



NEVADA DEPARTMENT OF CORRECTIONS
ADMINISTRATIVE REGULATION

SUMMARY OF CHANGES
AR 753 – OFFENDER ELECTRONIC DEVICES
Effective PENDING

Description	Page Number
Newly written Administrative Regulation	All

James E. Dzurenda, Director

Date

This summary of changes is for training record purposes only. You must also consult the Administrative Regulation and/or Manual for proper instructions.

I, _____, acknowledge receipt of this Summary of Changes and understand it is my responsibility to implement into the course of my duties.

Signature

Date



NEVADA DEPARTMENT OF CORRECTIONS
ADMINISTRATIVE REGULATION

**OFFENDER ELECTRONIC DEVICES
ADMINISTRATIVE REGULATION – 753**

SUPERSEDES: NEW REGULATION

EFFECTIVE DATE: PENDING

AUTHORITY: NRS 209.417

RESPONSIBILITY

The Director of the Nevada Department of Corrections (NDOC and Department) is responsible for the implementation of this Administrative Regulation (AR).

The Wardens will ensure that their appropriate assigned subordinate supervisors have read and understand this regulation.

The Associate Wardens will ensure that their appropriate assigned subordinate supervisors have read and understand this regulation.

Supervisors will ensure that their appropriate subordinate staff members have read and understand this regulation.

Designated staff members will know, comply with, and enforce this regulation.

If, and where applicable, offenders will know and comply with this regulation.

PURPOSE

This regulation contains and describes the policies and procedures governing the use of tablets available to eligible offenders. The utilization of the tablet assigned to an offender and use of tablets must be in accordance with these policies and procedures.

The Department may provide offenders with access to tablets for the purpose of offender outbound calling, video visitation, providing educational and/or program material and for the ability to download music, audiobooks, videos, video games, e-books, other media for a charge, and for any other legitimate penological purpose.

DEFINITIONS

For the purposes stated herein, the following definitions and acronyms apply:

Account password: A unique identifier used to log onto a user account. This includes all passwords associated with a user account or tablet.

Content: A selection of applications and materials approved by the Department for use on tablets that are provided to an offender. There are two types of content:

1. Downloadable: A selection of materials that can be added to a tablet, through the offender telephone provider at an offender's discretion and at a cost to the offender.
2. Preloaded: A selection of materials that may be included on the tablet upon issuance to the offender at no cost.

Media account: A prepaid account established with the service provider for the purpose of funding the downloaded content.

Secure Message: Electronic, computer-based, written communication(s), up to 6,000 characters, that are sent or received by an offender or a community member using applications managed by the service provider.

Secure Messaging Stamp: An amount of money, set by the Department contract with the service provider, required to send a secure message or attachment.

Service provider: The company with whom the Department has contracted to provide network, hardware, and software services. This service provider owns the rights to the service, content, devices and all other equipment associated with the product.

Tablet: An electronic device that will be loaned to each offender when eligible, which contains applications and access to Department approved content and outbound calling functions.

User account: An account established by the offender in order to access services.

753.01 GENERAL PROVISIONS

1. Offender Account
 - A. All eligible offenders may establish an account for their personal use only. Offenders may use the services once they have agreed to the terms and conditions established by the service provider.
 - B. Offenders shall sign and initial a Notification and Acknowledgment for Tablet Use. The original initialed and signed copy of this form shall be kept in the offender's property file.

-
- C. Offenders may only use their personal account and may not use another offender's account.
 - D. Offenders are prohibited from sharing their password with other offenders and are responsible for their password safekeeping.
 - E. The Department of Corrections is not responsible for theft, loss, or the cost related to password theft, sharing, or failure to ensure safekeeping.

2. Offender Use

- A. Offenders must comply with all department directives and facility policy regarding tablet use. Failure to do so may result in suspension of any or all tablet services and privileges and may result in discipline.
- A. All offender use of the tablet services is subject to monitoring, recording and retention, and any records or data resulting from the use of the tablet services or associated with the tablet may be provided to law enforcement agencies.
- B. All offender questions regarding services and troubleshooting must be directed to the service provider through the tools and contact methods found within the tablet or by contacting the service provider representative when available onsite.

3. Tablets

- A. Eligible offenders may be provided with access to a tablet during their period of incarceration with the Department from the service provider at no cost.
- B. Offenders at any Intake facility shall be issued a tablet as soon as possible if qualified. Each tablet will come with a protective case. Offenders will be issued one set of earbuds. Replacement sets of earbuds may be purchased through commissary.
- C. Offenders shall only possess or use the tablet issued to them and are prohibited from lending or giving their assigned tablet to other offenders, which includes sharing passwords and personal identification numbers (PIN).
- D. Tablets must only connect to the approved platform that is provided by the vendor and may not be connected to any other electronic device or network.
- E. Offenders shall only possess their tablets in their assigned housing unit. Tablet usage outside of designated areas is prohibited, unless authorized by the Unit Administrator, or designee.

