VINELink User Guide

Updated 11/2020

VINE®

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NOTE:

In this resource guide, we will be using our training demonstration website to provide examples. Some information may appear differently in your state's specific VINELink website.

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Section 1: VINELink User Accounts

VINELINK User Accounts Overview

In most states, creating a VINELink User Account is not required to search for important offender, defendant, or service provider information, or for registering for notification of updates to offender and court case statuses.

However, creating an account is free, confidential, and gives access to additional features. The chart below outlines some of the key differences between accessing VINELink with an account and without an account.

VINELINK Feature	With Account	Without Account
Search for an Offender/Defendant	✓	✓
Find a Service Provider	✓	✓
Look Up My Registrations	✓	✓
Follow the I Need Guidance Feature	✓	✓
View Tutorials, Helpful Links, Downloads, and News	✓	✓
Get Notified	✓	✓
Get Notified In-App	✓	
Add to Offender/Defendant to Watch List	✓	
Save Service Provider to VINELink Account	✓	
Manage My Registrations in One Place	✓	

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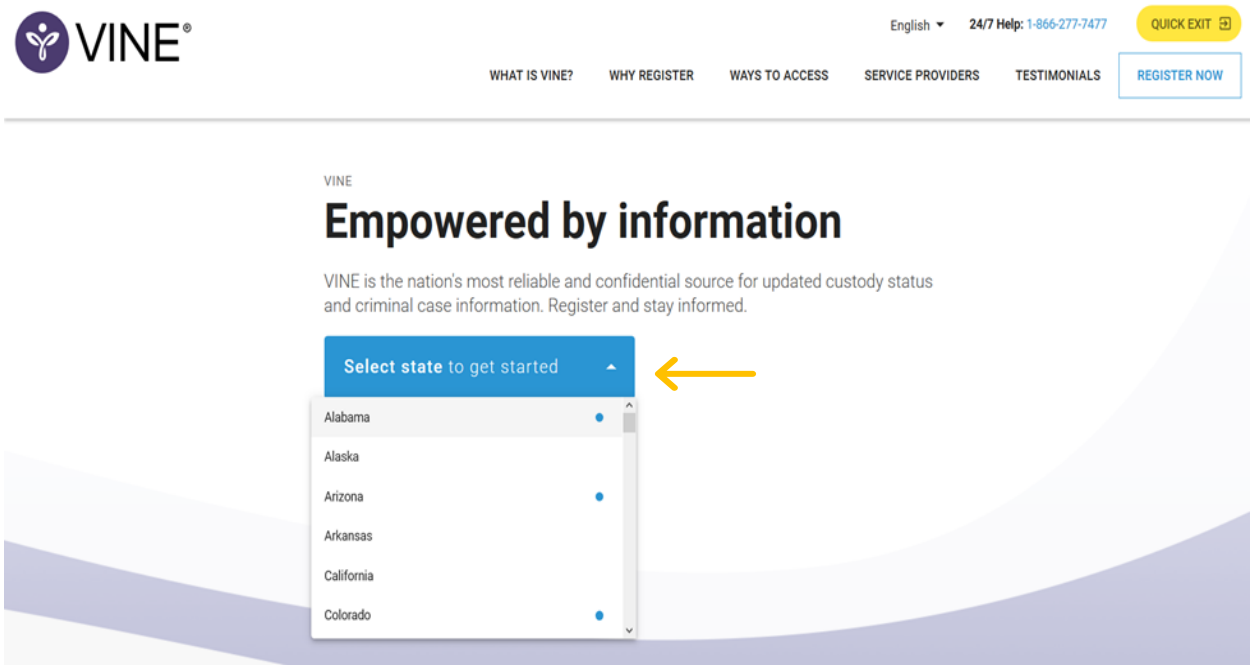
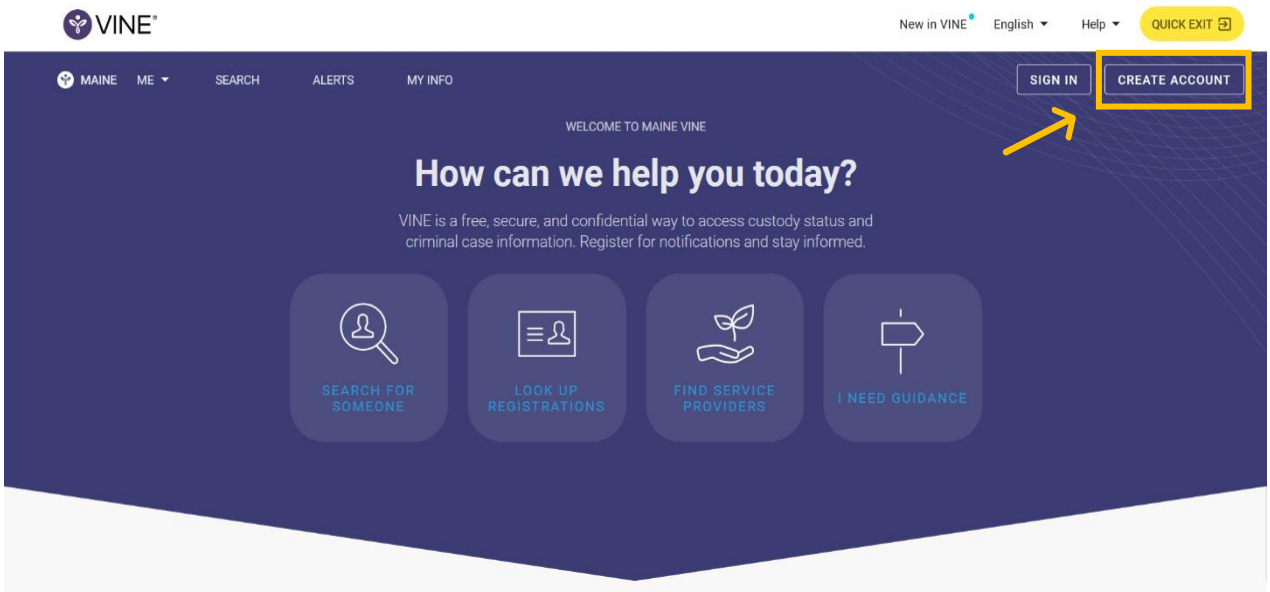
How to Create a VINELink Account

1. Access VINELink via the web at www.vinelink.com or via our free mobile application. Select your **State** to get started.



2. On your state's landing page, select "**Create Account**" from the menu in the header.



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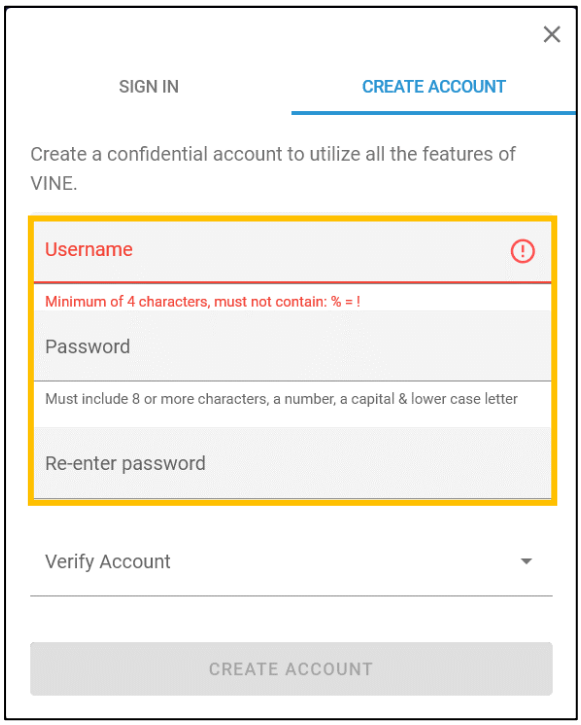
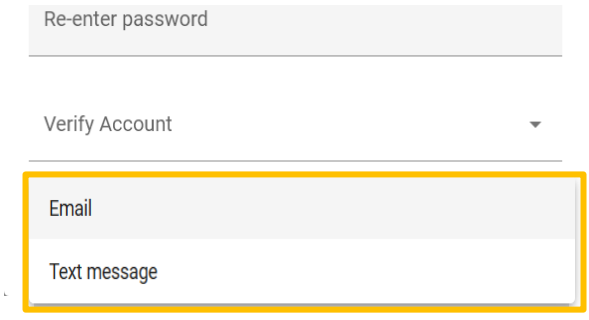
3. On the Create Account form, you will first need to identify your **Username** and **Password**.

- Your unique username must be a minimum of 4 characters and cannot contain: % = !.
- Your password must include 8 or more characters, a number, a capital letter and a lower case letter.



4. Next, you will select how you would like to **verify** your account. You can choose to verify your account by email or text message. You will then be prompted to enter either your email address or phone number based on your selection.



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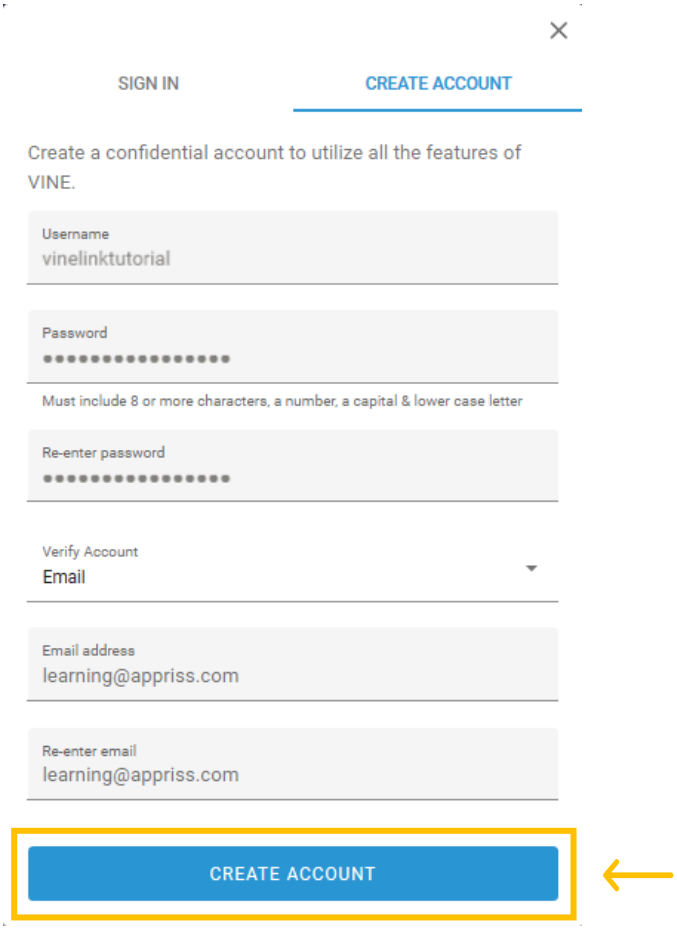
5. Once the required fields are complete, select "**Create Account**."



6. To finalize your account creation, you will be asked to verify your account by **entering the verification code** delivered to you by text or email.

- If you did not receive the code via the method you selected, select "**Send Me A New Code**" to re-enter your information or select a new method for code delivery.
- You may also select "**Skip and Verify Later**," though you will not have access to all VINELink Account features until your account is verified.

After entering your verification code, select "**Verify**" to finish verifying and creating your account.

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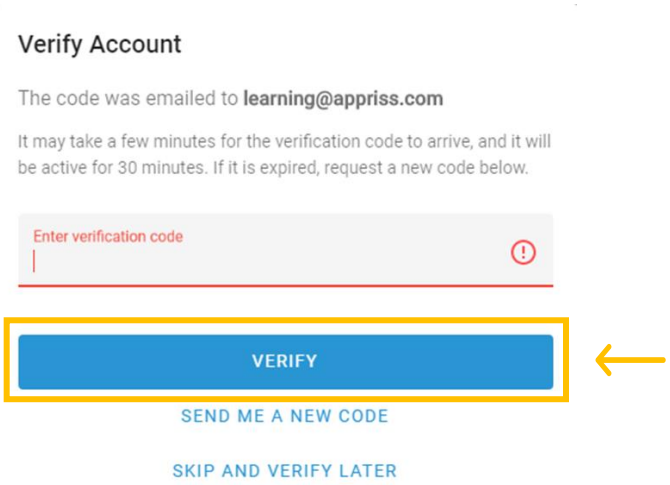
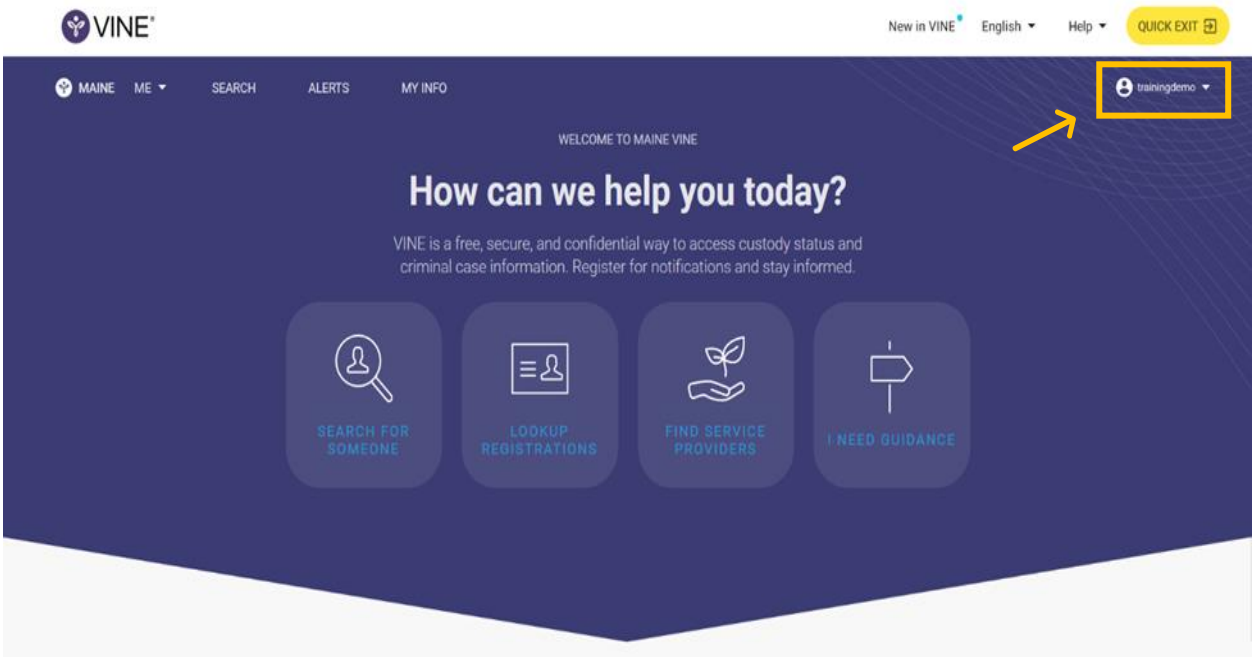


7. Welcome to VINE! You will now be logged in to your account and taken to your state's landing page.

To confirm you are logged in to your account, you will see your username displayed in the header menu.



