



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



Messaging Information & Guidelines

Setup Account to Message Offenders:

Friends and family must first create an account at www.GettingOut.com. When all required information has been submitted the information must be verified by ViaPath and the account updates to Active status.

To send messages, F&F must either download the GettingOut app or access the website (www.GettingOut.com). Enter this facility information and the offender's information to begin communication. The cost to send a message is .25 cents for each message.

Message Rules & Guidelines:

Message communication between F&F and offenders shall not engage in any conversations that are in nature:

- Criminal
- Threatening
- Violent
- Gang Affiliated
- Sexually explicit

If any of these are found to have been sent, the message will be denied and a refund will not be issued.

Contact:

For questions regarding Account setup or charges or to make a deposit to the offender's Pin Debit account, contact ViaPath Customer Care at 1-866-516-0115.

Disclaimer: All communications consent to have such communication monitored, recorded, and investigated.