

NRVRJ's Systems Guide for Friends & Family

Having a loved one incarcerated can be an emotional time for first time offenders.

They will be allowed to contact you once they are processed into the facility. The operations process can take some time. Please be patient.

If they have been issued a secured bond this can be posted prior to being contacted. Please contact a Bail Bond agency or it can be posted by the family for the full amount in cash or property (not in the offender's name). Please contact the Magistrates office for questions or specific paperwork needed for property.

If your loved one has not been issued a bond they will be incarcerated until the judge issues a bond. This can take several days even weeks. Below are some steps that the family can take if they choose to provide additional support for their loved ones.

Items that can be brought to the facility

Medications

The NRVRJ only accepts current medication prescriptions already communicated with medical staff Monday – Friday from 8:00 a.m. until 3:00 p.m. If there is an immediate medication please bring them to the facility at any point. No narcotics will be accepted.

Medication must be in current prescription bottle.

Prescription Eyewear

The NRVRJ only accepts pre-approved items Monday – Friday from 8:00 a.m. until 3:00 p.m. excluding holidays. Items are approved on a case-by-case basis by the Administrative Lieutenant prior to delivery to the facility.

Religious Material

Bibles and other religious books are provided by the Jails Chaplain services and Librarian. However, other books based on religion can be purchased from direct publishers and distributors that are approved by the Jails Librarian and Classification department prior to ordering. These items **MUST** be shipped directly from the publisher or distributor to the jail. Any religious paraphernalia can be purchased via our commissary vendor, Oasis.

Below you will find a list of Links and step-by-step instructions on all of the services offered at our facility.

Quick Links

[Commissary Orders](#)

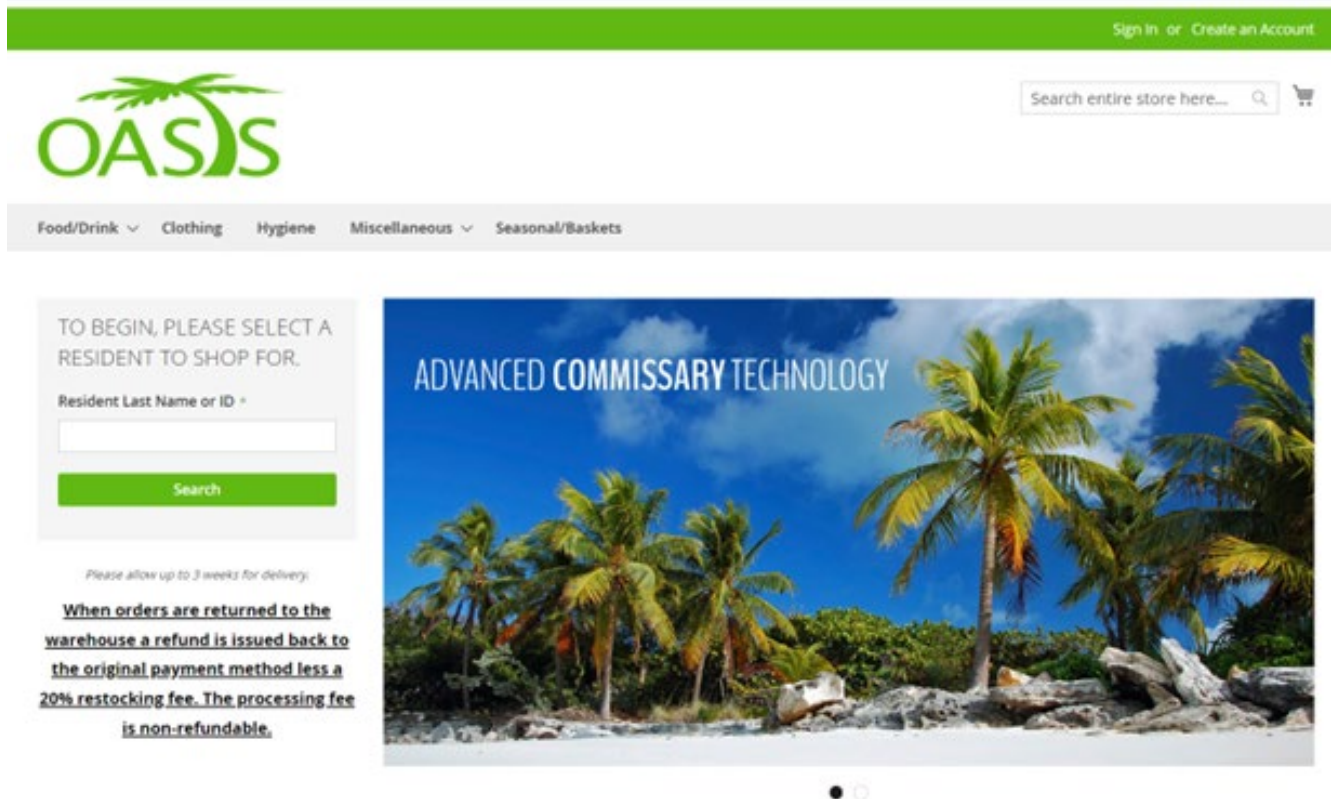
[iCare Orders](#)

