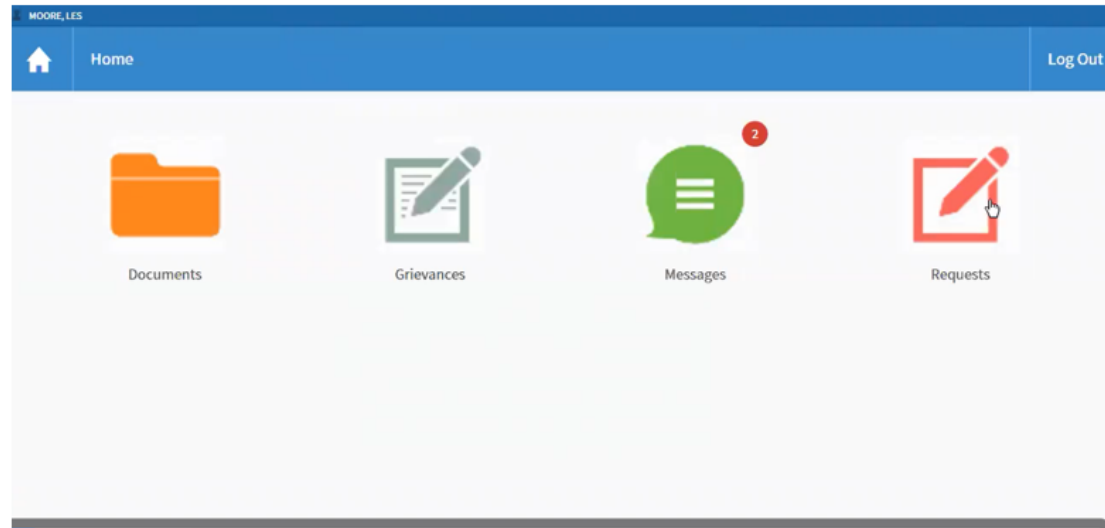


Automated Request to Staff Management (ARTSM) – Process, Inmate View (Steps 1 & 2)¹⁵

ARTSM Process Inmate View

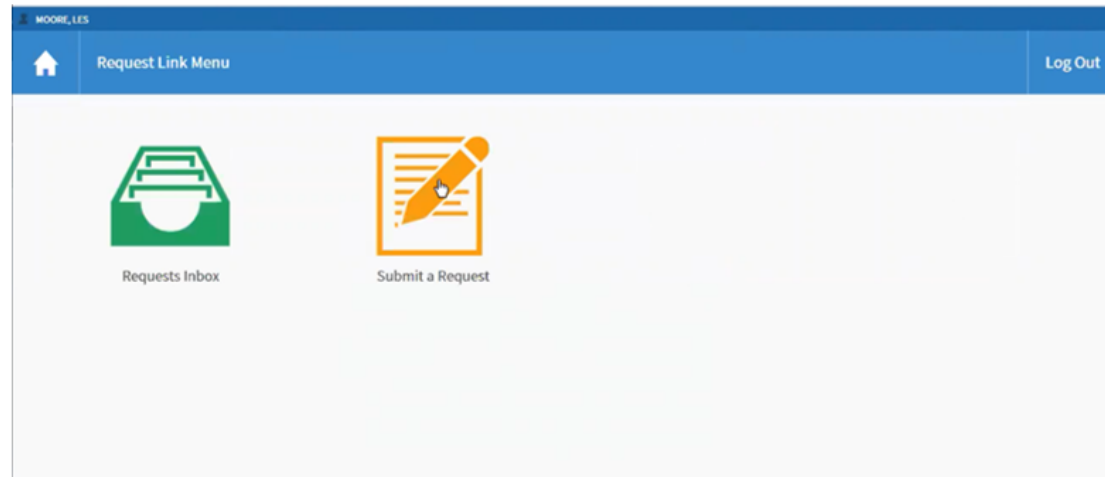
Step 1

This is the home screen on the kiosks and tablets from which an inmate enters the request



