Frequently Asked Questions (FAQ)

What is JPay Electronic Messaging?
The Minnesota Department of Corrections partners with JPay to allow offenders to exchange electronic messages with their friends and family members in the community. The community member connects to the system online (www.JPay.com) or by downloading the free JPay mobile app for iPhone and Android. The community member will create an account and select the offender to whom they wish to send the message. Electronic messaging has become a standard form of communication within most homes and it can now be used to help offenders stay connected with their friends and families. Strengthening or re-establishing family ties helps offenders improve the likelihood of successful reentry into the community, thus reducing the potential for recidivism.

Can I send electronic messages?
Yes, you can correspond with an offender by going to www.JPay.com or by downloading the free JPay mobile app for iPhone and Android. You then complete the free registration process and select the offender(s) with whom you wish to correspond.

How much does it cost to send an electronic message?
You must purchase electronic JPay stamps to send electronic messages. Each electronic message requires one stamp to send, and each stamp costs $0.40. You can purchase stamp packages on JPay.com or the mobile app. There is no charge for the offender(s) receiving the message. There is no limit to the number of electronic messages an offender can receive.

Does the offender have access to the internet?
No. Electronic messages are received, composed and viewed on the JPay Kiosk or the JP5 tablets, neither of which can connect to the internet.

Do all offenders have access to electronic messaging?
Any offender with an Offender Identification number (OID) who is incarcerated in a Minnesota correctional facility can receive a message.

Can I send photographs as attachments?
Yes, for one additional stamp per attachment.

Can I send a VideoGram?
Yes. VideoGrams are 30-second video clips you can send to your loved ones using the free JPay Mobile App for iPhone and Android.

What can I do if my loved one isn't getting the electronic messages I send?
Please make sure your electronic message is marked as "sent" in your JPay account. If you continue to have trouble, contact JPay's customer support at 800-574-5729.

Is electronic messaging monitored?
Yes. All electronic messages are subject to monitoring. Electronic messages may not jeopardize the public or the safety, security, or orderly operation of the correctional facility. All messages are screened for words or phrases which may represent a risk to the security of the facility or the safety of the public. Electronic messages not consistent with these restrictions will not be delivered to the offender.

What can I do if I want to stop corresponding with an offender?
All you have to do is simply stop sending an offender electronic messages.