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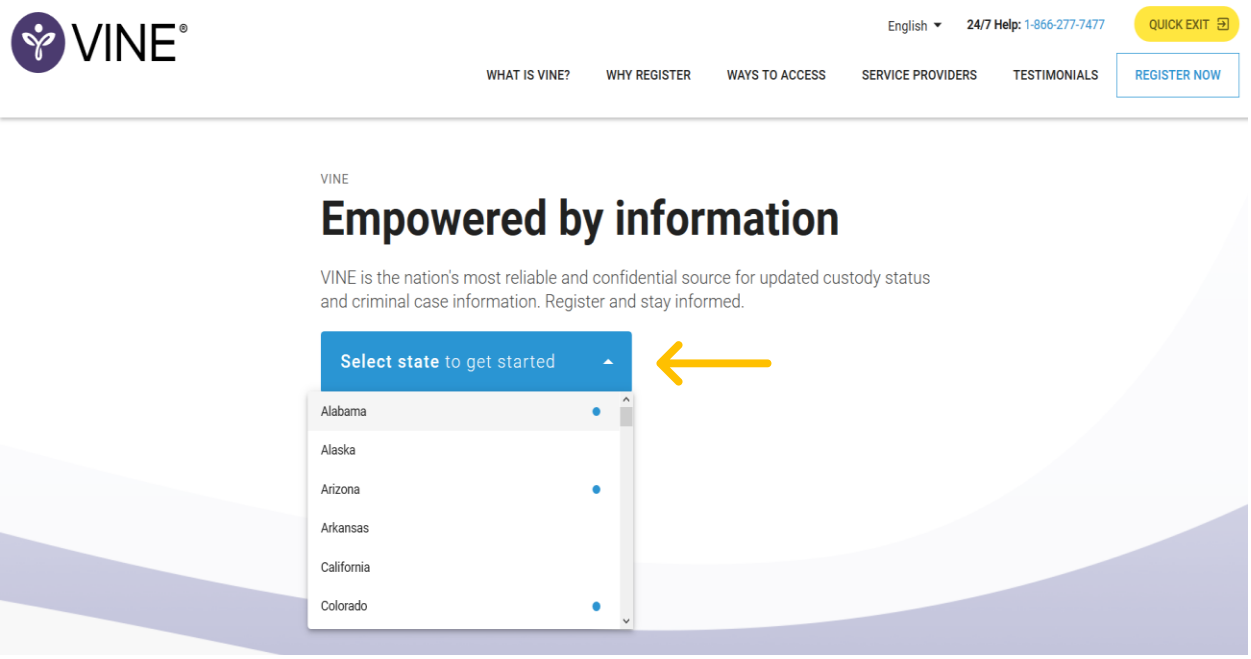
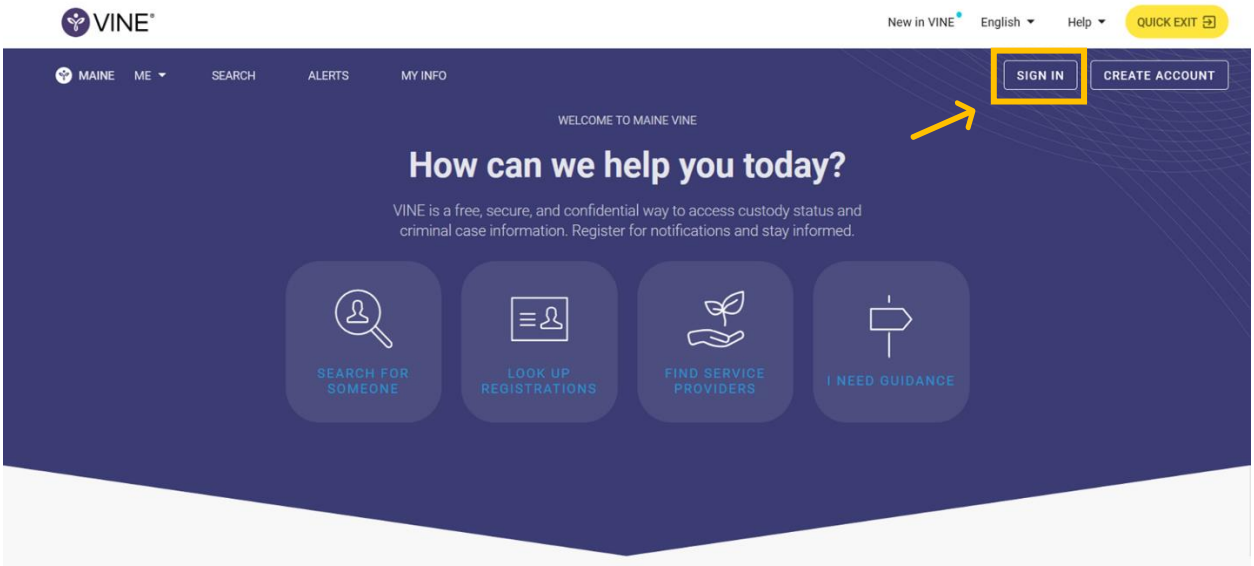
How to Sign in to a VINELink Account

1. Access VINELink via the web at www.vinelink.com or via our free mobile application. Select your **State** to get started.



2. On your state's landing page, select "**Sign In**" from the menu in the header.



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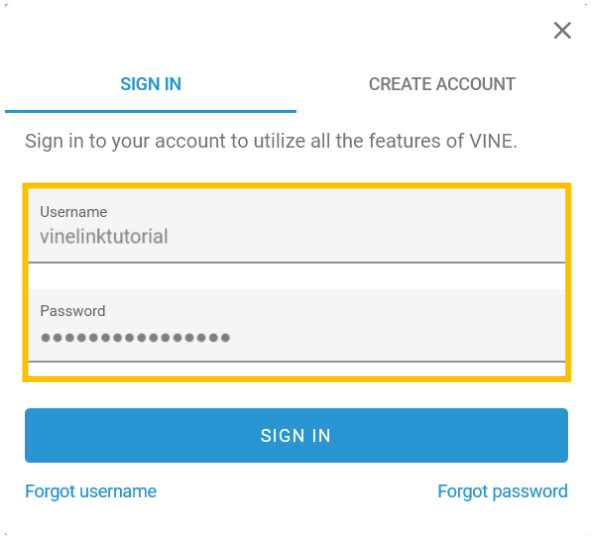
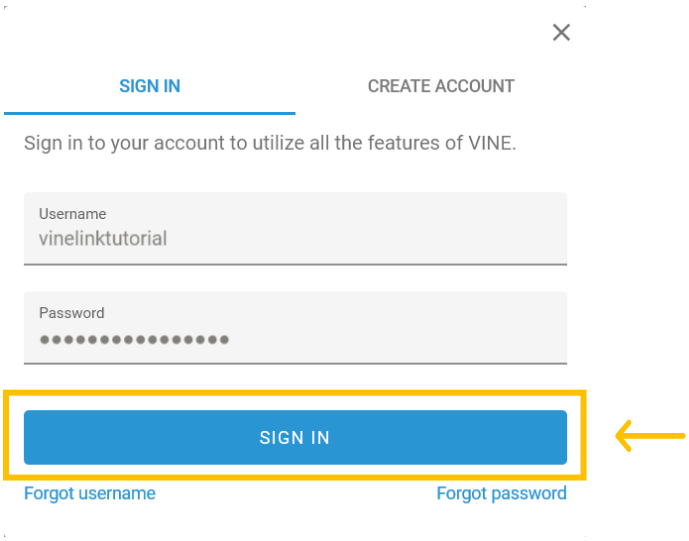
3. On the Sign In form, you will need to enter your unique **Username** and **Password.**



4. Once you have entered your account credentials, click "**Sign In.**"



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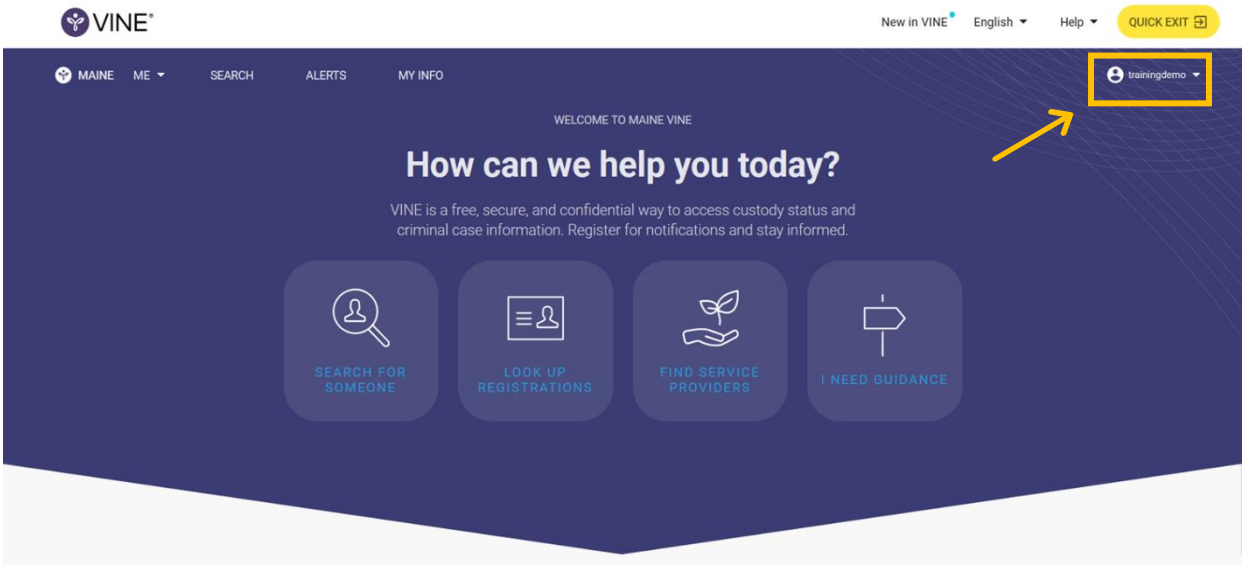
5. Welcome to VINE! You are now logged in and will be directed to your account landing page. Note that your username will display in the header menu to confirm you are logged in to VINELink.

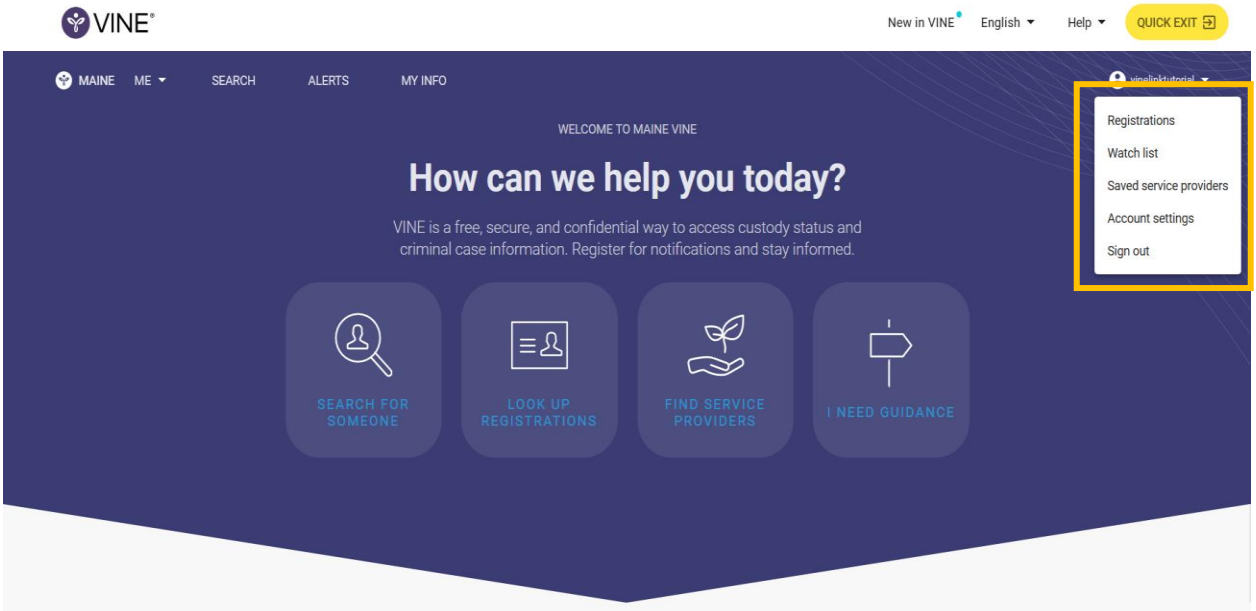
To access more details about your account, select the downward arrow next to your username.



6. From your account dropdown menu, you can access your **Registrations**, **Watch List**, **Saved Service Providers**, and **Account Settings**.

- Your account settings allow you to view your account information, update your password, and manage your four-digit Personal Identification Number (PIN) for notifications.

To exit your account, simply click "**Sign Out**."



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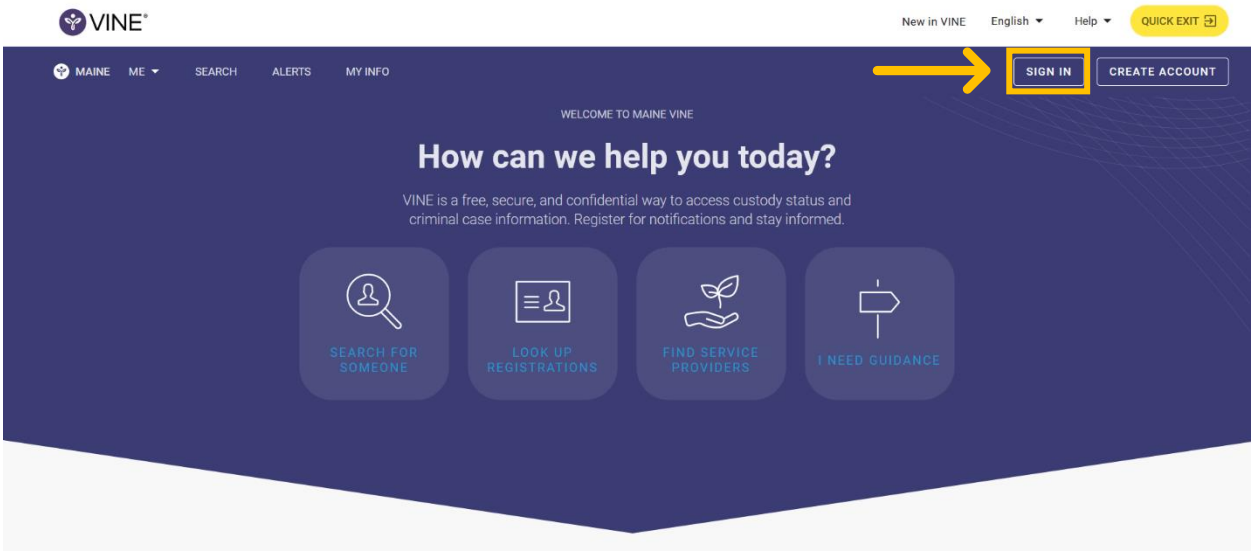
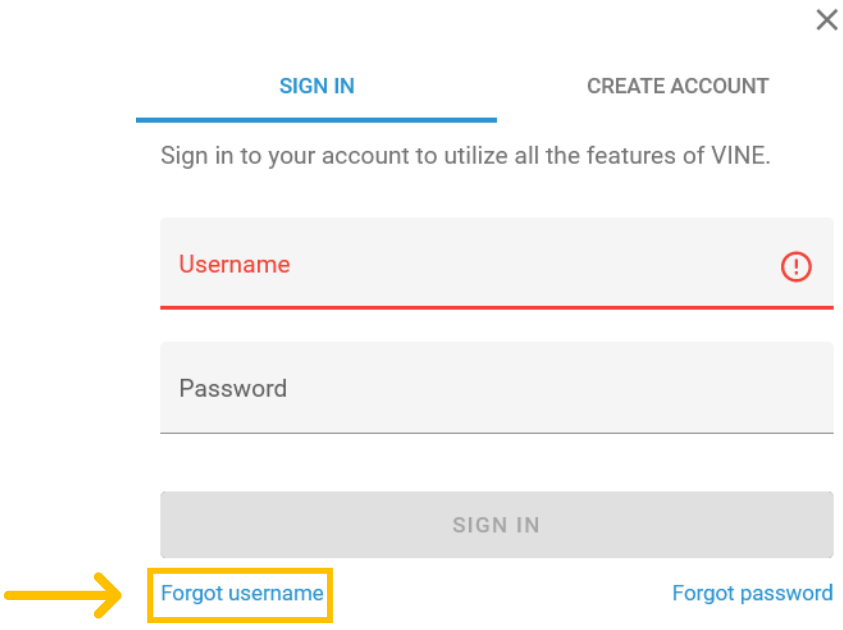
How to Recover My VINELink Account Username

1. For those states that allow the creation of a VINELink account, there is a quick way to recover your username in the event it has been forgotten. First, click **"Sign In"** at the top of the screen.



2. On the sign in screen, click **"Forgot username."**



3. On the following screen, you can choose to recover your username by **email** or **text message**. In this example, we will select "Email."

