



# Legal Mail Portal User Guide

**Kentucky.gov**

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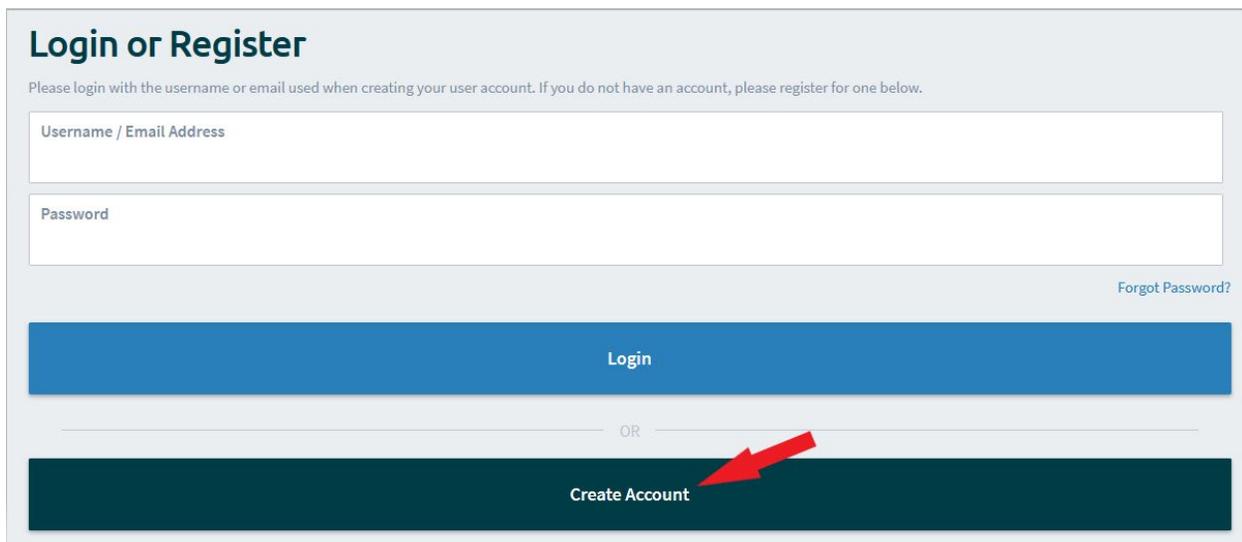
## Section 1: Getting Started

No special software is required to access the Legal Mail Portal. You only need the following:

- A computer, tablet, or mobile device.
  - If you are using a Windows computer, it will preferably be running at least Windows 7. If your computer has an older operating system, you may have some issues viewing and updating the website in outdated browsers.
  - If you are using Internet Explorer as your browser, you must have at least Internet Explorer 10, but preferably you will have the latest version downloaded, or use a different browser such as Chrome, Firefox, or Edge.
- An internet connection.

## Section 2: Creating an Account

1. Open a web browser and navigate to the Legal Mail Portal URL
  - a. [https://lmp.vendengine.com/visitor\\_login.php?jail\\_id=2516](https://lmp.vendengine.com/visitor_login.php?jail_id=2516)
2. Click the Create Account



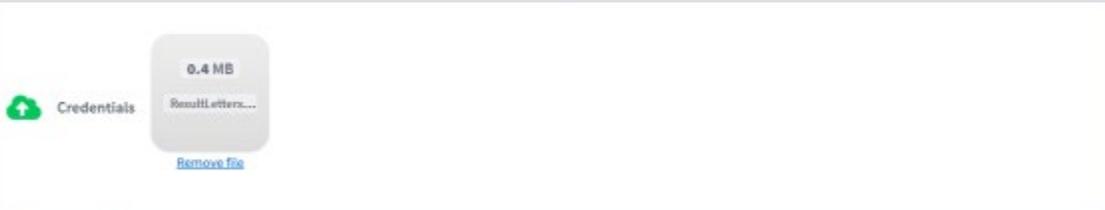
The screenshot shows a web form titled "Login or Register". Below the title is a sub-header "Please login with the username or email used when creating your user account. If you do not have an account, please register for one below." There are two input fields: "Username / Email Address" and "Password". To the right of the password field is a link "Forgot Password?". Below the input fields is a blue "Login" button. Below the "Login" button is a horizontal line with "OR" in the center. Below the line is a dark green "Create Account" button, which is highlighted with a red arrow pointing to it.