Step 2

The inmate then clicks on “Submit a Request” to enter a new request



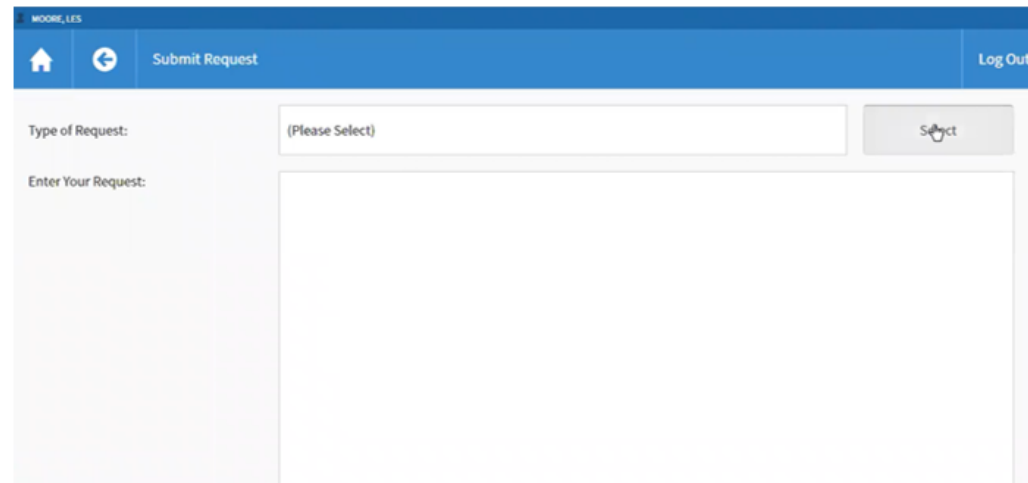
¹⁵ S.C. House of Representatives, House Legislative Oversight Committee, “Agency Presentation – Legal and Compliance Unit (October 1, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Corrections, Department of,” and under “Meetings,” [https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20\(10.01.19\).pdf](https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20(10.01.19).pdf) (accessed October 18, 2019), slide 11. Hereinafter “Legal Presentation.”

Automated Request to Staff Management (ARTSM) – Process, Inmate View (Steps 3 & 4)¹⁶

ARTSM Process Inmate View (continued)

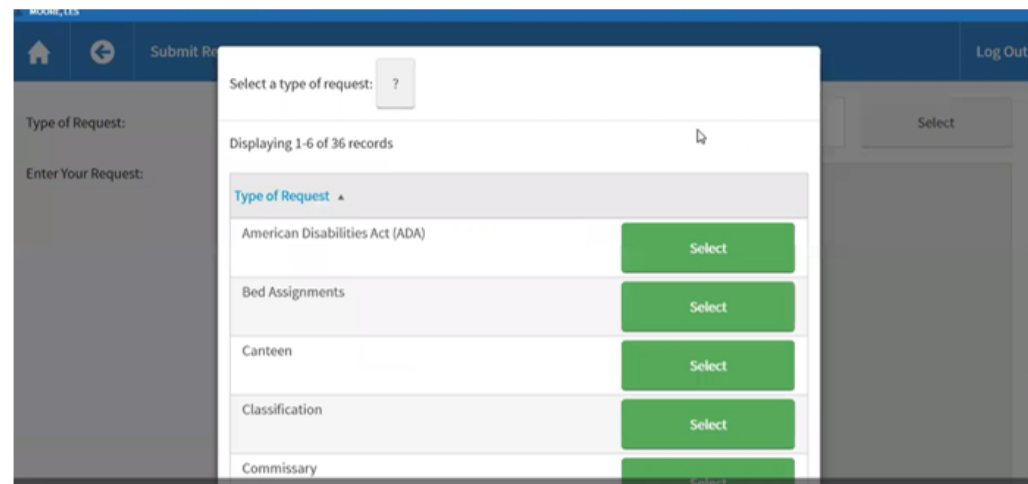
Step 3

Then the inmate clicks the “Select” button to the right of the Type of Request field



Step 4

A menu including the 37 request types will appear and the inmate selects the most appropriate request type