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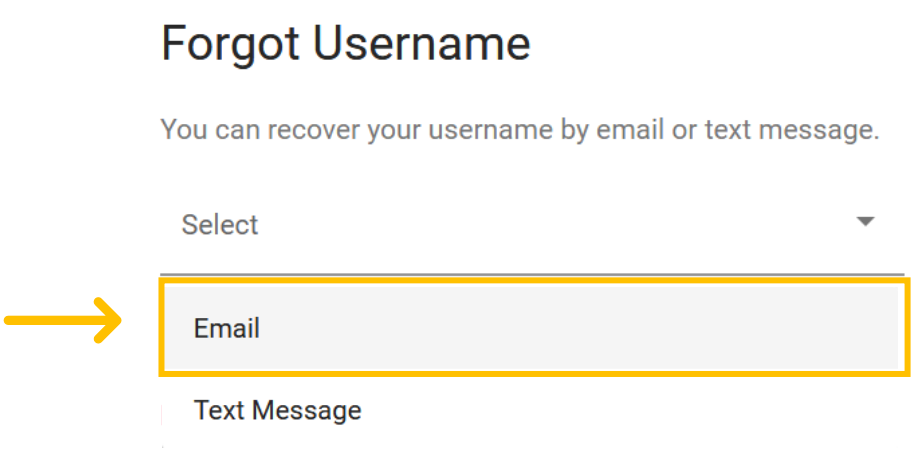
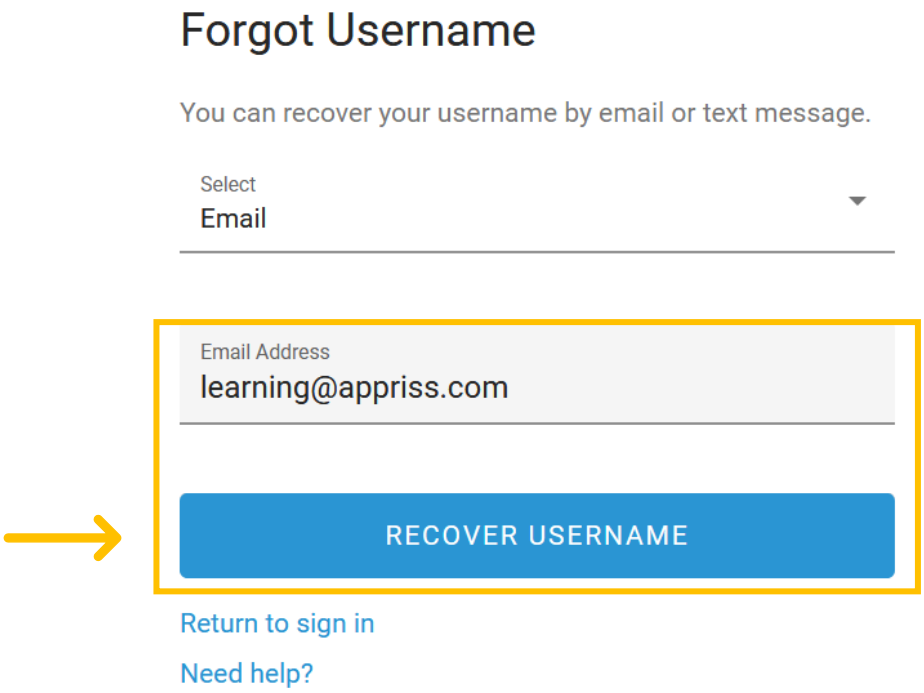


4. Enter your **email address** and then select **"Recover username"** to continue.



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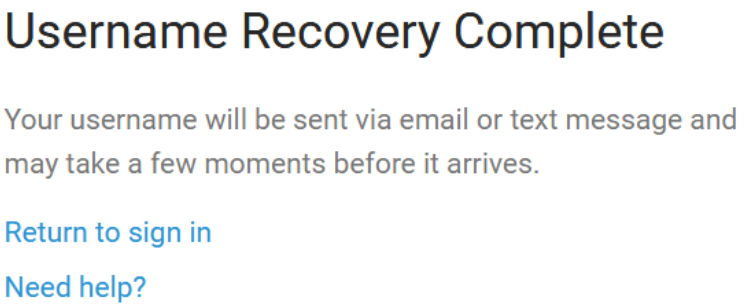
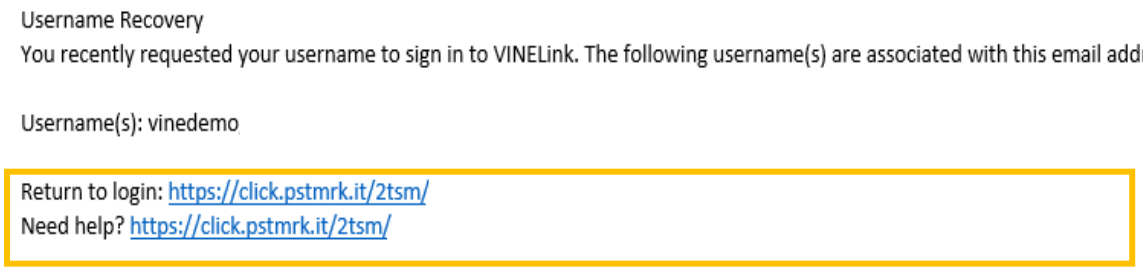
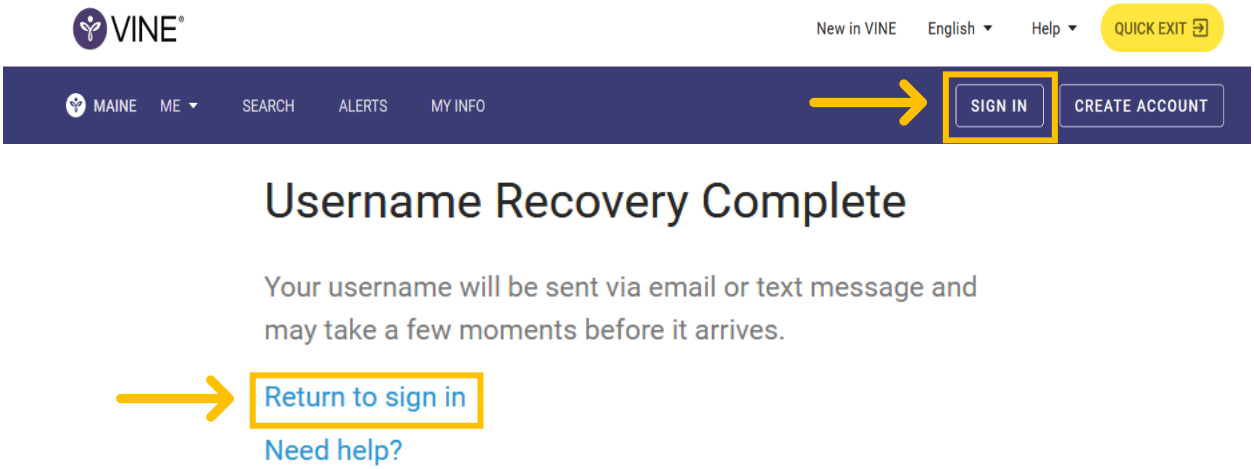
5. Username recovery complete! Your username will be sent via email or text message and may take a few moments before it arrives.



6. Below is an example of an email notification. Note that the email or text notification will include a link to allow you to return to the sign in process or to direct you to our support page for further assistance.



7. To return to the login screen, you may either follow the link in the username recovery notification or select either **"Return to sign in"** or **"Sign In"** from the username recovery complete screen.



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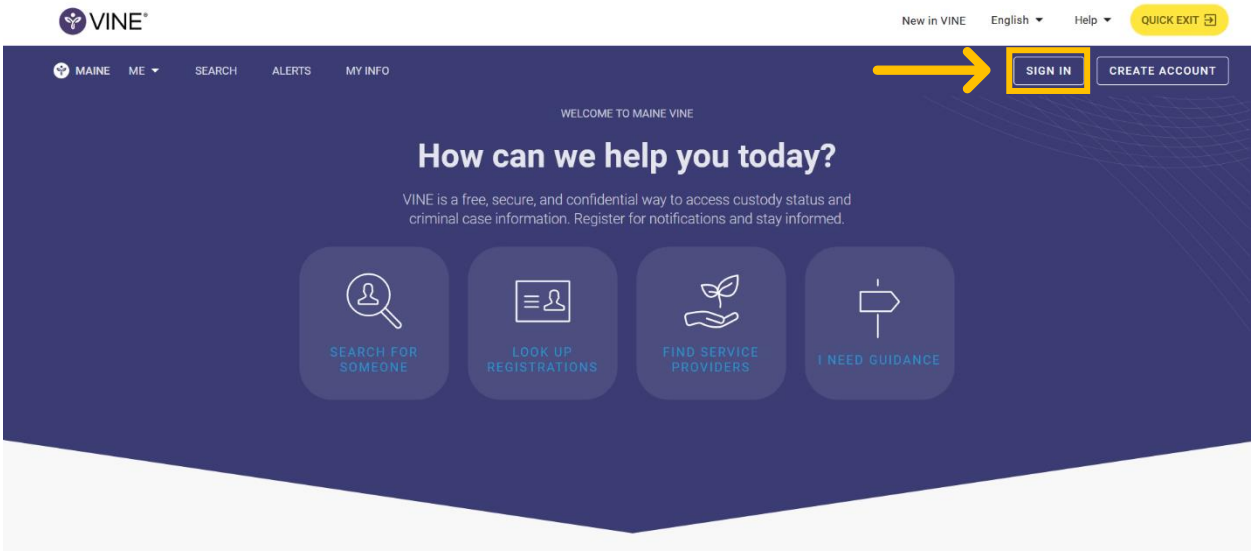
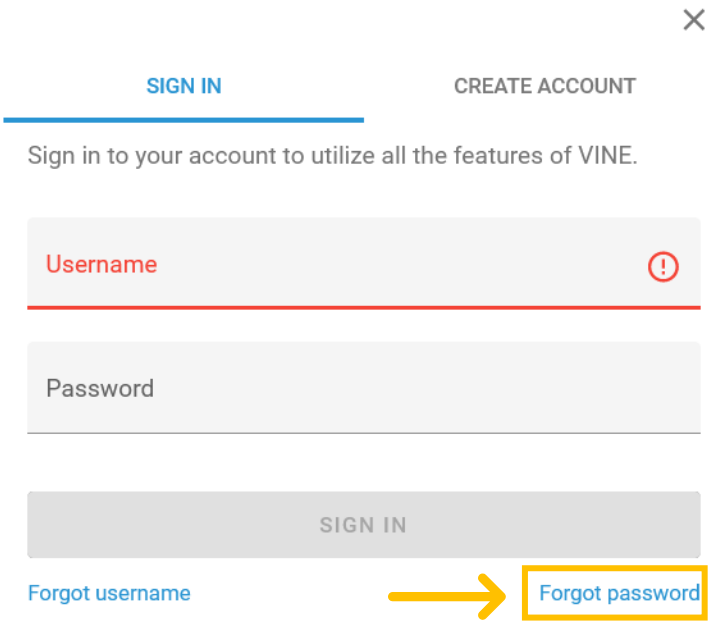
How to Reset My VINELink Account Password

1. For those states that allow the creation of a VINELink account, there is a quick way to recover your password in the event it has been forgotten. First, click **"Sign In"** at the top of the screen.



2. On the sign in screen, click **"Forgot password."**



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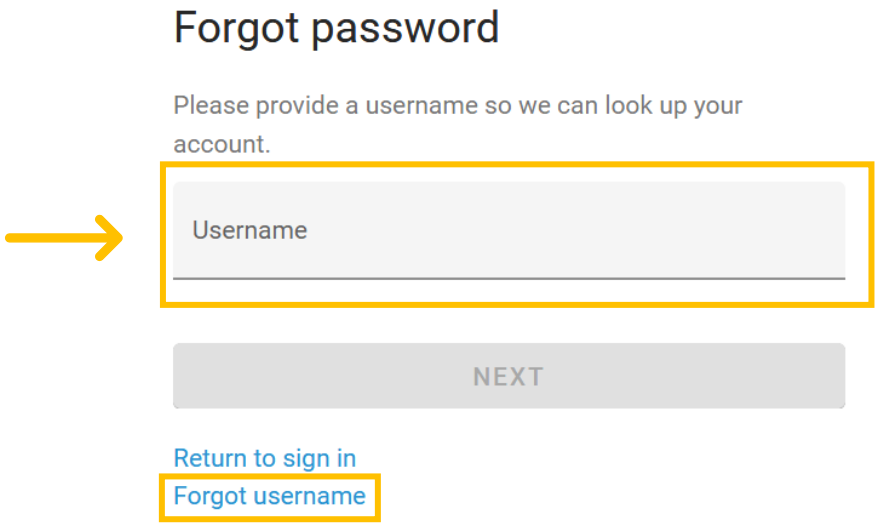
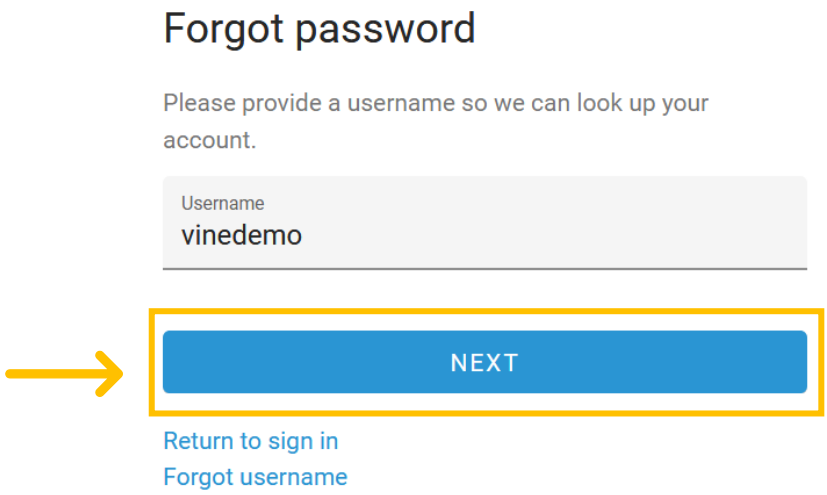
3. On the following screen, you will be asked to enter your **username** so we can look up your account. Note that if you have forgotten your username, you may also select **"Forgot username"** to recover it.



4. Enter your username and then click **"Next."**



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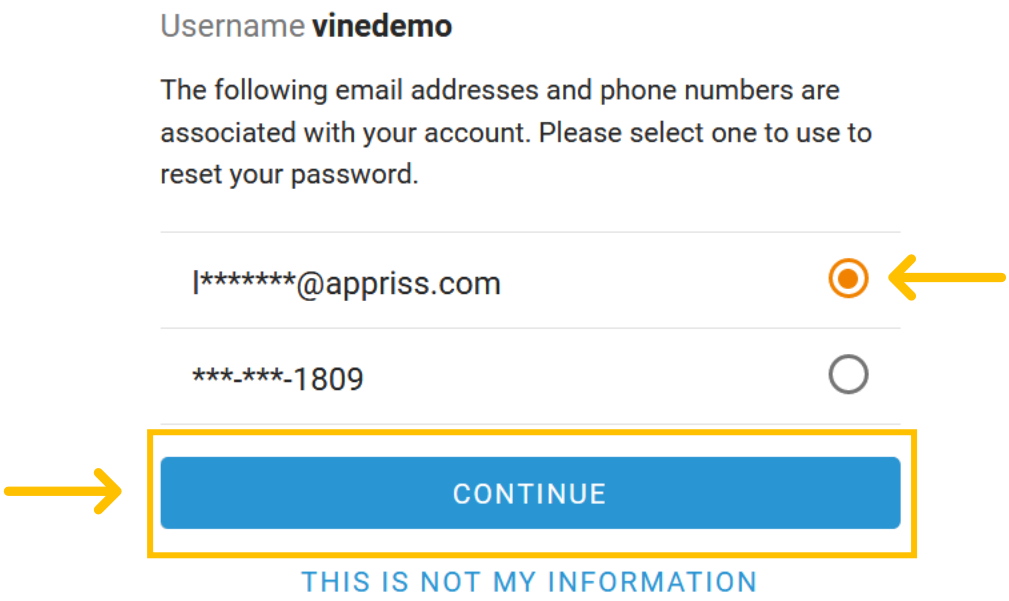
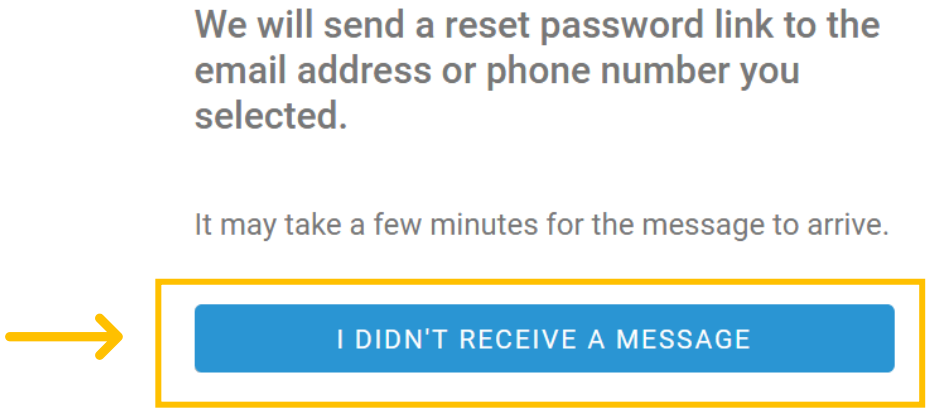
5. On the following screen, you will see a list of any **email addresses** and **phone numbers** associated with the account. Please **select one** to reset the password. In this example, we will choose our email address. Click **"Continue"** to reset your password.

Note: By selecting **"This is not my information,"** you will be taken back a screen to re-enter your username.



