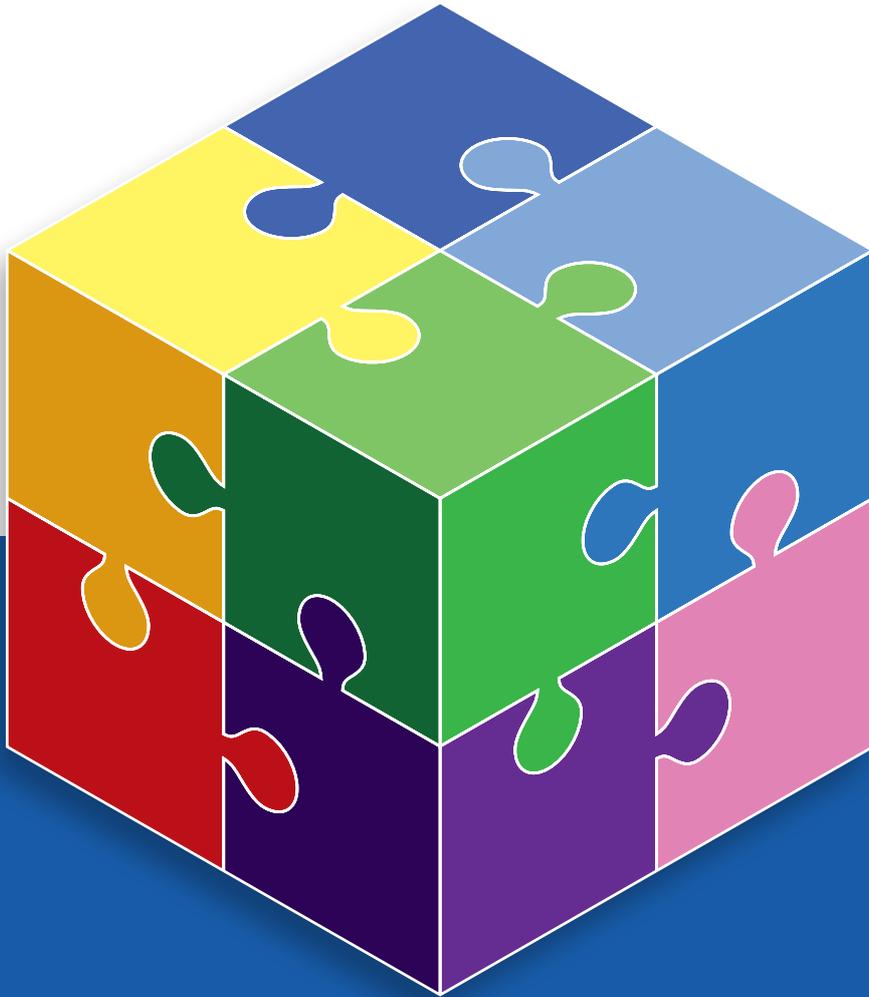


UNILINK

Excellence Through Innovation



User Guide

Email a Prisoner



Staying in touch with friends and family helps to maintain personal relationships and contributes to the mental wellbeing of people in prison and their loved ones. Many secure establishments are far from home often making it difficult for loved ones to visit due to the travel time, transport issues and costs involved.

Unilink provides affordable text, voice and video-based communication, specifically designed for use in custodial institutions. Our communication services have over 600 000 registered users. We operate in all UK prisons, in The Netherlands and Australia.

We keep families connected, provide them with a way to communicate easily and frequently. This leads to improved mental health, better parenting and assists rehabilitation.

From all corners of the World you can now stay in contact with your loved one in prison, all for 40 pence per message. Certain establishments give you the option to receive a reply from your recipient for which there is an extra charge of 25 pence. Some sites operate our attachment service too where you can upload up to 4 photos per message, at a cost of 30p per image.

“

“To you all. Thank you so much for this wonderful service. I found myself in this situation where my son was imprisoned. This was all alien to me and so upsetting, and I am not even in the same country. Then covid came so I had no chance of even going to visit. I found your service on the internet and it was a blessing. I could sit down and write to him whenever I needed to. It is a very sad, lonely and also shameful time when something like this happens but I had great comfort knowing that your support was there. He is due to be released soon so thankfully I won't need your fantastic support any more. Thank you from the bottom of my heart.”

