

NOTICE REGARDING PHONE CALLS

The Blue Ridge Juvenile Detention phone system is operated by CIDNET, please follow the steps below to reach your loved one: **(OR SEE BROCHURE)**

1. Create a CIDNET Account

Open <https://customer.cidnet.net/> in your browser, or type *CIDNET Public Portal* into a search engine. If you have an Android phone, you can also download the CIDNET App in the Google Play Store.

Click the *Register* button and enter your information. Then click the *Create Account* button.

Read the Terms of Use, then click the *Agree* button at the bottom. Login to the email you entered earlier and open the new email from CIDNET. Click the *Click Here to complete your verification* link, or the link in the section below.

Enter a Security PIN and a Password, then click the Sign In button.

2. Link with a Resident

After logging in to your CIDNET account, click the *Menu* button in the top right (three lines in a box). Next, click the *Account* button, followed by the **General Information** button. Be sure to fill out these fields with accurate information, since BRJD staff will use it to decide whether or not to approve your resident link request.

Once you've added your general information, navigate back to the *Account* screen and click on the *ID Photo* button. Click Browse to choose an image file that displays your government-issued ID.

Now that you've added your photo ID, you are ready to submit a resident link request to BRJD. Go back to the *Public Portal Dashboard*, then click the *Menu* button again.

This time, click the *Add Inmate* button.

Select the *State* in which the resident is being held, the *Facility* where the resident is being held, and finally, search for the resident by Name, then select them. Doing so will submit the inmate link request.

3. Wait to Be Approved

BRJD staff need time to process your link request. But while you wait, you can test your device functionality and fund your account by purchasing data.

Open the *Menu* and click the *Audio/Video Test* button. If your browser prompts you to give CIDNET Camera and Microphone permissions, click the *Allow* button.

Point your device's camera at your face. You should see yourself onscreen. If you do, click the *Looks Good* button. Now that you've tested your device, you need to fund your account by purchasing data. The communication services provided by CIDNET consume data from your balance when you use them. This allows you to pay only for the services you use.

Start by opening the *Menu*, then click the *Add Data* button. On the *Purchase Data* screen, enter the number of messages and minutes of video you'd like to have in the *Data Calculator*. Doing this will calculate the total number of *Megabytes* (Data) you should purchase. Once you're happy with your purchase, click the *Next* button.

Now, enter your payment details. After that, click the *Next* button. Read the *Terms of Use*, then check the two checkboxes at the bottom. Then, click the *I Agree* button. Lastly, review your purchase. Once you're happy with the statement, click the *Submit* button. Then confirm the purchase by clicking the *Submit* button again.

4. Scheduling a Video Visitation (SEE BROCHURE)

Once you've tested your device's video functionality, funded your account, and been approved by BRJD, you can communicate with the resident. (Note: not all facilities offer all CIDNET services and features.)

To schedule a video visitation go to the *Public Portal Dashboard* and click the *Videos* button. Next, click *New Schedule*. To request a video visitation, click the *Remote* button.

Once you've chosen a type, choose a *Date*, *Duration*, and *Time Slot*. After that, check the checkbox(es) on the *Confirm* tab, then click the *Complete* button.

For Remote Visitations: on the date and time you selected, log back into CIDNET and click the *Launch* button on the *Public Portal Dashboard* to start your session. If you try to start the session late or early, it will not work.

5. Sending and Receiving Mail

To send a message to your resident, go to the *Public Portal Dashboard* and click the *Mail* button. Then, select your resident's name from the list. This will take you to your conversation screen.

On this screen, you can *Read* messages by clicking them. You can also *Send* new messages by typing them in the bottom text field. After you are happy with your message, click the green *Send* icon. Finally, confirm your transaction.

Getting Support

If you can log in to your **Public Portal** account, go to the **Dashboard** and click the **Support/Ticket** button. Then, select a **Category** that matches your request, type a **Description** that explains your request, and click the Submit button. This is the fastest way to get your request process.

If you can't log in to your **Public Portal** account, go to **<https://ffportal.encartele.net/>** and fill out the **Customer Contact Form** at the bottom.

Attorneys, Probation Officers and Department of Social Services: Residents will have the ability to make phone calls regarding their court case to attorneys, probation officers and DSS legal guardians at no charge.

ALL PHONE CALLS WILL BE RECORDED AND ARE SUBJECT TO LIVE MONITORING EXCEPT FOR ATTORNEY PHONE CALLS.

ZERO TOLERANCE POLICY

Blue Ridge Juvenile Detention is committed to ensuring a safe and humane environment for all residents. An important part of a safe and humane environment is freedom from sexual misconduct. Resident rights and safeguards are in place for protection from sexual misconduct.

“Sexual misconduct” is a term used to describe certain kinds of prohibited behavior. Sexual misconduct includes sexual harassment, over-familiarity and retaliation.