[Lobby Kiosk](#)

[Tablet Account Setup](#)

[Oasis Commissary Orders – Food, Clothing, Hygiene, & Writing](#)

Commissary is a way the family can provide additional items to their loved ones that are authorized within a correctional setting. Items sold by this vendor are to promote safety and security to the offenders and the facility. If items do not come from this vendor, it is **NOT** authorized.



Step 1: Access the Oasis Platform

- Open your web browser and go to <http://newriver.jailcanteen.com> You can also download the Oasis app if it's available for your device.

Step 2: Log In

- Enter your username and password to log in. If you don't have an account, follow the registration process.

Step 3: Select the Inmate

- Navigate to the section where you can search for or select an inmate. You may need their ID number or name.

Step 4: Browse Commissary Items

- Once you've selected the inmate, you will see a menu of available commissary items.
- Categories may include snacks, hygiene products, writing supplies, etc. Click on each category to explore.

Step 5: Choose Items

- Click on an item you want to order.
- Review the item details, including price and quantity.

Step 6: Add to Cart

- Once you've decided on the item, select the quantity and click the "Add to Cart" button.

Step 7: Review Your Cart

- Click on the cart icon to see your selected items.
- Review the contents of your cart. You can modify quantities or remove items if necessary.

Step 8: Proceed to Checkout

- If everything looks good, click on "Checkout."

Step 9: Enter Delivery Information

- Provide any necessary delivery information for the inmate's facility. This may include their ID and the address of the facility.

Step 10: Payment

- Select your preferred payment method (credit card, debit card, etc.).
- Enter your payment details and confirm the transaction.

Step 11: Confirmation

- After completing your order, look for a confirmation page. You should also receive an email confirming your order details.

