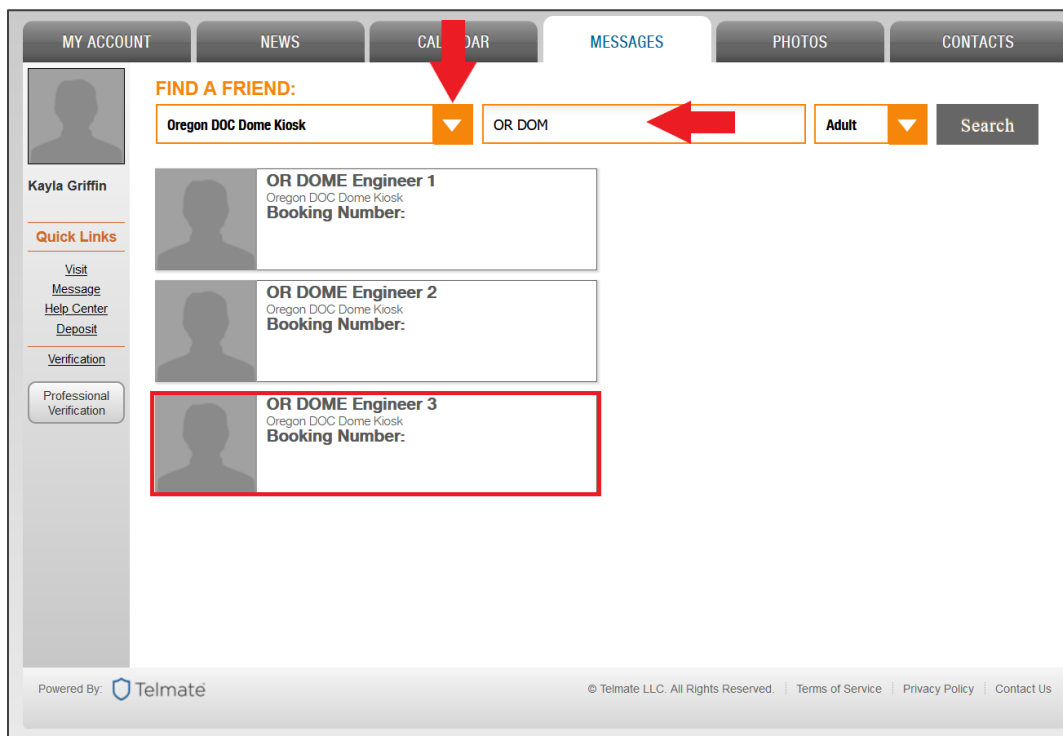
15. When you receive the Success! popup message, click **OK.**

