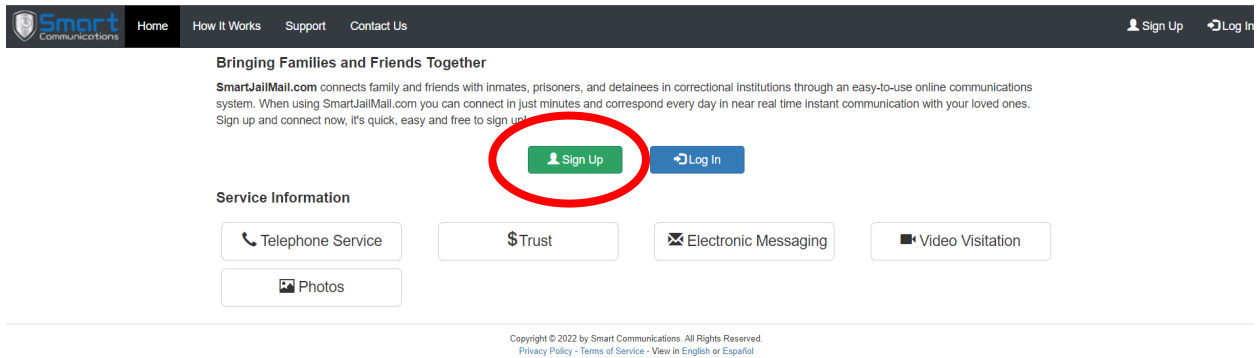
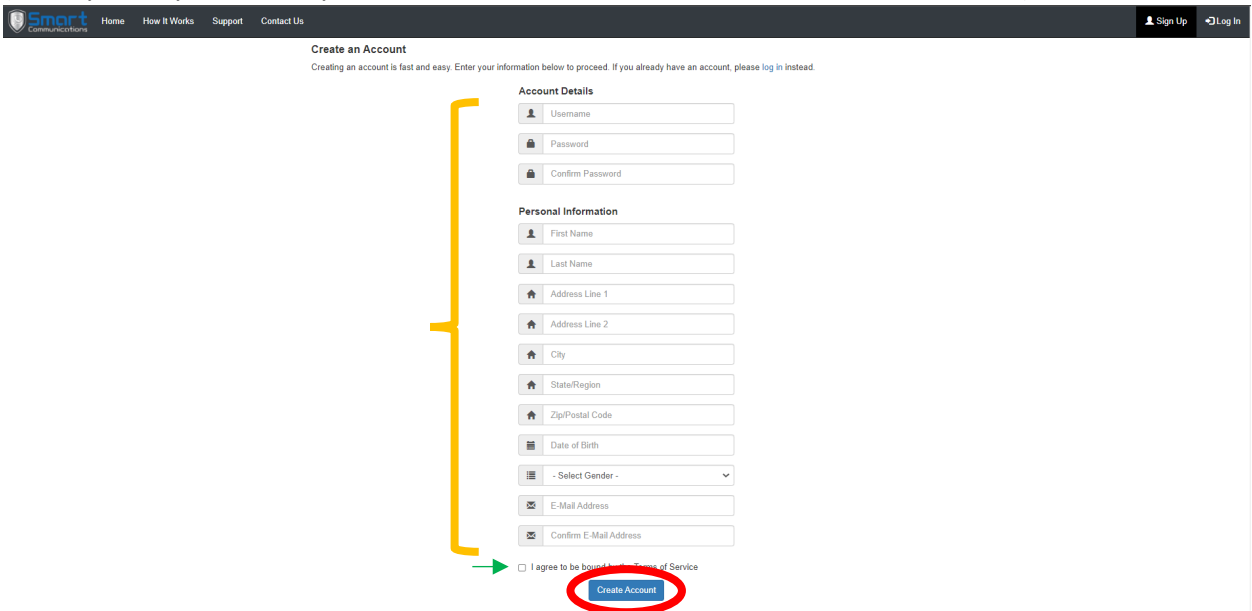