A very grateful Mum

Help and Support:

Tel: **03333 44 18 16** | Email: support@unilink-technology-services.com
www.emailprisoner.com

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Email a Prisoner User Guide

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1 Registration



- You will need to fill out the form as requested, including your **Full Name**, **Email Address** and choose a **password**.
- Your password will need to be at least **8 characters long and include at least one capital letter, at least one lower case letter and at least one number or special character** (for example: **!£\$%&*@#**). You will need to repeat the email address and password.
- You will then need to read and agree to the **Terms and Conditions**.
- You will also need to complete the **reCAPTCHA 'I'm not a robot'**.
- You can also choose your **marketing preferences** before clicking '**Sign Up**'.

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2 Address and Settings

Once you have completed your registration, you will need to fill in your Address and Settings. (It is a requirement from the prison service that all ingoing mail should have the senders address.)

My Profile and Settings is also the place to choose your **confirmation preferences**. You can choose to receive an email confirmation when you send your messages and you can choose whether to include the content of your message in that confirmation email.

You also have the option for **additional security** for your account. The **Multi Factor Authentication (MFA)** requires you to enter a code (sent to you via email) when there is a log in attempt. The MFA is optional and mostly used by organisations and legal professionals.

Home

My Recipients

Write New Message

Inbox

Drafts

Sent Items

SMS Messaging

heatPhone

My Profile and Settings

Add Credit **0.00**

Credit History

How It Works

FAQs

Locations

Customer Comments

Establishment Staff

Legal Profession

Resources

Sponsors and Affiliates

My Profile and Settings >> Address and Settings

Thank you for accepting the new terms and conditions and choosing your mailshot preferences.

Your registration has been completed. Before you can send your first message, you'll need to fill in your contact information below. We'll also ask you to confirm your email address by clicking the link we have sent to you via email.

Your name and any address information you provide below will be displayed on the message that are delivered to your recipients.

Please enter your own personal address details and not those of the Prison. Using incorrect details may result in your message being delayed or rejected by the Prison.

Address (line 1)
PO Box 1288

Address (line 2)
Address (line 2)

Address (line 3)
Address (line 3)

Town
Bishop Sutton

County
County

Postcode
BS39 5YJ

Country
United Kingdom

Telephone number
07984399056

Send confirmation emails
If you tick this box we will send an email to your registered address to confirm that your message has been sent

Send confirmation emails
If you tick this box we will send an email to your registered address to confirm that your message has been sent

Include message content
Tick this box to include a copy of the message that you sent to your recipient in the confirmation email

Multi Factor Authentication
Disabled

Choose type of multi factor authentication. If you choose to authenticate via email you will be sent an email each time you log in. That email will contain a link that you need to click to access your account

Save Changes

Help and Support:

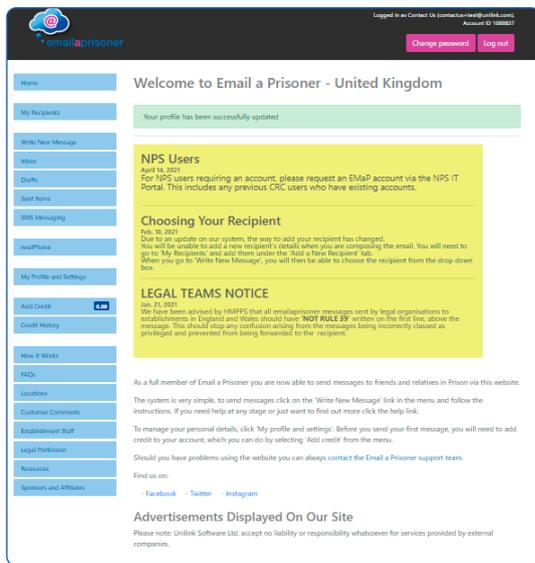
Tel: 03333 44 18 16 | Email: support@unilink-technology-services.com

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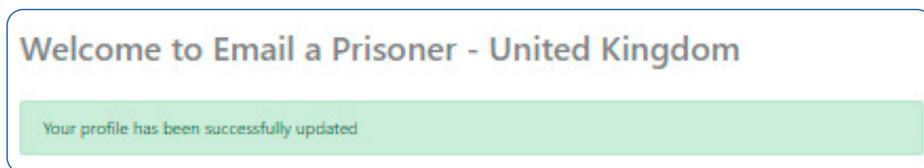
3 Home Page / Activation Link



When you **'Save Changes'**, you will be notified that your profile has been successfully updated. You will be directed to the home page where you can see the latest news and updates regarding the email a prisoner service.

