
Message2you

Secure electronic
messaging for inmates,
family and friends

Identifying difference
for better security

core



Message2you is a secure electronic messaging solution for prison facilities. Using Core's innovative patent pending technology Message2you enables family and friends of inmates to send electronic messages in a secure and controlled way that can be easily monitored by the prison.

A message is initiated on the Message2you website by friends and family members. These messages are received at an administration computer where they can be reviewed and censored by an Officer before being distributed to the inmate.

Every message is recorded and stored allowing full reporting and audit trail of all activities.

About Core/ Core is a provider of innovative technology solutions to the prison industry. Core has over 12 years experience working within the prison sector and is established as the leading prison security technology provider in Ireland.

Message2you is configurable to reflect the established rules and procedures of the prison. This may include setting rules for external contacts. For example security checks may be carried out on all external users before granting authorisation to use the system.

Message2you is available as a one-way or a two-way communication tool.

One-way communication/ Messages are received into the prison via the administration computer. All messages may be reviewed, censored and printed to be delivered to inmates.

Two-way communication/ Messages are reviewed and censored on the administration computer and forwarded to an inmate interface on a secure kiosk. Inmates can use the kiosk to view external messages and reply to them.

See diagram below

Features

Watchwords/ A predefined list of words that are deemed suspicious may be set up. Messages containing watchwords are automatically flagged for review.

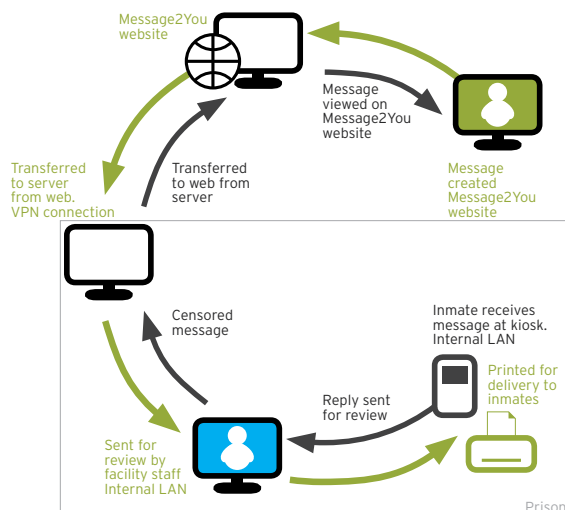
Automatic review/ Parameters can be set up to review messages for a particular inmate or external contact

Electronic Censorship/ Text can be highlighted and censored electronically.

Audit trail/ All review and censorship activities are included in an audit trail.

Reporting/ A range of flexible reports are available to meet the information needs of the Interception of Communication Commission Office.

One-way / Two-way



Benefits

Increased security/ No contraband nor contaminants can be sent with electronic messages.

Improved accountability/ The system stores a record of all communication.

This information may be used for intelligence gathering.

Efficiency savings for prison/ Reduces prison staff time reviewing incoming letters due to the automatic review and censoring facility.

Encourages communication/ This will strengthen family ties to assist inmates with successful re-entry into the community.

Full audit trail/ Includes all records of message review and censorship.

Security

Message2you is a standalone system and does not connect to any internal prison systems.

Security is of the utmost importance and we have addressed the following issues:

It is not email/ Standard email methods such as SMTP are NOT used.

No open ports/ Neither on the prison nor the network side.

Message history/ All messages are stored so that a complete messaging history is available.

No unauthorised attachments/ These are removed and not delivered to the inmate.

VPN link/ A secure link from the prison to web message host service

Secure logon/ For registered service users and inmates.

Funding/ One-way communication is provided at no charge to the prison and includes all hardware, software and training. In order to fund the system, a fee is charged to the sender for sending messages.