

## Communicating with an ODOC AIC

In order to communicate with an ODOC AIC, you are required to validate your phone number.

There are several different ways to pay for communications with an ODOC AIC. The options available are:

**Prepaid account:** Your prepaid account is your money that allows you to pay for phone calls to your number and schedule video calls. You can do this by clicking Fund on your account screen.

**AIC Communications and Trust account:** These accounts are controlled by the ODOC AIC. You can deposit funds into these accounts to allow ODOC AIC to pay for phone calls, video calls and messaging. For instructions on how to fund an AIC Communications or Trust account, go to [CenturyLinkCorrections.com](http://CenturyLinkCorrections.com) and select **Oregon Friends and Family** then scroll to Available Services.

## Phone Number Validation

To validate your number online, you will need to have a valid debit/credit card and a phone where you can receive a text message with a confirmation code or a phone that can receive an automated call that will announce the confirmation code. You will need to enter this confirmation code to complete your online phone number validation.

If you do not have a debit/credit card, you can email a copy of your valid government issued ID and a copy of your phone bill. The address on your ID and on the telephone bill must match.

If you do not have access to the internet, you can mail a copy of your valid government issued photo ID and a copy of your phone bill to the below address:

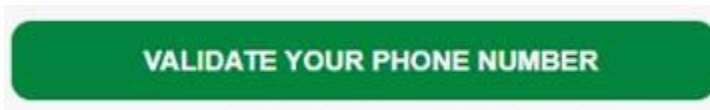
ICSolutions  
Customer Service  
2200 Danbury Street  
San Antonio, TX 78217

## Instructions to validate your number online.

1. Please go to [centurylinkcorrections.com](http://centurylinkcorrections.com) and click the below button: **OREGON FRIENDS AND FAMILY**.



2. Click the button: **VALIDATE YOUR PHONE NUMBER**.



3. Sign into your account if you have already created one.

### Sign In (Existing Users)

Login

Password

**Submit**

4. If you do not have an account, Create Account now by filling in the username, the 4-digit PIN and enter your desired password twice. (password must be at greater than 6 characters).

### Create Account

Username

PIN ?

Password ?

**Submit**

# ODOC – Friends and Family

- You will have to complete all the fields including your name, email address, phone number you wish to receive calls on and the address that matches your credit/debit card or phone bill.

## Create New Account

Email

Phone Number

Address

Apt, Suite#...

City

Select State ▼

Zip Code

If you are going to make Prepaid Collect payment(s), you must enter the phone number that you want the inmate to call you on.

Check this box if you wish to register for visitation. The telephone number you enter will be associated with your visitation account. This number will be used to purchase charged visits.

Sign Up

- Once your account has been created, you will want to click on **Add** from your account screen.

Prepaid Collect Accounts		
		<b>Add</b>
Phone	Agency	Balance

- Selecting Validate a phone number will open a window to **Add Prepaid Collect Account**. You do not have to fund the account to validate your number. Begin typing “Oregon” in the field and select **Oregon – Oregon Department of Corrections**.

Add Prepaid Collect Account
×

**Select Agency**

Oregon - Oregon Department of Corrections

# ODOC – Friends and Family

- After selecting Oregon Department of Corrections, enter the phone number you want to use to accept/receive calls and click **Continue**.

### Add Prepaid Collect Account ✕

**Select Agency**

**Phone Number**

Please provide the telephone number that will be accepting/receiving calls.

If you intend to conduct charged visitation sessions, please enter the telephone number associated with your visitation account (this is the number you provided at the time of creating your account).

[Continue >](#)

- You will then need to click on the **Validate** button.

Prepaid Collect Accounts			Add
Phone	Agency	Balance	
(234) 567-8901	Oregon - Oregon Department of Corrections	Fund your account.	<a href="#">Validate</a> <a href="#">Fund</a>

10. You will then have to enter your valid debit/credit card information and billing address and click **Validate card information**.

### Phone Validation ✕

This agency requires you to use a credit/debit card based address validation service to approve a phone number. There is no cost for this. Your card will not be charged.

If a valid credit/debit card is not available, you may validate your telephone number by emailing a copy of a valid telephone bill and government issued ID to [customer@icsolutions.com](mailto:customer@icsolutions.com) or via mail to the following address. Phone number validation requests sent in by mail typically take 5 to 7 business days to process.

