

Tablet Services – Technical Support Information

Tablet services within Madera County correctional facilities are provided by a third-party vendor, **ICSolutions**. These services may include messaging, video visitation, entertainment applications, and other subscription-based features.

All technical issues, account concerns, billing questions, and service-related problems associated with tablets are managed directly by ICSolutions.

Contact Information for ICSolutions Technical Support:

Phone: **866-228-4031**

Email: techsupport@icsolutions.com

ICSolutions maintains a dedicated technical support team to assist incarcerated persons and their families. When a request is submitted, a support ticket is created and tracked through resolution.

To ensure timely assistance, individuals contacting ICSolutions should be prepared to provide the following information:

- A clear description of the issue or request
- Whether the issue affects one or multiple devices
- The name of the incarcerated person and housing location (if applicable)
- Any error messages displayed on the device
- The tablet MAC address, if available
- The actions taken immediately prior to the issue

Important Notice:

Issues related to tablet functionality, subscriptions, or billing are not handled through the Madera County Sheriff's Office grievance system. The grievance process is reserved for matters involving conditions of confinement, safety, medical care, or access to services under the facility's control.

Directing tablet-related concerns to ICSolutions ensures that issues are addressed by the appropriate technical support team as efficiently as possible.

For additional assistance, please contact the Madera County Sheriff's Office.