## 2a. Creating an Account

1. Enter information for all the required fields and click Register.
2. Attorneys will be required to show proof of licensure in good standing from any jurisdiction by uploading an image or PDF from their Bar Association.

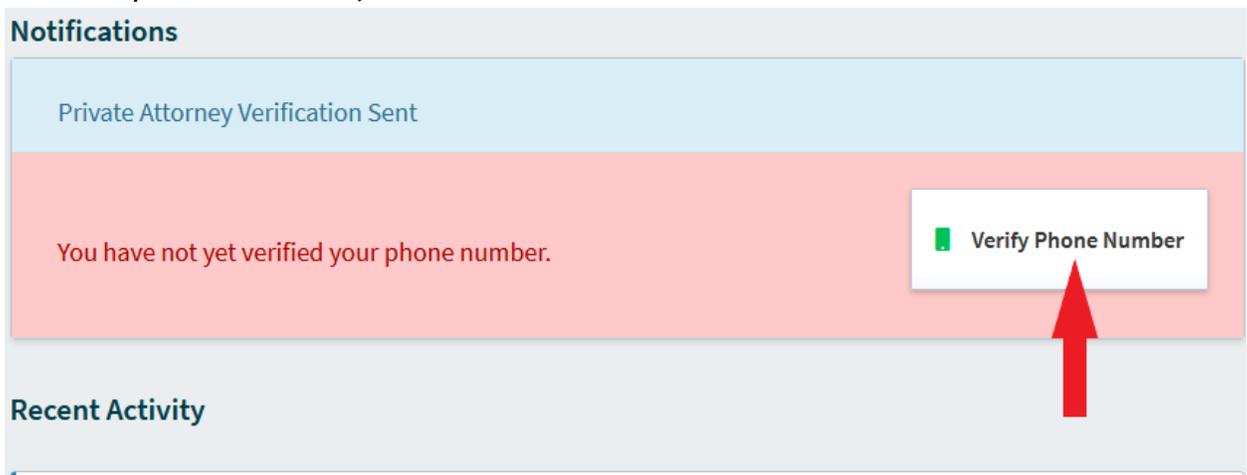
### Create Account

Please fill out all of the information below to create an account. All fields are required for registration.

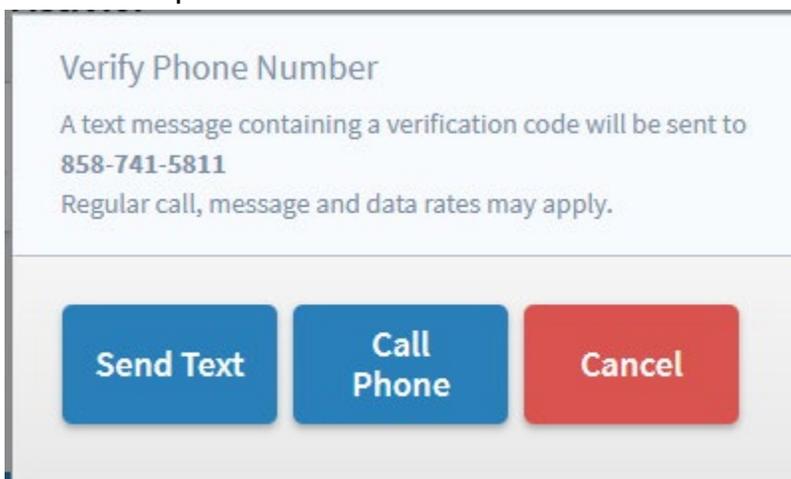
Email Address test@test.com		
Password ●●●●●●●●		
Confirm Password ●●●●●●●●		
Your Full Name Test Jones		
Phone Number 858-741-5888		
Account Type Private Attorney		
Secondary Email		
Bar ID KY123	Bar State Kentucky	
		