F. Use of a tablet is a privilege and may be suspended for abuse, misuse or other conduct.

- 1) An offender who intentionally damages a tablet shall be responsible for the repairs or replacement cost and is subject to discipline. Costs associated with the damage or repair may be taken from an offender's Media or Trust Fund Account.

G. The service provider, in consultation with the Department, reserves the right to deny a tablet to an offender who has intentionally destroyed or damaged a tablet in the past.

H. Tablets that are malfunctioning will be addressed by the service provider via communication through the service provider to determine if the tablet needs to be repaired or replaced.

753.02 CONTENT

1. All available content has been approved by the Department and the service provider and is subject to change. Content may include music, movies, games, books, podcasts, educational material, religious material, and Department publications.
2. All available content is subject to Departmental approval.
3. Content determined to jeopardize safety and security will not be approved.

753.03 SECURE MESSAGING

Offenders may only send and receive secure messaging to and from those individuals who are on the offender's approved correspondence list and who have established an account with the service provider and have registered that offender to their account.

1. Offenders using secure messaging must adhere to all applicable provisions as outlined in Administrative Directive 10.7, Offender Communication.
2. Secure messaging is subject to review in accordance with Administrative Directive 10.7, Offender Communications.
3. Offenders may not send or receive any attachments, photos, audio, or any other documents.
4. Any offender found in violation of these provisions may be subject to discipline.
5. Any offender who is found to have multiple violations or abuse of secure messaging may have their tablet privileges revoked.

753.04 EXCHANGING TABLETS AND ISSUED ACCESSORIES

-
1. If there is a problem with the tablet, offenders must notify the tablet vendor by opening a support ticket. A support representative will respond to the offender with troubleshooting steps or instructions. If they cannot remedy the issue, the representative will issue a Return Merchandise Authorization (RMA) number. As soon as the RMA number is assigned, the old device will be deactivated by the vendor. The old tablet must be packaged and returned to the vendor.
 2. Individually packaged tablets for return will include any malfunctioning item as determined by the vendor.
 3. Replacement accessories will not be included for replacement devices. The offender must keep the accessories received with the original tablet.
 4. If an offender claims that their tablet has been lost or stolen, a shift supervisor or designee will be notified, and an Incident Report will be generated to determine the whereabouts of the tablet. The offender will not receive a replacement tablet until the investigation is completed or the original tablet is found.
 5. An offender may not receive a replacement if the outcome of the investigation proves the offenders neglected to follow the provisions set forth in this regulation.

753.05 TRANSFERRED OFFENDERS OR OFFENDERS TEMPORARILY ABSENT FROM THE FACILITY

1. A tablet or accessory received for an offender who has transferred from the facility shall be forwarded by the facility property staff to the appropriate receiving facility.
2. A tablet or accessory received for an offender temporarily absent from the facility (i.e., court, outside hospital, etc.) will be secured in the facility property room.

753.06 OPTING OUT

1. An offender may choose to opt out of tablet use at any time. The offender must log into their account and select the opt out option. The tablet and any issued accessories must be returned to Property immediately to be sent back to the vendor.
 - A. An Offender Property Status and Receipt will be completed and placed in the offender's property file.
 - B. If an offender elects to receive another tablet they must write a request to the facility property officer by utilizing an Offender Request Form. All content previously downloaded may not be on the new tablet once received and activated.
 - C. The Unit Administrator or designee may prohibit an offender from ordering another tablet if they have opted out previously.

-
- D. Offenders who choose to opt out will not be refunded any monies in their Media Account.

753.07 FUNDING OF MEDIA ACCOUNT

1. Offenders are prohibited from adding money to another offender's Media Account.
2. Offenders may add money to their Media Accounts utilizing Attachment D, Special Request Form.
3. Any money deposited in the Media Account may only be spent on tablet services and cannot be transferred to another account or refunded at any time.
4. Offenders must use the tablet to check Media Account balances and receive notice of Media Account deposits. Any questions regarding Media Account balances and transactions must be directed to the service provider.
5. Offenders who elect to use a tablet and decide to opt out or are discharged will not be refunded any monies in their Media Account.

753.08 EXCEPTIONS

1. Any exceptions to the procedures in this Administrative Regulation shall require prior written approval from the Director.

APPLICABILITY

1. This regulation requires an operational procedure at each facility.
2. This regulation requires an audit.

REFERENCES

(ANY REFERENCES UTILIZED TO DETERMINE CONTENTS OF AR INCLUDING ACA STANDARDS, FEDERAL REGULATIONS, ETC.)

James E. Dzurenda, Director

Date