



QUICK AND EASY ACCOUNT ACCESS

- ONLINE
- PHONE
- KIOSK

3 Easy Ways to Use Offender Connect: ONLINE



Open & close accounts, transfer money, view balances & make deposits. Take advantage of the many features & benefits at OffenderConnect.com

PHONE



The Offender Connect Call Center is available by calling (814) 949-3303. Self-Service options are available 24/7 or you can speak to friendly customer service representatives during normal business hours (Eastern & Central time).

KIOSK



Available in many facilities.

Deposit money onto any existing Offender Connect account with either cash or a credit / debit card. Check balances and transfer funds within an account, all with an easy-to-use touch screen menu system.

OFFENDER CONNECT KIOSK

Make deposits, check balances, see transaction history, all from the Offender Connect kiosk.

Credit Card
Deposit
Option

Easy to
Navigate
Touch Screen

Convenient
Cash Deposit
Option

24 / 7 / 365

Hours a Day Days a Week Days a Year

www.OffenderConnect.com



PAINLESS REGISTRATION

Don't have an Offender Connect account yet? Registration is painless—simply open your internet browser to www.OffenderConnect.com and go through the quick and easy sign-up process. After you have completed your registration, you will be able to add funds to an inmate commissary or phone account right away with your credit/debit card. Best of all, OffenderConnect.com is available 24 hours a day, 7 days a week, so you can sign up at your convenience!

SAVE TIME

No more waiting in long lines to see a corrections officer to add money to your account. With convenient kiosk access in many facilities and round-the-clock access to your account with OffenderConnect.com, you never have to wait in long lines again!

QUICK AND EASY ACCOUNT ACCESS

OffenderConnect.com lets you quickly and easily open or close accounts or access an existing account to check your balance, move money within your account or deposit additional funds onto your account. You can relax, knowing that Offender Connect uses state-of-the-art encryption to protect your sensitive information throughout your transaction.

MOVE FUNDS

For friends and family of multiple inmates, it can be a challenge to maintain the funds on your phone account. With Offender Connect, you can add funds to your account and then assign them to one or more inmates. You can even move funds from one inmate phone account to another if you find that you need more on one account— all within OffenderConnect.com.

CONVENIENT DEPOSIT OPTIONS

Deposit funds into your Offender Connect account at any of the convenient kiosk locations at participating facilities, or from the comfort of your own home with OffenderConnect.com. Kiosk locations accept cash or credit/debit card deposits, or you can make a deposit with your credit/debit card online at the OffenderConnect.com website.

The Offender Connect Call Center has a self-service IVR (Interactive Voice Response) option available 24 hours a day, 7 days a week for most tasks, or you can speak to a friendly customer service representative weekdays during business hours (Eastern and CentralTime) to assist you with making a credit/debit card deposit onto your account.

To mail a payment, send the payment (check or money order), along with your account number to:

Inmate Financial Solutions, P.O. Box 1827, Altoona, PA 16603

Please keep in mind that checks or money orders may take several business days to clear before the funds are deposited onto your account.



SPANISH VERSION AVAILABLE

Se habla español. The Customer Call Center has spanish speaking staff available to assist you and the OffenderConnect.com website has a spanish language version of the site for families and friends whose primary language is spanish.