

# FLORIDA PRISON TABLET ISSUES

## A Simple Guide

### What This Means:

Most Florida prisons use tablets from the companies Securus, ViaPath Technologies, and/or Jpay. Issues must be raised within the prison before being escalated.

Following the steps in order creates a record.

## Step-by-Step: What Your Loved One Should Do

### 1 Submit a Help Ticket

- Submit a help ticket from the dorm kiosk or tablet
- This creates an official internal record.
- Write a request to the assigned tablet representative
- Most prisons have a specific representative for tablet issues.

### 2 Write the Tablet Representative

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- Most prisons have a specific representative for tablet issues.

### 3 Use the Grievance Process (if needed)

- If the problem isn't fixed, follow the grievance steps to document the issue.

## Roles: What Families Can and Cannot Do

### Families usually cannot...

- Contact the tablet vendor directly about an inmate's tablet
- File grievances on behalf of an incarcerated person

### Families can **help** by...

- Tracking timelines and responses
- Keeping dated notes of calls
- Calling the facility to request updates after grievances are filed
- Helping their loved one stay organized

This process can feel slow and confusing, but following the internal order is what creates leverage if the issue continues. When multiple people experience the same problem, this documentation is what allows patterns to be identified and, if needed, responsibly elevated to oversight bodies such as contract managers, inspectors, advocacy organizations, or legislators.

**Note:** Procedures vary by state and facility. This guidance reflects common practice in Florida correctional facilities.

### **If You Have Questions:**

If you're unsure which vendor your facility uses, whether a representative is assigned, or how the grievance process applies in your situation, ask the facility directly or feel free to reach out to us for guidance before taking the next steps.

