BAIL BOND HUB

User Guide

Bail Agents

Introduction

This guide is intended for Bail Agents to provide instructions on how to use Bail Bond Hub to submit electronic bail bonds for defendant release.

Registration

An agent must register and be validated before they can submit an electronic bail bond. Agents will need to supply several items during registration including phone, bond license number and a clear photo of their driver's license.

*In preparation, please capture a clear picture of your Driver's License for verification

1. To register, visit bailbondhub.com and click "Register" in the top right-hand menu.
2. Enter your First and Last Name
3. Enter a valid phone number where you can be contacted if there are any issues with your registration
4. Enter a valid e-mail address.
   *Your e-mail will be validated via a confirmation e-mail. Follow the instructions in the e-mail to confirm the address.
5. Enter a password that respects the password requirements
6. Enter your Bail Bond License number
7. Select the state where your license was issued
8. Click "Choose File" and select the picture of your license

Register a new account

Already Signed Up? Login to login your account.

First Name *

Kyler

Last Name *

Adams

Cell Phone *

8505552134

Email Address *

kyler@bailbondsrus.com

Password *

••••••••

Confirm Password *

••••••••

Type of User *

Bail Bond Agent

Bail Bond License *

252523542

State Issued *

Florida

State Drivers License *

Choose File | Agen2A.jpg

9. Enter the name for the Bail Bond Agency you are submitting under
10. Enter address and phone information for the Agency
11. Once you have read the Terms and Conditions and you accept, click the check box for "I read Terms and Conditions"
12. Click "Register" to complete the process

Office Address

Agency Name

Bail Bonds R Us

Street *

123 Judicial Lane

State *

Florida

City/Town *

Tallahassee

Zip *

32303

Office Phone

Office Fax

☑ I read Terms and Conditions

Register

Once your registration has been completed it will enter into the validation queue for review by a Bail Bond Hub agent. After review, you will be notified at the registered e-mail address on your approval status.

If approved, the e-mail will inform you of this and any other requirements necessary for you to submit bail in your primary county.

If you are denied, the email will inform you of this and may also provide justification and additional instructions, if applicable, for the denial.

Logging In

Access https://bailbondhub.com and enter the login credentials you used when registering your account.

Login to your account

agent@bailplace.com

••••••••

Login

Forget your Password ?

Request a Password Reset, then check your email
and follow instructions

If you are not able to remember your password, use the "Forgot my password" link under
the login prompt and follow the on-screen instructions

The Dashboard

The Dashboard is the main landing page for Bail Agents when they login. From here, an
Agent can use the menu or buttons to manage powers, review transmissions and manage
credits.

Dashboard   Home / Dashboard

Powers	Transmissions	Credits
0 Open	22 Awaiting Review or Pending	19 Remaining

Powers

Powers must be submitted for each charge a defendant has that has been assigned for the condition of bail bond. Multiple powers can and should be attached to a single transmission if the powers are for the same defendant.

Creating a Power

1. Use the Menu to select Powers
2. Click "Add Power" on the left-hand pane or use the button in the center of the screen.

3. Enter the following information
   - Power Identifier
   - Charge
   - Defendant's Name
   - Bond Amount
   - Attach Insurance Document
4. Click "Add Power"

Add Power

Power Identifier *
79271-329

Charge *
JWLK

Defendant Name *
Ryan Sanders

Bond Amount *
500.00

Insurance Document *
Choose File | Powers 79271-329.pdf

Add Power   Cancel

5. Once the power is added, you will be returned to the Open Power Dashboard which displays all powers that have not been transmitted.

Open Power Dashboard

Select	Defendant	Power	Charge	Action
☐	Ryan Sanders	79271-329	JWLK	Edit Clone Delete

Add Power   Transmit

Editing a Power

All created Powers can be edited by the Agent who created them.

*Powers can only be edited if they have not been transmitted

1. To edit a power, in the Bail Bond Hub, click on "Powers" to view all Powers that you have created or have access to.

2. Click the "Edit" button associated with the Power you wish to edit

Once in edit mode, you can update the Power Identifier, Charge Code, Defendants Name, Bond Amount and the Insurance Document

Clone a Power

Cloning a Power is used as a quick way to enter new Powers based on a previously entered Power's information.