Step 12: Track Your Order

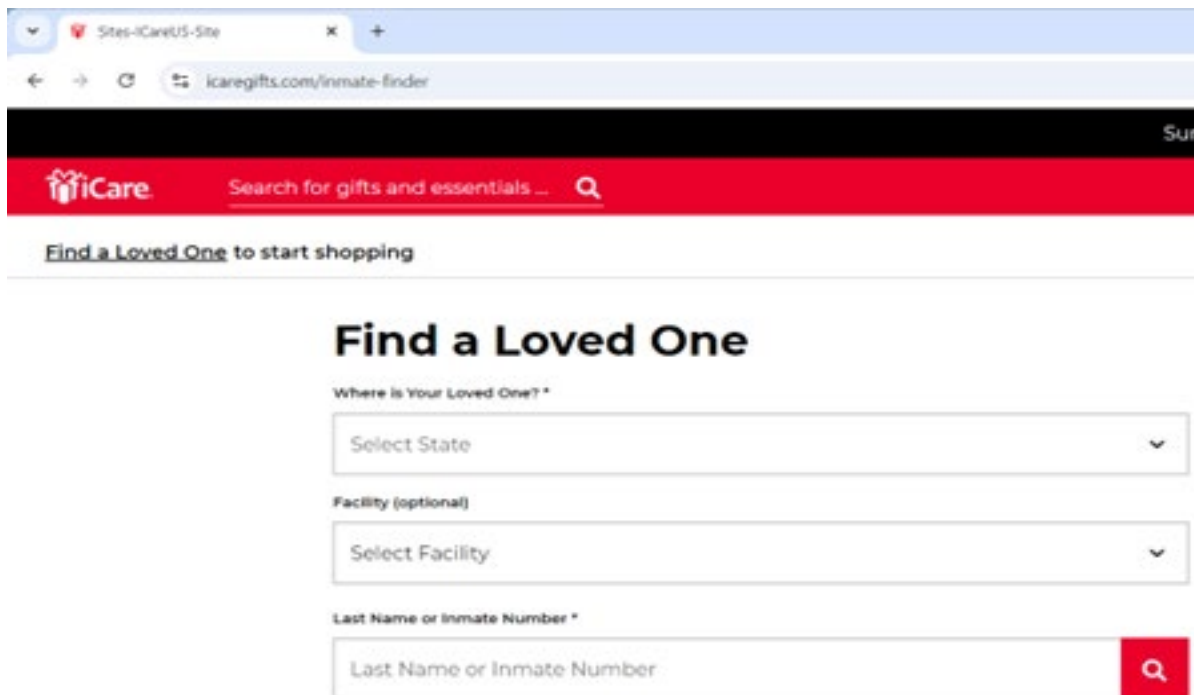
- If the Oasis platform has an order tracking feature, check back to see the status of your order.

Tips:

- Ensure you check the facility's rules regarding commissary orders.
- Be aware of any cut-off times for placing orders to ensure timely delivery.

[iCare Food Orders – Special Order Food Delivery – Once per week](#)

This is special order food that is prepared the day of delivery and delivered to the offender as a hot meal on pre-determined days. Orders must be received by Sunday evening for delivery that same week.

A screenshot of a web browser showing the iCare website. The browser's address bar displays 'icaregifts.com/inmate-finder'. The website's header is red with the iCare logo and a search bar. Below the header, there is a section titled 'Find a Loved One' with a subtitle 'Where is Your Loved One? *'. This section contains three input fields: a dropdown menu for 'Select State', a dropdown menu for 'Select Facility' (labeled as optional), and a text input field for 'Last Name or Inmate Number *' with a red search button to its right.

Step 1: Open your preferred web browser.

Step 2: Type <http://www.icaregifts.com/inmate-finder>

Step 3: Once you have selected your loved one you can then begin ordering meals

Step 4: Select the Inmate

- **Choose the inmate for whom you wish to order a meal. You may need to enter their ID or other identifying information.**

Step 5: Browse Available Meal Options

- **Review the list of available meal options. These may be categorized by type (e.g., breakfast, lunch, dinner).**

Step 6: Customize Your Order

- Click on a meal to see details.
- If applicable, customize the meal according to any preferences or dietary restrictions.

Step 7: Add to Cart

- After customizing, click the “Add to Cart” button to include the meal in your order.

Step 8: Review Your Cart

- Click on the cart icon to review your selections.
- Make sure everything is correct and adjust quantities or remove items if needed.

Step 9: Proceed to Checkout

- Once you’re satisfied with your order, click on “Checkout.”
- You may need to enter delivery details for the inmate’s facility.

Step 10: Payment

- Select your payment method (credit/debit card, etc.).
- Enter your payment information and confirm the order.

