

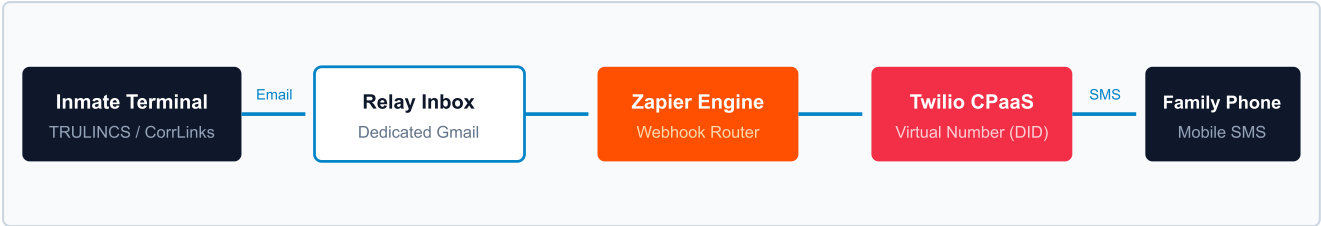
Prison Email-to-SMS Relay System

OPERATIONAL IMPLEMENTATION MANUAL & DEPLOYMENT GUIDE

Fast-Track Setup • No Code

Architecture Overview: This system builds an automated, two-way telecommunications gateway between institutional correctional networks (CorrLinks, TRULINCS, JPay) and public cellular SMS networks. It requires zero on-premise hardware and executes using virtual cloud infrastructure.

SYSTEM DATA-FLOW TOPOLOGY



PHASE 1: ACCOUNT PROVISIONING & INFRASTRUCTURE SETUP

Step 1.1: Deploy Dedicated Relay Inbox

Time: 3 Mins

- Navigate to accounts.google.com/signup in an incognito window.
- Register a dedicated mailbox solely for transmission (e.g., `inmate.relay.ops@gmail.com`). Avoid personal mailboxes to maintain strict trigger boundaries.
- Enable **2-Step Verification** and generate an App Password if direct IMAP/SMTP is needed in the future.

Step 1.2: Acquire Virtual Carrier Number on Twilio

Time: 5 Mins

- Create an account at twilio.com/try-twilio.
- Navigate to **Phone Numbers > Manage > Buy a Number** on the Twilio Console.
- Select a local phone number matching the family member's area code with **SMS capability enabled**.
- From the project dashboard, record: `Account SID`, `Auth Token`, and `Purchased Phone Number`.

Step 1.3: Initialize Zapier Automation Engine

Time: 2 Mins

- Sign up for a free workspace account at zapier.com/sign-up.
- Authorize the newly registered **Gmail** connection and connect your **Twilio** account using the API credentials recorded above.

PHASE 2: TWO-WAY AUTOMATION PIPELINE CONSTRUCTION

Step 2.1: Inbound Bridge (Prison Email → Outside Mobile SMS)

Zap 1

- **Trigger:** Select *Gmail* > *New Email Matching Search*. Enter query: `from:CorrLinks.com`.
- **Formatter (Optional):** Add *Formatter by Zapier* > *Text* > *Extract Pattern* to strip standard CorrLinks footers and retain only user-composed text.
- **Action:** Select *Twilio* > *Send SMS*.
 - **From Number:** Select your purchased Twilio phone number.
 - **To Number:** Enter the outside contact's cellular number (e.g., `+13175550199`).
 - **Message Body:** Map the sanitized email body text or `Body Plain` field.
- Run a test to ensure the mobile device buzzes with the message, then activate the Zap.

Step 2.2: Outbound Bridge (Mobile SMS Reply → Prison Email)

Zap 2

- **Trigger:** Select *Twilio* > *New SMS*. Choose your Twilio virtual number.
- **Action:** Select *Gmail* > *Send Email*.
 - **To:** Input the inmate's dedicated reply address (found in the CorrLinks original notification header).
 - **Subject:** Enter `Message Reply` or the inmate register ID.
 - **Body Type:** Plain.
 - **Body:** Map the Twilio `Body` data token (the exact SMS response sent from the mobile phone).
- Run a test and publish the Zap.

PHASE 3: DIRECTORY ROUTING & VERIFICATION PROTOCOL

Gateway Element	Configuration Setting	Operational Rule
CorrLinks Invitation	Inmate submits Gmail address	Requires entering 8-digit identification code within 10 days of issuance.
Twilio Phone Number	US 10-Digit Local DID	Must remain dedicated per contact pairing to avoid thread collisions.
Character Bounds	Standard 160-char SMS segments	Long inmate messages split into multi-part SMS or truncated based on carrier limits.
A2P 10DLC Status	Standard Campaign Profile	Register Sole Proprietor or Brand Profile on Twilio to prevent cellular carrier filtering.

Compliance & Operational Caveats: Correctional electronic messaging platforms (CorrLinks/TRULINCS) retain strict contact caps (typically 10–20 approved outside contacts). Do not use automated scrapers or direct web logins—standard email relay keeps accounts fully compliant. Message review queues inside facilities can introduce delivery delays of 15 minutes to several hours during shift changes.