You will see the menu down the left hand side of the screen

When you registered with Email a Prisoner, we sent you an **email with an activation link**. You will need to **click on the link** in the email to **confirm your registered email address**.



You are now fully registered.

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www.emailprisoner.com

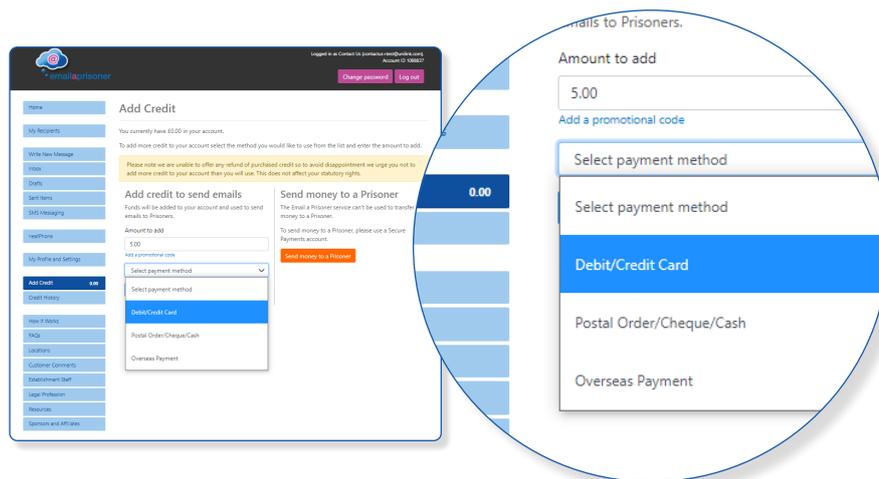
Find us on:



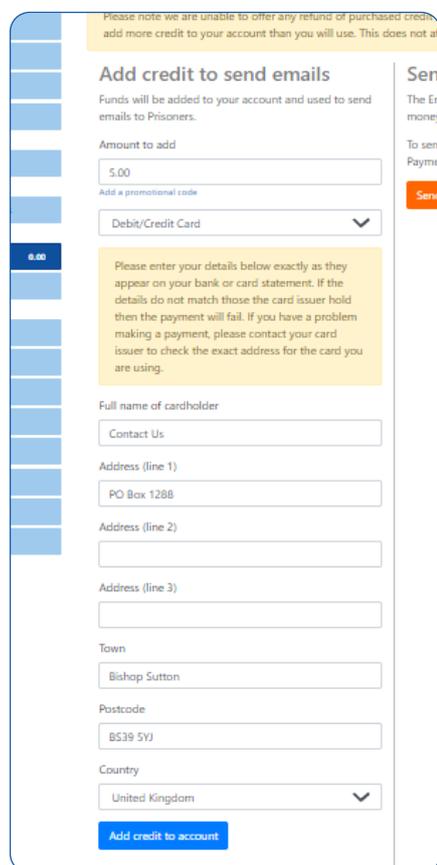
4a Adding Credit: Credit Card

There are a few more tasks to complete before you are able to send your first message to your recipient.

You will need to add credit to your account. You can either do this using a credit/debit card (minimum £5), Cash/Cheque/Postal order, or Overseas payment (bank transfer).



To add credit using a Credit/Debit card, **enter the amount you wish to add (minimum £5)** then **select the payment method 'Debit/Credit card'**.



Please note we are unable to offer any refund of purchased credit so to avoid disappointment we urge you not to add more credit to your account than you will use. This does not affect your statutory rights.

Add credit to send emails

Funds will be added to your account and used to send emails to Prisoners.