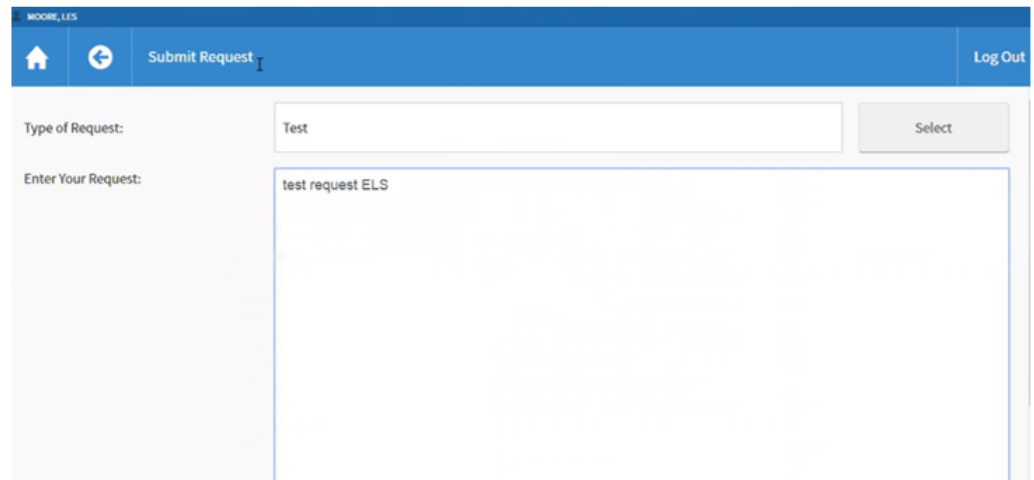
¹⁶ S.C. House of Representatives, House Legislative Oversight Committee, “Agency Presentation – Legal and Compliance Unit (October 1, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Corrections, Department of,” and under “Meetings,” [https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20\(10.01.19\).pdf](https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20(10.01.19).pdf) (accessed October 18, 2019), slide 12. Hereinafter “Legal Presentation.”

Automated Request to Staff Management (ARTSM) – Process, Inmate View (Steps 5 & 6)¹⁷

ARTSM Process Inmate View (continued)

Step 5

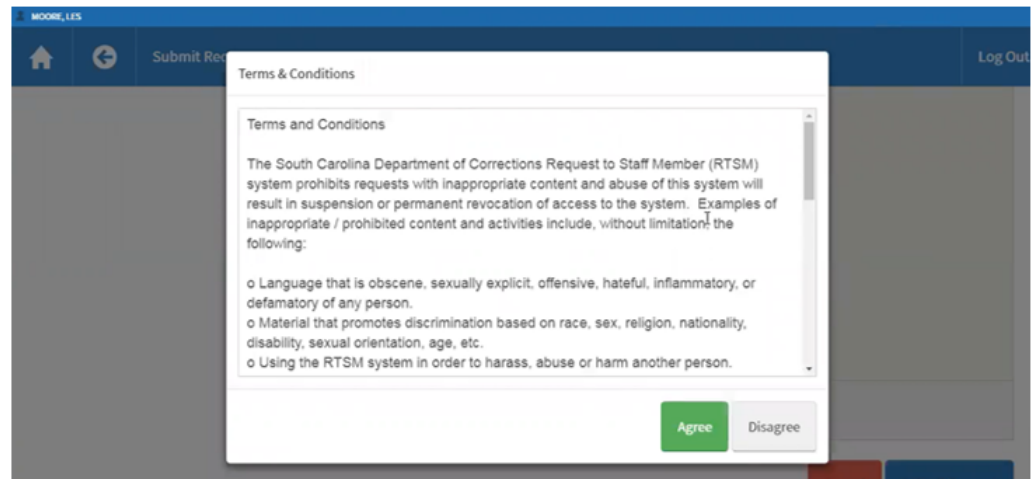
The text of the request can then be entered and click “Submit”



The screenshot shows the 'Submit Request' interface. At the top, there is a blue header bar with a home icon, a refresh icon, the text 'Submit Request', and a 'Log Out' button. Below the header, there are two main input areas. The first is labeled 'Type of Request:' and contains a text box with the word 'Test' and a 'Select' button to its right. The second is labeled 'Enter Your Request:' and contains a large text area with the text 'test request ELS' entered. The background is a light gray.

Step 6

The inmate must agree to the SCDC Terms and Conditions by clicking “Agree”



The screenshot shows the 'Terms & Conditions' dialog box overlaid on the 'Submit Request' interface. The dialog has a title bar that says 'Terms & Conditions'. Inside, it contains the following text: 'The South Carolina Department of Corrections Request to Staff Member (RTSM) system prohibits requests with inappropriate content and abuse of this system will result in suspension or permanent revocation of access to the system. Examples of inappropriate / prohibited content and activities include, without limitation the following:'. Below this text is a list of three items, each preceded by a bullet point: 'o Language that is obscene, sexually explicit, offensive, hateful, inflammatory, or defamatory of any person.', 'o Material that promotes discrimination based on race, sex, religion, nationality, disability, sexual orientation, age, etc.', and 'o Using the RTSM system in order to harass, abuse or harm another person.'. At the bottom of the dialog, there are two buttons: a green 'Agree' button and a gray 'Disagree' button. The background of the main interface is dimmed.

