

Text Message FAQ

Q. What is Text Message service?

A. Text Message is an optional for-pay service that allows CorrLinks messages to be sent and received directly to phones using only messaging services. This service is compatible with the following 4 carriers: AT&T, Verizon, T-Mobile and Sprint. We may be adding others based on the user feedback.

Please note, if you have already signed up for the Premier Account and use the free CorrLinks smartphone app (iOS and Android), then you already have a better solution.

Q. What does it cost to use the Text Message service?

A. The Text Message service is an optional premium service and will require you to enter a credit card to pay for the service. After the duration of your service, you have to visit CorrLinks website to extend the Text Messaging service, at which time your card will be charged again. You have three options:

\$6 per month

\$12 for 3 months (Quarterly)

\$36 for 12 months

Please note the following:

Depending on your telephone carrier/contract you may incur charges for each message

The regular agency messaging service fee will be charged anytime a text message is sent.

Q. How do I sign up for the Text Message service?

1. Click on the *Text Message* icon on the main CorrLinks website.
2. Select your phone carrier and enter your phone number.
3. Within a few seconds (at most a couple of minutes), you will receive a 5- digit verification code text on your phone. Enter this code on the website.
4. Provided the code is correct, you will then enter address and credit card information, and agree to the CorrLinks Terms and Conditions.
5. If credit card transaction is successful, you will see a grid with your phone/account information and an "Update" link.
6. Now you may text message your incarcerated loved ones.

Q. How long is the verification code good for?

A. Verification codes are valid for 2 hours for both initial enrollment and updating. However, you must remain on the verification code entry screen for that code to work. If you leave the screen, you must re-enter your carrier and phone number and wait for a new verification code to be sent.

Q. Can I read the whole message via Text Message?

A. The system defaults to only send the first 150 characters of the message (depending on your carrier). However, you do have the option to receive up to the first 1000 characters; these are sent as a group of 150 character text messages; therefore you may receive up to 8 messages. You can then login to your CorrLinks account to read the message in its entirety.

Q. Does my incarcerated loved one have Text Message?

A. No, they continue to message you via the email service available at their institution.

Q. What if my phone number or telephone carrier changes?

A. You can update either or both via the “Update” link on the main Text Message service webpage and go through the full enrollment and verification process again.

Q. Can I enter my phone number for other CorrLinks accounts?

A. No, a phone number can only be associated with one active CorrLinks account.

Q. Can I text message other inmates?

A. You can only text message inmates that have been actively established in your CorrLinks account.

Q. Can I send group messages?

A. Currently, group messaging is not available for the Text Message service.

Q. I have an international phone number, can I sign up for the Text Message service?

A. Currently, the Text Message service is only for phones with a U.S.A. number.

Q. Can I initiate a message to my incarcerated loved one?

A. Yes, you can send a message without having to wait for one to be sent to you first. Once you have successfully enrolled in the Text Message Service, you can send a message by addressing it to:

firstname.lastname.docNumber@cltxtmsg.com

For example sending a message to John Smith whose DOC number is 283746 would be:

john.smith.283746@cltxtmsg.com

Please note, normal CorrLinks message charges and all business rules will be applied by the CorrLinks System.

Q. My message was rejected, why didn't I get notification through Text Message?

A. System or Administrative messages are not sent via Text Message, but will continue to appear in your CorrLinks account.

Q. Can I put emoji's in my message?

A. Dependent on your carrier, an emoji may not appear in the message or your entire message possibly may not be delivered.