Amount to add: 5.00

Add a promotional code

Select payment method: Debit/Credit Card

Please enter your details below exactly as they appear on your bank or card statement. If the details do not match those the card issuer hold then the payment will fail. If you have a problem making a payment, please contact your card issuer to check the exact address for the card you are using.

Full name of cardholder: Contact Us

Address (line 1): PO Box 1288

Address (line 2):

Address (line 3):

Town: Bishop Sutton

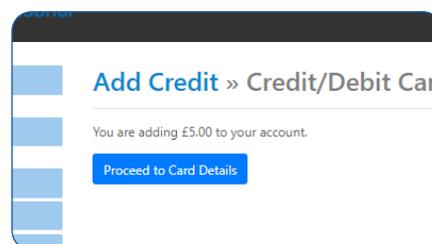
Postcode: BS39 5YJ

Country: United Kingdom

[Add credit to account](#)

You will then need to check your billing address before selecting **'Add credit to account'**.

You will then be shown the amount you have chosen to add and can then choose to **'Proceed to card details'**.



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You will be prompted to **enter your card details** and then click **'PAY NOW'**. Once you have done this, you will be directed to your banks **3D Secure System** to confirm your payment.

Once the payment is processed, your credit will be added immediately.

The screenshot shows the 'emailaprisoner' website interface. At the top right, it indicates the user is logged in as 'Contact Us (contactus+test@unilink.com)' with account ID 1088837. There are 'Change password' and 'Log out' buttons. The main navigation menu on the left includes: Home, My Recipients, Write New Message, Inbox, Drafts, Sent Items, SMS Messaging, neatPhone, My Profile and Settings, Add Credit (0.00), Credit History, How It Works, FAQs, Locations, Customer Comments, Establishment Staff, Legal Profession, Resources, and Sponsors and Affiliates. The main content area is titled 'Add Credit >> Credit/Debit Card' and shows a message: 'You are adding £5.00 to your account.' Below this is a 'Payment Details' section with input fields for Card Number (with Visa, Mastercard, and American Express logos), Expiry (MM/YY), Security Code (with a help icon), and Cardholder Name. A large blue 'PAY NOW' button is positioned below the form. At the bottom of the form, there is a '256-bit SSL encrypted' badge and a note 'Security processed by Global Payments'. A footer message reads: 'If you have any problems then please contact us.'

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4b Adding Credit: Cheque / Cash / Postal Order

If you do not have a Debit/Credit card or would prefer to add credit with Cash, Cheque or Postal Order, you can enter the amount you wish to add (no minimum amount for this option) and then choose the payment method **Postal Order/ Cheque/Cash**.

The screenshot shows the 'Add Credit' page in the emailaprisoner system. The user is logged in as 'Contact Us (contactus+test@unilink.com)' with account ID 108837. The page has a sidebar with navigation options like Home, My Recipients, Write New Message, etc. The main content area is titled 'Add Credit' and shows the user's current balance of £5.00. There are three main sections: 'Add credit to send emails', 'Send money to a Prisoner', and 'Add credit to account'. The 'Add credit to account' section is highlighted with a circular callout, showing the 'Amount to add' field set to 5.00, a 'Send money to a Prisoner' button, and a dropdown menu with 'Postal Order/Cheque/Cash' selected. Below the dropdown is an 'Add credit to account' button.

Once you click '**Add credit to account**', you will be given a reference number for your payment and the address you need to send your payment to. Please make sure you include the reference number along with your name and address, when you post your payment. If you are sending cash, we would recommend posting it with recorded delivery. Your credit will be added to your account as soon as it is received at our office.

The screenshot shows the 'Add Credit' confirmation page. The user is logged in as 'Contact Us (contactus+test@unilink.com)' with account ID 108837. The page title is 'Add Credit » Cheque / Cash / Postal Order'. The main content area shows the user has chosen to add £5.00 to their account using a cheque, cash, or postal order. A yellow callout box highlights the reference number 22779560 and the instruction: 'You must include this number when you send your payment but it must be included, along with your name and address.' Below this, the contact information for Unilink Software Ltd. is displayed: PO Box 1288, Bristol, BS39 5YJ, UNITED KINGDOM. The page also includes a 'Change password' button and a 'Log out' button.