6. Your password has been reset! You will receive a reset password link to the email address or phone number you selected. It may take a few minutes for the message to arrive. **The password reset link is valid for 1 hour.**

If you don't receive the message, click **"I didn't receive a message"** to try another delivery address.



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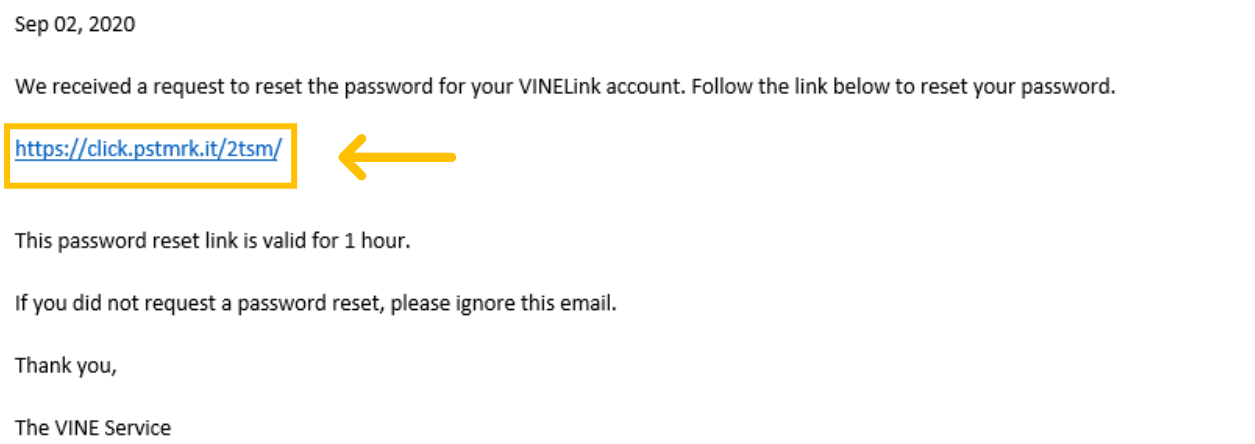
7. An example of the email notification is included below. Follow the link in the notification to reset your VINELink account password.



Sep 02, 2020

We received a request to reset the password for your VINELink account. Follow the link below to reset your password.

https://click.pstmrk.it/2tsm/

This password reset link is valid for 1 hour.

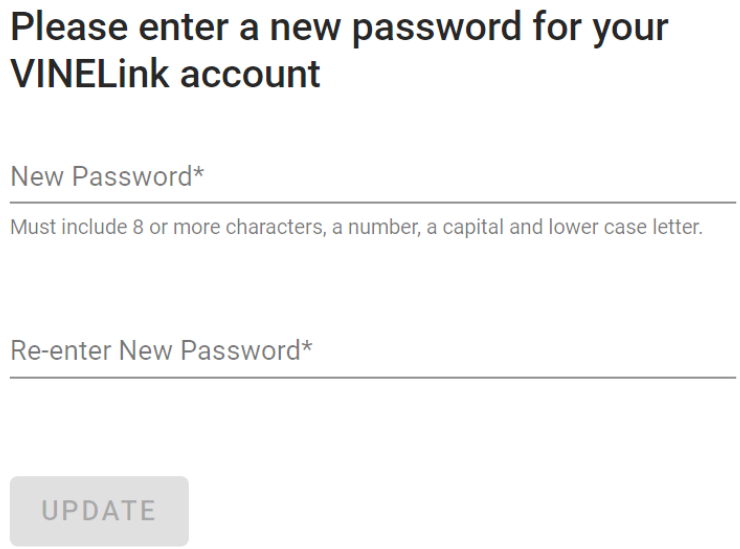
If you did not request a password reset, please ignore this email.

Thank you,

The VINE Service

8. After following the reset password link, you will be asked to create a new password for your VINELink account.

Passwords must include 8 or more characters, a number, a capital letter, and a lowercase letter.



Please enter a new password for your VINELink account

New Password*

Must include 8 or more characters, a number, a capital and lower case letter.

Re-enter New Password*

UPDATE

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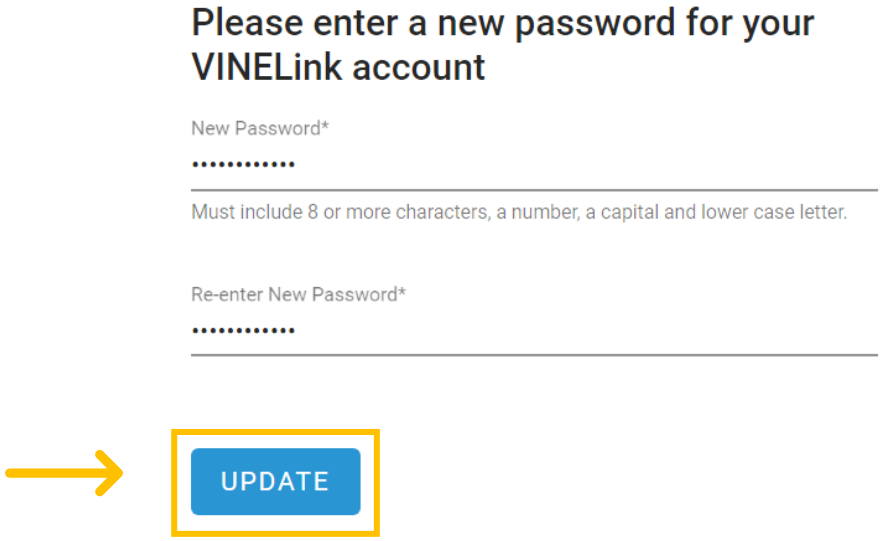
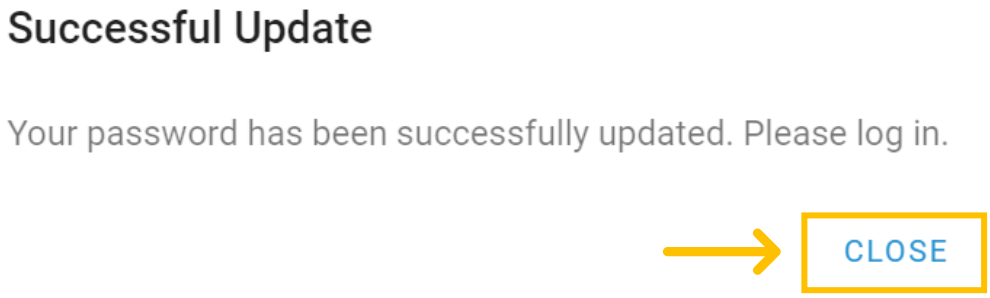
9. Enter your new password, confirm the password by re-entering, and then click **"Update."**



10. Successful update! A message will display confirming your password has been successfully updated. You will now be able to log in using your new password.

Click **"Close"** to return to the **Sign In** screen and complete the login process.



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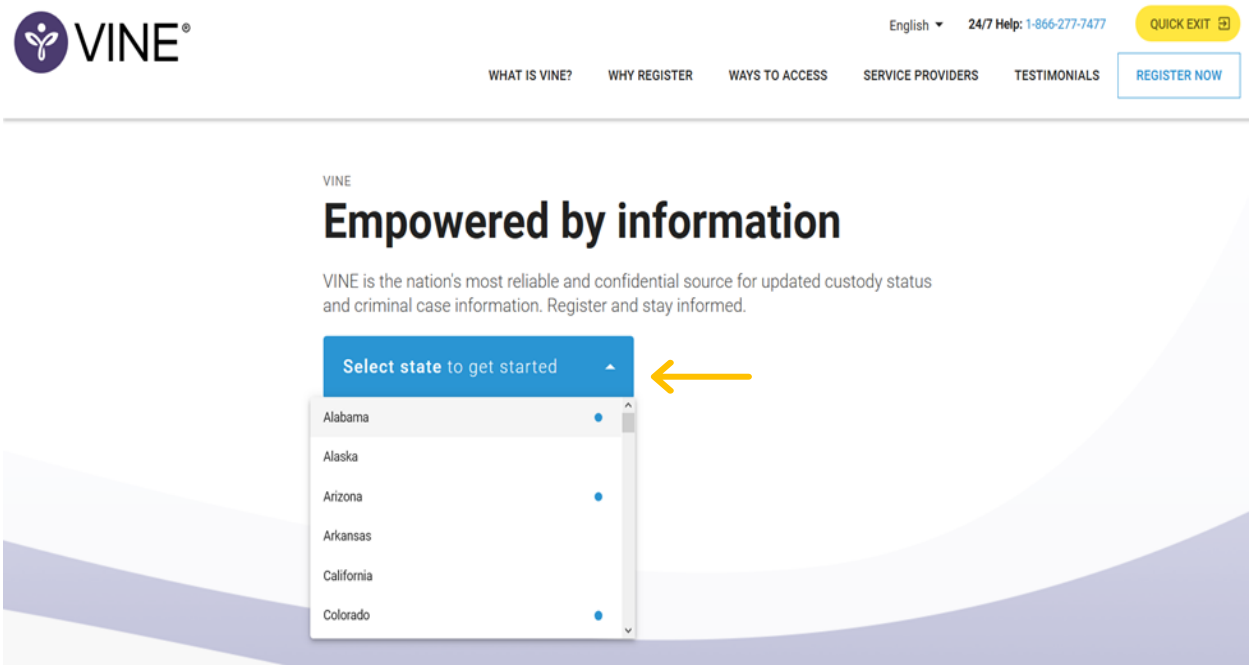
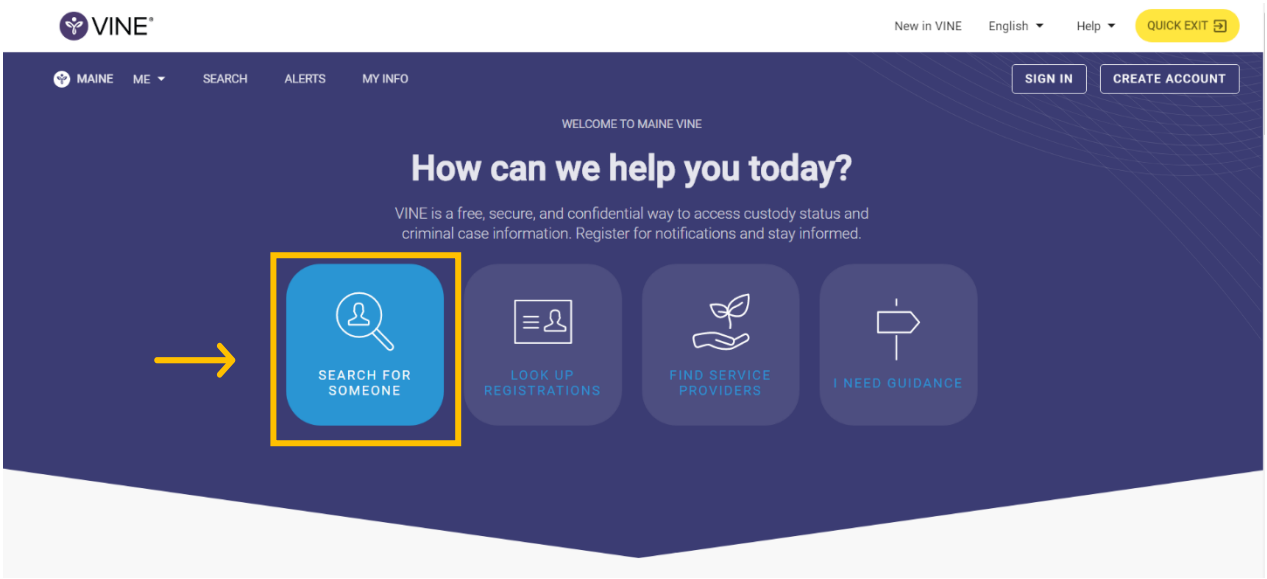
Section 2: Offender Information

How to Search for an Offender in VINELink

1. Access VINELink via the web at www.vinelink.com or via our free mobile application. Select your **State** to get started.



2. To search for an offender, choose **"Search for Someone."**



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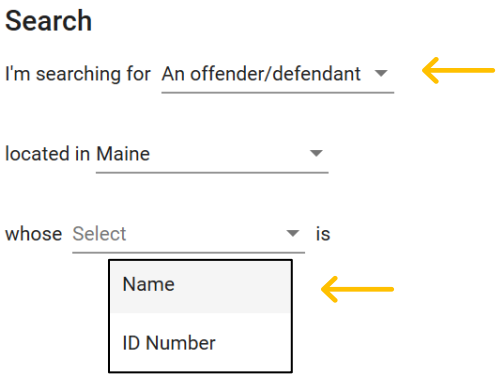
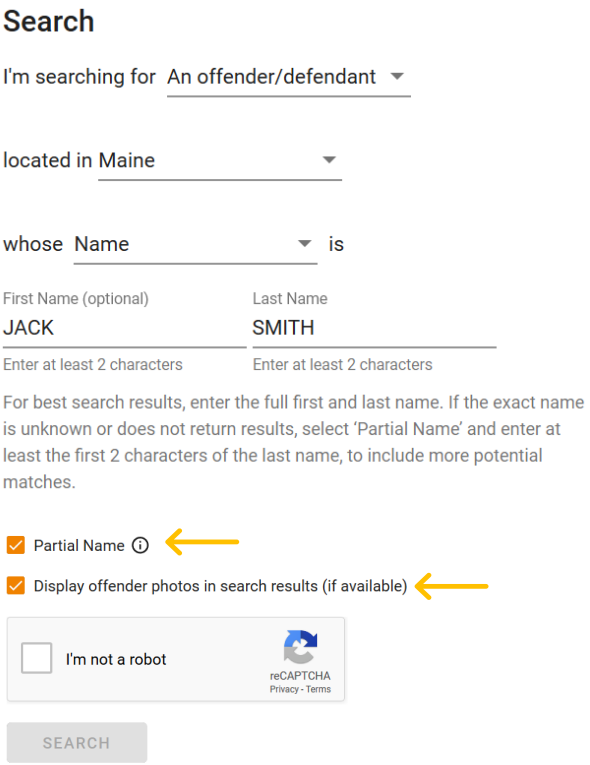
3. In this example, the search criteria will default to "I'm searching for **An offender/defendant."** To continue your search, enter the offender's Name or ID Number. We will search by Name.



NOTE: For those states that do not provide court information in VINE, the "I'm searching for" field will default to only "An offender."

4. For best search results, enter the full first and last name. If the exact name is unknown or does not return results, select "**Partial Name**" and enter at least the first 2 characters of the last name to include more potential matches.

To include any photos that may have been provided by an agency in your search results, choose "**Display offender photos in search results (if available)**."



