1. Create a CIDNET Account

Open a Google Chrome web browser on your computer and navigate to the following website:

https://customer.cidnet.net/login

You can also download the CIDNET Android App on the Google Play Store for your mobile device.
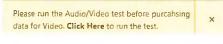
Next, click the yellow button that says "Register" and enter all the required information. Once you're finished, click "Create Account" and read and accept the Terms of Use. An email will be sent to you with a link so you can complete your registration by creating a password.

Register Your Account

Email

Central Time

First Name

Last Name

&+ Create Account

2. Test Browser

When you log in to your CIDNET account for the first time, you'll need to test your browser. To do this, click the orange 'Test your Browser' button so that CIDNET can detect and enable your device's camera and microphone.

Please run the Audio/Video test before purcahsing data for Video. Click Here to run the test.   ×

It is very important that you do NOT disable your camera during browser testing.

3. Link with Your Inmate

Next, click the "Link with an Inmate" button and select the state of the facility, the name of the facility (the county) and search for your loved one by typing their name, finally identify your relationship and click "Complete." Administrative staff at the facility will then receive a notification and either approve or decline your link request.

Either way, you will receive an email notifying you of their decision.

Link with an Inmate   (‹)

①	2	3	4
State	Facility	Inmate	Confirm

Select the state where the inmate resides, then click Next.

▾

4. Purchase Data

Once your link is approved, you can fund your account with Data. To do this, click the menu button (with three lines) at the top right of the screen. Next click the 'Add Data' button.

The Sheriff's Office reserves the right to monitor and deny messages.

5. Scheduling & Completing a Video Session

To schedule a video session, click the purple "Schedule" button underneath your linked contact. Choose a date from the displayed schedule and set the maximum duration of your visit. Next, select a time slot to start your video session, confirm and agree to the terms, and your visit schedule has been submitted. At the scheduled date and time of your video click the "Launch" button and you will be connected to your inmate. Make sure you have a secure internet connection.

All video data is recorded and may be monitored.

New Video Request   (‹)

1	②	3	4
Inmate	Date	Time	Confirm

Available Local Times

Sunday	12:00 AM CST to 11:59 PM CST
Monday	12:00 AM CST to 11:59 PM CST
Tuesday	12:00 AM CST to 11:59 PM CST
Wednesday	12:00 AM CST to 11:59 PM CST
Thursday	12:00 AM CST to 11:59 PM CST
Friday	12:00 AM CST to 11:59 PM CST
Saturday	12:00 AM CST to 11:59 PM CST

Select the date and duration you wish to schedule the visit for, then click Next.

Date *

📅

Duration *

5 min   ▾

‹ Previous   Next ›

NEED HELP?

If you're having issues with CIDNET click the "Support" button at the bottom of the webpage and send our team a request. We are more than happy to provide help and answer any questions!

New Support Request   (‹)

I have a general question   ▾

Enter a Description

Please be as descriptive as possible so that our support team can assist you as quickly as possible.

📨 Submit