Help and Support:

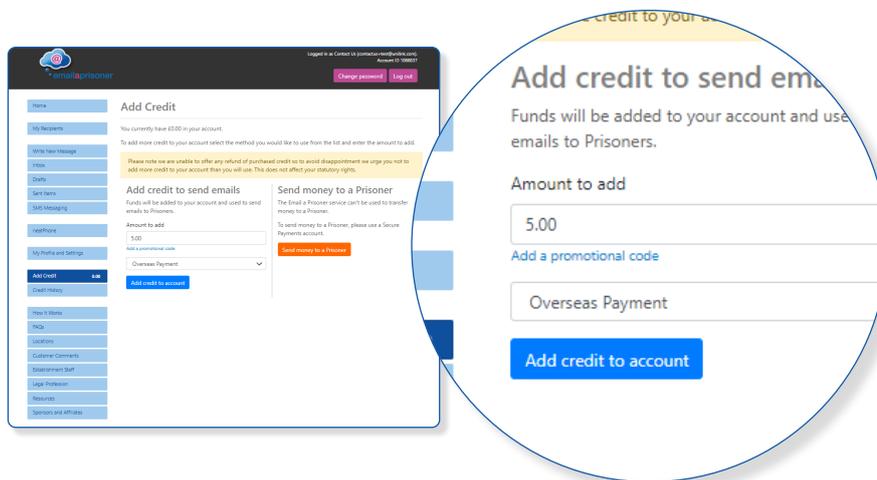
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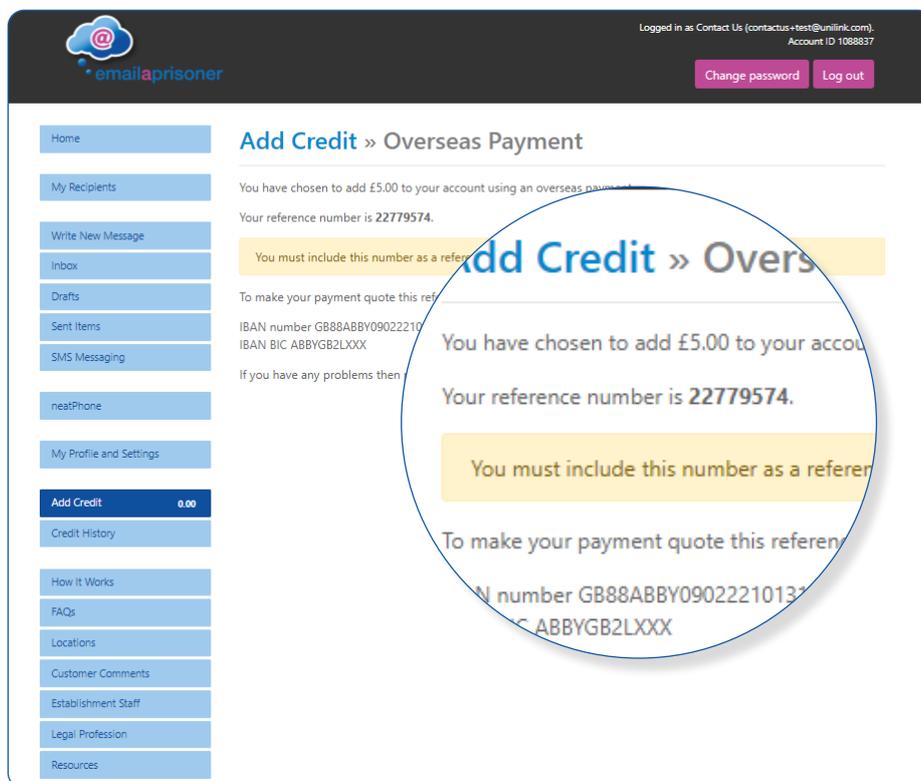


4c Adding Credit: Overseas Payment

If you are unable to purchase credit using a Debit/Credit card due to being located outside of the UK, or if you would prefer to make a bank transfer, you can choose the payment method **'Overseas Payment'**.