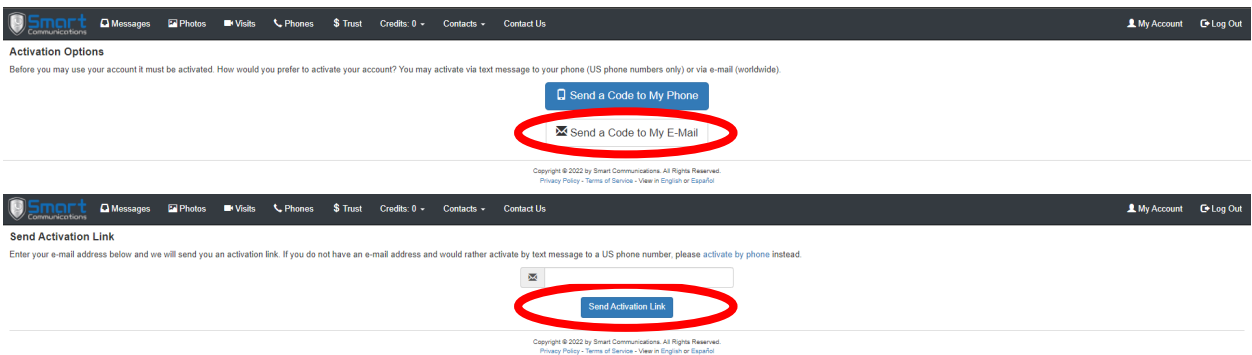
1. Navigate to <http://smartinmate.com> and click “Sign Up”.



2. Fill in all of the fields, check mark the “I agree to the terms” box and click “CREATE ACCOUNT”. (Note, you may use either your home address or business address in the address field)



3. Click the “Send a code to my email” button. On the next screen verify your email address then click “Send Activation Link”

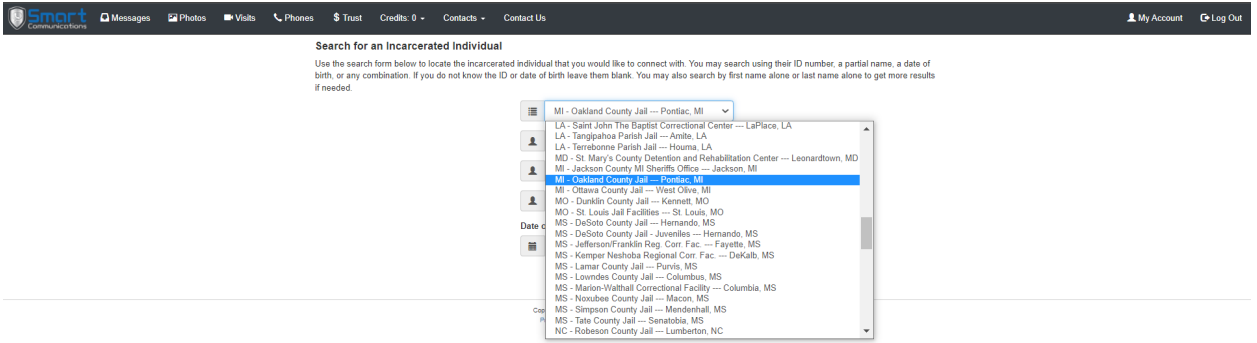


4. Navigate to your email and look for an email sent by “SMART COMMUNICATIONS”. Open the email then click the link provided near the top of the email labeled “Click here to activate your account with Smart Communications”. (Please note, sometimes the email can end up in your Junk or Spam inbox, ensure to check those areas if you do not see the response in your main inbox.)