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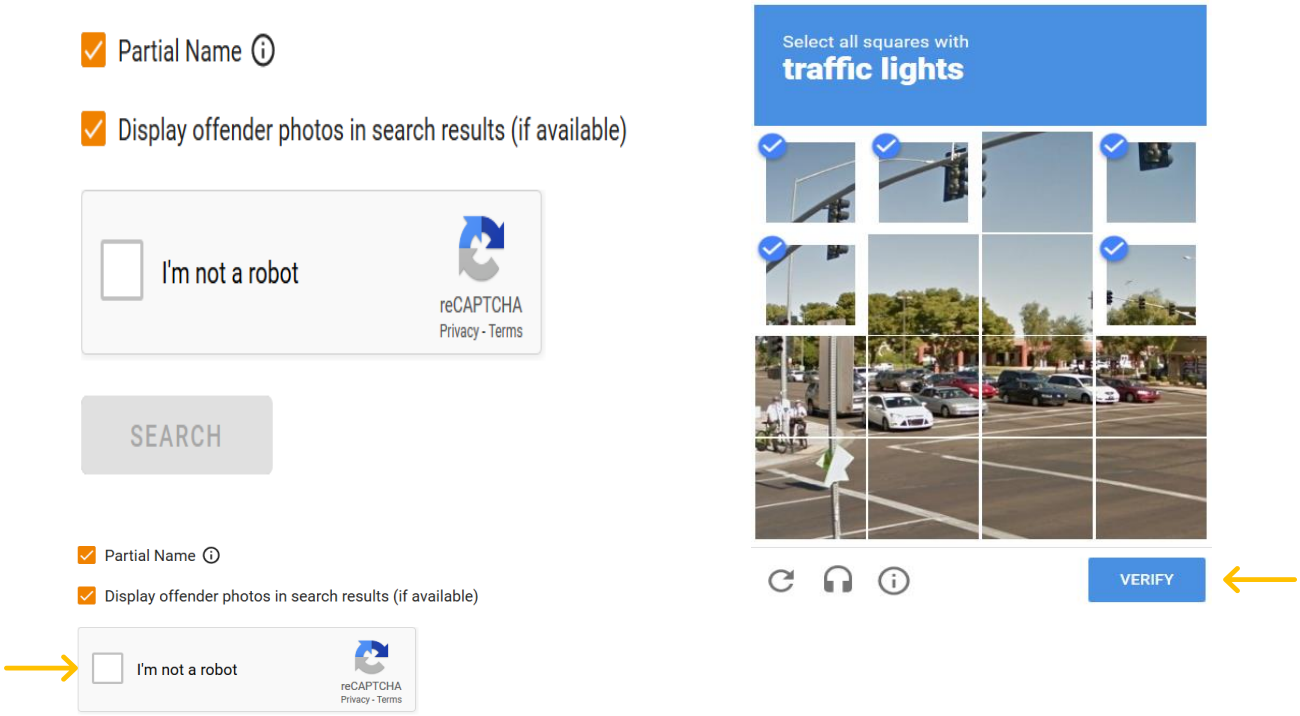
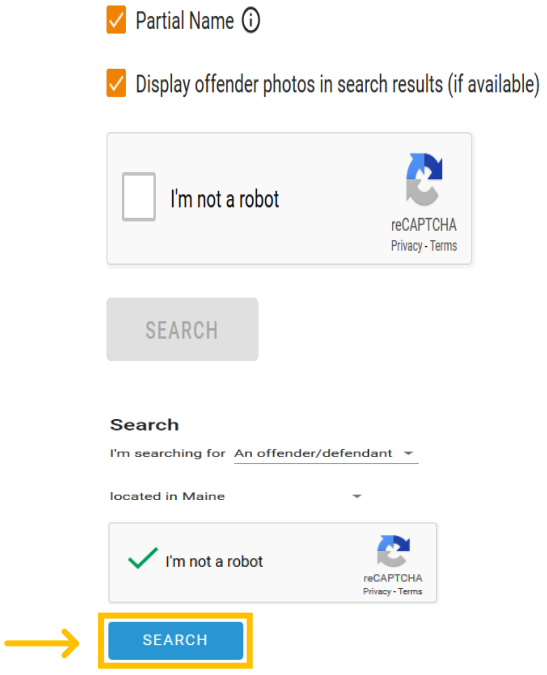
5. For those users who have not created or signed into a VINELink account, a CAPTCHA will need to be solved to continue with the search. Check the box next to "**I'm not a robot**" to generate the CAPTCHA. (The CAPTCHA will vary each time.)

Solve the CAPTCHA by selecting the appropriate images and clicking "**Verify**."



6. After verifying the CAPTCHA, click "**Search**" to continue.



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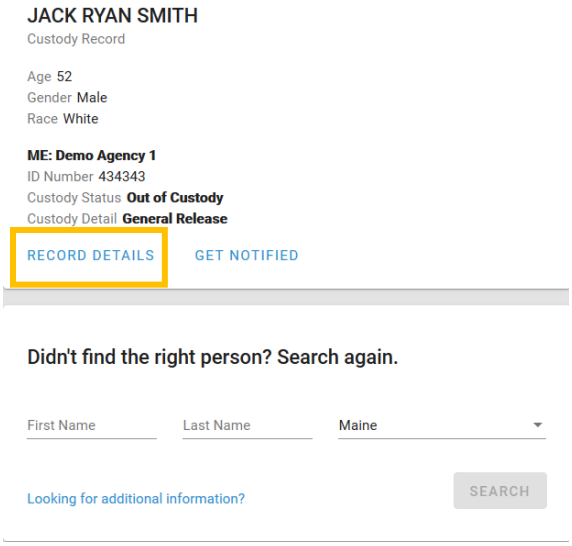
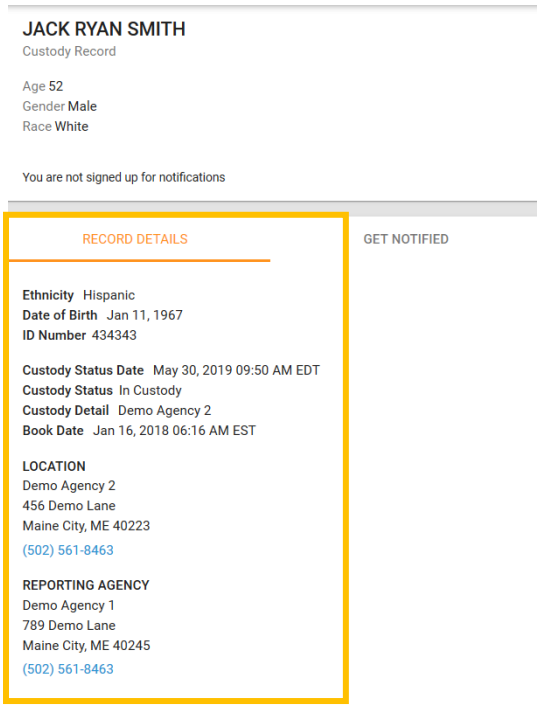
7. Select the offender from the search results. Click on **Record Details** to view custody details. The **Record Details** will list identifying information for the offender, including the offender's name, age, gender, and race (where provided).





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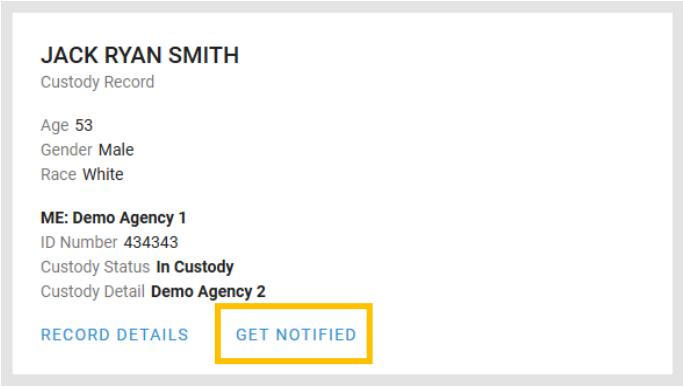
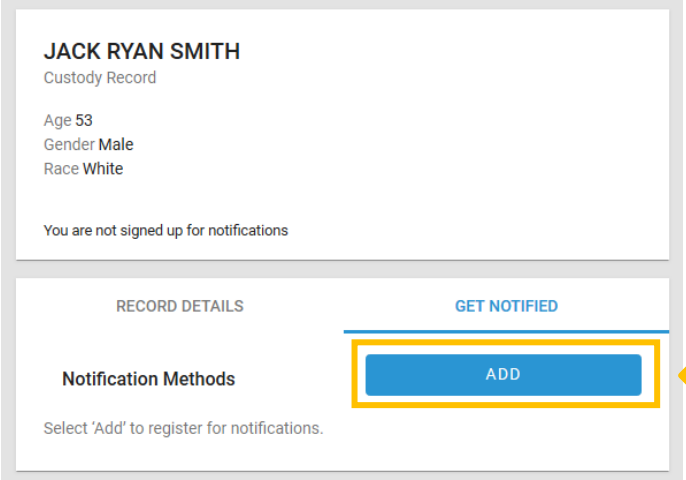
How to Get Notified of Offender Custody Status Changes in VINELink

11. Choose the offender from the search result(s). Click **"Get Notified"** to register to receive VINE custody status notifications on the offender.



2. Click **"Add"** to select your Notification Methods.



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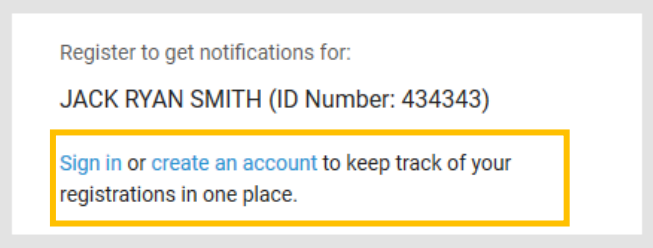
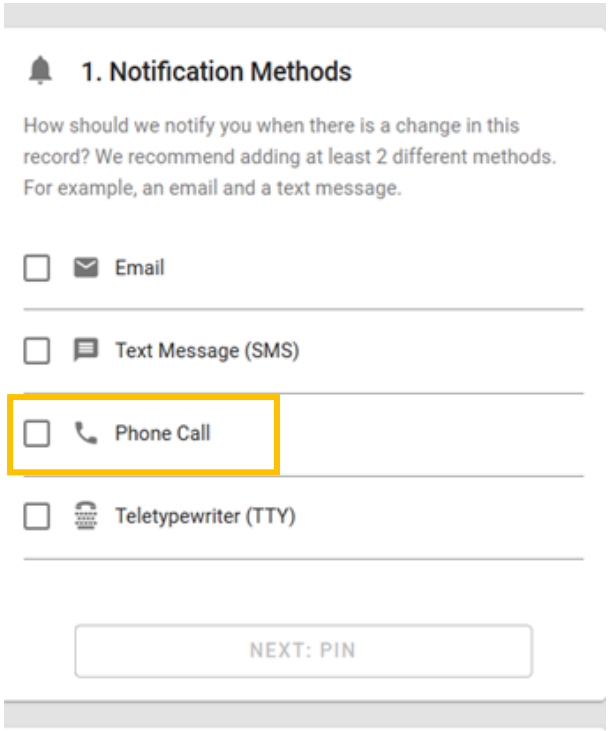
3. You will be taken to the registration workflow. Note the ability to **sign in** or **create a VINELink account** at the top of the registration menu.



4. Under Notification Methods, select how you wish to be notified of any changes in this record. VINE notifications can be delivered by **email**, **text message (SMS)**, **phone call**, or **teletypewriter (TTY)**.

NOTE: For those who have created or signed in to a VINELink account, you will also see an option to have notifications delivered **in-app**.

For this example, I will select "Phone Call."



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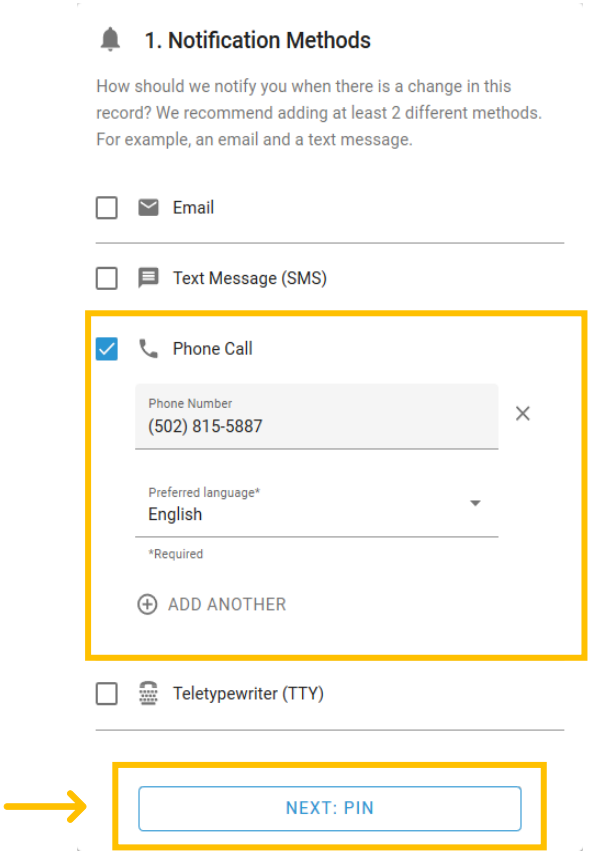
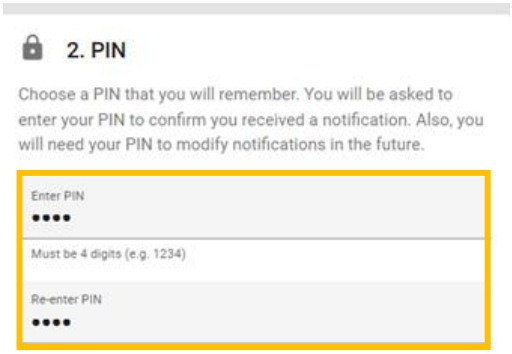
5. Enter the **Phone Number** at which you would like to receive the notification and choose your **preferred language** for the notification. If you would like to register additional phone numbers (such as family members, friends, or other important contacts), click **+Add Another**. You may register as many notification methods as you wish.

Once you have entered the notification methods, select **Next: PIN**.



6. Enter a 4-digit Personal Identification Number (PIN). Choose a PIN that you will remember. You may be asked to enter your PIN to confirm you received a notification or to modify notifications in the future.



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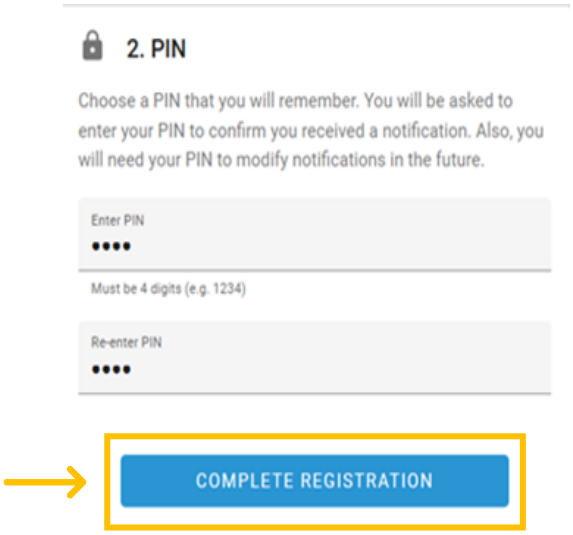
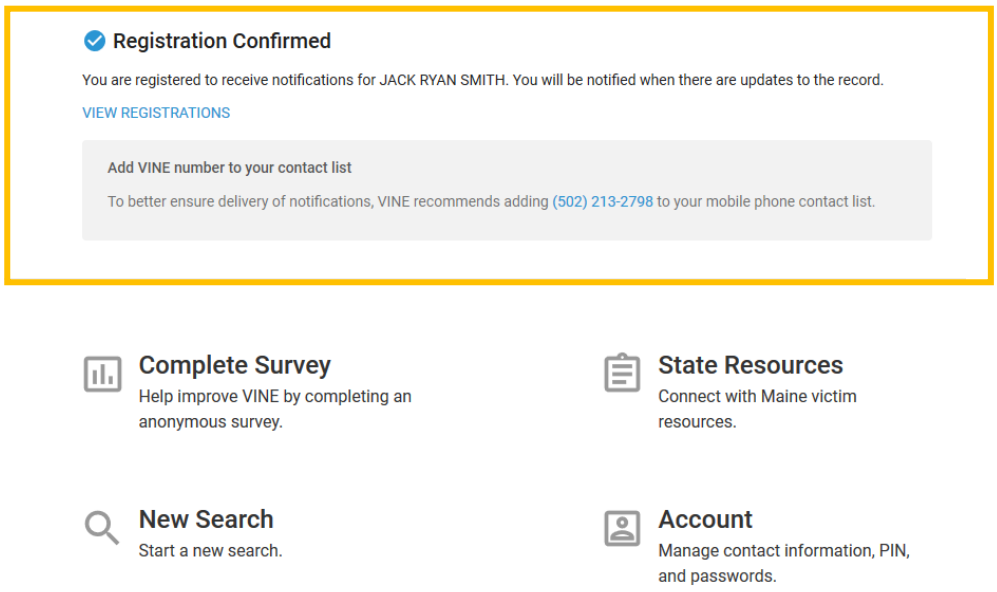
7. Click **"Complete Registration"** to complete the registration process.



8. Registration Confirmed! You are registered to receive notifications for the offender. You will be notified when there are updates to the custody record for the offender.

Note: For phone call and SMS text registrations, we recommend adding the VINE notification number to your contacts list to better ensure delivery of notifications.