Once you click **'Add credit to account'**, you will be given a reference number, as well as the bank details you need to transfer your payment to. Your credit will be added as soon as we receive the payment in our account



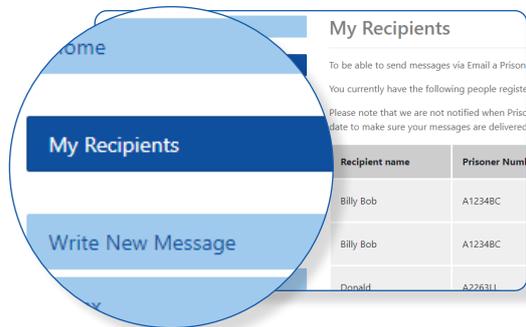
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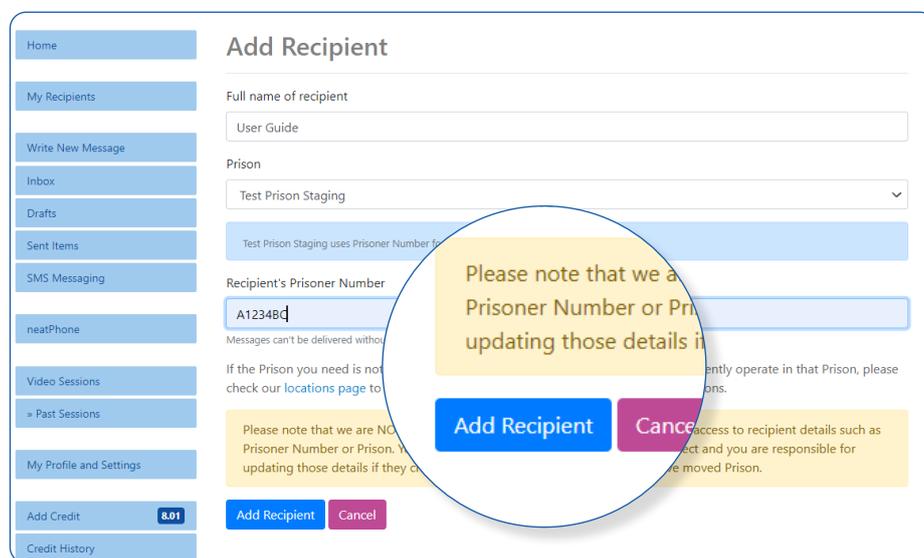


5 Adding Recipients

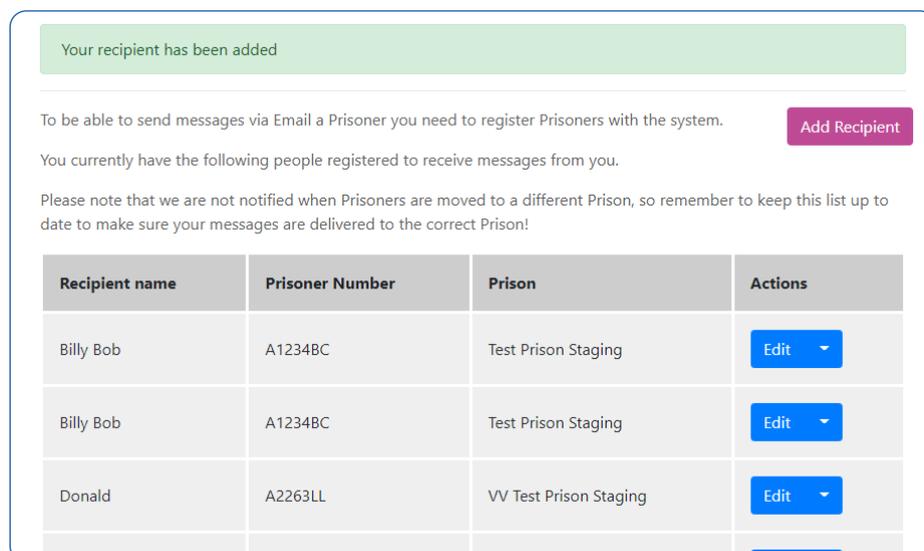


Now you have credit on your account, you need to complete a further task before you can send your first message. You will need to add your recipient's details. You will need to select **'My Recipients'** from the menu. You then click **'Add Recipient'**.

You will need to fill in your recipient's name, location and prison number in the required fields. Then confirm by clicking **'Add Recipient'**.



