Hello from your JPay team.

We are reaching out today with exciting news – throughout the year, we'll be upgrading all NYS DOCCS facilities to our most recent tablet operating system, Unity®.

Unity offers a range of benefits for you and your incarcerated loved one, including enhanced communication options, better connection reliability, and so much more!

Here's when you can expect your loved one's facility to upgrade:

FACILITY	TIMING
Albion	Spring 2024
Bedford Hills	Spring 2024
Taconic	Spring 2024
Edgecombe	Spring 2024
Queensboro	Spring 2024
Lakeview Shock	Spring 2024
Maximum Security Facilities	Summer 2024
Medium Security Facilities	Fall 2024 – Spring 2025

Important Notes About This Upgrade:

- **When your loved one's facility is ready to upgrade, you must link your existing JPay account to a Unity account to continue communicating via secure messaging.** We'll send you an email closer to the upgrade date with instructions to link your account.
- **The way you send funds to your loved one won't change.** You'll continue to use your JPay account to put funds in your loved one's trust fund just as you are today.
- **Your message history and any stamps remaining in your account will automatically transfer** when you link your JPay account to your Unity account.

Please be on the lookout for additional emails as we get closer to the Unity upgrade and check out our FAQs if you have questions about Unity or any of our services.

In partnership with NYS DOCCS, we make it a priority to invest in advancements that enhance education, communication, wellness and reentry opportunities for your incarcerated loved one – this upgrade is just another example of that commitment.

Warmest regards,
Your JPay Team