



Shelby County Division of Corrections
1045 Mullins Station Road
Memphis, TN 38134
Anthony Alexander, Director



Photo App Guidelines

1. All screenshot photos must be cropped to exclude the following:

- Dates
- Times
- Names
- Sensitive Information
- Destination/location

2. Photos should NOT include text messages, numbers, or symbols:

- All texts should be sent via the Messaging app
- All pictures of quotes and images should be sent via greeting cards

3. Photos should NOT be lewd or obscene in nature in revealing or exposing private body parts such as:

- Nudity
- Nipples
- Vagina
- Penis
- Buttocks

4. Photos should NOT include individuals wearing inappropriate attire such as:

- Underwear
- Undergarments
- Lingerie
- Pajamas
- Robes
- Sleep attire

5. Photos should NOT be offensive in nature:

- Finger signs
- Gang signs
- Offense gestures
- Racial signs/symbols

6. Photos should NOT be unnoticeable such as:

- Blurred/hazy/fuzzy/faded
- Where the face is not clear, visible, and seen
- Distorted/unrecognizable

7. And other non-permissible photos as listed below:

- Tattoo photos with images of violence or gang symbols
- Photos of mesh or see-through clothing
- Photos with weapons
- Photos with emojis, characters, logos, or symbols to cover up possible negative, damaging, hostile, or offensive images

All other questionable photos will be approved/denied on a case-by-case basis. If anyone is caught continually violating the rules and guidelines mentioned above, please ensure to keep a record, as their account may be subject to suspension for a reasonable amount of time.

CONTACT:

Please allow at least 48 hours for photo review. (especially on Holidays) If you still have issues email SCDC.Mailroom@shelbycountyttn.gov.

For questions regarding problems with Photos pending after 48 hours, Charges, or to make a deposit to the offender's Pin Debit account, contact ViaPath Customer Care at 1-866-516-0115.