<h3>Office Information</h3>		
Office Phone 484-995-9595		
Name of Court / Court Office / Firm Test Law Firm	Contact Title Test Jones	Jurisdiction
Office Address 1 33 Elm Street	Office Address 2	
City Frankfort	Zip Code 40601	
State Kentucky		
<input type="button" value="Register"/>		

## 2b. Verifying your Phone Number

1. Click the Verify Phone Number icon (This can be your office phone number or a cell phone number)



2. You can request verification via Text or Phone Call.



## 2c. Checking the status of your request.

Once you've created an account, a member of the Department of Corrections will be notified and begin the review process of your request.

1. If rejected, you will be notified via email and provided a reason for the rejection. You may update your submission and resubmit.
2. If approved, you will be notified via email.

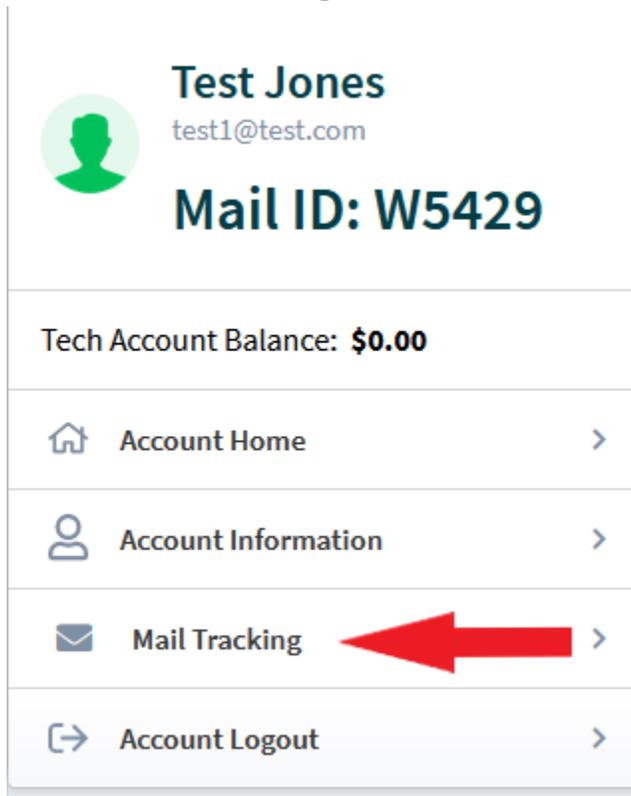
3. Once approved, your status will change to verified and you will be given a Mail ID Number. PLEASE NOTE: Your Mail ID Number will begin with a letter.

The screenshot displays a user account dashboard for 'Test Jones'. On the left, a navigation menu includes 'Account Home', 'Account Information', 'Mail Tracking', and 'Account Logout'. The main content area is divided into three sections: 'Notifications', 'Recent Activity', and 'Account Balance'. The 'Notifications' section shows a green notification for 'Private Attorney Status Verified' and a red notification for 'You have not yet verified your phone number.' with a 'Verify Phone Number' button. The 'Recent Activity' section shows 'No transactions found.' The 'Account Balance' section shows 'Tech Account Balance: \$0.00'. The 'Mail ID: W5429' is highlighted with a red oval in the user profile area.

