



Staying Connected: In-Person Visitation, Sending Money, Mail

In-Person Visitation

To visit an inmate at Crossroads Correctional Center, individuals must first be approved. Applications are processed by the Montana Department of Corrections at Montana State Prison.

Step 1:

Before completing a visitation application online, [create an OKTA account](#) by following the [OKTA account creation instructions](#). Use your full legal name to create the OKTA account. The name used to create the OKTA account must match the name on the visitation application exactly. Individuals who already have OKTA accounts may proceed directly to the visitation application.

For assistance with your OKTA account, call (406) 444-4234.

Step 2:

[Complete the online visitation application.](#)

Have the following items available when completing the application:

- Social Security Number
- Driver's License or state ID number
- Copy of state-issued or government ID (driver's license, passport, state ID card, tribal ID card)

To apply to bring a minor child to visit, have the following documentation available:

- Proof of legal authority over the child (copy of minor's birth certificate and temporary guardianship/court paperwork, if applicable)
- Permission from the person with legal authority over the child. Submit the [Legal Authority Consent for Minor Visit and/or Escort](#).



Applicants will be notified via email when a determination has been made regarding their visitation application. The inmate will be notified as well. **The application review process may take up to 90 days.**

To appeal a decision, click on the link provided in the notification email and follow the instructions.

Family and friends do not need to complete a new visitation application if their loved one is transferred from Crossroads Correctional Center to Dawson County Correctional Center, Montana State Prison, or Tallahatchie County Correctional Facility.

The DOC needs to be notified of name, address, email, phone number, and marital status changes. Complete the update visitor information form to do that.

[Update Visitor Information](#)

For questions related to your application or updating your visitor information, call (406) 415-6313 or email CORMSPVisitApp@mt.gov.

Visitation Days, Times, Scheduling

Visitation is permitted on Saturdays and Sundays between 8 a.m. and 4 p.m. Visits last 2 hours and must be scheduled in advance (before Thursday afternoon on the week of the visit) by calling (406) 434-7055.

Visitor parking is available at the facility.

Additional Instructions

Valid identification is required (state driver's license with photo, current passport, alien registration card, law enforcement identification, military/DOD service organization cards).

All visitors are subject to a personal search. You will be required to pass through a metal detector prior to visitation. Visitors are encouraged to wear clothing that does not have metal buttons, snaps or hooks that are metal and may set off the detector. Any person who refuses to be searched will not be permitted to visit.

Visitors may bring vehicle keys, \$20 or less in quarters, baby items (bottle, formula, diapers, and wipes).

Cell phones, electronics, lighters, tobacco products, weapons, and explosives are prohibited.



Visitation Dress Code

Female visitors (12+ years of age)

Shorts are prohibited.

Dresses shall extend to mid-thigh while seated.

Slits in dresses shall rise no higher than mid-thigh, while seated.

Sheer (see-through) clothing is prohibited.

Tops should be as follows: Shirts with cutouts, bare midriffs, tank tops, strapless tops, tube tops, or swimsuit tops are prohibited. Clothing should not show cleavage.

Shoes, including sandals, must be worn with socks.

Gang "colors" and other gang displays are prohibited.

Male visitors (12+ years of age)

Shorts are prohibited.

Muscle shirts, tank tops, bare mid-riff shirts and sleeveless shirts are prohibited.

Shoes, including sandals, must be worn with socks.

Gang "colors" and other gang displays are prohibited.

Sending Money

Individuals who can send money to inmates include:

- Family members
- One non-family member
- Inmate's attorney

Family and friends must be approved for visitation prior to sending funds. To apply for visitation, see the "In-Person Visitation" section above.

Once approved, family and friends may fund their incarcerated loved one's account by sending a money order or by using the online financial transactions system.

Online deposits

To send money using the online system, individuals must have a Montana OKTA account. Anyone who applied for visitation online will already have one. Those who don't have an



OKTA account will need to create one before they can deposit money using the online service. Visit the “In-Person Visitation” section above for more information about how to create an OKTA account.

[Make an online deposit](#)

If you have questions about the online deposit service, complete the “[Contact Inmate Trust Account](#)” form for assistance.

Mail-in Deposits

Individuals approved to send money may do so in the form of a U.S. Postal Service money order.

- Money orders must be purchased from the U.S. Postal Service and received at the prison within 20 days of the date of purchase.
- Money orders should be made out to the inmate and include their inmate number.
- Envelopes must be mailed using the following format:
 - Sender’s full name and address in the top left corner
 - Attn: Mailroom Staff, inmate’s full name, DOC number, Crossroads Correctional Center, 50 Crossroads Drive, Shelby, MT 59474
 - No letters, sticky notes, photographs, etc. may be included in the envelope – just the completed money order!
 - Must be postmarked from the immediate area of the approved sender’s listed residence

Money orders will be returned to the sender if the above steps/rules are not followed.

Mail

Inmate personal mail is photocopied at Crossroads Correctional Center and copies are delivered to inmates.

Envelopes must be mailed using the following format:

- Sender’s full name and address in the top left corner
- Inmate’s full name, DOC number, Crossroads Correctional Center, 50 Crossroads Drive, Shelby, MT 59474
- Envelopes must be pre-stamped by the U.S. Postal Service. No adhesive stamps!

Photos, greeting cards, and postcards are not permitted.