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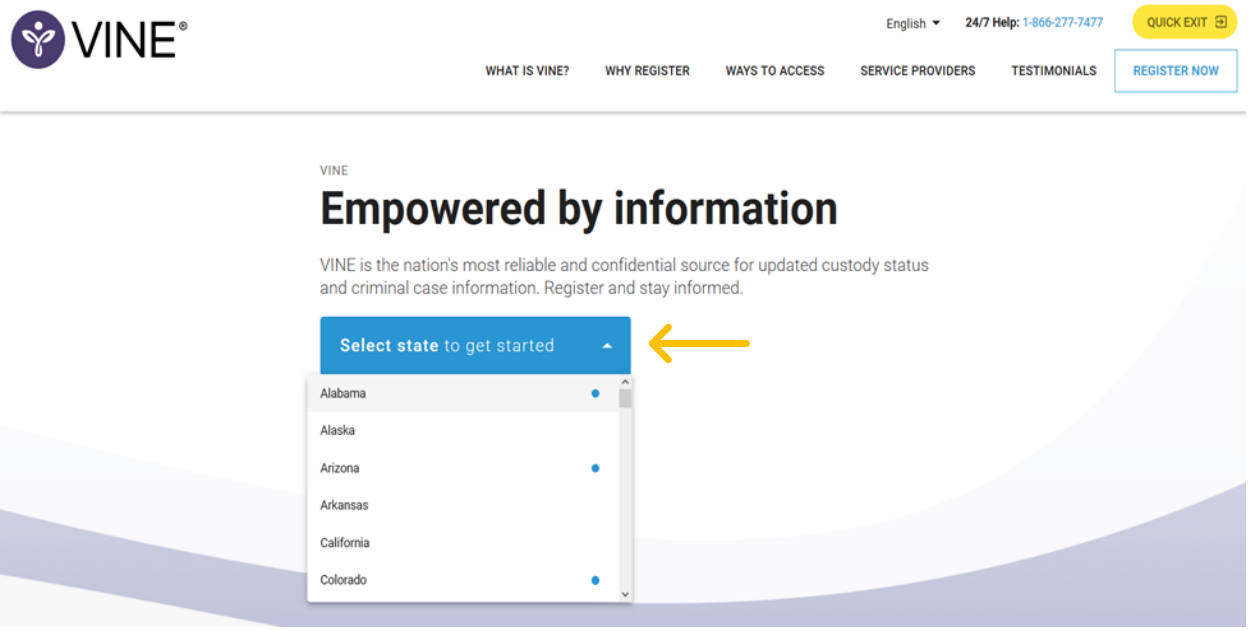
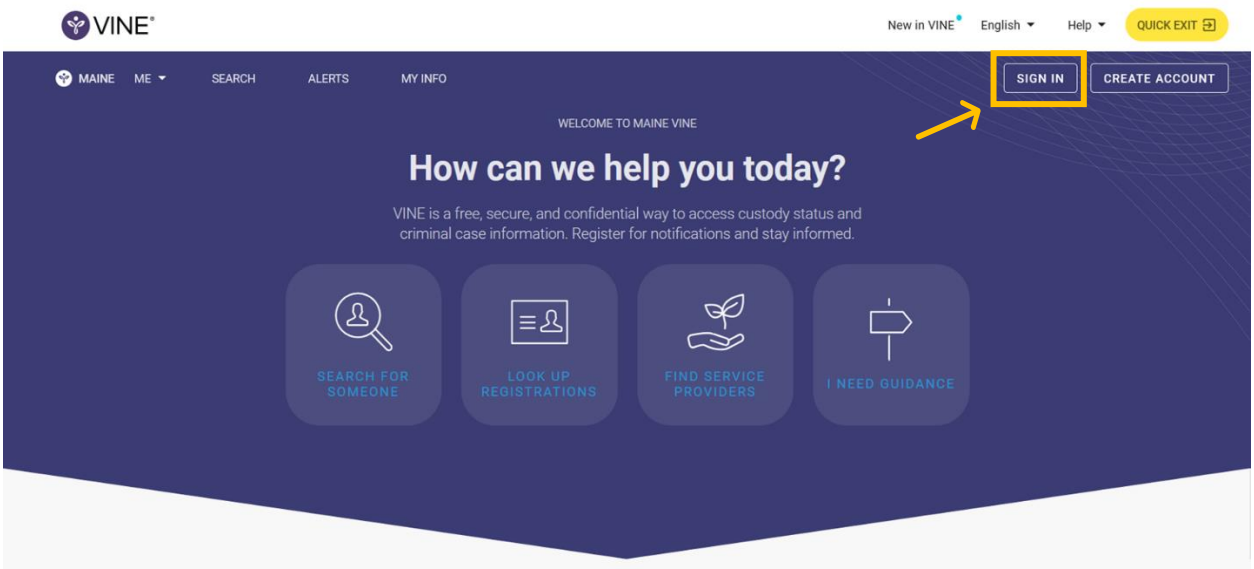
How to Add an Offender to My Watch List in VINELink

1. Access VINELink via the web at www.vinelink.com or via our free mobile application. Select your **State** to get started.



2. To access the **Watch** feature, you must first access your account. On your state's landing page, select "**Sign In.**"



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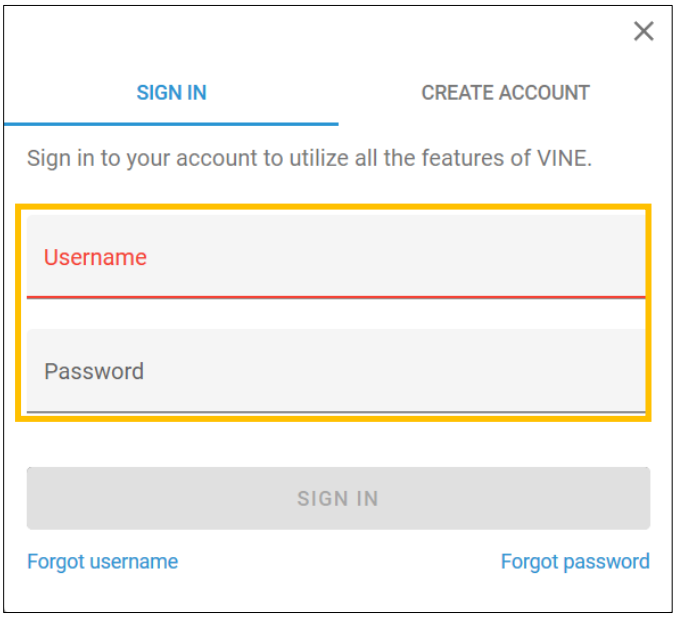
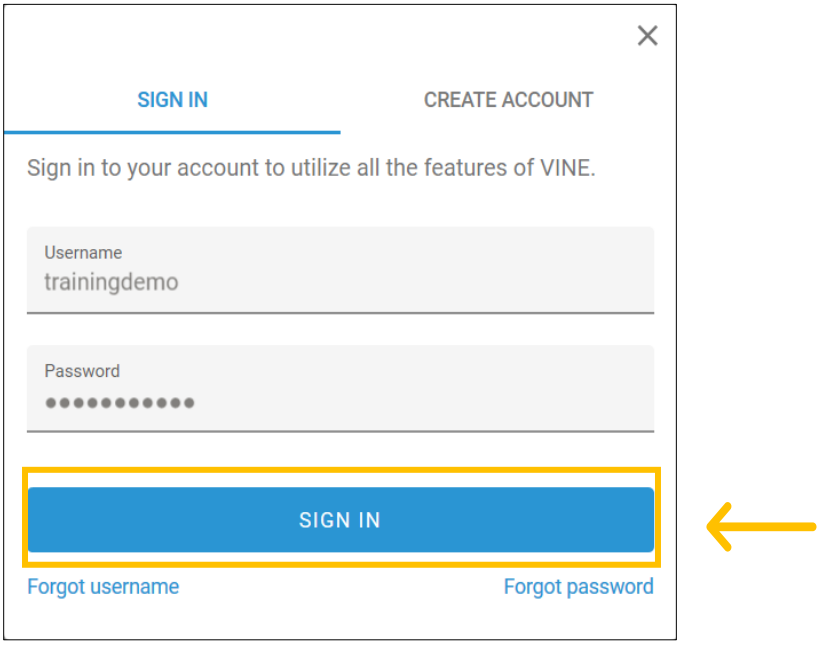
3. On the Sign In form, you will need to enter your unique **Username** and **Password.**



4. Once you have entered your account credentials, click "**Sign In.**"



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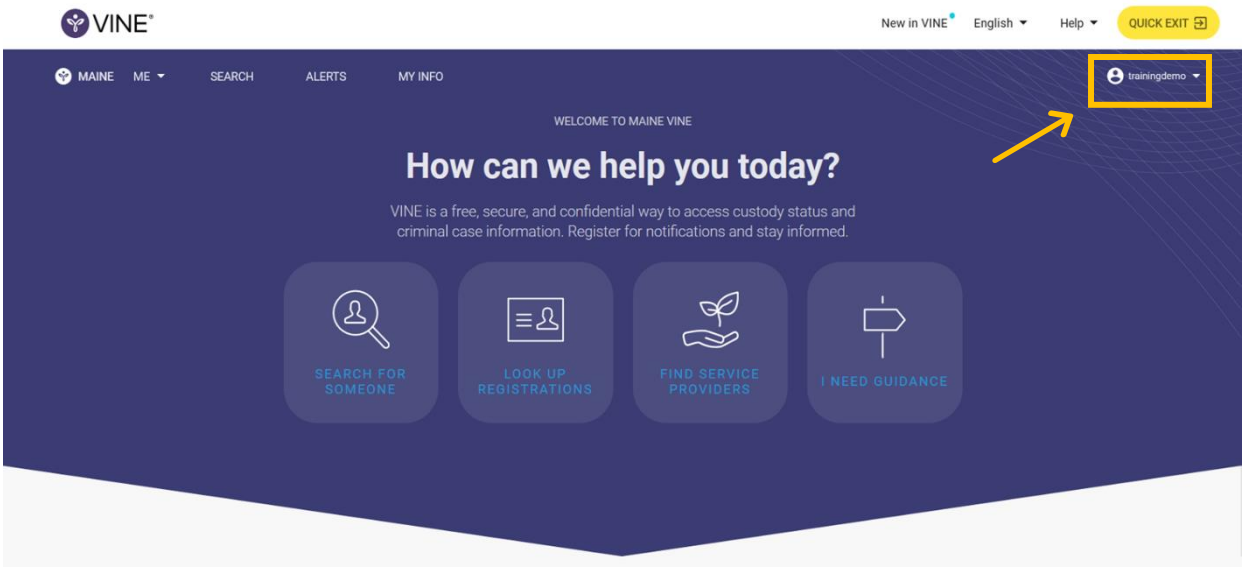
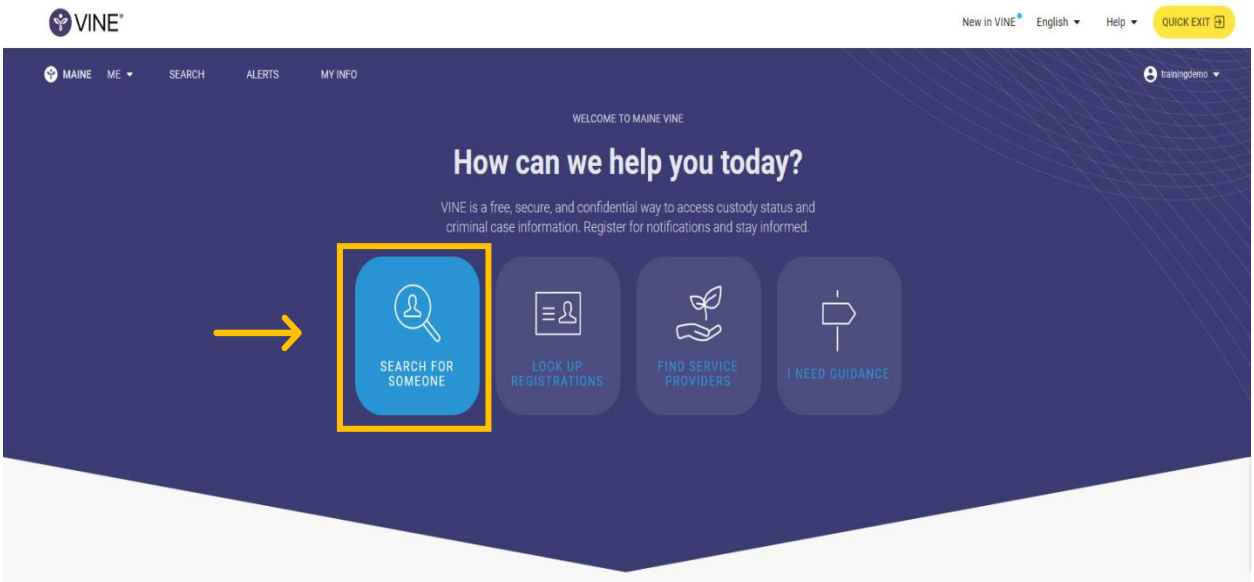
5. Welcome to VINE! You are now logged in and will be directed to your account landing page.

Note that your username will display in the header menu to confirm you are logged in to VINELink. To access more details about your account, select the arrow next to your username.



6. To search for an offender, select **Search for Someone** from the main menu to be taken to the search page.



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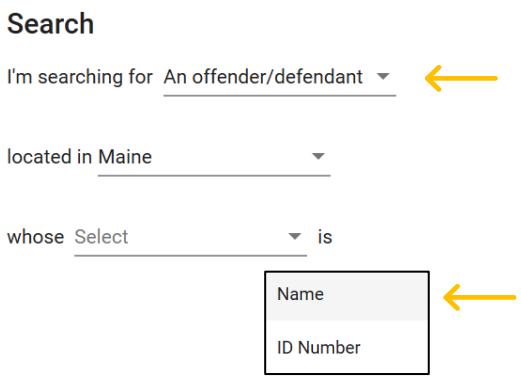
7. On the **Search** page, your selections will default to "**An Offender/Defendant**"* and your state of interest. You may update either of these selections through the dropdown menus next to each selection.

Once you have confirmed your state and search options, you may search for the defendant by **Name** or **ID Number**. In this example, we will select "Name."

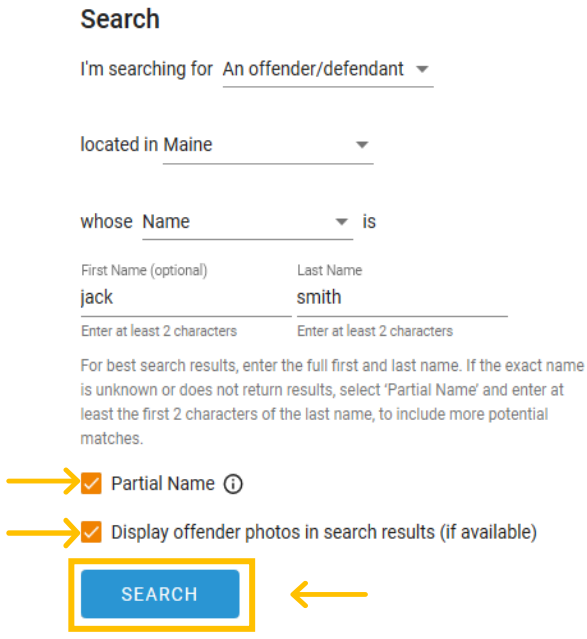


***Note:** For those states where court information is not provided to VINE, your option will default to only "An offender."

8. For this example, we will enter the name of the defendant. If the exact name is unknown or does not return results, select "**Partial Name**" and enter at least the first 2 characters of the last name to include more potential matches.

To include any photos that may have been provided by an agency in your search results, choose "**Display offender photos in search results (if available).**"

Once you have entered your search criteria, click "**Search.**"



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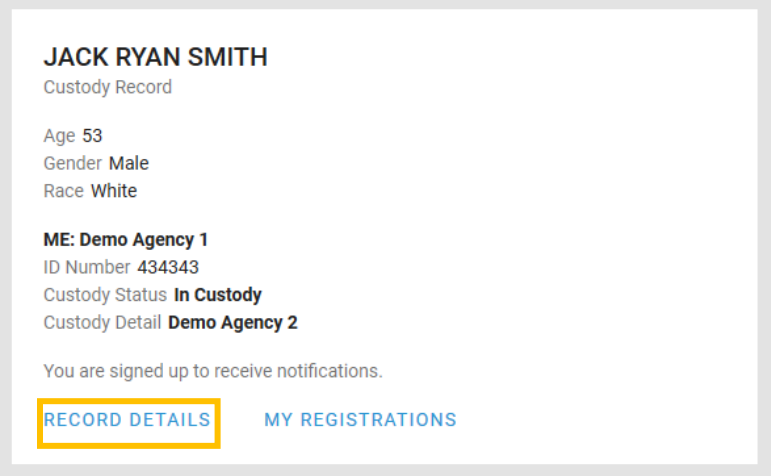
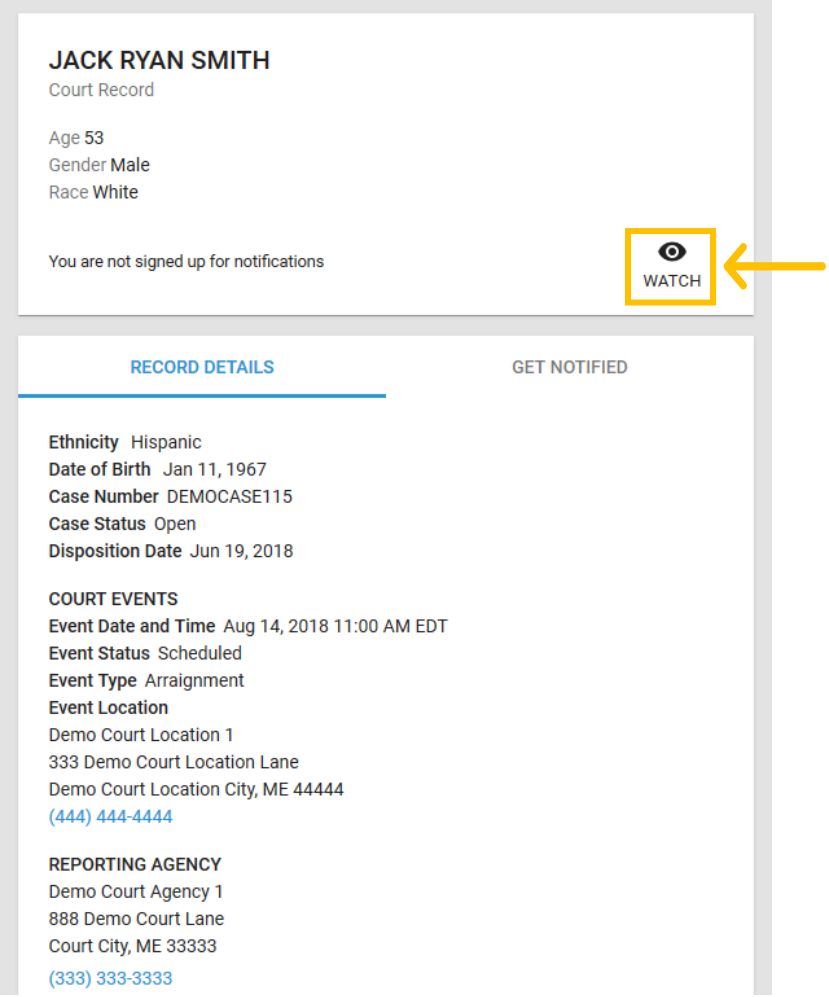
9. Choose the offender from the search result(s). Click on **"Record Details"** to view the offender custody status details.