16. Click the **Deposit** *Quick Link.*

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

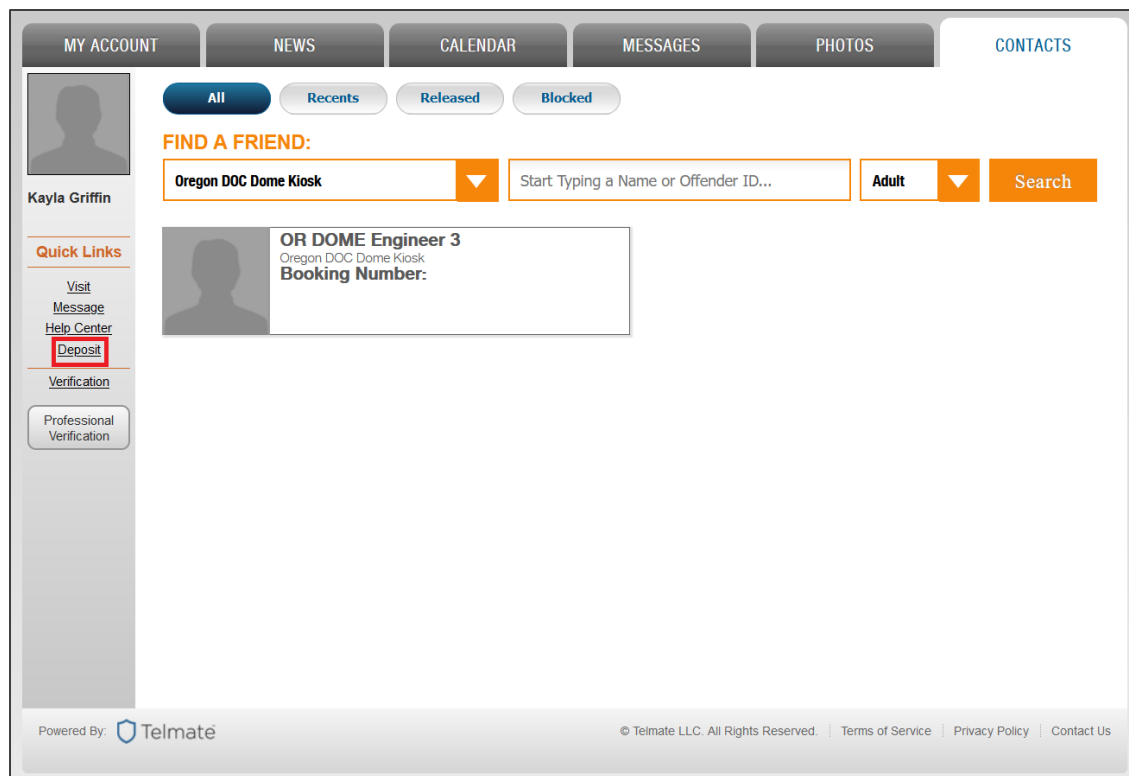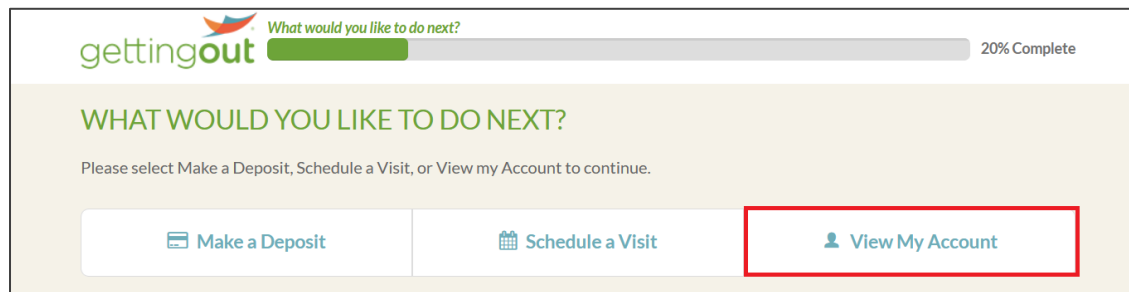**18.** Click **Make Deposit** next to your account number.

MY ACCOUNT

| Make a Deposit | Schedule a Visit | Send a Message | Help Center |

My Accounts

My Accounts

Account Number	Current Balance	
▉ Primary	$0 View Activity ▾	Make a Deposit

Create New Account

19. Select the amount to deposit.

DEPOSIT FUNDS

Deposit Type: Friends & Family Account
Deposit Phone Number: ▉
Facility: Oregon DOC Dome Kiosk

Deposit Amount (minimum $0)

⦿ $25	○ $50	○ $75
○ $100	○ $150	○ Other 40

Payment Summary

Deposit Amount	$25.00
Fees:	$0.00
Grand Total:	**$25.00**

NEW **Round up your $25.00 deposit?**

○ $26.00	+ $1.00
○ $30.00	+ $5.00
○ $35.00	+ $10.00
○ 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

VISA MasterCard AMERICAN EXPRESS DISCOVER

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 Massage.

[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**.

27. Click **OK**.