

## Procedure to move from Jpay to Securus.

Securus is not friendly with people overseas. Follow the steps below to still be able to communicate with your LO.

After the switch all the emails and stamps will transfer to Securus. Note that Securus takes a \$3 fee for any purchase so if you have contacts at another facility in the same state who haven't switched yet, buy stamps on Jpay while you still can.

Keep Jpay to send money. Florida: phone calls are still through GTL.

## CREATE A SECURUS ACCOUNT: (don't delete your JPAY account!!!)

1. here: <https://securustech.online/#/enroll>

2. Use the **same EMAIL address** you are using on jpay. But make sure you use an address that ends in ".com" ".net" or ".org" NOT "co.uk" or ".de" or ".ch" for instance.

*If you do not have an Email account with a ".com" domain, change your JPay Email address.*

*You can set up a new address with gmail.com or hotmail.com for instance.*

*You can change the Email in your JPay account here:*

<https://www.jpays.com/EmailPreferences.aspx>

3. Then you need to enter **an American address**, enter your address (line 1 street, street number, zip, line 2 zip, city, country) **BUT add US state and zip code** of the prison for instance where you have to enter US-State and zip code.

OR enter an American address... family, hotel, prison... (FLORIDA: People who already had a Securus account for phone calls (so before GTL), please change your main address to a US address)

4. **Enter an American phone number.**

European numbers don't fit. If you enter a fake number, you won't be able to change it afterwards without calling Securus...

**if you don't have an American number, you can get a valid free US-phone number:**

with apps like Text+ (grass green icon) or Talkatone

Just install the app on your mobile (Android or iPhone). You can choose a state and even get a number of your choice. Please note: you have to login once a week or the number will be lost. With Text+ You will get credits for calls by looking at ads. You can also pay 5\$ a year to keep the number.

Other provider : Openphone, Skype (monthly costs), Localphone (monthly costs).

### People with Loved ones in states where phone calls will be through Securus.

Securus is known to block Internet numbers, yet their rules state this kind of number is authorized.

People recommend to use Talkatone and Openphone in these states.

5. Note: when you enter your **credit card info to buy stamps**, enter your address **BUT add US state and zip code too**. *The country restriction is a "technical" Securus restriction, not a legal one.*

6. Link Jpay and securus (you will be able to do it only when the facility will have moved to Securus.

## LINK JPAY TO SECURUS You can link them using Jpay app or website.

1 – APP go on JPay app

Website : [www.Jpays.com](http://www.Jpays.com)

2 – Click on Learn more and Enroll

Click on Email and click on Learn more and Enroll

If you can't find *Learn more and Enroll* or didn't receive the email explaining the steps to link the accounts go to: <https://securustech.online/#/jpays>

3 – Put your Jpay email address, and Jpay password.

(if an error message pops up see ISSUES below)

4 – Enter your Securus password.

5 – Once you have entered both passwords the accounts will be linked.

6 – You can now download the Securus app or use Securus on the website <https://securustech.net/>

Log in with your Securus email and password. All your Jpay communications will appear there and your stamps balance too.

7 – When you receive a message you will get the usual email notification from Jpay. However you have to log in to Securus to see the message.

Keep jpay to send money.

## ISSUES

A lot of people (US and overseas based) have had an error message pop up when trying to link the accounts. Securus knows what the problem is and you will have to call them.

Be ready with your Jpay and Securus information (US number, and email)

**Call Securus** +1 972 734 1111 (you may have to dial 001 972 734 1111)

1- Option 1 : you will be asked for the phone number of your Securus account. Enter the phone number and confirm the number. you can choose the option that Support calls you back – at their cost, but only to the US number. End the call. Support will solve the problem in a few minutes – they know exactly what the problem is – and they have your phone number and the same email for Jpay and Securus.

Option 2 : Option 1 doesn't work / you didn't hear that option, **get in touch with a real person.**

Call from a number you didn't enter on Securus (they will tell you they don't recognize it, go to step 2 below).

If you call from a US-number you entered on Securus, pick the option that you are calling for a different account and number.

Enter a random 10-digit US-number starting with a correct area code. go to step 2 below.

2- It will repeat your number. Press 1 to confirm.

Then press 5 for something else.

Then press 3 for none of this.

It will connect you to a person.

Be ready with your Jpay information and Securus information, they will link the accounts for you.

3- If when you call them, Securus support doesn't know what the issue is, tell them that the problem is that your email is showing up twice in the Securus system and they need to delete one of the accounts to allow you to merge, this will save you time.

## INVALID EMAIL AND ADDRESS

You created the account and linked Jpay to Securus successfully.

You are trying to log in to Securus but sometimes it's telling your Email and Password are invalid .

Be patient and try again later. It happens often.