



**Office of the Sheriff  
St. Mary's County, Maryland  
Corrections Division**



**Visitor's Guide**

**THE LOBBY DOORS ARE SECURED. TO GAIN ACCESS PICKUP BLACK PHONE  
TO CONTACT MAIN CONTROL**

**VISITATION: PLEASE SEE INSTRUCTIONS BELOW TO SCHEDULE ONLINE VISITATION.**

Family and Friends wishing to schedule an online visit must go to the website below to create an account and schedule a visitation:

[www.ICSolutions.com](http://www.ICSolutions.com)

- All visits must be scheduled at least 24 hours in advance and up to one week in advance. It is important to give a valid email address when scheduling visitation as this is how notifications are made of canceled visitations.
- All visits are 25 minutes long. Offsite visits can be done by the visitor at home using a computer or phone with a camera and a Windows, Android or Apple operating system (ICS Mobile App available).
- Unlimited Offsite visits per week.
- **All visits are recorded and monitored.** Any violations of the visitation rules may result in termination of your visit and/or suspension of your visitation privileges and the privileges of the inmate.
- **Inmate Photos/Video:** Taking/posting of photos of incarcerated inmates and offenders is forbidden.
- Inmates and visitors must be on time for their visits. Inmates check the Kiosk daily to see if they have a visit scheduled. It is the inmate's responsibility to check to see if a visit is scheduled.
- The Inmate Portal lists who is coming to see them and they can cancel the visit if they do not want to see the visitor. If family or friends have any issues scheduling or creating accounts, they can call ICSolutions Video Support @ 1 (888) 646-9437. **Do not have the family call the Detention Center for issues with scheduling or registering.**

**INMATE ACCOUNTS:** Cash and money orders will not be accepted at the Detention Center. Family and friends must deposit funds in an Inmate's Account utilizing:

- A. Online at AccessCorrections.com
  - a. Inmate I.D. number required.
- B. Call AccessCorrections at 866-345-1884
  - a. Inmate I.D. number required.

Effective February 23, 2023

**COMMISSARY:** Family and friends may send care packages to inmates through the website [marylandpackage.com](http://marylandpackage.com) or call 1-800-546-6283. There is a wide selection of drinks, snacks, etc.

**TELEPHONE:** Incoming inmate telephone calls are not permitted; however, an inmate telephone system is contracted with ICSolutions Advanced Technology. Contact Information: Customer Service: 1-888-506-8407; Pre-paid Services: 1-888-506-8407; [www.ICSolutions.com](http://www.ICSolutions.com) or email [customer@ICSolutions.com](mailto:customer@ICSolutions.com)

**ELECTRONIC MAIL/POSTAL SERVICE:** The St. Mary's County Detention and Rehabilitation Center has contracted with Smart Communications to provide MailGuard electronic mail services for the St. Mary's County Detention and Rehabilitation Center. MailGuard is a quick and efficient way for inmates to receive letters and photos electronically. The changes are being made to streamline the operations of the St. Mary's County Detention and Rehabilitation Center, improve communications, and ensure the safety and well-being of inmates and staff. 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 tablets. Inmates will have two-way messaging capabilities (e-mail) and one-way photos may be received from family and friends. Visit [www.SmartJailMail.com](http://www.SmartJailMail.com) for more information.

There is no limit on the volume of mail an inmate receives or the length, language, content or source of mail with the following exceptions: NO hardcore pornography, manuals for making weapons or explosives, glitter, or any other letters, books, magazines, or periodicals that pose a threat to the order, welfare and/or security of the facility.

**All letters mail addressed to or intended for inmates or detainees must be mailed to the following address:**

KCSO-SCH  
Inmate Name-Booking Number (ID Number)  
P.O. Box 2027  
Pinellas Park, FL 33780

**\*\*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. \*\***

**TABLETS:** All regular inmate postal mail (postcards, letters, greeting cards, etc.) will be scanned into the Smart Jail system and available to the inmates to view their postal mail via tablets. Upon release, inmates can login into the public website at <http://www.smartjailmail.com/> and enter their inmate number and password to download their photos, messages, and postal mail for free.

**PUBLISHER ONLY RULE:** All books, periodicals or magazines must be sent to the inmates by the publisher. All books must be soft bound, any hardback books will be returned to sender. Books publications or magazines received from any other source are returned to sender. All packages must be shipped to St. Mary's County Detention and Rehabilitation Center, 41880 Baldrige St. Leonardtown, MD 20650, via the United States Postal Service (USPS), the St. Mary's County Government Metro Mail, Federal Express (FEDEX), United Parcel Service (UPS) or any other regulated delivery service.

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