With CIDNET, you and your inmate can talk with video visits, messages, and phone calls. To use these services, you must create an account and buy data. Your data balance will be consumed when you talk with your inmate.

**Create a CIDNET Account**
1. Go to 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.

**Phone Numbers**
7. Click the Add Phone Number button.
8. Type in the Phone Number you want to add.
9. Type in a Description (ex: "Jane's Cellphone").
10. Mark as Primary if this is the phone number that Customer Service should call to reach you.
11. Click Verification Type to choose either:
   - Text (CIDNET send your code by SMS)
   - Call (CIDNET reads your code to you)
12. Wait for CIDNET to text or call your phone. The text or call will contain your verification code.
13. Write down your code if you can't remember it.
14. Type in your Verification Code, then click Submit.
15. Click the Back (<) arrow button.
16. Click the Photo ID button.
17. Click the Upload New button.
18. Click the Browse button.
19. Choose an image of your government-issued ID.
### 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.

### Wait to be Approved

1. Facility Staff need time to process your link request. While you wait, you can test your device for video visitation compatibility.
2. After logging in, click the **Menu (≡)** in the top corner.
3. Click the **Audio/Video Test** button.
4. If your browser prompts you to give CIDNET Camera and Microphone permissions, click the **Allow** button.
5. Point your device's camera at your face. You should see yourself on-screen. If you do, click the **Looks Good** button.

### Purchase Data (MB)

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. Choose how many Megabytes to **Purchase**, then click **Next**. Your Data balance can be used for video visits, messaging, and / or phone calls.

```plaintext
<table>
<thead>
<tr>
<th>Voice Minutes</th>
<th>Video Minutes</th>
<th>Standard Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>30</td>
<td>45</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

Our services are based on the amount of data transmitted. A standard video visitation transmits approximately 1.4 MB for every minute. A standard voice call transmits approximately 0.66 MB for every minute. A standard message uses 0.33 MB. Enter the MB of data you wish to purchase, then click **Next**.

4. Enter your **Payment Details**.
5. Read the **Terms of Use** and check the boxes at the bottom, then click **I Agree**.
6. Click **Submit** when you are ready to purchase your data.

### Inmate Communication

- Not every correctional facility allows inmates and contacts to video visit, message, or call with CIDNET. After you’ve linked with your inmate, you can view what communication services they have access to.
- If you receive a call from (888) 984-1903, there is an inmate trying to call you. If you purchased data, you can accept the call. If you haven’t, you can’t accept the call.

### Getting Support

If you can log in to your **Public Portal** account, go to the **Dashboard** and click the **Support** button. This is the fastest way to get your request process.

If you can’t log in to your **Public Portal** account, go to [https://ffportal.encartele.net/](https://ffportal.encartele.net/) and fill out the **Customer Contact Form** at the bottom.