

# Memo

TO: ALL INMATES; FAMILY & FRIENDS

FROM: *Indian River County Sheriff's Office – Department of Corrections*

SUBJECT: CHANGE IN INMATE POSTAL MAIL DELIVERY

The Indian River County Sheriff's Office – Department of Corrections has contracted with Smart Communications to provide **MailGuard** electronic mail services.

The changes are being made to streamline the operations of the Sheriff's Office, improve communications, and ensure the safety and well-being of inmates and staff.

MailGuard is a quick and efficient way for inmates to receive letters and photos electronically.

Effective **11/15/2021**, inmate postal mail must be sent to the following address:

***Indian River County Sheriff's Office  
Department of Corrections  
John Doe #123456 (example inmate)  
PO Box 9150  
Seminole, FL 33775-9150***

**Any mail received at the facility after 11/30/2021 will be returned to sender.**

The inmates' name and booking/ID number must be clearly printed on the outside of the envelope or post card to ensure the mail is posted to the current account.

All regular inmate postal mail (postcards, letters, greeting cards, etc.) will be scanned into the system and available to the inmates to view their postal mail via the kiosks.

Upon release, inmates can login into the public website at <https://www.smartinmate.com/> and enter their inmate number and password to download their photos, messages, and postal mail for FREE!

#### Former Inmate Access

This application will provide you with access to messages, photos, and postal mail that was processed through the SmartJailMail system while you were a resident at the facility. You will not be able to respond to messages or access request forms, grievances, or medical forms through this application. Not all of these services are available at all facilities, so you may not have anything to view in one or more of these areas.

Messages

Photos

Postal Mail

**Legal mail, court documents, etc. will continue to be sent to the facility directly at *Indian River County Sheriff's Office, Department of Corrections – 4055 41<sup>st</sup> Ave, Vero Beach, FL, 32960.***