With CIDNET, inmates can place outbound calls to friends and family members. You must purchase Data through CIDNET to cover the bandwidth used to make your calls.

There is no "Phone Time" with CIDNET, only your account's data balance. Data can be purchased by the Megabyte (MB), and is not deducted until both parties connect to the call.

Create a CIDNET Account

1. Go to https://customer.cidnet.net/ in your browser.

2. Click the Register button.

3. Type in your Email, Time Zone and First & Last Name.

4. Click the Create Account button.

5. Read the Terms of Use, then click Agree.

6. Login to your email and open the CIDNET email.

7. In the email, click the Complete Your Verification link.

8. Choose a Security PIN and a Password.

9. Click the Sign In button.

Complete Your Account

1. After logging in, click the Menu (≡) in the top corner.
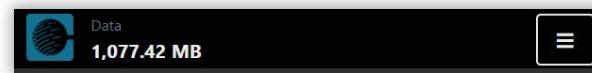
2. Click the Account button.

3. Click the General Information button.

4. Fill out the fields with your personal information.

Officers use this information to verify your identity. Without providing this information, you won't be approved to contact your inmate.

5. Click the Save button to save your information.

6. Click the Photo ID button.

7. Click the Upload New button.

8. Click the Browse button.

9. Choose an image of your government-issued ID.

Friends & Family Guide

How to reach your incarcerated loved one from home

CIDNET

Add Your Phone Number

1. After logging in, click the Menu (≡) in the top corner.
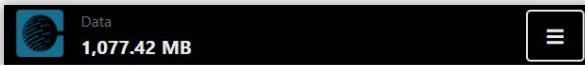
2. Click the Account button.

3. Click the Phone Numbers button.

4. Click the Add Phone Number button.

5. Type in the Phone Number you want to add.

6. Type in a Description (ex: "Jane's Cellphone").

7. Mark as Primary if this is the phone number that Customer Service should call to reach you.

8. Click Verification Type to choose either:

   - Text (CIDNET send your code by SMS)

   - Call (CIDNET call reads your code to you)

9. Wait for CIDNET to text or call your phone. The text or call will contain your verification code.

10. Write down your code if you can't remember it.

11. Type in your Verification Code, then click Submit.

Link With Your Inmate

1. After logging in, click the Menu (≡) in the top corner.

2. Click the Add Inmate button.

3. Select the State where your inmate is being held.

4. Select the Facility where your inmate is being held.

5. Search for your inmate by Name, then select them.

6. Select the Relationship for you and your inmate.

7. Click Complete to submit your request to the facility.

8. NOTE: The correctional facility decides whether to approve or decline your Link Request. CIDNET has no control over whether you were approved or denied. Contact the facility for more information.

Add Data (MB) to Your Account

1. After logging in, click the Menu (≡) in the top corner.

2. Click the Add Data button.

3. Use the Data Calculator to determine how many MB (Data) you want to buy. With the Data Calculator, you can type in the number of Voice Minutes you want, and CIDNET will automatically calculate how much data you will need. Video Minutes and Standard Messages are not applicable to phone calls.
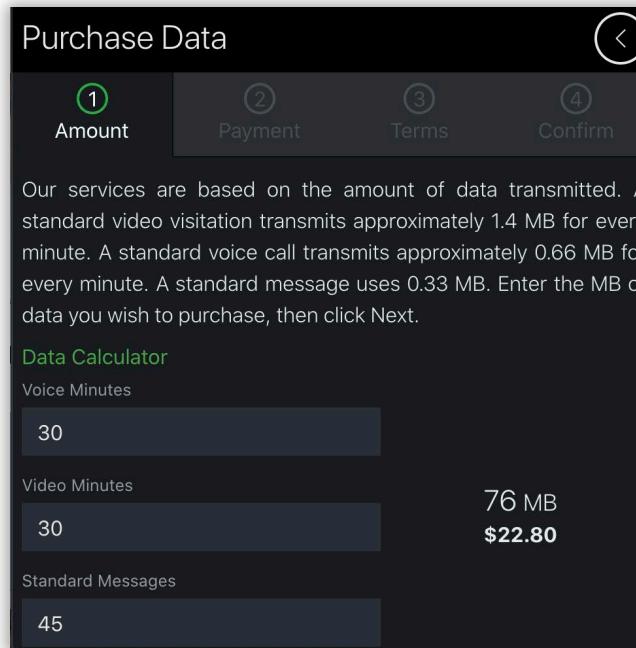
4. Choose how many Megabytes to Purchase, then click Next.

5. Enter your Payment Details.

6. Read the Terms of Use and check the boxes at the bottom, then click I Agree.

7. Click Submit when you are ready to purchase your data.

Accepting an Inmate Call

1. If you receive a call from (888) 984-1903, there is an inmate using CIDNET to try to call you.

2. If you answer the call you will hear the following prompt:

"[INMATE NAME] is calling you from the [PRISON / JAIL / CORRECTIONAL FACILITY]. Press 1 to accept the call or press 3 to decline."

3. If you press 1, your call will be connected. If you press 3, your call won't be connected, but the inmate can try to call you again. If you press 6, the inmate will be blocked from calling you again. If you press 9, no inmates at the correctional facility will be able to call you.

Sell Unused Data Back to CIDNET

1. After logging in, click the Support button.
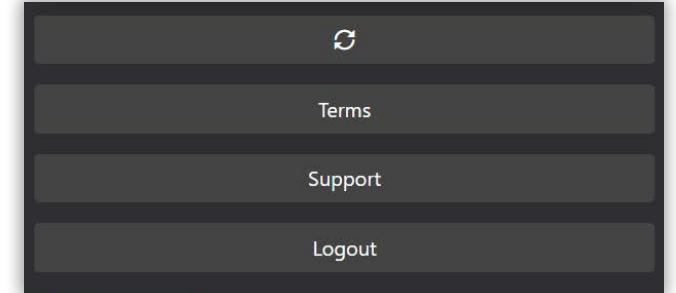
2. Click New Request at the bottom.

3. Choose I would like to sell back my unused data.

4. Type in a Description of why you want to sell back your data (ex: My inmate was released.)

5. Click Submit when you're ready to sell all data back.

Getting Support

If you can log in to your CIDNET account, submit a ticket to our team with the **Support** button. This is the fastest way to get your request process.

If you can't log in to your CIDNET account, go to **https://ffportal.encartele.net/** and fill out the **Customer Contact Form** at the bottom.

encartele