



## How to Contact a Prisoner

### How can I contact them?

A prisoner should be allowed to make one short phone call within 24 hours of arriving at prison. (Unless they are not allowed to for public protection reasons.)

A 'pin' system is then set up with up to 20 personal and 5 legal numbers. This can **take a while so do not worry** if you don't hear from your family member within the first week. This is normal.

Many prisons now have phones in their cells but if not, they will need to make calls from the landing at certain times of day.

### How do I stay in contact?

You can write as many letters as you like and send in photographs but these must not include pictures of the prisoner.

You can also sign up to email a prisoner <https://www.emailaprisoner.com/>. Once the prisoner has their pin system set up they will be able to make calls between the hours of 6am and midnight as long as they have enough phone credit.

Prison voicemail allows you leave the prisoners a message which they will be able to dial in and listen to and leave a reply: [www.prisonvoicemail.com](http://www.prisonvoicemail.com)

### Can I visit?

The situation around visits is changing rapidly due to covid. You will need to check the prison for updates

### Can I have video visits?

Video (or purple visits) are now available in many prisons. These will need to be organised by the prisoner.

You will need to:

- 1 - Download the app on your Android or iOS device.
- 2 - Create your account.
- 3 - Add any additional participants.
- 4 - Add your contact (who you wish to have the call with).
- 5 - Once verified, you can book a video call via your contact!

**Click here for more information** <https://www.purplevisits.com/>