Frequently Asked Questions

1. **How do I deposit money on an inmate's account?**
    a. To deposit money online, go to the website www.jailatm.com.
        i. Sign in or create an account
        ii. Select **Send Money Now**
        iii. Select the appropriate state and facility
        iv. Enter at least 3 characters of the resident's last name or their ID
        v. Enter your payment information and amount of the deposit, click the check box after reading the terms and conditions and hit OK.
        vi. Review the payment details and click
    b. Family or friends can send money through the mail to an inmate but the jail will only accept a money order. The jail will not accept cash or personal checks.
    c. Family and friends can also deposit money on someone's account using the kiosk, located just inside the main entrance of the Community Services Building.

2. **I just added funds to an inmate's account, but they only received a portion of it. Where did the rest of the money go?**
    a. If an inmate has medical debt, 75% of any money added to their account will be applied to the medical debt.
    b. If an inmate has a general fund debt, general fund debt will be subtracted in full from any money added to the account.

3. **How can I post an Inmate's Bond?**
    a. Friends and family can add funds to the inmate's account using the information from question 1 (Make sure you select "Pay Bond.")
    b. An inmate can also post their own bond if they have enough cash, or by using a credit or debit card with the assistance of staff.
    c. Friends and family can come to the Grant County Sheriff's Office. In the front of the main lobby there is a kiosk that will accept cash or card. If you use cash, it will charge an additional $3.00 fee. If you are using a card a 10% fee will be applied.

4. **Where do I go to pick up an inmate who is being released from the facility?**
    a. Inmates being released will be released out of **"Inmate Report/Release"** door, located on the east side of the facility.
    b. Inside the waiting area there is a restroom, cell phone charging station, and seating available.

5. **I have a warrant or I have to self-report to jail; Where do I go?**
    a. When arriving at the Community Services Building, follow the signs for "Inmate Report/Release."
    b. On the east side of the building there is a sign stating, "Inmate Report/Release."
    c. Come through that door into the waiting area and press the intercom button and wait for instructions.

6. **Is there an inmate visiting list or how to I schedule a visit?**
    a. Go to Cidnet - Corrections Connectivity Systems
    b. Click "Create an Account." Enter your email, your time zone, and your first and last name. After creating your account, select the state and facility the incarcerated person resides in. Read and accept the "Terms of Use." You will then receive an email containing a link to verify your account. Click the link, and when prompted, enter your security PIN. Choose two security questions and answers, then finally create your password and click "Sign In."
    c. Visitors must schedule video visitation via Cidnet.
    d. All visits will be by video.
    e. Visitors who do not have the ability to utilize the internet for remote video visits, will have to come to the Sheriff's Office and use our guest video kiosks.
        i. Guests will need to schedule ahead of time on Cidnet - Corrections Connectivity Systems
        ii. If unable to schedule from home, guests can hit the intercom when they arrive at the Sheriff's Office
        iii. Public video visitation is only available on Wednesday and Saturday from 12pm-8pm. Guests will need to sign up for video visitation.

7. **What is allowed to be sent to an inmate through the mail?**
    a. There is no restriction on the amount of incoming mail an inmate can receive.
        i. Correspondence not hand written in blue or black ink, regular lead pencil, or typed with normal size font
        ii. Correspondence on anything other than white paper; preferred typing, or standard collegiate/normal ruled paper.
        iii. Any paper that it stained or scented.
        iv. Pictures containing graphic violence, gang activity, nudity, sexual activities
        v. Pictures printed on anything other than photo paper. Photo paper will be of quality that ink does not smear on touch.
        vi. Hand drawn pictures of any kind: pencil, crayon, paint, marker or other material. (Single point drawings will be allowed on the correspondence; as long as the majority of correspondence is hand written or typed.)
        vii. Any correspondence that has "shading" or excessive scribbling.
        viii. Stickers
        ix. Stamps/stamped envelopes or envelopes (exceptions for when a return envelope provided by an attorney)
        x. Food
        xi. Cash
        xii. Standard Greeting Cards of any kind

    b. No mail will be accepted if dropped off at the facility.
    c. Books mailed to the jail will become property of the jail, however the inmate the book was sent to will be the first to read it.
    d. Newspapers and/or magazines will only be accepted if sent directly from the publisher.
    e. Letters or packages may be returned to sender or placed in an inmate's personal property if in violation of the jail rules.
    f. Can send a money order.
8. **My family member or friend just got arrested. Can I drop off their medications?**
    a. Medications that are with an inmate at the time of booking will be logged and forwarded to the medical staff for review.

b. Family members have 72 hrs to drop off prescription medications unless prior authorization was received by jail medical staff.
c. After 72 hrs., all medications are ordered by jail medical staff.
d. The Grant County Jail does NOT allow the following medications to be dropped off for an inmate: Prescription medications not in the proper container, over the counter medications, mixed medications in a prescription bottle, expired medications, partial containers or open tubes of prescription ointments, gels, or liquids (exceptions could be made for diabetic medications such as insulin vials and pens), lancets and needles (diabetics will be required to use jail supplies), and prescription narcotic medications.

9. My family member is in jail; what medical information can be released to me?

a. Jail staff and medical staff cannot release any medical information without a signed release form.

10. What programming is available for the inmates at the Grant County Jail?

a. The following programs are offered: GED, NA, AA, Mindfulness & Recovery, Pathways to Home, Workforce Development, Religion/Church Services, K-9 Emotional Support Animal.

11. An inmate wants me to pick up their property, how do I do that?

a. The inmate needs to submit a request for property release.
b. Jail staff will only release the items specified on the request to the person listed on the request. (Have ID available)
c. If the inmate is being transferred to prison, they will need to fill out a form which lists the name and contact information of the person who will be picking up the property.
    i. The Grant County Jail will only hold property for 30 days after the inmate is transferred to prison. If the property hasn't been picked up it will be disposed of.

12. I received a jail sentence. What can I bring with me?

a. You are not allowed to bring any personal items into the jail other than the clothes you are wearing, purse or wallet, phone, keys. (Exceptions made for work release inmates who are coming and going from jail to work)
b. Any monies brought to the jail will be deposited into the inmate's account. Cash is not allowed in the property storage area.
c. The following items may be allowed into the secure housing area: Wedding bands (no protruding stones allowed under any circumstances), watches (for Huber inmates only), dentures, and reading glasses/contact lenses.
d. The Grant County Jail will not accept any items dropped off by family members or friends.