

Privileged User - Account Setup with Smart Communications

Navigate to smartinmate.com and click “Sign Up”.

1. **Complete** all required fields, **check** the “I agree to the terms” box, and click “**CREATE ACCOUNT**”. (Note: You may use either your home or business address.)
2. Click the “**Send a code to my email**” button. On the next screen, verify your email address, then click “**Send Activation Link**”.
3. **Check your email** for a message from “**SMART COMMUNICATIONS**”. **Open** the email and click the activation link labeled “**Click here to activate your account with Smart Communications**”. (If you do not see the email in your main inbox, please check your junk or spam folder.)

Inmate Search and Connection Application

1. Click “**Search for an Inmate**”.
2. **Select** the correctional facility from the first drop-down field labeled “**-Select Correctional Facility**”.
3. **Fill in one or more** of the remaining fields to find the specific inmate of interest and click the **Search** button.
4. A list of matching inmates will populate. **Select** the inmate by clicking their name.
5. From the drop-down menu, **select** your profession (e.g., Dept. of Juvenile Justice, Private Attorney, Public Defender, Probation, etc.).
6. **Enter** the requested information in the populated fields (Organization, Title, BAR or other credential, and direct phone number). Click “**Submit Connection Application**”.

Mandatory Verification Documents

1. **NOTE:** The following steps are **REQUIRED** to qualify for professional video & phone visits. **ALL PROFESSIONALS/PRIVILEGED VISITORS** must submit:
 - A recent photo of your face.
 - A picture of your government-issued ID (driver’s license, state ID, or passport).
 - A picture of your BAR Card, department/organization ID or badge.
 - **There will be NO exceptions to this rule.**

Uploading Credentials

1. If you are using a smartphone or laptop equipped with a camera, click the “**USE MY DEVICES CAMERA**” option. (A pop-up may appear asking for camera access; click “**ALLOW**”.)
2. A camera box will appear. **Align your ID(s)** so that your name, title, and organization/department are **CLEARLY visible**, then click “**TAKE PICTURE**”.
3. If you are satisfied with the picture, click “**ACCEPT**”. If not, click “**RETAKE PICTURE**” and repeat the previous step.
4. **Repeat steps 13 & 14** for the secondary credential and your recent photo.

5. Once **BOTH** IDs and a current photo are uploaded and appear on the page, click **“Submit My Application”**.

Completion

1. The application will be sent to the Facility Administrators for review. Most applications are approved within **1 business day**. You will receive an email notification regarding the acceptance or rejection of your application.