



facebook.

Procedures to Take Down an Active Inmates Facebook Account

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Steps to take to locate, verify, record, report, takedown, follow up, and document inmate facebook pages.

Office of Victim & Survivor Rights & Services [1-877-256-6877]

Locate

If you receive a call from a victim or concerned citizen informing you about an inmate Facebook (**FB**) page, have them forward you the link (*URL*) (*copy and paste the address bar, while on the inmates Page*), if possible.

Example: <https://www.facebook.com/help/contact/564493676910603>

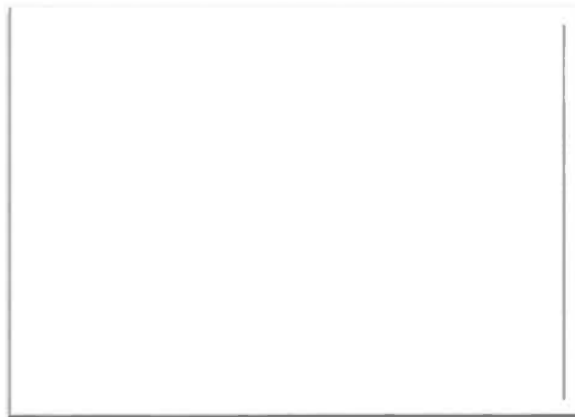
Verify

Once you locate the inmate's page, verify that the **FB** belongs to the inmate (*crosscheck SOMS/CalParole pictures with **FB** pictures*). Inmates are using smuggled in cell phones to update their **FB** accounts, so check the posts and photos.

Facebook policy does not allow for third parties to maintain accounts so if an inmate's **FB** page has maintained since incarcerated the account can be shut down.

Note: *Inmates are allowed to have a FB profile that they created prior to incarceration, but their accounts cannot be active while they are behind bars.*

Example:



Record

Record as much information as possible on the FB page. Pictures of the inmate in his prison cell or CDCR issued jumpsuit prove that the inmate is using a contraband cell phone. Inmates also typically post information proving that they are incarcerated (*i.e. Mailing address to the prison, CDC #, details about prison life*).

- To record photos, open the photo and right click and select "Save picture as". You may also press the Print Screen (Print Scrn) button on your keyboard while on the FB page to get a Screen shot (After pressing Print screen once, go to a blank word document and right click and select paste).

Report

If there are photos of the inmate in prison, that proves he's using a contraband cell phone. Contact the institutions Public Information Officer (PIO) and Investigations Services Unit (ISU) so they can conduct a search for the phone and punitive actions can be taken. Provide the PIO or ISU with as much information as possible.

- Inmates name and CDC number.
- How the FB account was brought to your attention.
- Provide the FB URL.
- Provide photos and posts from the page.
- Inform them of the last time the inmate posted on FB.
- Inform them of any relevant content on FB.

You can find a list of PIO's at the CDCR website:

http://www.cdcr.ca.gov/News/PIO_Lists.html

Takedown

Allow some time for the institution to find the cell phone before you takedown the **FB** account.

To takedown an inmate's FB account go to the, "*Inmate Account Takedown Request*" link: <https://www.facebook.com/help/contact/564493676910603>

FB will only process reports submitted from Law Enforcement agencies. All takedown requests must be submitted from official work e-mail address.
(Example: Mickey.Mouse@CDCR.CA.GOV)

Provide the information needed: Your full name, Your law enforcement agency, Link (URL) to the account you'd like to report, Full name of the person (inmate) you'd like to report, Reason this person (inmate) is incarcerated, , *Additional info, and Your official law enforcement email address.

- In the "Additional Info" section please write one of the following:
 - (Inmates Name) is currently incarcerated at (name of institution). The inmate is using a smuggled in cell phone to update his Facebook Account. The use of a cell phone/electronic device and/or maintaining a Facebook account is against California Dept. of Corrections and Rehabilitation Policy.
 - It has been discovered that a third party is maintaining the Facebook account of (Inmates Name). (Inmates Name) is currently incarcerated at (name of institution). The use of a cell phone/electronic Device and/or maintaining a Facebook account is against California Dept. of Corrections and Rehabilitation policy.

Inmate Account Takedown Request

Note: We can only process reports from official members of law enforcement. Please make sure you are submitting this form from your official work email address.

Your full name

Your law enforcement agency

Link (URL) to the account you'd like to report

Full name of the person you'd like to report

Reason this person is incarcerated

Additional info

Your official law enforcement email address

Follow up

Follow up with the PIO or ISU to find out if any contraband cell phones were recovered and if any punitive actions were taken against the inmate.

If a victim, vnok, or concerned citizen is on file and reported the account follow up with them with any actions taken by you and the institution.

Document

After reporting the FB account document your actions taken by leaving detailed notes in SOMS in the ***Victim Contact Section***. Ensure to document:

- How the FB account was brought to your attention.
- What actions you took (*Notify Prison, Contact FB Security Team*).
- Any relevant information (*Cell phone recovered, FB page Taken down, threats*).
- Contact with the victim, vnok. Or concerned citizen.

If you have questions, need more information, or have feedback please contact:

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Office of Victim & Survivor Rights & Services (OVSRS)

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