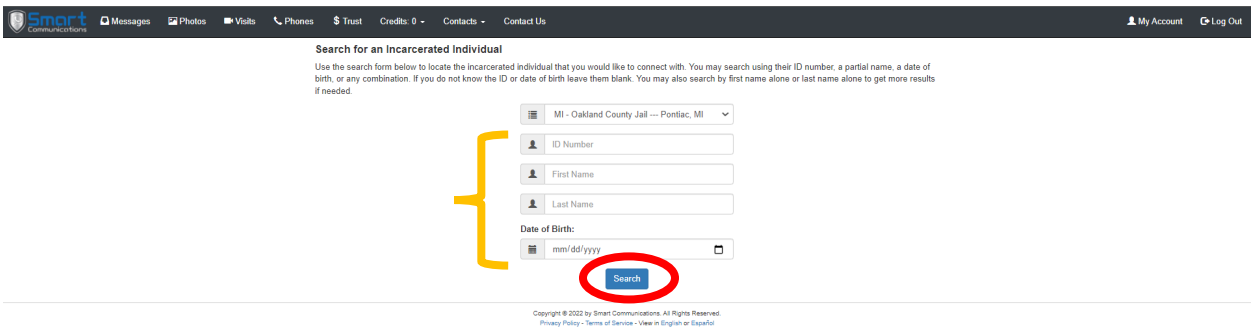
5. Click “Search for an Inmate, Prisoner, or Detainee”



6. From the first drop down field labeled “-Select Correctional Facility” and select “MI-Oakland County Jail --- Pontiac MI”



7. Fill in one or more of the remaining fields to find the specific inmate of interest. Then click the search button.



8. A list of matching inmates meeting the previous pages' criteria will populate, select the inmate by clicking the appropriate name.

Smart Communications Messages Photos Visits Phones Trust Credits: 0 - Contacts - Contact Us My Account Log Out

Search for an Incarcerated Individual

To continue, select the incarcerated individual that you want to add to your account

ONLY TESTMODE
Born 1970
Oakland County Jail - Pontiac, MI

Return to Search

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9. From the drop down menu, select "MENTAL HEALTH".

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Inmate Details

Name: ONLY TESTMODE
Inmate ID: 0279151
Location: Oakland County Jail
Year of Birth: 1970

If you know ONLY TESTMODE you may send an invitation to connect. ONLY will receive your connection request when they log in to the system and they must approve the request before you will be connected with them.

How do you intend to communicate with this inmate? Please select how you know this inmate below:

- Select -

Return to Search

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10. Enter the requesting information in the fields that populated (Organization, Title, BAR or other credential, and direct phone number). Click "Submit Connection Application"

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Inmate Details

Name: ONLY TESTMODE
Inmate ID: 0279151
Location: Oakland County Jail
Year of Birth: 1970

If you know ONLY TESTMODE you may send an invitation to connect. ONLY will receive your connection request when they log in to the system and they must approve the request before you will be connected with them.

Mental Health

You have indicated that you are requesting a privileged connection with this inmate. Privileged accounts are used by professionals to privately communicate with their clients. All privileged connection requests are reviewed by facility staff and they will contact you to verify your information. The facility may request that you provide additional information or appear in person at the facility to verify your identity before granting a privileged connection. Please complete the information below to proceed, or select Friend or Family Member from the relationship select box if you would rather have a standard connection with this inmate.

Organization, Company, or Agency
Title, Position, etc.
BAR Number or Other Credential
Direct Phone Number

Any other information to support your application?

