

NEWS RELEASE

Delaware Department of Correction
Commissioner Terra Taylor



Department of Correction launches identity verification to strengthen safety and security of electronic communications

VERIFY. CONNECT. VISIT.

**New Electronic
Communication
Verification Process**



**Starting
September 28**



Dover, DE -- The Delaware Department of Correction (DOC) announced today that it is taking a new step to strengthen the safety and security of electronic tablet messaging and video visitation with incarcerated individuals while continuing to provide an important pathway to cultivate and maintain communication with family and community supports.

Beginning Monday, September 28, 2026, all community members who use DOC's tablet messaging and video visitation system to communicate with incarcerated individuals will be prompted to complete an identity verification process. Tablet messaging and video visitation services are provided through the [GettingOut](#) smartphone app and [GettingOut](#) website (login at <https://www.gettingout.com/>).

Beginning September 28, community member users who log into *GettingOut* and access its **Messaging** or **Video Visit** features will be prompted to verify their identity by securely uploading the front and back side of a valid government-issued ID and a selfie-style photo. Once a user's identity is verified, they will be able to proceed to messaging or scheduling a video visit. After users complete the identity verification process, they will be pre-verified for future messages and visits and will not need to complete the verification process again.

"Online messaging and virtual visitation are critically important avenues for incarcerated individuals to sustain connections with family and friends, including when in-person visits may not be possible," **said DOC Commissioner Terra Taylor**. "This added verification step allows DOC to safeguard these communications while strengthening the safety and integrity of the communication and visitation process."

Why is verification required? Identity verification has been a longstanding part of DOC's in-person visitation process. Expanding verification to online communications provides a similar safeguard to help ensure the identity of individuals who communicate with incarcerated people. Confirming users' identity reduces the risk of disruptive, harmful, or illegal contact which could compromise safety or facilitate illegal activity, and it helps eliminate opportunities for criminals to exploit inmates or their families.

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