1. To use, identify a Power that has similar attributes to the Power you wish to create.
2. Click the "Clone" button associated with that Power.
   *All information on the form will be duplicated and editable, a unique Power Identifier will need to be entered

Clone Power

Power Identifier *

Charge *

BAT5050

Defendant Name *

James Roberts Jr.

Bond Amount *

5200.00

Insurance Document *

Choose File

Clone Power   Cancel

Deleting a Power

If a power is created incorrectly or no longer needed, you may delete the power to remove it from the Open Power Dashboard

1. To delete a Power, click the "Delete" button associated with the Power.

🗑 Delete

2. You will be asked to confirm the deletion

*Deleted Powers are not retrievable, please make sure you wish to delete the power before confirming.
**Transmitted Powers cannot be deleted

Transmitting a Power

From the Powers dashboard, all Powers that have not been transmitted will show in this list. Powers must be transmitted to initiate the bail process with the Intake and Release Specialists at the jail. To transmit a Power, you will need to select the appropriate Jail, have sufficient credits for the transaction and provide Live Photo Authentication.

1. To transmit a power, select the check box next to the power you wish to transmit and click Transmit
   *Multiple powers can be transmitted at the same time by using the check box to select more than one power before clicking Transmit. This is useful when filing multiple bails for the same defendant/arrest

Open Power Dashboard

Select	Defendant	Power	Charge	Action
☑	Ryan Sanders	79271-329	JWLK	✏ Edit ⧉ Clone 🗑 Delete

⬇ Add Power   **⏻ Transmit**

2. Select the appropriate jail where the defendant is located

Transmit Power

Once Power is Transmitted, you cannot edit it. It is equivelent to sending it in the mail

👤 Selected Powers

Defendant	Power	Charge
Ryan Sanders	79271-329	JWLK

Jail Details

Select Jail *

-- select an option -- ⌄

Transmission Cost

Credit Cost: 7 Credits

Current Balance: 100 Credits

Photo Authentication

⏻ Start

⏻ Cancel   🔒 Send Transmission

*Some counties require that Bail Agents be registered with the Clerk of Courts. If this is required for the county jail selected, a notification (including the bail agent's status, instructions and contact information for the Clerk of Courts) will be displayed.

i.e. An agent that has not been approved or disabled by Clerk of Courts will see something like the following. Please contact Clerk of Court to resolve.

Jail Details

Select Jail *

Bradford County Jail - 945 N Temple Ave, Starke, FL

This Jail requires that all agents are pre-approved with the county clerk office ✕

You are not on the approved agent list. We cannot process this transmission

If you have any questions or concerns, please contact the Bradford County Clerk of the Circuit Court

Denny Thompson, Clerk of the Circuit Court & Comptroller
Rachel A. Rhoden, Chief Deputy Clerk
Bradford County, Florida
Phone: (904) 966-6280

Mailing Address:
P.O. Drawer B
Starke,FL 32091

Location Address:
945 N. Temple Ave
Starke, FL 32091
Monday – Friday (8:00 am – 5:00 pm)

An agent that has been approved and active will see a message like the following.

Jail Details

Select Jail *

Bradford County Jail - 945 N Temple Ave, Starke, FL

This Jail requires that all agents are pre-approved with the county clerk office ✕

Your status is active. No further action is necessary

3. Make sure there are enough credits for the transmission
*If there are insufficient credits, the following error will be displayed, and the transmission will not be completed.

Transmission Cost

Credit Cost: 7 Credits
Current Balance: 5 Credits

You have insufficient credit for this transaction. Please purchase additional credits to continue.

4. Live Photo Authentication is required on each transmission for verification purposes. Click "Start"
*You may be prompted to allow access to your camera. Please allow this access to enable your camera for this process.
**If you are having any issues with your camera, please visit Bail Bond Hub Support (https://bailbondhub.zendesk.com/hc/en-us) to view our guide for the most common causes and solutions.

5. With the camera facing the agent, take a photo in a well-lit area that clearly shows the registered bail agents face and torso by clicking "Snap Photo"

If the picture is not satisfactory, you may retake the picture multiple times before submitting the transmission.

Photo Authentication

Snap Photo

6. Once the picture verification is complete. Click "Transmit" button to complete and send the transmission.

A confirmation will be displayed on the screen and delivered to the bail agent's registered e-mail address.