10. Click the **"Watch"** icon to add the offender to your **Watch List**.



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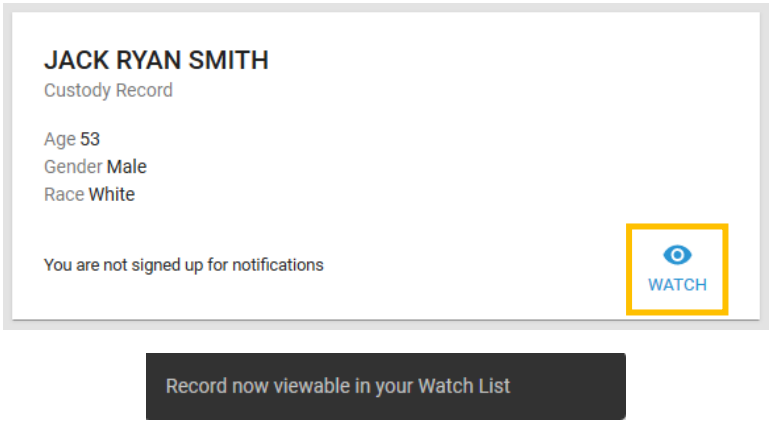
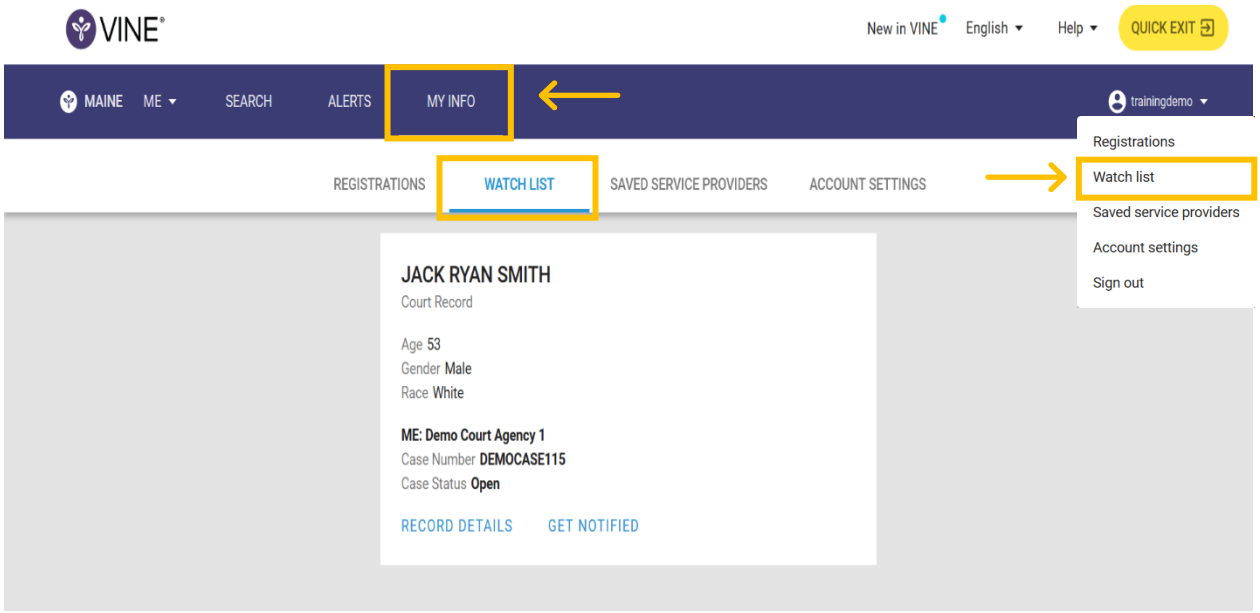
11. You will see a brief pop-up stating "**Record now viewable in your Watch List.**" The Watch icon will also change to blue to indicate your selection.



12. To view your Watch List, select **My Info** and then the **Watch List** tab. Or, select the "**Watch list**" option from your account details dropdown menu.



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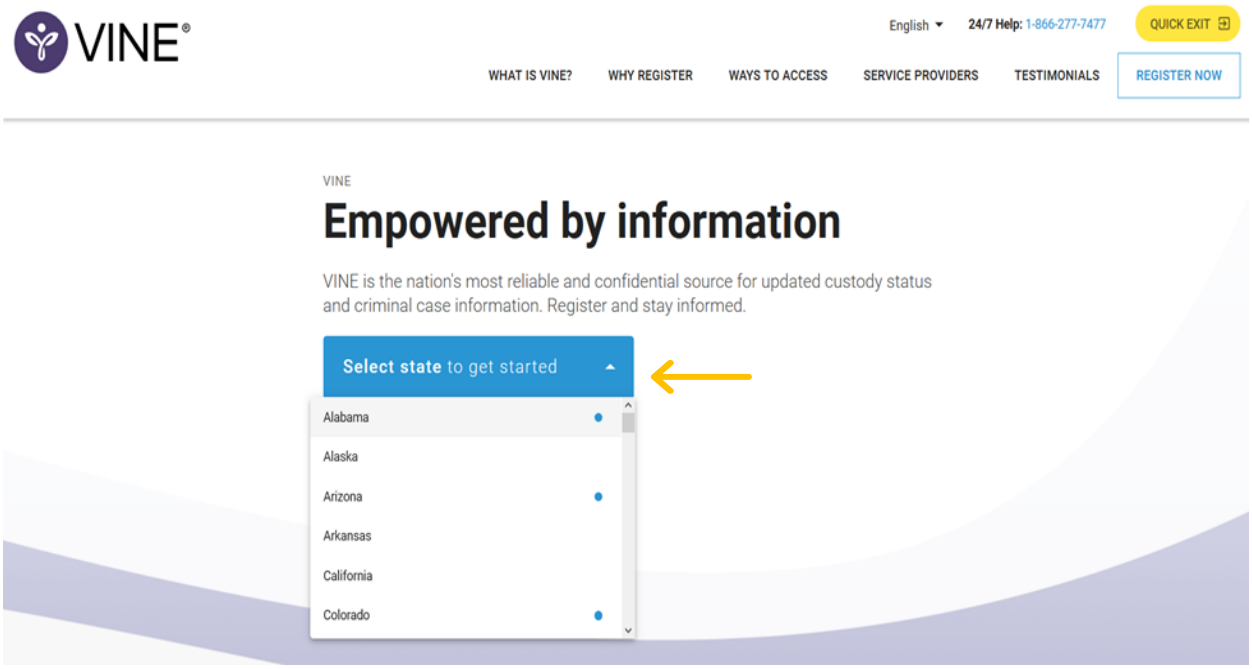
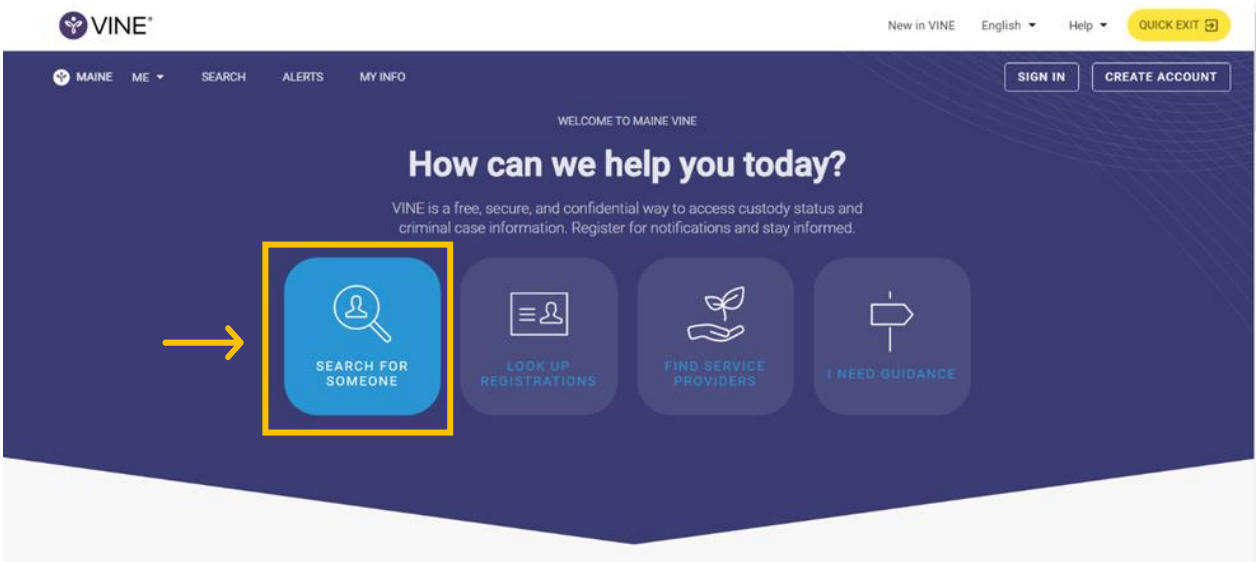
Section 3: Defendant Information

How to Search for a Defendant Court Case in VINELink

1. Access VINELink via the web at www.vinelink.com or via our free mobile application. Select your **State** to get started.



2. To search for a defendant court case, choose **"Search for Someone."**



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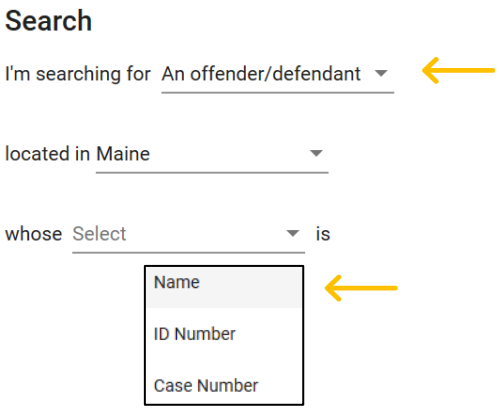
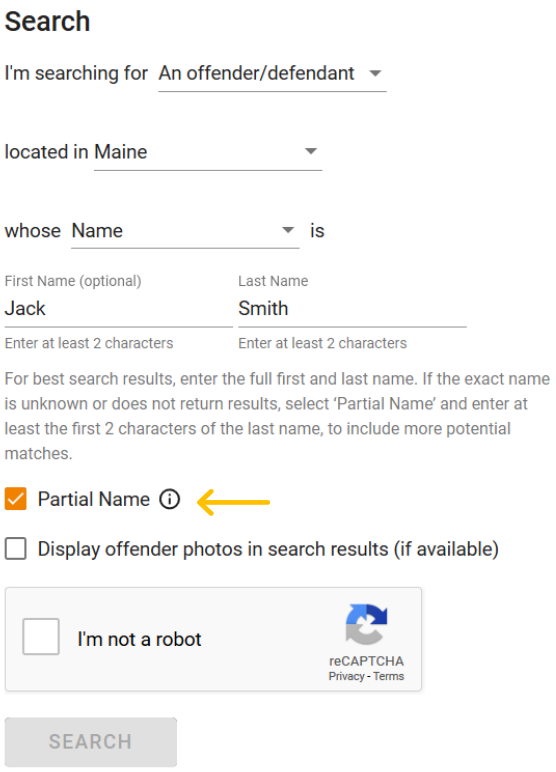
3. In this example, the search criteria will default to "I'm searching for **An offender/defendant**." To continue your search, enter the Name or Case Number of the defendant. We will search by Name.



4. For best search results, enter the full first and last name. If the exact name is unknown or does not return results, select "**Partial Name**" and enter at least the first 2 characters of the last name to include more potential matches.



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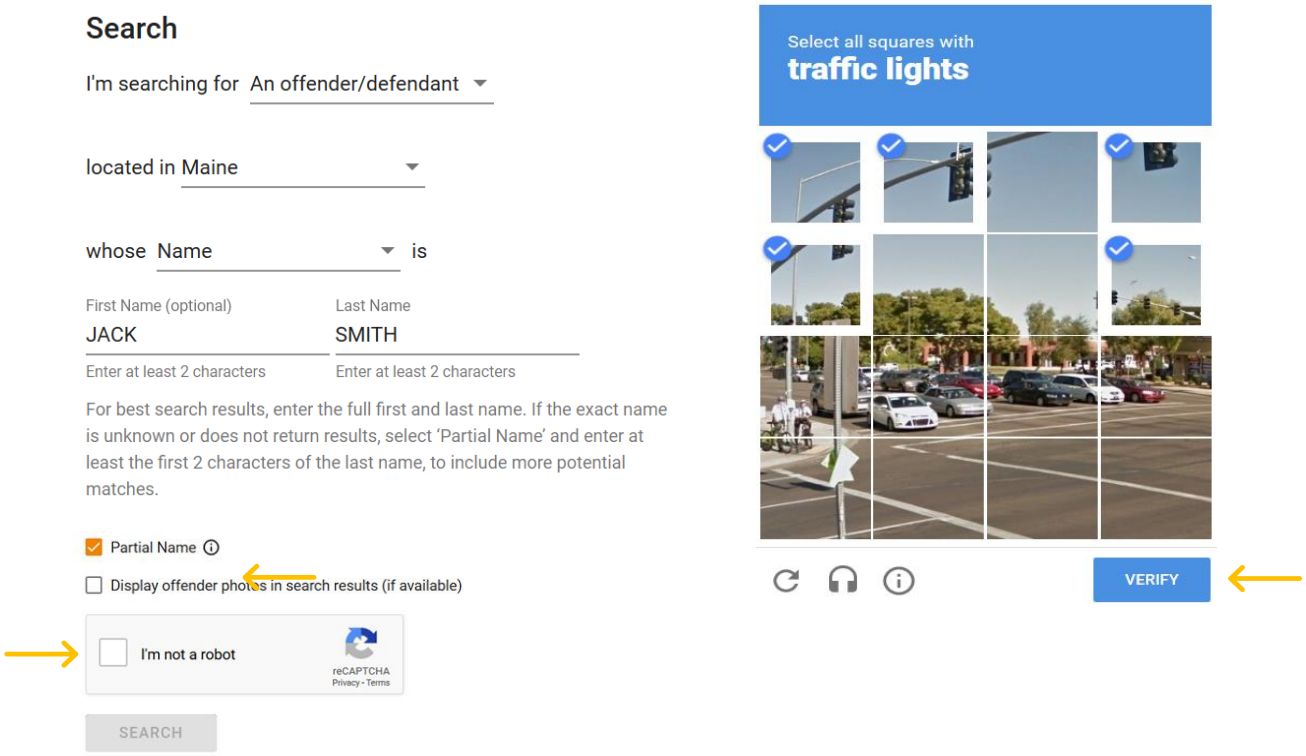
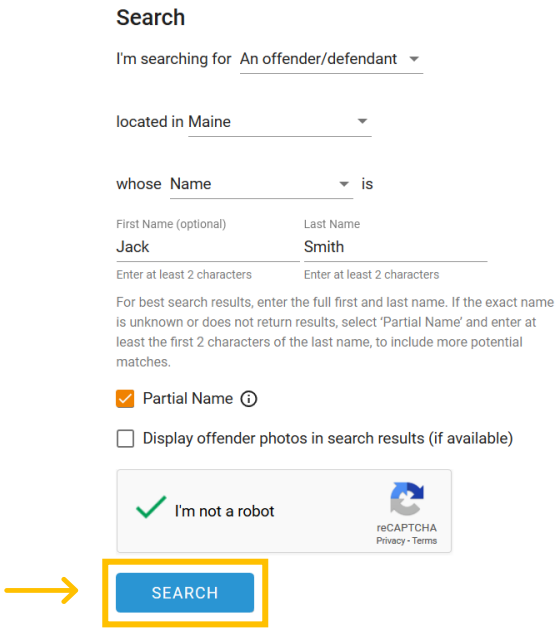
5. For those users who have not created or signed into a VINELink account, a CAPTCHA will need to be solved to continue with the search. Check the box next to "**I'm not a robot**" to generate the CAPTCHA. (The CAPTCHA will vary each time.)