Blue Ridge Juvenile Detention cannot and will not tolerate any form of sexual misconduct. We recognize the worth of each resident and strive to treat residents with respect and dignity. State statute prohibits resident abuse, which includes sexual contact by a staff member and accordingly, Blue Ridge Juvenile Detention maintains a zero-tolerance policy with regard to sexual misconduct. Due to the resident’s custody or supervision status, no prohibited act of sexual misconduct can have as an affirmative defense, a claim of consent.

- Consensual sexual intercourse with a resident is by its nature an assault.
- Sexual misconduct includes any sexual behavior that is directed towards a resident.

To fully understand the scope of this crime, it is very important to note the definition of “Sexual Misconduct” which is: “any act or attempted act involving the genitals of one person and the hand, mouth, tongue, or anus of another person or a sexual act including the penetration, however slight, of the male or female sex organ or the anus by a finger, instrument, or object done for the purpose of arousing or gratifying the sexual desire of any person.”

Blue Ridge Juvenile Detention, in an effort to continually promote the professionalism of our staff, will pursue prosecution of any staff member who is involved in this type of activity. In other words, any physical contact with a resident of a sexual nature could result in prosecution for a felony. Any alleged abuse (including sexual contact) of a resident shall immediately be reported and will be investigated.

Any alleged abuse can be reported directly to the following individuals/agencies:

Jay Boland, Director
Miguel Diaz Hansen, Deputy Director/PREA Coordinator
Art Daniels, Chief of Security
Blue Ridge Juvenile Detention
195 Peregory Lane
Charlottesville, VA 22902
(434) 951-9340

Albemarle County Department of Social Services
Child Protective Services
1600 5th St., Suite A
Charlottesville, VA 22903
(434) 972-4010



FRIENDS & FAMILY GUIDE

How To Reach Your Incarcerated
Loved One From Home



Powered By Encartele

With CIDNET, you and your inmate can talk with video visits, messages, and phone calls. To use these services, you must create an account and buy data. Your data balance will be consumed when you talk with your inmate.

Create a CIDNET Account

1. Go to customer.cidnet.net/ in your browser.

2. Click the [Register](#) button.
3. Type in your [Email](#), [Time Zone](#) and [First & Last Name](#).
4. Click the [Create Account](#) button.
5. Read the [Terms of Use](#), then click [Agree](#).
6. Login to your email and open the CIDNET email.
7. In the email, click the [Complete Your Verification](#) link.
8. Choose a [Security PIN](#) and a [Password](#).
9. Click the [Sign In](#) button.

Complete Your Account

1. After logging in, click the [Menu](#) (☰) in the top corner.

2. Click the [Account](#) button.

3. Click the [General Information](#) button.

General Information

4. Fill out the fields with your personal information. Officers use this information to verify your identity. Without providing this information, you won't be approved to contact your inmate.
5. Click the [Save](#) button to save your information.
6. Click the [Phone Numbers](#) button.

Phone Numbers

7. Click the [Add Phone Number](#) button.
8. Type in the [Phone Number](#) you want to add.
9. Type in a [Description](#) (ex: "Jane's Cellphone").
10. Mark as [Primary](#) if this is the phone number that Customer Service should call to reach you.
11. Click [Verification Type](#) to choose either:
 - [Text](#) (CIDNET send your code by SMS)
 - [Call](#) (CIDNET reads your code to you)
12. Wait for CIDNET to text or call your phone. The text or call will contain your verification code.
13. Write down your code if you can't remember it.
14. Type in your [Verification Code](#), then click [Submit](#).
15. Click the [Back](#) (<) arrow button.
16. Click the [Photo ID](#) button.

Photo ID

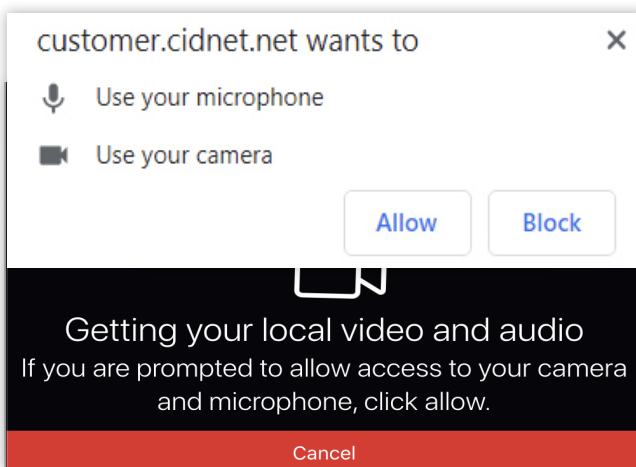
17. Click the [Upload New](#) button.
18. Click the [Browse](#) button.
19. Choose an image of your government-issued ID.

