

Benefits of a Prepaid Account

- **One Account** for calls, video visitation and all messaging services.
- Provides **Affordable Communication Options** in addition to collect calling.
- Quick and easy account set-up.
- Simple account management.
- Upfront, easy-to-understand charges.
- Funding and customer support around the clock, **24/7/365**.

Set-up a Friends & Family Prepaid Account

1. Visit: www.legacyinmate.com/prepaid.
2. Select the **Sign-Up** button.
3. Enter the telephone number you wish to receive phone calls on. *This phone number will also be your account number.*
4. Enter a secure password and your email address. Confirm both. Then select “**Next.**”
5. Select the state & facility name where the inmate is housed.
6. Select your relationship to the inmate. Then select “**Next.**”
7. Enter your full name and address. Then select “**Next.**”
8. Accept the Terms & Conditions. Then select “**Submit.**”

Fund your Friends & Family Prepaid Account

1. Visit: www.legacyinmate.com/prepaid.
2. Select the **Login** button. Enter your phone number & password. Then select “**Login.**”
3. You will now be on your account homepage. Hover over the **Account** tab and select “**Fund My Account.**”
4. Enter the amount you would like to add to your account.
5. Select a payment type.
6. Enter credit card/payment information.
7. Confirm your billing information is correct or enter your new information here. Then select the “**Continue**” button.
8. Review all billing details once again to make sure everything is correct. Once confirmed, select “**Complete Payment.**”

Schedule a Remote or Onsite Video Visitation

1. Visit: www.legacyinmate.com/prepaid.
2. Select the **Login** button. Enter your phone number & password. Then select “**Login.**”
3. Hover over the **Video Visitation** tab. Select “**Schedule a Remote Visit**” (from home) or “**Schedule an Onsite Visit**” (at the Jail).
4. Choose an inmate to visit and select your relationship. Then select “**Next.**”
5. Choose the date, time and duration of your visit. Then select “**Next.**”
6. Set up your alert information (optional)
7. Payment will automatically be deducted from your prepaid account. If you do not have enough funds, the system will prompt you to add funds to your account on the **Payment Options** screen. Select “**Next**” when finished.
8. Review and confirm your visit information. Then select “**Confirm Visit.**”
9. You will receive an email confirmation for your visit with instructions about how to start the video visitation.

Send a Voicemail

1. Dial the facility's dedicated voicemail number: **1-877-276-6815**.
2. Follow the voice prompts to leave a voicemail.
3. The system will recognize your telephone number (prepaid account number). You must use the same number you used to set-up your prepaid account.
4. Enter the inmate's ID number.
5. Record your voicemail.
6. Listen to your voicemail. Re-record the voicemail as needed. Select "**Send.**"
7. Funds will automatically be deducted from your prepaid account when you send the voicemail.

Compose an Email

1. Visit: www.legacyinmate.com/prepaid.
2. Select the **Login** button. Enter your telephone number & password. Then select "**Login.**"
3. Hover over the **Messaging** tab. Select "**Compose Email Message.**"
4. Choose an inmate, type a subject, and compose your message in the message body section.
5. Select "**Send.**"
6. Confirm the cost of the message and that emails are subject to monitoring by selecting "**OK.**"

Record a Video Message

1. Visit: www.legacyinmate.com/prepaid.
2. Select the **Login** button. Enter your phone number & password. Then select "**Login.**"
3. Hover over the **Messaging** tab. Select "**Record Video Message.**"
4. Choose an inmate, type a subject, and select "**Record & Send.**"
5. Confirm the cost of the message and that video messages are subject to monitoring by selecting "**OK.**"
6. Legacy's video recorder will open in your browser. Select "**Start Recording.**" Then select "**Allow.**"
7. Record your message.
8. Select "**Stop Recording**" when done.
9. Then select "**Done**" to send your video message.

Retrieve Messages from an Inmate

1. Login to your Friends & Family Prepaid Account.
2. Hover over the **Messaging** tab and select "**Retrieve Email Messages**" or "**Retrieve Video Messages.**"