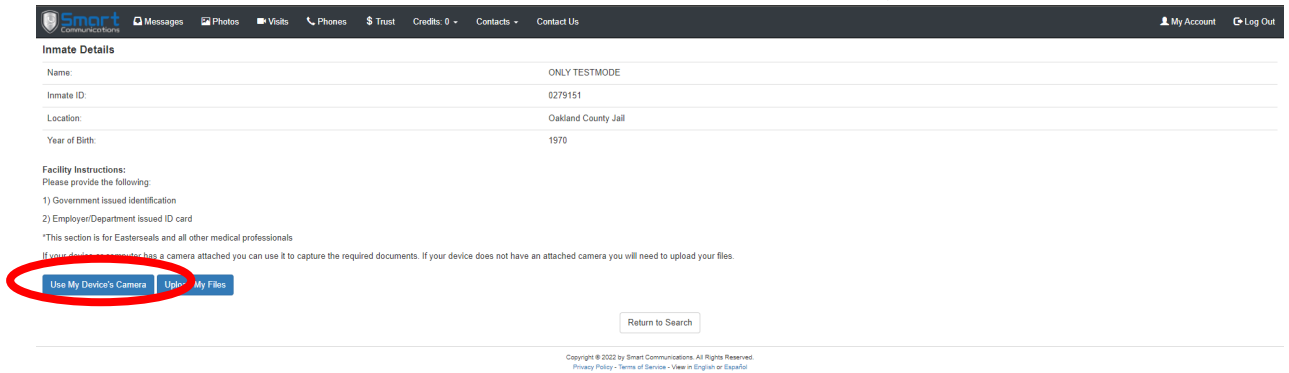
Submit Connection Application

Return to Search

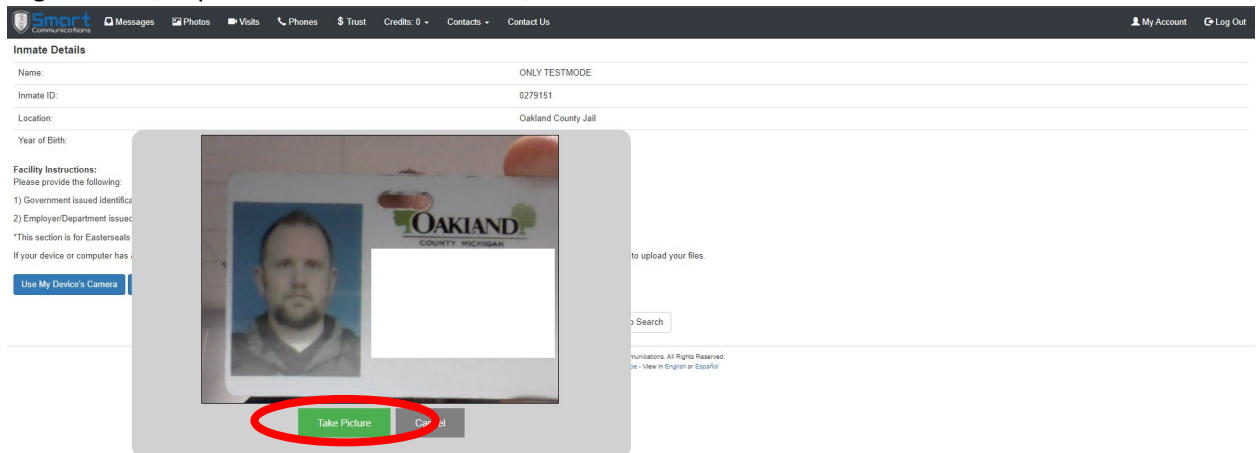
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11. Please note, the following steps are required in order to qualify for free professional video & phone visits with inmates lodged in the Oakland County Jail. Oakland County Sheriff's Office along with Smart Communications requires **ALL PROFESSIONALS/PRIVILEGED VISITORS** to submit a recent photo of your face, a picture of their government issued ID (drivers license, state ID, or passport) and department/organization ID or badge in order to verify their status within the specific department/organization they're representing. There will be **NO** exceptions to this rule.

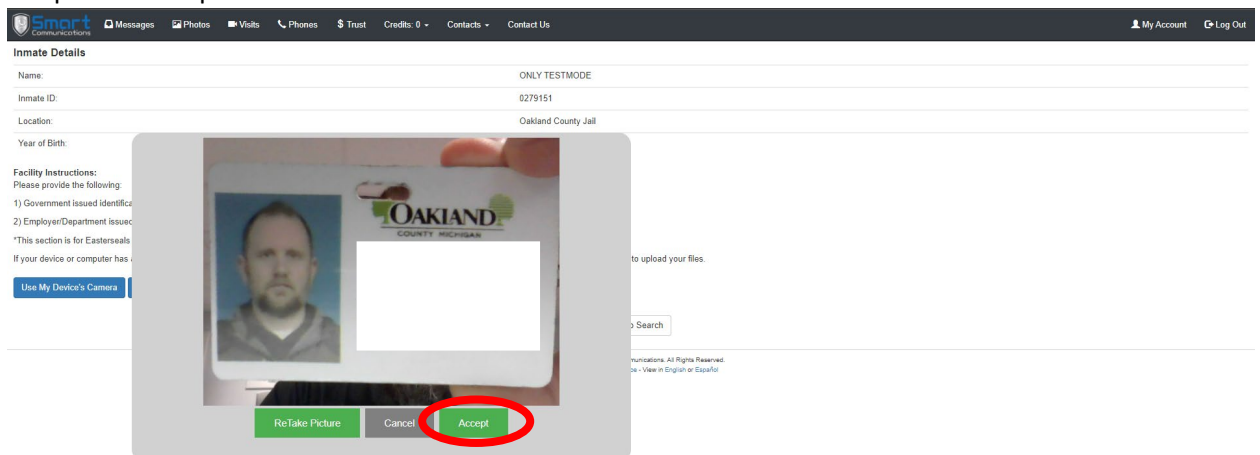
12. If you're using a smartphone or laptop equipped with a camera while signing up, click "USE MY DEVICES CAMERA" option. (please note, a pop up message may appear asking if Smart Communications can have access to the devices camera, click "ALLOW")



