

Phone Number Validation

Beginning Monday, **October 17, 2022**, friends and family members will no longer be able to receive your phone calls until they have set up an account with ICSolutions and completed phone number validation.

Please go to icsolutions.com to complete number validation. **WE STRONGLY SUGGEST COMPLETING THIS PROCESS AS SOON AS POSSIBLE.**

If you have issues validating your number or need any assistance with your ICSolutions account, you should call customer support at 888-506-8407.

DOC staff are not able to assist friends and family in creating an account or validating their number.

FAQ

Q: If a number was validated in the past, does it need to be re-validated?

A: If the number was validated in the past, it does not need to be re-validated. To check if a number is verified, Friend or Family must log into their account with ICSolutions. If phone number is validated "Phone Validation Complete" will be displayed under *Oregon Department of Corrections- OR*

The screenshot shows a user interface for Rachel, with a last login of 2021-07-22 17:00:54. A search bar asks "What would you like to do?". Below are two main sections: "Prepaid Collect Accounts" and "Inmate Debit Phone Accounts".

Phone	Agency	Balance	
(620) 888-1234	Oregon Department of Corrections - OR	\$0.00	Fund
	Phone Validation Complete		

The "Inmate Debit Phone Accounts" section has an "Add Account" button and the text "Fund an inmate debit telephone account."

Q: How to validate an international number?

A: Please send the information located below to customer@icsolutions.com:

- Telephone number(s) to be validated – Please include country code.
- Copy of phone bill which includes your billing address.
- Copy of one of the following: Driver's License/ID/Passport.
- Your current address.

Q: How to validate without a cellphone and/or credit/debit card?

A: If a valid credit/debit card or cell phone are not available, validation can be completed by sending a copy of a valid telephone bill and government issued ID by email to customer@icsolutions.com or via mail to the following address. Phone numbers validated by mail typically take 5 to 7 business days to process

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