The details will then be added to the list of recipients, as below. You will be able to edit or delete your recipient from this list.



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6a Send a Message

Now you can send a message. Choose **'Write New Message'** from the menu. You can then choose your recipient from the dropdown list or you can add a new recipient here too.

The screenshot shows the 'Write New Message' interface. On the left is a navigation menu with options like Home, My Recipients, Write New Message (highlighted), Inbox, Drafts, Sent Items, SMS Messaging, neatPhone, Video Sessions, Past Sessions, My Profile and Settings, Add Credit (8.01), Credit History, How It Works, FAQs, Locations, Customer Comments, Establishment Staff, Legal Profession, and Resources. The main content area is titled 'Write New Message' and has a 'Choose Recipient' section. It includes a dropdown menu for 'Select from saved recipients' with 'User Guide (A1234BC)' selected. Below this, the recipient's details are shown: Name: User Guide, Identifier: A1234BC, and Establishment: Test Prison Staging. There are 'Message' and 'Cancel' buttons. The 'Enter Recipient' section has fields for 'Full name of recipient', 'Prison', and 'Recipient's Prisoner Number'. A warning message states: 'Messages can't be delivered without a valid Prisoner Number. If the Prison you need is not in the drop-down list then Email a Prisoner does not currently operate in that Prison, please check our locations page to find out which services we currently operate in which Prisons.' A yellow box contains a note: 'Please note that we are NOT part of the Prison service therefore we do not have access to recipient details such as Prisoner Number or Prison. You must ensure that the details you enter are correct and you are responsible for updating those details if they change - for example if any your recipients have moved Prison.' There are 'Add and Message' and 'Cancel' buttons at the bottom.

Once you have chosen your recipient, their details will appear on the page and you can select **'Message'**.

This screenshot shows the 'Write New Message' interface with the 'Add Recipient' button highlighted. The 'Choose Recipient' section shows the dropdown menu with 'User Guide (A1234BC)' selected. The recipient details are: Name: User Guide, Identifier: A1234BC, and Establishment: Test Prison Staging. There are 'Add Recipient' and 'Edit Recipient' buttons. Below this, there is a checkbox labeled 'Request a reply from your recipient' which is checked. A note says: 'Please check this box if you would like to allow your recipient to reply to your message'. At the bottom, there is a text area labeled 'Type your message here' with the text 'Hi User Guide...' entered.

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6b Send a Message

The message box will then appear and you can tick to request a reply and add up to 4 photos if the options are available in your recipient's establishment. You can check the locations services here:

www.emailprisoner.com/content/locations

There is a character count at the bottom of the message box so you can see when your message will go on to a second page. You can also see a price breakdown before you choose to send your message.

Write New Message

Choose Recipient

Select from saved recipients

User Guide (A1234BC) ▼ Add Recipient

Name: User Guide Edit Recipient

Identifier: A1234BC

Establishment: Test Prison Staging

Request a reply from your recipient
Please check this box if you would like to allow your recipient to reply to your message

Type your message here

Hi User Guide...

2484 characters remaining

49 lines remaining on this page | 2484 characters remaining

To attach photos to your message, just drag them on to this page, or click the boxes below. You can send a maximum of 4 photos with each message.

Upload Image Design image Upload Image Design image Upload Image Design image Upload Image Design image

Message cost	£0.40	£0.40
Reply sheet	£0.25	£0.25
Total	£0.65	£0.65

Send Message Preview Message

Automatically saved as a draft at 10:32

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6c Send a Message

Once you have pressed 'Send', your message will go into your 'Sent Items' and you will receive an email confirmation (depending on the options you chose in 'My Profile & Settings'. When you receive a reply, this will show in your Inbox and you will receive an email to notify you.

The screenshot shows the 'Sent Items' page. On the left is a navigation menu with items like Home, My Receipts, Write New Message, Inbox, Drafts, Sent Items (highlighted), SMS Messaging, neatPhone, Video Sessions, Past Sessions, My Profile and Settings, Add Credit (7.36), Credit History, How It Works, FAQs, Locations, Customer Comments, Establishment Staff, Legal Profession, Resources, and Sponsors and Affiliates.

