

WINNEBAGO COUNTY JAIL

INFORMATION LINE (920) 236-7380

FREQUENTLY ASKED QUESTIONS

VISITATION – It is the responsibility of each inmate to set up their visitor list and schedule visitation with their visitors. Once an inmate is classified, it is their responsibility to let you know when these visitations will be. Please be advised that our facility **does not** take or pass messages to inmates. If the inmate cannot call you, you will need to mail them a letter to request them to set up a visit. To be added to their visitor list, they need your full name (First, Last and middle initial), date of birth, address and phone number. **Please be advised, Jail staff does not give out visiting information for both the inmate's privacy and yours.** Inmate visitation is based by inmate security classification. All social visitation is conducted via tablet.

WINNEBAGO COUNTY JAIL
INMATE NAME, INMATE #
PO BOX 247
PHOENIX, MD 21131

MAIL – Inmate Mailing Address Please be sure that your FULL name and address is in the return address portion of the envelope. **PLEASE DO NOT SEND ANY STAMPS, ENVELOPES, BLANK PAPER, CRAYON DRAWINGS, PHOTOS LARGER THAN 4x6, PAPER CLIPPINGS OR ANYTHING FROM THE INTERNET.** These items will be considered contraband and **NOT** delivered to the inmate. Envelopes, Paper and stamps can be purchased off commissary if an inmate has funds available. If the inmate does not have any money, an envelope and paper can be requested once a week on Sunday

evenings.

INMATE COMMISSARY – Money on an inmate's account can be used to purchase items off commissary (calling minutes, food, hygiene items, paper and stamped envelopes) as long as they have a positive balance. By law we cannot give out inmate account balance or any other information pertaining to an inmate's account. You can add funds to an inmate's account by dropping off money at the Jail Lobby window, using the Kiosk in the lobby or by using Access Corrections Payment Systems.

Jail Lobby Window – Accepts **ONLY** cashiers checks or money orders as payment into inmate commissary accounts (**NO CASH**).

Lobby Kiosk – Accepts Visa/MC and cash deposits (Additional fees apply). You will be required to provide the Inmate ID number. There is a binder next to the Kiosk with this information.



Deposits to an inmate's account can also be made online through Access Corrections (additional fees apply). Accepts VISA/MC. Telephone (Toll Free) 1-866-345-1884. Online www.accesscorrections.com

Customer Support for Access Corrections is: 1-866-345-1884



There is also a program **iCAREdirect** through ARAMARK. iCare allows you to purchase one or more varieties of pre-selected care packages. To access this program, visit their website (www.icaredirect.com). You will need the inmate's ID number and a VISA/MC to place orders



BOOKS / MAGAZINES – Inmates can **ONLY** receive books and magazines that are sent in from any bookstore or publisher (Amazon, Barnes & Noble, Paper Tiger, etc.). **We do not allow hardcover books into our facility.** Magazines are only allowed in Direct Supervision Pods and the Huber block. Any hardcover books sent in or magazines received for inmates that don't reside in minimum security housing units will not receive them, even if they move to these areas at a later time.

GAMES / PLAYING CARDS - These items must be new and factory sealed. All games/cards are considered donations and become property of the Winnebago County Jail. Games/Cards must be approved before they are given to the inmates; this may take a few days. Any unapproved items are placed into inmate property.



TELEPHONES - IC Solutions is our telephone service provider. If you need to set up an account, block your phone number or have problems, please call 1-888-506-8407 or go to their website (www.icsolutions.com) for more information.



TABLETS – Inmates have access to tablets for a variety of purposes, including messages, photo sharing, and video visits. Tablet funds can be deposited online at www.GettingOut.com/Deposit-Funds or by phone 1-866-516-0115.

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BOND / FINE PAYMENTS – Cashiers checks, credit/debit or cash are accepted. **NO MONEY ORDERS.** There is no additional fee for cashier's checks or cash. **If you pay by credit / debit card, PayGOV.us charges an additional 8.5%** convenience fee. The owner of the credit card must also be present. Please also bring photo ID.

