

Dear JPay Customers,

We hear that you may be having issues reaching a representative at our call center. Here are some helpful hints and FAQs to guide you through the new Unity Securus conversion.

When Contacting Securus, dial 972-734-1111

If you call in and the automated system states it doesn't find an account by the phone number. Follow the steps below to reach a live person:

1. Welcome Message
2. Privacy Statement
3. Message about not finding an account and will offer options
4. **Select Option 5** (For something else)
5. Message offering additional options
6. **Select Option 3** (For None of these)
7. This will transfer them to call center

When Contacting JPay, dial 800-574-5729

If the automated system finds your account, but you still want to be connected to a live person, follow these steps:

1. Greeting
2. Privacy Statement
3. Message about confirming Account and gives 5 options
4. **Select Option 1** (to use this account)
5. Ask for Zip Code (make sure it matches what is in our system)
6. It will play message about payments and other options (give 5 options)
7. **Select Option 3** (help and other questions)
8. Message offering more options
9. **Option 3** (speak to an agent)

Basic troubleshooting steps

Q. What is the link I should provide Family and Friends to migrate their accounts over to Securus?

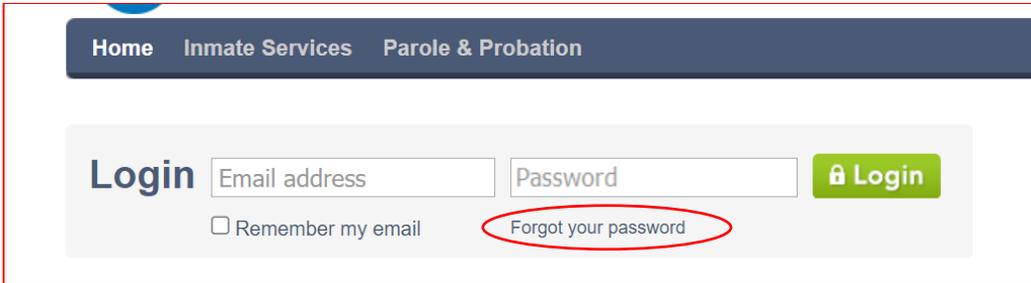
A. The migration link is <https://securustech.online/#/jpay>

Q. What do Family and Friends need when using the migration link?

A. Family and Friends will need their JPay username and password. If they already have a Securus account with the same email address, then they will need their Securus password as well.

Q. What if Family and Friends get an "invalid username and password" error when using the migration link?

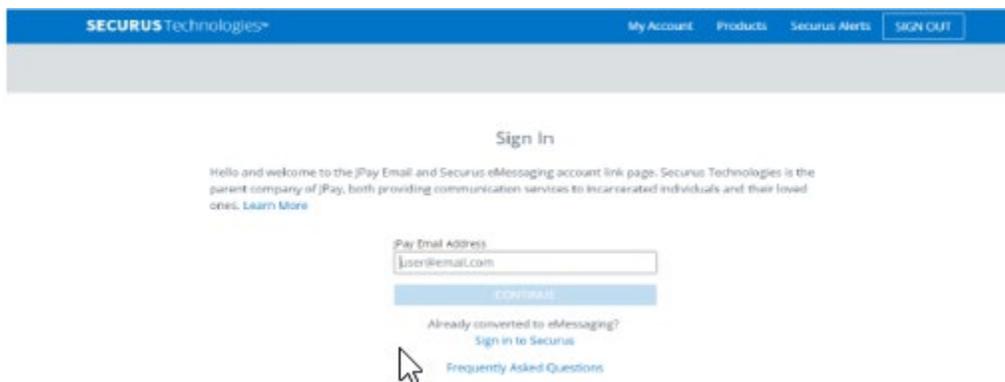
A. Family and Friend is using the incorrect JPay username and/or password, which means that they would need to speak with a JPay associate to have it reset or confirmed. You can also go to www.jpayers.com and click on the "Forgot your password" link as shown below to reset your password.



Q. What will Family and Friends need to do to migrate their JPay email accounts over to eMessaging?

A. Family and Friends will need to do the following:

- Go to <https://securustech.online/#/jpay> (Screen shown below is what is presented after the link is entered).
- Enter their JPay username and click continue
- The migration process starts
- After the migration process is complete, F&F will click "sign in" and enter the (JPay) username and password or (Securus) username and password (if they already had a Securus account before the migration).



Q. Will other services besides email also be moving over to Securus?

A. All Email-related services will be moved, which includes Email/eMessaging, photo attachments, Snap n' Send, eCards and VideoGrams.

- i. Money Transfer will remain available through www.jpayers.com and the JPay mobile apps.
- ii. Media Funding will move to Securus Debit and will continue funding on Securus Debit account.
- iii. You will continue to use JPay for Video Connect services.

Basic FAQs can be found on our website www.securustech.net. Scroll to the bottom and select Search FAQs and there is a section called JPay to Securus Conversion or go to <https://securushelp.com/topics/jpay-to-securus-conversion/>

If you have general questions regarding eMessaging with the Securus platform, visit the following site: <https://securushelp.com/topics/emessaging/>

We hope this information was helpful and you enjoy using the new platform.

Kind Regards,

JPay Securus Customer Service