Link With Your Inmate

1. After logging in, click the [Menu](#) (≡) in the top corner.
2. Click the [Add Inmate](#) button.
3. Select the [State](#) where your inmate is being held.
4. Select the [Facility](#) where your inmate is being held.
5. Search for your inmate by [Name](#), then select them.
6. Select the [Relationship](#) for you and your inmate.
7. Click [Complete](#) to submit your request to the facility.
8. NOTE: The correctional facility decides whether to approve or decline your Link Request. CIDNET has no control over whether you were approved or denied. Contact the facility for more information.

Wait to be Approved

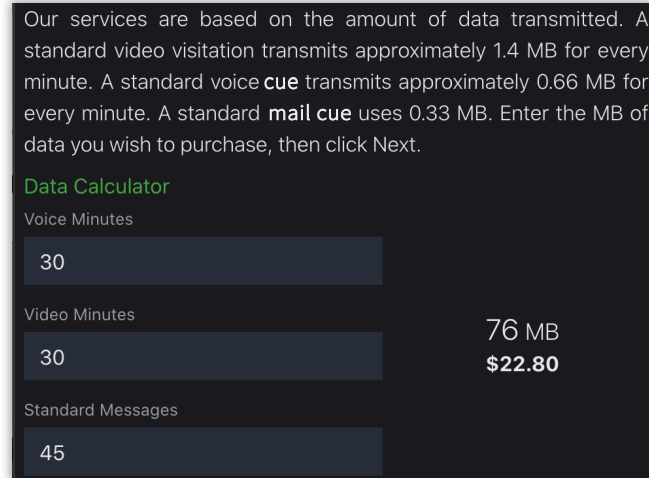
1. Facility Staff need time to process your link request. While you wait, you can test your device for video visitation compatibility.
2. After logging in, click the [Menu](#) (≡) in the top corner.
3. Click the [Audio/Video Test](#) button.
4. If your browser prompts you to give CIDNET Camera and Microphone permissions, click the [Allow](#) button.



5. Point your device's camera at your face. You should see yourself on-screen. If you do, click the [Looks Good](#) button.

Purchase Data (MB)

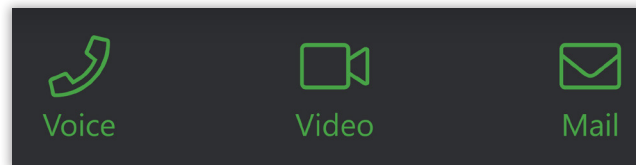
1. After logging in, click the [Menu](#) (≡) in the top corner.
2. Click the [Add Data](#) button.
3. Use the [Data Calculator](#) to determine how many MB (Data) you want to buy. Choose how many [Megabytes to Purchase](#), then click [Next](#). Your Data balance can be used for video visits, mail cueing, and / or voice cues.



4. Enter your [Payment Details](#).
5. Read the [Terms of Use](#) and check the boxes at the bottom, then click [I Agree](#).
6. Click [Submit](#) when you are ready to purchase your data.

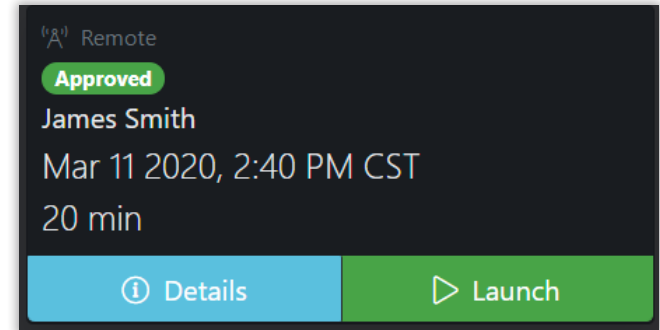
Inmate Communication

- Not every correctional facility allows inmates and contacts to video cue, mail cue, or voice cue with CIDNET. After you've linked with your inmate, you can view what communication services they have access to.



- If you receive a call from (888) 984-1903, there is an inmate trying to initiate a voice cue with you. If you purchased data, you can accept the cue. If you haven't, you can't accept the cue.

- You can send/read mail cues by clicking the [Mail](#) button.
- You can schedule video cues by clicking [Video](#) and then [New Schedule](#). [Remote](#) cues can be joined from anywhere as long as your WiFi connection is strong enough.
- Schedules you submit must be approved by facility staff.
- To join a [Remote](#) cue, you need to login to CIDNET and click the [Launch](#) button when your cue is scheduled to begin. The [Launch](#) button will appear automatically, though you may need to click [Refresh](#).



- Video cues, mail cues, and voice cues are recorded and monitored. Staff may revoke your ability to communicate if you violate facility guidelines.
- If you want to sell your data back to CIDNET, click the [Support](#) button and open a [New Request](#) with [I would like to sell back my unused data](#) as your request.

Getting Support

If you can log in to your [Public Portal](#) account, go to the [Dashboard](#) and click the [Support](#) button. This is the fastest way to get your request process.

If you can't log in to your [Public Portal](#) account, go to <https://cidnet.net/friends-and-family-portal/> and fill out the [Customer Contact Form](#) at the bottom.



888-984-1903