ICSolutions  
2200 Danbury St  
San Antonio, TX 78217

**Enter your card information**

Use name from profile

Name on card		Card Number	
Address		<b>Expiration date</b>	
City	Zip		

**Validate card information**

[Continue](#)

11. You will choose to receive a text message or a call with the validation code. You will need to enter this 6-digit code to confirm your phone validation and click: **Submit Confirmation**.

### Phone Validation ✕

Confirm your phone validation  
Enter the code sent to your phone:

**Submit Confirmation**

[Continue](#)

12. You may need to reenter some additional data to include your ethnicity, ID Type, ID number, ID state and ID expiration date. Click **Continue** to enter the information.

Phone Validation
✕

Your address information has been confirmed.

The agency has requested some additional info be provided to finalize your account.

Please press the "Continue" button to proceed.

---

Continue >

13. Once your validation has been completed, you will receive confirmation:

Phone Validation
✕

## Success

Your registration with the agency has been approved.

Your phone is approved to receive debit or prepaid collect calls from this agency. If you would like, you can fund the number for Prepaid Collect.

---

Close

14. Your number is now validated and can receive calls from an AIC at ODOC. If you would like to receive prepaid calls, you will need to fund your prepaid account.

**NOTE:** Your prepaid account is your money that allows you to pay for phone calls to your number and schedule video calls. You can do this by clicking Fund on your account screen.

Prepaid Collect Accounts		Add
Phone	Agency	Balance
(541) 555-0123	Oregon - Oregon Department of Corrections Phone Validation Required	\$0.00 <span style="border: 1px solid #1a3d54; padding: 2px 5px; color: white; background-color: #1a3d54; margin-left: 10px;">Fund</span>

15. Once your number is validated and funded, you can call (877) 831-0390 to leave a voicemail message for an AIC letting them know when you are available to receive a call. Voicemail messages are only \$0.50. To leave a voicemail, you will need to have the 4-digit PIN you created when you set up your online account and the AIC's state ID number.

## Available Services

There are several different ways to pay for communications with an ODOC AIC. The options available are:

**Prepaid account:** Your prepaid account is your money that allows you to pay for phone calls to your number and schedule video calls. You can do this by clicking Fund on your account screen.

**AIC Communications and Trust account:** These accounts are controlled by the ODOC AIC. You can deposit funds into these accounts to allow ODOC AIC to pay for phone calls, video calls and messaging. For instructions on how to fund an AIC Communications or Trust account, go to [CenturyLinkCorrections.com](http://CenturyLinkCorrections.com) and select **Oregon Friends and Family** then scroll to **Available Services**.

To fund an AIC's Trust account, their AIC Communications account or fund and create an account to email and send photos to an AIC, please to go [centurylinkcorrections.com](http://centurylinkcorrections.com) and click the below button: **Oregon Friends and Family** and scroll down to **Available Services**.

### Available Services

#### Prepaid Calling Services


Provided through CenturyLink's billing agent ICSolutions. Prepaid services allow you to receive AIC phone calls to your validated phone number, receive video calls, and leave voice messages for AICs.

No monthly spending limits.

**MANAGE PREPAID CALLING ACCOUNT**

Or Call **888-506-8407**

Payments accepted



Check or money order also accepted by mail


ICSolutions  
2200 Danbury St  
San Antonio, TX 78217

#### Messaging Services

Friends and family members can communicate with AICs through CenturyLink's electronic messaging system, provided through CenturyLink's billing agent, ATG.

**MANAGE PREPAID MESSAGING ACCOUNT**

Payments accepted



---

#### AIC Communications Account Services

The new communication system allows for you to add money to the AIC's communications account, which they can use to pay for calling and tablet services. AIC communications account deposits can be made online at the link below, Lobby Kiosk (coming soon), walk-in location, or by mailing a personal/cashier's to our lockbox at the address below.

**AIC COMMUNICATIONS ACCOUNT DEPOSIT**

Access Corrections  
Oregon DOC AIC Communication Payments  
PO Box 12486  
St. Louis, MO 63132

#### Trust Account Services

CenturyLink offers trust account deposit services, through our billing partner Access Corrections. Trust account deposits can be made online using the link below, by phone, at a Lobby Kiosk (coming soon), or at any of our walk in funding locations.

**TRUST ACCOUNT DEPOSIT**

Or call **866-345-1884**

Walk in funding is available at Dollar General, Family Dollar, 7 Eleven or CVS Pharmacy.

