

7 | Tablets: Phone and Messaging

Options to Pay for Trust, Telephone, Tablet Services, Messaging, Restitution & Fines:

ONLINE:

www.connectnetwork.com

TOLL-FREE PHONE:

AdvancePay Phone: 800-483-8314

PIN Debit Phone: 855-706-2445

Trust: 888-988-4768

Customer Service

877-650-4249

There is a fee to use automated payment service

MOBILE APP:

Search for ConnectNetwork on Apple and Android

Depositor Should Know:

- Resident's First and Last Names
- Resident's Date of Birth
- Resident ID #
- Site ID #222 (for payments by phone for Trust and PIN Debit only)

Messaging

Residents can receive and send email-like messages with friends and family members of the GTL message application. These messages can contain a picture or a 15 second video.

Your family or friends can follow these 2 steps to initiate messaging with you:

STEP 1

Go to www.connectnetwork.com or download the ConnectNetwork app from the Apple App Store or Google Play Store.

Locate your resident's correctional facility and add them as a contact using either their inmate ID or first/last name. Draft a message, purchase message credits to send messages, and purchase additional credits to send to your inmate to reply.

STEP 2

Have your resident log into a kiosk or tablet, click on Messaging, and view their inbox. Friends and family members must create and send the first message.

If you have any questions, please call us toll-free at 877-650-4249