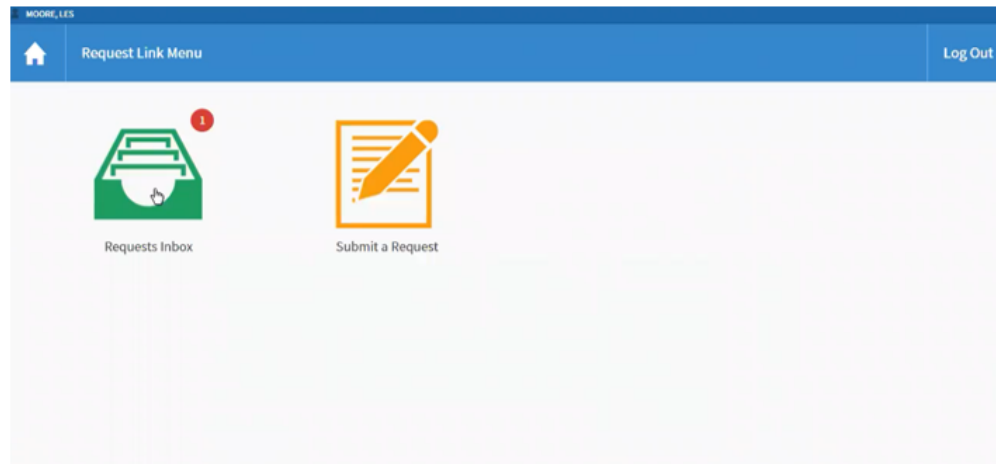
¹⁷ S.C. House of Representatives, House Legislative Oversight Committee, “Agency Presentation – Legal and Compliance Unit (October 1, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Corrections, Department of,” and under “Meetings,” [https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20\(10.01.19\).pdf](https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20(10.01.19).pdf) (accessed October 18, 2019), slide 13. Hereinafter “Legal Presentation.”

Automated Request to Staff Management (ARTSM) – Process, Inmate View (Steps 7 & 8)¹⁸

ARTSM Process Inmate View (continued)

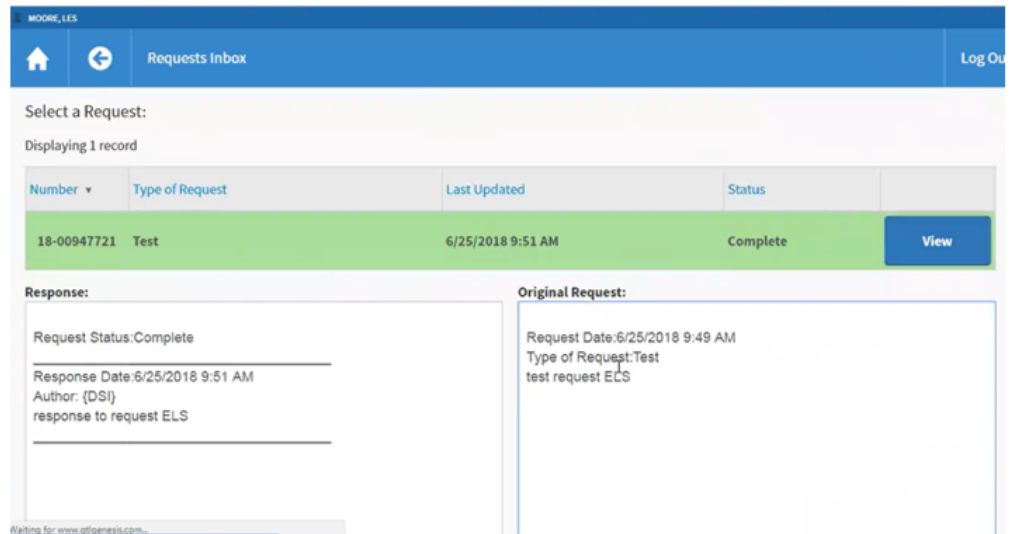
Step 7

To view the answer, the inmate then clicks “Requests Inbox”



Step 8

This screen shows any answers that have been given to past requests, and the inmate clicks “View” to see the answer, which then pops up



¹⁸ S.C. House of Representatives, House Legislative Oversight Committee, “Agency Presentation – Legal and Compliance Unit (October 1, 2019),” under “Committee Postings and Reports,” under “House Legislative Oversight Committee,” under “Corrections, Department of,” and under “Meetings,” [https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20\(10.01.19\).pdf](https://scstatehouse.gov/CommitteeInfo/HouseLegislativeOversightCommittee/AgencyWebpages/Corrections/SCDC%20Legal%20and%20Compliance%20Presentation%20(10.01.19).pdf) (accessed October 18, 2019), slide 14. Hereinafter “Legal Presentation.”