



Email a Prisoner Service

Email a Prisoner is a service which enables staff from a range of organisations to establish and maintain contact with individuals held within the SPS Estate.

Many Shine mentors are currently making use of the Email a Prisoner service which is an excellent, fast and cost effective means to communicate with women whilst on remand or serving a sentence of imprisonment. The Service cannot be used to book a visit, but should be used to notify the mentee when you plan to visit her.

To promote greater and a more consistent approach to the use of the Email a Prisoner service, the Shine account has been resourced for the remainder of this financial year.

All Shine mentors are full members of the Email a Prisoner scheme and able to send messages to their allocated mentee in HMP Cornton Vale, Edinburgh, Greenock and Grampian Prisons via the Email a Prisoner website. Currently only HMP Cornton Vale has the Email a Prisoner **reply** facility.

The system is very simple to use:

- Open a web browser and go to www.emailaprisoner.com
- Click on LOG IN at the right top corner
- Enter email: infoshine@sacro.org.uk / password is shinesshine

You will need to ensure the women you wish to contact is on the recipient list.

To do so:

- Click on view recipients under 'address book' on the left hand column.
- Anyone who has been added will appear on this list. If the woman you are trying to contact does not appear, go to the 'add recipient' on the same left hand column.
- Select the prison under location and enter the name and prison number of the woman.
- Click add recipient at the bottom of the form.

To send a message:

- Click 'write new message' on the left hand column/
- Select the woman's name from list of recipients and click to continue.
- Write your message in the box provided and press Send Message

If you need help at any stage or just want to find out more click the help link. The links under 'My Account' give you options to manage the credit on your account and manage your personal details.

Should you experience any difficulties in using the system, please contact Robert Lambden using the infoshine@sacro.org.uk account.