

Frequently Asked Questions: DOC Partners with ICSolutions for Tablet Services

1. Why is DOC no longer using the Advanced Technology Group (ATG) tablets that persons in our care (PIOCs) have purchased?

DOC partnered with ICSolutions to offer a variety of new options on the tablet to include a telephone feature. Considering PIOCs have varied income and account balances, the vendor is offering different price points and levels of services. Additionally, this change in tablet vendors allows all persons in our care to be assigned a tablet at no cost to them, with the hope that this will increase accessibility and communication with friends and family members.

2. When will the ICS tablets be distributed to PIOCs?

The ICS tablets will be turned on by institution. A schedule is being developed for monthly deployment. The first sites to receive the new ICS tablets are Sanger B. Powers Correctional Center, Green Bay Correctional Institution and Waupun Correctional Institution in March 2024. The roll-out schedule is posted on [DOC's public website](#), and updates will be shared as they become available.

3. How will I know when to utilize the new Getting Out messaging account vs. my CorrLinks account? Should I close my CorrLinks account once my loved one's new tablet has been issued?

Do not close CorrLinks accounts at this time. Once all Division of Adult Institution sites have transitioned to ICS tablets, notice will be posted relating to the handling of CorrLinks accounts and previously purchased tablets. PIOCs are responsible for notifying friends and family when their site is transitioning to the ICS tablet.

4. Will I need to put funds on the Getting Out account to send messages?

Yes, friends and families will need to fund the Getting Out account to send messages to those with an ICS tablet. ICSolutions is testing software that will allow you to just fund the current ICSolutions phone account to support sending messages as well.

5. How do I create a Getting Out account? Are there support options or resources available if I need help creating an account

A step-by-step guide on how to set up a Getting Out account can be found on [DOC's public website](#). Additional resources can be found on the [Adult Facilities](#) page.

6. What will my loved one be able to do with their previously purchased content/tablet once they receive the new ICS tablet?

A decision has not been made regarding previously purchased content/tablets. Any future updates will be posted to the DOC's public website.

7. Can I purchase ICS tablet credits for my loved one?

Similar to the previous tablet, friends and family cannot purchase services for the PIOC to use on the tablet.

8. What happens if I accidentally send my loved one a message through my CorrLinks account after the ICSolutions tablet transition has taken place at my loved one's institution?

A message sent through your CorrLinks account after the go-live date for the new ICS tablet will not be received by the person in our care, and there will be no refund for the message. Loved ones should plan accordingly as they approach their site's transition date.