

# ICSOLUTIONS PROVIDES YOU WITH MANY WAYS TO COMMUNICATE WITH YOUR LOVED ONES SHASTA COUNTY JAIL

## TELL YOUR FRIENDS AND LOVED ONES ABOUT THEIR OPTIONS

- **A Prepaid Account:** Allows anyone to purchase prepaid phone services to receive phone calls from you. They designate one specific number to receive your calls.
- **A Debit Telephone Account:** Allows anyone to fund your account. This will allow you to call any number that is not blocked.
- **Inmate Messaging:** Your friends & family members can call to leave you a message at any time for \$1.00! They will need a Prepaid Account with available funds. Have them dial (530) 244-2346 and follow the automated instructions. They will need to know your Resident ID #.

## HOW TO MAKE A CALL AND CHECK YOUR MESSAGES

Your PIN number is your Inmate ID plus the four digit passcode you created.

### PREPAID COLLECT CALLS

1. Select language
2. Press 1 to place a call
3. Enter your PIN, followed by the pound '#' sign (ID + Passcode)
4. Press '0' to make a prepaid collect call
5. Enter the 10-digit telephone number

### DEBIT CALLS

1. Select language
2. Press 1 to place a call
3. Enter your PIN, followed by the pound '#' sign (ID + Passcode)
4. Press '1' to make a debit call
5. Enter the 10-digit telephone number

### MESSAGES

1. Select language
2. Enter your PIN number followed by the '#' sign

## THE FOLLOWING INFORMATION IS REQUIRED FOR ACCOUNT SET- UP AND FUNDING

### PREPAID:

- Name and address
- The designated telephone number you will call.
- The name of the Facility where you are housed.

### DEBIT:

- Name and address
- The designated telephone number you will call.
- Facility name where you are housed.
- Resident name and Resident ID #.

**Accepted Payments:** Visa or MasterCard, Debit Cards, Western Union or Mailed Money Order/Cashiers Check

Friends and Family can reach ICSolutions at 888-506-8407 or online at [www.ICsolutions.com](http://www.ICsolutions.com)