Section	Content
User Profile	Test Jones Mail ID: W5429
Tech Account Balance	\$0.00
Notifications	Private Attorney Status Verified You have not yet verified your phone number. [Verify Phone Number]
Recent Activity	No transactions found.
Navigation Menu	Account Home, Account Information, Mail Tracking, Account Logout

### Section 3: Generating Inmate Mail Numbers

1. Click on Mail Tracking in the Left-Hand Navigation



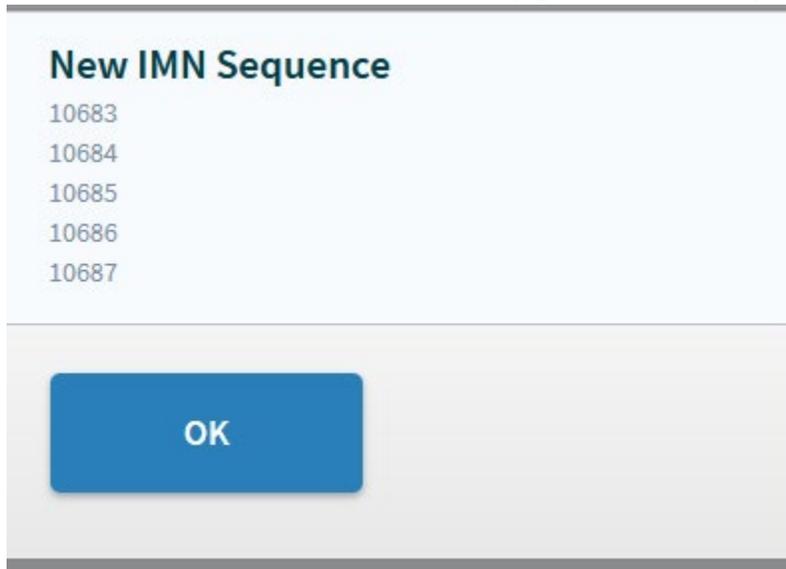
- From this screen, you will see your Inmate Mail Number (IMN) History and be able to generate new IMNs.

The screenshot shows a user interface for managing Inmate Mail Numbers (IMNs). On the left, a sidebar displays the user's profile: Test Jones, email test1@test.com, and Mail ID: W5429. Below the profile, the Tech Account Balance is \$0.00, and there are four menu items: Account Home, Account Information, Mail Tracking, and Account Logout. The main content area is titled 'IMN' and features a 'Quantity (1-10)' dropdown menu set to '1' and a green button with a plus sign labeled 'Generate New IMN Sequence'. Below this is a 'History' section with a table header: IMN, DATE CREATED, DATE RECEIVED, and STATUS. The table content shows 'No IMN History'.

- In the Quantity field, enter the number of IMNs you wish to generate and click the Generate New IMN Sequence button. PLEASE NOTE: The maximum number of IMNs you can create at one time is 10.

This screenshot is identical to the one above, but the 'Quantity (1-10)' dropdown menu is now set to '5'. A red arrow points to the 'Generate New IMN Sequence' button, highlighting it as the next step in the process.

4. The numbers will be automatically generated for you.



5. After the numbers have been generated, they will be added to your IMN History.

The screenshot displays the IMN management interface. On the left, a sidebar shows the user profile for "Test Jones" (test1@test.com) with Mail ID: W5429 and a Tech Account Balance of \$0.00. Navigation options include Account Home, Account Information, Mail Tracking, and Account Logout. The main area is titled "IMN" and features a "Quantity (1-10)" dropdown set to 5 and a "Generate New IMN Sequence" button. Below this is a "History" table with columns for IMN, DATE CREATED, DATE RECEIVED, and STATUS.

IMN	DATE CREATED	DATE RECEIVED	STATUS
10687	09/07/2022 02:59 PM EDT		Pending
10686	09/07/2022 02:59 PM EDT		Pending
10685	09/07/2022 02:59 PM EDT		Pending
10684	09/07/2022 02:59 PM EDT		Pending
10683	09/07/2022 02:59 PM EDT		Pending

6. IMNs will remain in pending status until they are checked and either approved or denied by the Legal Mail Staff at the receiving institution. Users will see an updated status once they've been reviewed.

