

How to Make Online Purchases using iCareDirect

Instructions:

(Please Note: iCareDirect only supports Internet Explorer, Firefox or Opera browsers when using a Macintosh product. The Safari browser is not a supported browser.)

1. Click the '**Login/Create Account**' button on the top, left hand side of the screen to create a new account. Follow the directions on the 'Create a new account' link to set up a new account.
2. Create/Edit Address:
 - a. Select '**Click here to Edit your addresses**' in the '**Manage Addresses**' section.
 - b. Click on the '**New Address**' button on the bottom, right side of the screen to add the billing address of the credit card you will be using to make a purchase on the website. Our site accepts Visa and MasterCard.
 - c. **Please note:** Our site does not validate the billing address of the credit card at the time of checkout.
3. After you have added and saved your address, click on '**Send a Gift**' button on the gray navigation bar.
4. Click the '**iCare Packages**' link to be directed to the list of products offered at the facility.
5. Select the product you would like to purchase. If you would like to find out more about the product, click the 'View Detail' link underneath the picture of the item, you will be directed to an additional description about the product.
6. Once you have made your selection, click the '**Add Item to Cart**' button to select the product and place it in the '**Shopping Cart**'.
7. Review the '**Shopping Cart**' screen and verify your intended purchase.
 - a. If you did not create an address as outlined in Step 2, you must go back and do so now by selecting the '**Manage Addresses**' from the My Profiles links on the left side of the screen.
Please Note: The billing address of the credit card is required for checkout purposes.
 - b. You will only be allowed to purchase one (1) iCare package per order.
8. When satisfied, click the '**Checkout**' button.
9. On the '**Recipient Information**' screen, please validate inmate ID number as directed on the screen. You can use the 'Inmate Lookup' to locate the inmate ID if needed. Simply click the 'Inmate Lookup' button and then follow the directions provided to locate the inmate ID number. If the site is enabled with a county facility link to the inmate ID information, you can click on that link to locate the inmate ID also.
 - a. Once the inmate ID number is entered in the field, click the 'Validate' button.
 - b. You will be asked if this is the person you were looking for, click Yes or No.
10. After validation is confirmed, click the '**Continue to Checkout**' button.
11. On the '**Checkout**' screen, select your payment type, MasterCard or Visa.
 - a. Complete the required fields, including the credit card number, CVV code from the back of the credit card and the expiration date of the credit card.

- b. Be sure that the correct billing address is being used for this credit card by viewing the 'Billing Address' field. If the address is incorrect, follow the directions on the bottom of the checkout screen to change your credit card billing address.
- 12.** On the bottom of the '**Checkout**' screen, review the '**Terms and Conditions**', found directly above the '**Accept Charges**' button in the bottom, right side of the screen. The '**Terms and Conditions**' screen will open in a new window. Once you are satisfied with the '**Terms and Conditions**', close the new window and check the box on the '**Checkout**' screen to accept the '**Terms and Conditions**'.
Please note: You must accept the '**Terms and Conditions**' and check the box before you can complete the purchase by checking the '**Accept Charges**' checkbox. **Please click the 'Accept Charges' button ONLY ONE TIME in order to avoid a duplicate charge.**
13. Once your order is processed the screen will refresh and the '**Order Receipt**' screen will appear.
14. In addition to recapping your order details on the '**Order Receipt**' screen, you can also view your orders by selecting '**Order History**' in the '**My Profiles**' section on the left side of the screen.
Please note: You will also receive an email confirmation of your order.
- 15.** Click '**Logout**' when you have completed your online purchase. **Thank you for using iCare!**