

# Lobby Kiosk: Account Requirement



The Access Corrections Lobby Kiosks will now require users to log into an existing Access Corrections account or create a new Access Corrections account to make a deposit or payment.

**STATE AND FEDERAL REGULATIONS  
REQUIRE A VERIFIED ACCOUNT TO  
MAKE TRANSACTIONS AT THIS KIOSK.**

This account requirement will also help consolidate activity across various transaction methods and streamline the transaction process. You will save time by using stored, validated information rather than having to re-enter your personal information for every transaction.

Be prepared and create an account before it's **required**.



Create an account now at [AccessCorrections.com](https://AccessCorrections.com) or on our mobile app to ensure quick and seamless transactions at the Lobby Kiosk.

For further information, please contact Access Corrections at 636-888-7004 or [customerservice@accesscorrections.com](mailto:customerservice@accesscorrections.com).

# Lobby Kiosk: Account Requirement

## Frequently Asked Questions ...



The Access Corrections Lobby Kiosks will now require users to log into an existing Access Corrections account or create a new Access Corrections account to make a deposit or payment. **State and federal regulations require a verified account to make transactions at the Lobby Kiosk.** This account requirement will also help consolidate activity across various transaction methods and streamline the transaction process. You will save time by using stored, validated information rather than having to re-enter your personal information for every transaction.

### What is the new update for Lobby Kiosks?

To make a deposit or payment at an Access Corrections Lobby Kiosk, you will now be required to log into an existing Access Corrections web account, using your email address and password, or create a new account. Instead of seeing the Sender Information screens after you've chosen facility, recipient and purpose, you will now see an Account Required screen, where you can sign into an existing account or create a new one.

### What if I need to create an Access Corrections account?

You will follow Lobby Kiosk prompts to create an account, providing your full legal name, date of birth, verifiable phone number, valid U.S. Postal Service mailing address, and email address. The email address will be your login ID in the future. You must enter a phone number for a phone you can access at the kiosk, to receive a verification code necessary to create the account. If the account is successfully created, you can immediately complete your first transaction at the kiosk. However, you cannot complete any additional transactions until you fully activate the account via email verification at AccessCorrections.com website or on our mobile app.

### What if I don't have an existing Access Corrections account and do not want to create a new account?

Accounts will be required for all deposit and payment transactions at the Lobby Kiosk. Verified accounts are mandated by state and federal regulations to make transactions.

### What if the Lobby Kiosk is in an area that does not allow cell phones?

If you are at a Lobby Kiosk in a facility that forbids cell phones, you may create an account without the phone verification step. This exception is made only at these specially designated facilities. After the first transaction, you must still fully activate your account, via email verification at AccessCorrections.com or on our mobile app.

### Why am I receiving an error message during the account creation process?

Access Corrections requires valid user information for its services. Like the account creation process on AccessCorrections.com, the user's data must pass all checks for a new account to be established. If invalid data is entered, you will be unable to create an account.

### What if I already have an email address or phone number linked to an active Access Corrections account?

If your email is associated with an active account, you will be prompted to sign in, and a verification code will be sent to the phone associated with the account. You cannot use a phone number or email address that is already linked to an active online or phone account to create a new account.

### What if I forgot my Access Corrections account password?

You can reset a password at the Lobby Kiosk only if you have immediate access to the phone associated with the account. A code will be sent to that phone for you to enter into the kiosk. After entering the code, you can create a new password. If the phone associated with the account is unavailable, you will need to either create a new account at the Lobby Kiosk or change your password through AccessCorrections.com or our mobile app.

### Am I allowed to reactivate an old account with Access Corrections?

Yes, you can reactivate disabled accounts through AccessCorrections.com or on our mobile app. When you sign into AccessCorrections.com or our mobile app, you will receive a Reactivate Account message to begin the reactivation process. A disabled account cannot be reactivated if the associated email address and/or phone number have been used to create another new active account.