History			
IMN	DATE CREATED	DATE RECEIVED	STATUS
10687	09/07/2022 02:59 PM EDT	09/07/2022 04:43 PM EDT	Approved
10686	09/07/2022 02:59 PM EDT	09/07/2022 04:43 PM EDT	Denied
10685	09/07/2022 02:59 PM EDT		Pending
10684	09/07/2022 02:59 PM EDT		Pending
10683	09/07/2022 02:59 PM EDT		Pending

## Section 4: How to address Legal Mail Portal Envelope

# How to address Legal Mail Portal envelope

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**DEPARTMENT OF CORRECTIONS**

Offender Information Services Branch  
Room G29A  
P.O. Box 2400  
Frankfort, Kentucky 40602-2400

Joe Smith DOC#  
Blackburn Correctinoal Complex  
31 11 Spurr Road  
Lexington, KY 40511

Mail ID: A#####

IMN#: #####

- 
1. Use a white envelope.
  2. Write the return address in the top left corner, unless already pre-addressed
  3. Write the recipient's address slightly centered on the bottom half of the envelope and include inmate's number next to their name.
  4. Ensure the Mail 10 & Inmate Mail Number (IMN) in bottom left-hand corner on the outside of each piece of mail (For ex. - pictured above)
  5. Place the stamp in the top right corner.

## If you're having issues, please follow these steps:

1. Click the link below to review the Legal Mail Portal Rules and Notice, along with the Legal Mail Portal User Guide:

[Legal Mail Portal Information]

( <https://corrections.ky.gov/facilities/ai/pages/legalmail.aspx> )

2. After reviewing the materials, please register for a Legal Mail Portal (LMP) account.

You will receive an email notification once your account is approved.

Once you are logged into the system and have obtained both your Mail ID# and your Inmate Mail Number (IMN#), please remember the following guidelines when sending mail to an inmate:

- Use a white envelope.
- Include the inmate's number next to their name.
- Ensure the Mail ID and IMN numbers are on the outside of each piece of mail.

Please note that you must generate a new number for each separate mailing. You can utilize mail tracking to verify whether a particular piece of mail has been accepted at the institution after it has been generated.

If you have an existing LMP account but are unable to select the prison facility, please send the attorney's name and email address for assistance.

If you have legal questions, please e-mail  
[doc.legalmailportal@ky.gov](mailto:doc.legalmailportal@ky.gov)

If you have problems registering or  
issues using the system, please e-mail  
[doc.helpdesk@ky.gov](mailto:doc.helpdesk@ky.gov)

# APPENDIX

## INSTRUCTIONS TO VERIFY YOUR ATTORNEY CREDENTIALS

1. In the box for “Credentials” you will need to upload information from your state Bar Association to verify your office address and your licensure status.



The screenshot shows a web form with two input fields. The first field is labeled "Bar ID" and is empty. The second field is labeled "Bar State" and has a dropdown arrow on the right side. Below these fields is a large empty rectangular area, likely for a file upload or additional information.

2. For attorneys licensed in Kentucky: Go to <https://www.kybar.org/search/custom.asp?id=2947>
3. Enter your name in the “Name” field and click “Continue.”
4. Select your name from the resulting list. Save the page showing your contact information and license status. (Note: If your address listed with the Bar Association does not match the office address listed in your Legal Mail Portal registration there may be a delay in processing your application while the Department of Corrections verifies your identity and office address).



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SEARCH RESULTS

1 result found

10/20/2012

John Doe  
Regular  
John Doe

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**OFFICE ADDRESS INFORMATION**

Address: P.O. Box 1234, Louisville, KY 40201  
Phone: 502-555-1234  
Fax: 502-555-5678

**GROUPS**

Found in: United States  
Found in: Kentucky

County: Clark      City: Louisville

5. Select the “Credentials” box on the Legal Mail Portal registration page and upload a copy of the document from the Kentucky Bar Association website with your contact information.