

## External Mail Scan – New River Valley Regional Jail

**GTL is now Viapath Technologies- you may see references with both names**

### External Mail Scan

#### Change to External Mail viewable on the Tablet

New River Valley Regional Jail is moving to External Mail Scanning, Inmate mail will be sent to outside facility that will scan your mail and then it will be viewable and readable on the tablets. Mail will go to each inmate through FACILITY MESSAGES- when you have mail you will get a pop message when you log onto the tablet.

Using Viapath/GTL External Mail Scanning Four Easy Steps: These are the steps to using Mail Scanning.

- 1) Facility Staff must communicate the new mailing address to friends and family
- 2) Friends and family send mail to the new address
- 3) Staff Approves/Denies mail scans
- 4) Inmate reads mail via Facility Messages- in FREE and Pay-per-minute profiles

### NEW ADDRESS

#### Communicate New Address to Friends and Family

The address to send mail to the inmate has changed, the “new” address to send mail to for scanning is in San Antonio Texas. Therefore, mail will include the name of the facility, the inmate’s name and booking number and go to the Mail Scan clearinghouse in San Antonio.

**New River Valley Regional Jail VA**

**Inmate Name, Inmate booking # xxxxx**

**PO Box 2966 PMB 35803**

**San Antonio TX 78299-2966**

- 1) The address must include “BN#” before the Booking Number.

#### Your inmate’s mail must

Facility Name  
Inmate Name, Inmate Booking #  
PO Box 2966  
PMB 35803  
San Antonio, TX 78299-2966

#### For example:

New River Valley Regional Jail  
John Smith, BN#11111  
PO Box 2966  
PMB 35803  
San Antonio, TX 78299-2966

- 2) Attorney-client privileged mail or packages and parcels should be mailed directly to the facility.