The transmission will then be available in the Intake and Release Specialist queue for review, and they will also receive an e-mail notification.

Transmission is complete

Receipt #45

7. Click the "Return" button to return to the Transmission Status Queue

Reviewing Transmission Status

Once a power is transmitted, it receives a status of "Awaiting Review." At this time, there is no further action required from the Bail Agent until the status has been updated by the Intake and Release Specialist at the jail.

Transmissions	⌄	👤 Recent Transmissions Dashboard					
// Recent		ID	Submit Date	Defendent Name	Power	Charge	Status	Notes
		45	2024-08-02 04:22:40	Ryan Sanders	79271-329	JWLK	Awaiting Review	

Once reviewed, the Intake and Release Specialist will assign a status of approved, pending, or rejected.

Approved

A transmission with an Approved status has been accepted and completed by the Intake and Release Specialist. The updated status and release date will be communicated in the Transmission Dashboard and the bail agent will receive an email notification with the same information.

No further action will be required in Bail Bond Hub for an approved transaction

50	2024-08-03 18:33:36	Ryan Sanders	2940-243aa	GRNDTHFT	Approved	Notes

Pending

A transmission with a Pending action has been reviewed by an intake and release specialist but it has not been approved or rejected.

| 49 | 2024-08-03 18:32:03 | Nicole Williams | 74243-2322 | POSS | Pending | Notes | ✏ Edit | |

Action is required by the Bail Agent to resolve the issue that caused it to be placed in pending status.

1. Click the "Notes" button to display resolution instructions entered by the Intake and Release specialist.

Notes for this Transmission ✕

Powers appears to be incorrect. Please resubmit with the correct power attached...

Close

2. Click the "Edit" button to go to the transmission details.
   *Multiple powers can be contained in a single transmission.
3. Click "Edit" to modify, "Clone" to create an additional power or "Delete" to remove the power.

Transmission Details
Transmission ID:49

👤 Selected Powers

Defendant	Power	Charge	Action
Nicole Williams	74243-2322	POSS	✏ Edit 🗐 Clone 🗑 Delete

⬇ Add Power   ⏻ Re-Transmit

4. Once the change(s) are completed, the Bail Agent will click "Re-Transmit"
   *This will change add the transmission back to the Intake and Release Specialist queue with a status of "Awaiting Review"

At this time, there is no further action required from the Bail Agent until the status has been updated by the Intake and Release Specialist at the jail.

** Pending transmissions do not incur additional cost for retransmitting

Rejection

A transmission with a rejected action has been reviewed by an intake and release specialist and it has been rejected.

Use the "Notes" button to review the rejection justification.

A rejection may be warranted if the correct power cannot be produced withing a reasonable time, photo verification does not pass, the defendant's name is not correct, etc.

*Credits for a rejected transmission are none refundable

| 48 | 2024-08-03 02:49:38 | Bruce Thomas | 32422-8333 | BATT | Denied | Notes |

Credits

Credits are needed to complete a bond transmission and must be purchased.

1. To purchase credits, while logged in with your account, Select "Credits" from the menu.
2. Credits are available in a set of 10, 25, 100. Click the "$ Buy ... Credits" button for the desired amount.

Credits	v
// Add Credits	
Transaction Ledger	
Payment History	

Add Credits Dashboard

Remaining Credits: 100

$ Buy 10 Credits $ Buy 25 Credits $ Buy 100 Credits

3. Credit purchase transaction is facilitated through Stripe (All major cards accepted)

Confirmation

Once the transaction is complete, you will see a Purchase Confirmation dialogue as well as an e-mail containing the information.

Transaction Ledger

You can review All transmissions cost and credit purchases using the Transaction Ledger. This shows a linear history of all credit and cost related transactions.

Credits	⌄
Add Credits	
// Transaction Ledger	
Payment History	

👤 Credits Ledger Dashboard

ID	Date	Type	Credits	Credit Balance
32	2024-08-02 04:10:50	Payment (Receipt 66ac5c2e3456f)	100	100

Payment History

This view shows a linear history of all credit purchases without credit use transmissions as displayed in the Transaction Ledger.

Credits	⌄
Add Credits	
Transaction Ledger	
// Payment History	

👤 Payment History

ID	Date	Receipt	Amount
32	2024-08-02 04:10:50	66ac5c2e3456f	$100.00