

Gordon County Sheriff's Office Former Inmate Messaging Information

The **Gordon County Jail** uses JailATM.com to allow inmates to access E-mail messages from their former inmate account.

In order for you to access your old E-mails, the following steps must be followed:

- You must go to www.JailATM.com and create an account by following the online instructions. Make sure you enter your Date of Birth because only Inmate Accounts with a matching Date of Birth can be linked.

- Once you have established your account, you must link your inmate account. If you were in multiple Facilities that are offering this feature, you can link multiple inmate accounts to a single JailATM.com account.
 - In the **Tasks** Menu, select **Former Resident Account Link**.
 - Select the State and Facility
 - Enter your Last Name, ID Number and PIN for that Facility Account
 - Click on the “Search” button.
 - Verify that the account that shows up is yours.
 - Click on the “Link Account” button
 - You will either be notified if your account was successfully linked or you may receive one of the following error messages.
 - The date of birth on the former resident account does not match your account's date of birth.
 - This Inmate account has already been linked to another Family Account. If you think this has been done fraudulently contact the Facility

- To view E-mails that you sent and received while you were at the Facility.
 - In the **Tasks** Menu, select **Former Resident Information**.
 - Select the Facility and Account from the dropdown (if you have linked multiple accounts).
 - Enter a Date Range to search or check the “All Messages” box.
 - Click on “Run” after “Resident Account Emails”
 - The system will generate a report with all Email messages that you can print or save to your computer.