Step 11: Confirmation

- After payment, you should receive a confirmation of your order via email or in-app notification.
- Note any specific details regarding delivery or scheduling.

Step 12: Follow Up

- If needed, check the status of the order through your account.
- Ensure you understand any facility regulations regarding food orders.



TouchPay Lobby Kiosk

Overview: TouchPay kiosks allow friends and family to deposit money into an inmate's account quickly and securely. This money can be used by your loved one to purchase commissary or phone time once deposited to their account.

This can be by cash or credit card.

Follow these steps to complete your transaction.

Step 1: Locate the Kiosk in the main lobby

- **The TouchPay kiosk is in the main lobby of the NRVJR on the left-hand side just past the public restrooms.**

Step 2: Start the Transaction

- **Touch the Screen:** Begin by tapping the screen to start the process.
- **Select Language:** Choose your preferred language for the transaction.

Step 3: Enter Inmate Information

- **Input Inmate ID:** Enter the inmate's identification number. This is usually provided by the facility.
- **Confirm Information:** Verify the inmate's name and other details displayed on the screen.

Step 4: Select location to deposit: Inmate Trust Account or Phone

- **Inmate Trust Account:** This deposits money on the offenders account to determine how it is used (Commissary, Phone calls, Tablet).
- **Phone:** allows you to add money to a specific phone number the inmate can dial.

Step 5: Choose Deposit Amount

- **Select Amount:** Choose the amount you wish to deposit. The kiosk will typically display preset amounts, or you can enter a custom amount.
- **Review Fees:** Be aware of any transaction fees associated with the deposit. This will be shown on the screen.

Step 6: Payment Method

- **Select Payment Type:** Choose your preferred payment method (credit/debit card or cash).

For Card Payments:

- Insert or swipe your card as prompted.
- Enter your card details (if required).

For Cash Payments:

- Insert cash into the designated slot, ensuring it is in good condition (no torn or damaged bills).

Step 7: Confirm Transaction

- **Review Transaction Details:** Ensure all information, including the inmate's name, ID, deposit amount, and fees, is correct.
- **Confirm Payment:** Tap the confirmation button to proceed with the transaction.

Step 8: Receipt

- **Print Receipt:** After the transaction is processed, the kiosk will provide a printed receipt. Keep this receipt for your records as proof of the transaction.

Step 9: Completion

- **Finish:** Once the receipt is printed, you can exit the kiosk. If you have additional transactions, you may start again from Step 2.

Additional Tips

- **Check Operating Hours:** Ensure the kiosk is operational during your visit. Some facilities may have specific hours for kiosk use.
- **Contact Support:** If you encounter any issues, there is usually a contact number on the kiosk for assistance.

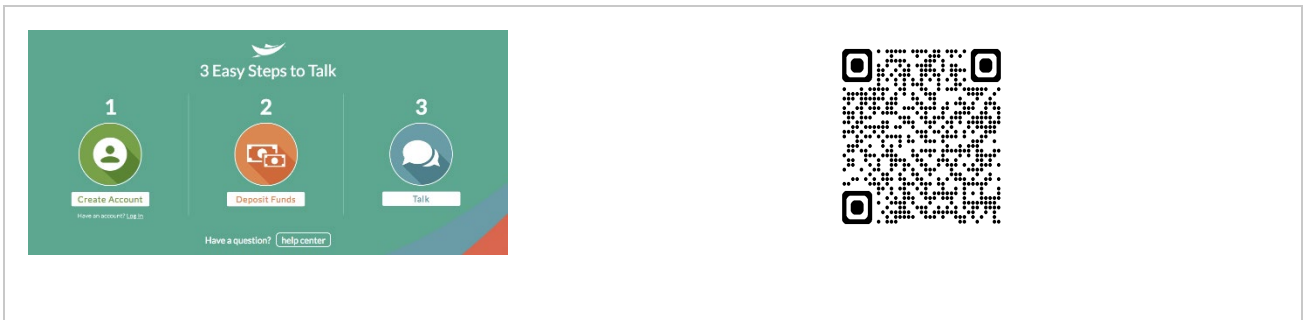
Gettingout.com – Video Visit, Messaging, & Phone

Gettingout.com is the main website for Inmate tablets. This website is used to make video visits, send loved one's messages, and send photos.