The main content area is titled 'Sent Items' and contains a green confirmation message: 'Your message has been sent to Test Prison Staging'. Below this is a 'Page 1' dropdown and a 'Next >' button. The 'Queued for delivery' section contains a table with one message:

	To	Sent	Message	Actions
<input type="checkbox"/>	User Guide Test Prison Staging	21/10/21 10:32	Hi User Guide...	View

Below the table is a 'Download selected messages' button. The 'Delivered to Prison' section contains a table with six messages:

	To	Delivered	Message	Actions
<input type="checkbox"/>	Billy Bob Test Prison Staging	08/10/21 17:10	Test	View
<input type="checkbox"/>	Jim Hopper Test Prison Staging	08/10/21 17:10	Test	View
<input type="checkbox"/>	John Smith VV Test Prison Staging	28/09/21 17:10	Hello John...	View
<input type="checkbox"/>	Billy Bob Test Prison Staging	24/09/21 17:10	Test	View
<input type="checkbox"/>	Donald VV Test Prison Staging	10/08/21 17:10	Sorry, Carly O'Neill's V...	View
<input type="checkbox"/>	John Smith VV Test Prison Staging	24/06/21 16:22	Sorry, Carly O'Neill's V...	View

*** Do not reply to this email, responses will not be read ***

This email is to confirm that the message detailed below has now been sent.

Recipient: User Guide (A1234BC)
Prison: Test Prison Staging
Date: 21/10/21
Time: 10:32

If you have any problems please [contact us](#).

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Emap FAQs

Do prisoners have to pay for the emails?

The Emap service is completely free of charge to the prisoners and the establishments.

How do I change my password?

To change your password first log into your account and then select the "Change Password" option from the top left-hand side. On this page you will be able to enter your new password.

My message has gone to the wrong location

We unfortunately cannot guarantee that the establishment will forward messages sent to the wrong location, so advise that you update your recipients details and send the message again. to the correct location.

The email I have sent to my recipient was late/was not delivered, why is this?

Once you click "Send", the message(s) are either pending - ready to send to the chosen location in the daily batch. Or, if delivered electronically to the kiosk/in-cell device, they are sent immediately. They do not come to us to forward on – they go directly to the prison. Thereafter, we rely on the establishment staff, (as with all correspondence), to process and deliver the messages.

Some establishments do not deliver emails at the weekend or Bank Holidays

If you are aware that a message has not been delivered or are delivered later than 2 working days, please contact the support helpdesk.

I wish to contact a prisoner but do not know where they are and what their prison ID number is, can you assist?

Due to Data Protection we do not hold any information about prisoners. You can try locating someone in prison or obtaining a prison ID number by going to the Prison Service Website - <https://www.gov.uk/find-prisoner>

Can I cancel a message once it has been sent?

We are afraid that we cannot cancel a message if you have already sent it. Once you press "Send", the message(s) are delivered directly to the prison of choice, within minutes. They do not come to us to forward on – they go directly to the prison.

Can I book a visit?

You cannot book visits via Emap service, you must call the prison you wish to visit, directly.

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Emap FAQs

Can the prisoner see my address and email address?

All ingoing correspondence, Emap messages and letters alike, must have the sender's address clearly visible, therefore we automatically add those details to your message when it is sent. Your email address will not be publicised on any of the messages.

Can I send attachments?

Customers are unable to send document attachments via the service. The Photo Attachment service is for photo's only.

How secure is my www.emailprisoner.com account?

We have security measures in place to protect your account. **Multi Factor Authentication (MFA)** requires you to click on a link in the email that is sent to you when you attempt to log in with your email and password.

This is a optional step which can be Enabled/ Disabled by going to 'My Profile & Settings' when you are logged in to your account. The account remains inactive for 4 hours, after which time you will be automatically logged out.

If you attempt to log in to your account 5 times with an incorrect password, you will be locked out for 60 minutes. You can lift the block on your account immediately by clicking on the link we will send in an automated email when your account is locked.

If you have forgotten your password, you can click on 'Forgotten Password' and you will receive an email with a password reset link.

You can find more Frequently Asked Questions on our website:

www.emailprisoner.com/content/frequentlyaskedquestions

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