13. A camera box will appear, align your ID(s) in a way that your name, title and organization/department is CLEARLY visible, then click "TAKE PICTURE".

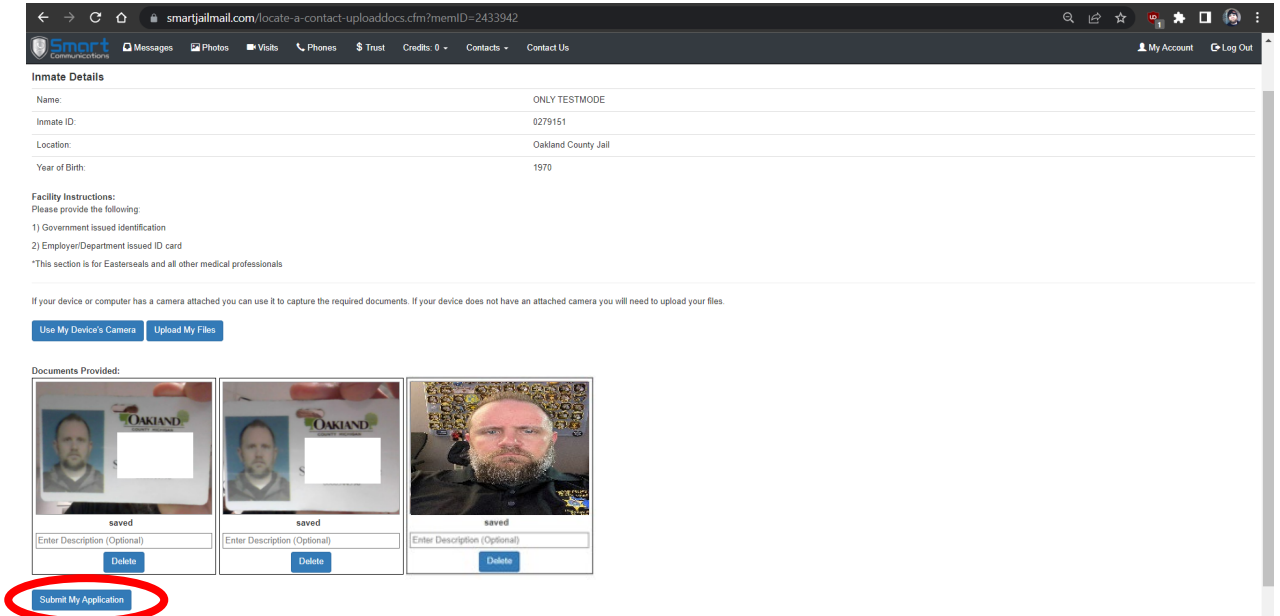


14. If you're satisfied with your picture click "ACCEPPT", if not, click "RETAKE PICTURE" and repeat the previous step.



15. Repeat steps 13 & 14 for the secondary credential and recent photo.

16. Once **BOTH** ID's and a current photo are upload and appear on the page, click "Submit My Application".



17. Once completed, the application will be sent to the Administrators at the Oakland County Jail. Most applications are approved within 1 business day. An email will be sent notifying you of the acceptance or rejection of the application.

Professional visits are for PROFESSIONAL MATTERS ONLY. If you are visiting on personal matters, please create a separate account under friends and family.