Follow these simple steps to set up your GettingOut.com account:

Step 1: Visit the GettingOut Website

1. Open your preferred web browser.
2. Type www.gettingout.com



Mobile Phone users should download and install the GettingOut App for a more user-friendly experience. Links can be found at the bottom of the website or on your phone's app store.

Step 2: Click on the "Sign Up" Button

1. On the homepage, locate the "Sign Up" button in the top-right corner.
2. Click on it to begin the registration process.

Step 3: Enter Your Personal Information

1. **Full Name:** Provide your full name as required.
2. **Email Address:** Enter a valid email address.
3. **Password:** Create a strong password and confirm it.
4. **Security Questions:** Choose and answer the security questions for account recovery.
5. **Review Legal Terms:**
 - Ensure you thoroughly review any legal agreements or terms specific to lawyers provided by GettingOut.com.
 - These documents may outline specific responsibilities or compliance requirements for legal professionals.

Step 5: Review and Accept the Terms

1. Read the Terms of Service and Privacy Policy.
2. Check the box indicating that you agree to these terms.

Step 6: Complete the Registration

1. Click on the “Register” or “Create Account” button.
2. You may need to verify your email address. Check your email for a verification link and click it to activate your account.

Step 7: Log In to Your New Account

1. Return to the GettingOut.com homepage.
2. Click on the “Log In” button.
3. Enter your email address and password to access your account.

Step 8: Set Up Your Profile

Once logged in, go to “Profile Settings”.

Update your profile with additional information as needed, including any professional details required by GettingOut.com

1. Update your profile with additional information as needed, including any professional details required by GettingOut.com.

Step-by-Step Instructions for Adding Money on GettingOut.com

Overview: GettingOut.com allows you to deposit funds into an inmate's account for communication and commissary purchases. Follow these steps to complete your transaction online.

Step 1: Access the Website

- Visit GettingOut.com: Open your web browser and go to [GettingOut.com](https://www.gettingout.com).

Step 2: Create or Log In to Your Account

- **Log In:** If you already have an account, click on the "Log In" button and enter your credentials.
- **Create an Account:** If you don't have an account, click on "Sign Up" and fill out the required information to create your account.

Step 3: Find the Inmate

- **Search for Inmate:** Once logged in, use the search feature to find the inmate by name or ID number.
- **Select Inmate Profile:** Click on the inmate's name to access their profile and account options.

Step 4: Choose Funding Options

- **Select Funding Type:** Look for the option to add funds for phone calls, tablets, or commissary. Click on the appropriate option based on your needs.

Step 5: Enter Deposit Amount

- **Input Amount:** Enter the amount you wish to deposit. Be aware of any minimum or maximum deposit limits that may apply.

Step 6: Payment Method

- **Select Payment Method:** Choose your payment method (credit/debit card or other available options).
- **Enter Payment Information:** Input your card details or other required information as prompted.

Step 7: Review and Confirm

- **Review Transaction Details:** Check the inmate's name, account information, deposit amount, and fees to ensure everything is correct.
- **Confirm Payment:** Click on the confirmation button to proceed with the transaction.

Step 8: Receive Confirmation

- **Transaction Confirmation:** After processing, you will receive a confirmation message on the screen.
- **Email Receipt:** A confirmation email may also be sent to you. Keep this for your records.

Additional Tips

- **Check Fees:** Be aware of any transaction fees associated with deposits.
- **Customer Support:** If you experience any issues, look for a customer support section on the website for assistance.