Solve the CAPTCHA by selecting the appropriate images and clicking "**Verify**."



6. After verifying the CAPTCHA, click "**Search**" to continue.



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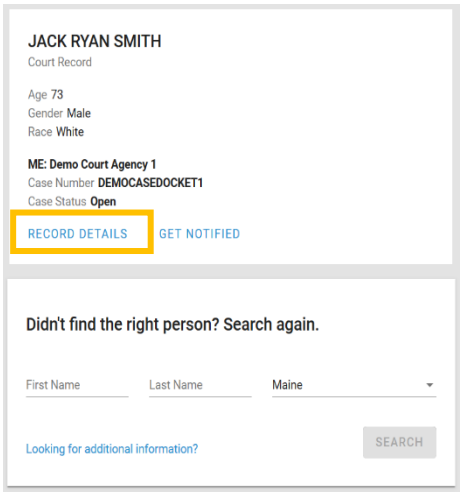
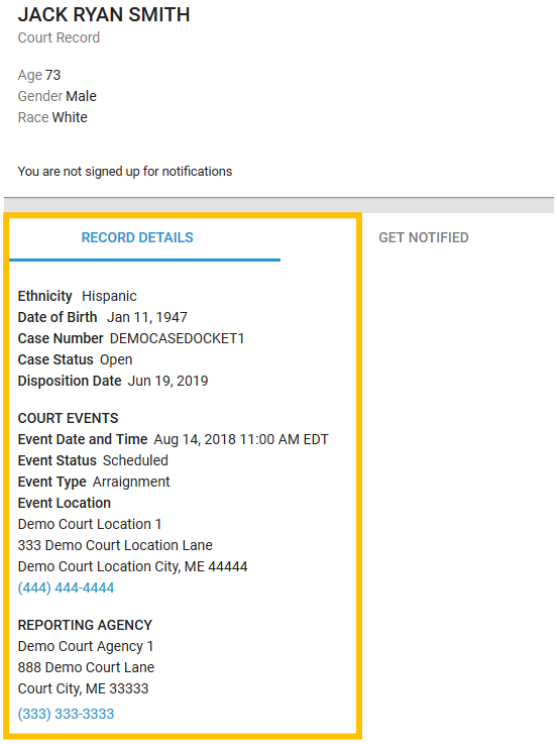
7. Select the defendant from the search results. Click on **Record Details** to view court record details. The **Record Details** will list identifying information for the defendant, including the defendant's name, age, gender, and race (where provided).





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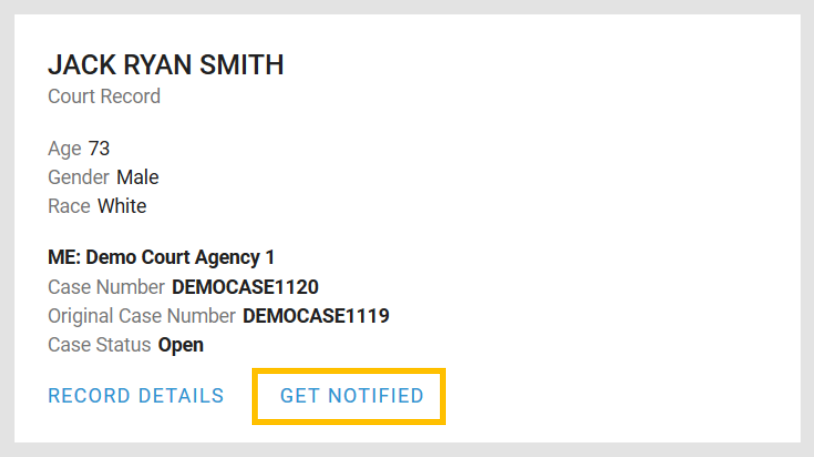
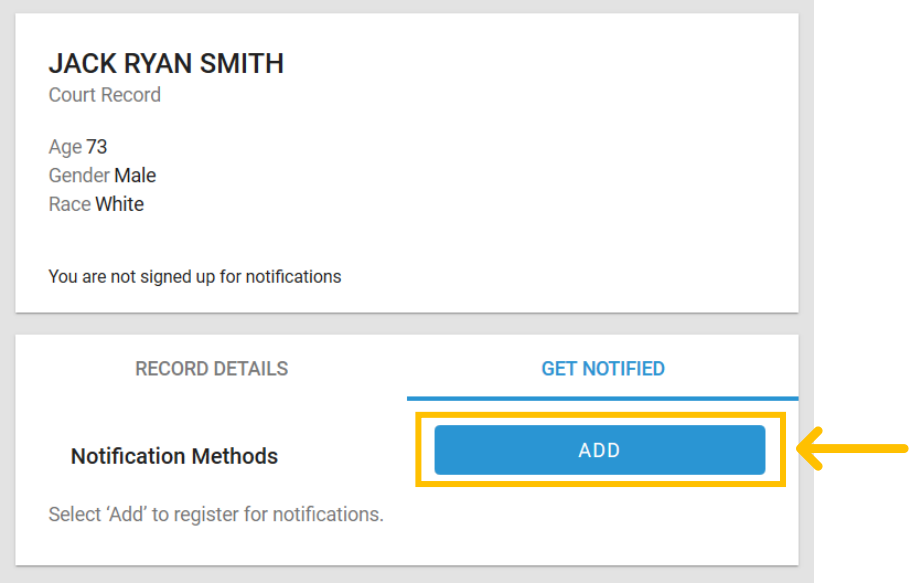
How to Get Notified of Defendant Court Case Status Changes in VINELink

1. Find the appropriate defendant court record in your search results. Click **Get Notified** to register to receive VINE court case status notifications on the defendant.



2. Select **Add** to begin entering your notification methods.



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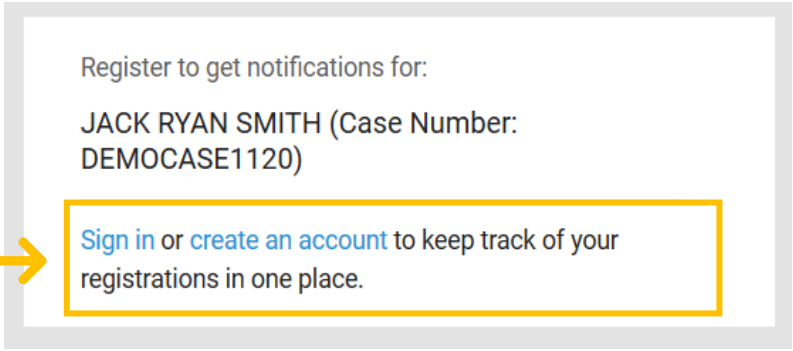
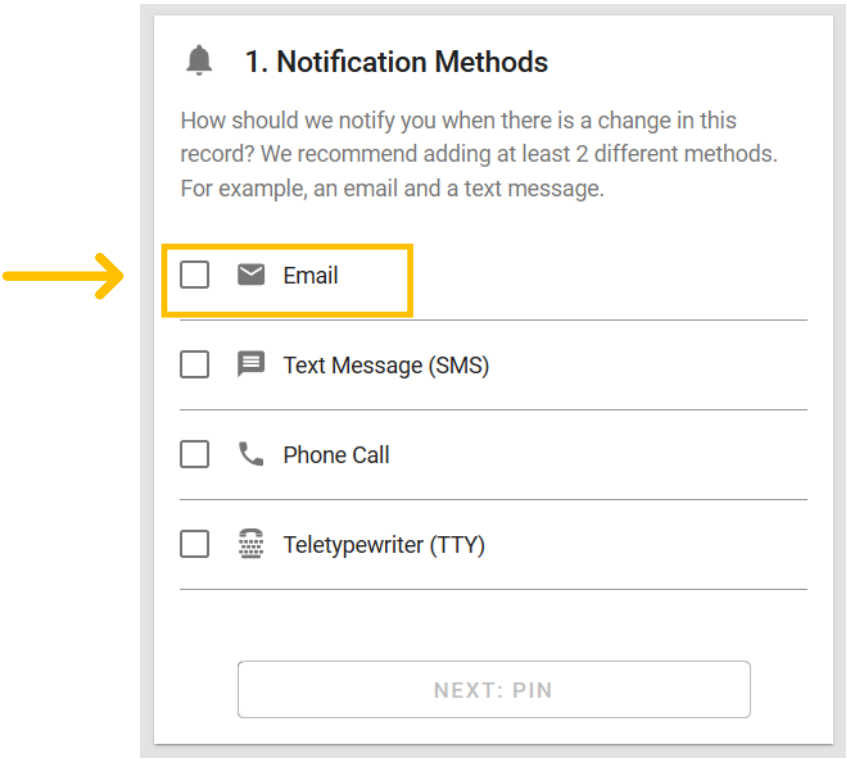
3. You will be taken to the registration workflow. Note the ability to **sign in** or **create a VINELink account** at the top of the registration menu.



4. Under the Notification Methods, select how you would like to be notified of any changes in this record. VINE notifications can be delivered by **email**, **text message (SMS)**, **phone call**, **teletypewriter (TTY)**. More than one type of notification method can be selected.

NOTE: For those who have created or signed in to a VINELink account, you will also see an option to have notifications delivered **in-app**.

For this example, we will select "Email."



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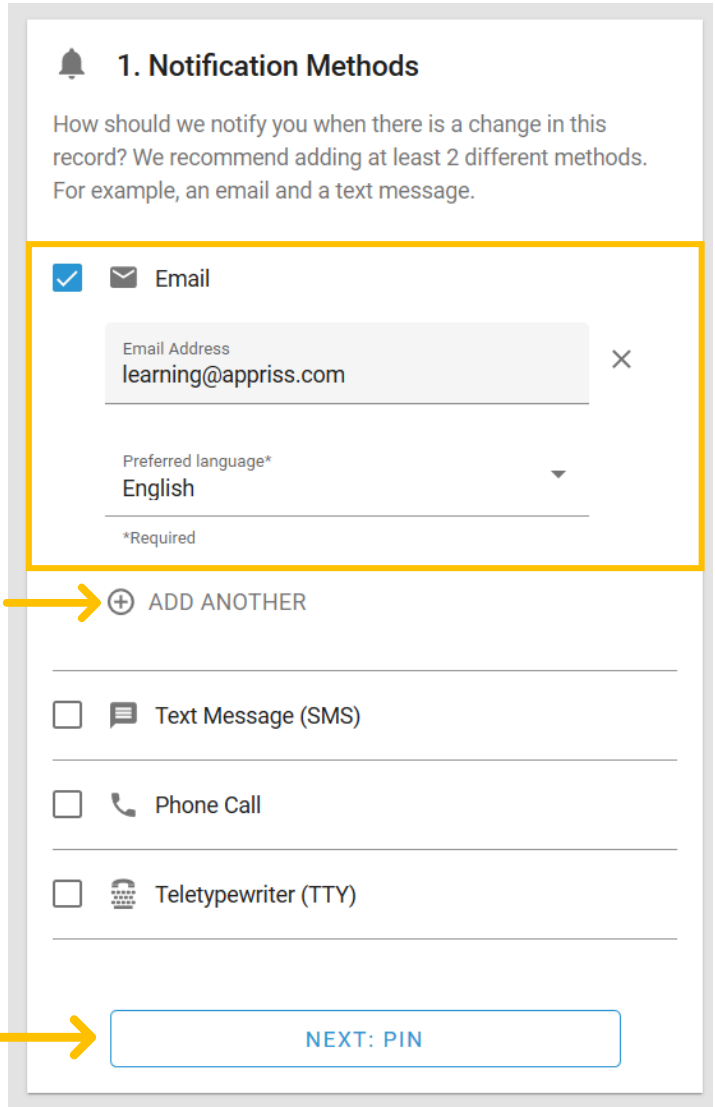
5. Enter the **email address** at which you would like to receive the notification and choose the **preferred language** for the notification. If you would like to register additional email addresses (such as family members, friends, or other important contacts), click +**Add Another**. You may register as many notification methods as you wish.

Once you have entered your notification methods, select **Next: PIN**.



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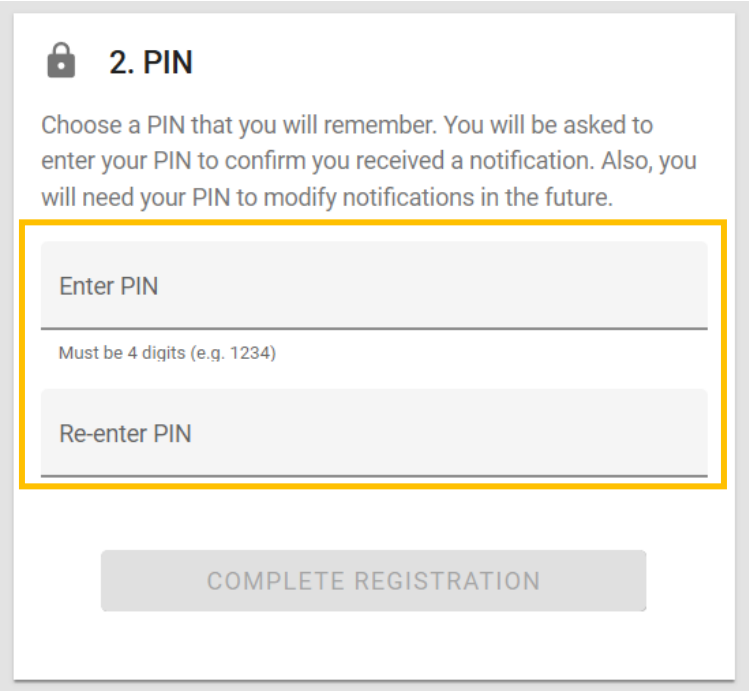
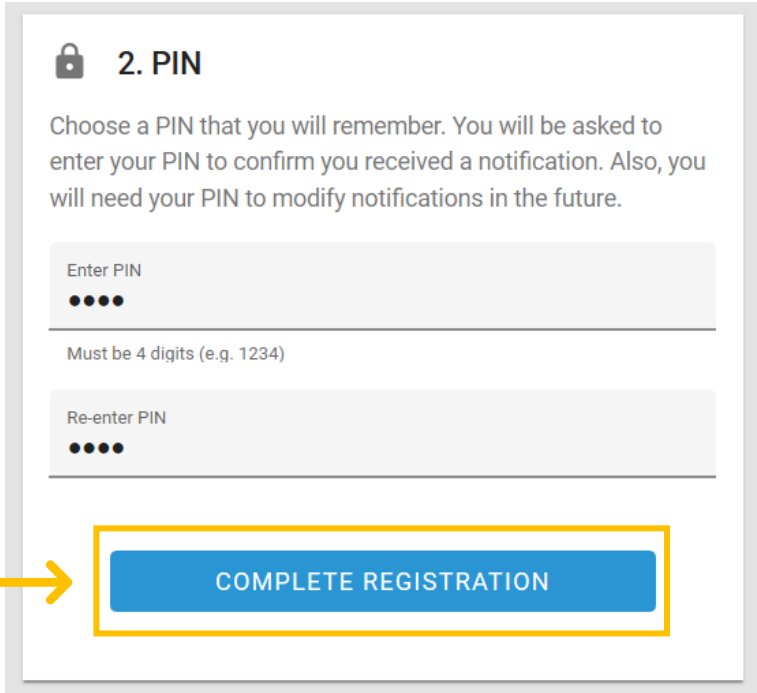
6. Enter a 4-digit Personal Identification Number (PIN). Choose a PIN that you will remember. You may be asked to enter your PIN to confirm you received a notification or to modify notifications in the future.



7. Once the PIN has been entered, click **Complete Registration** to complete the registration process.



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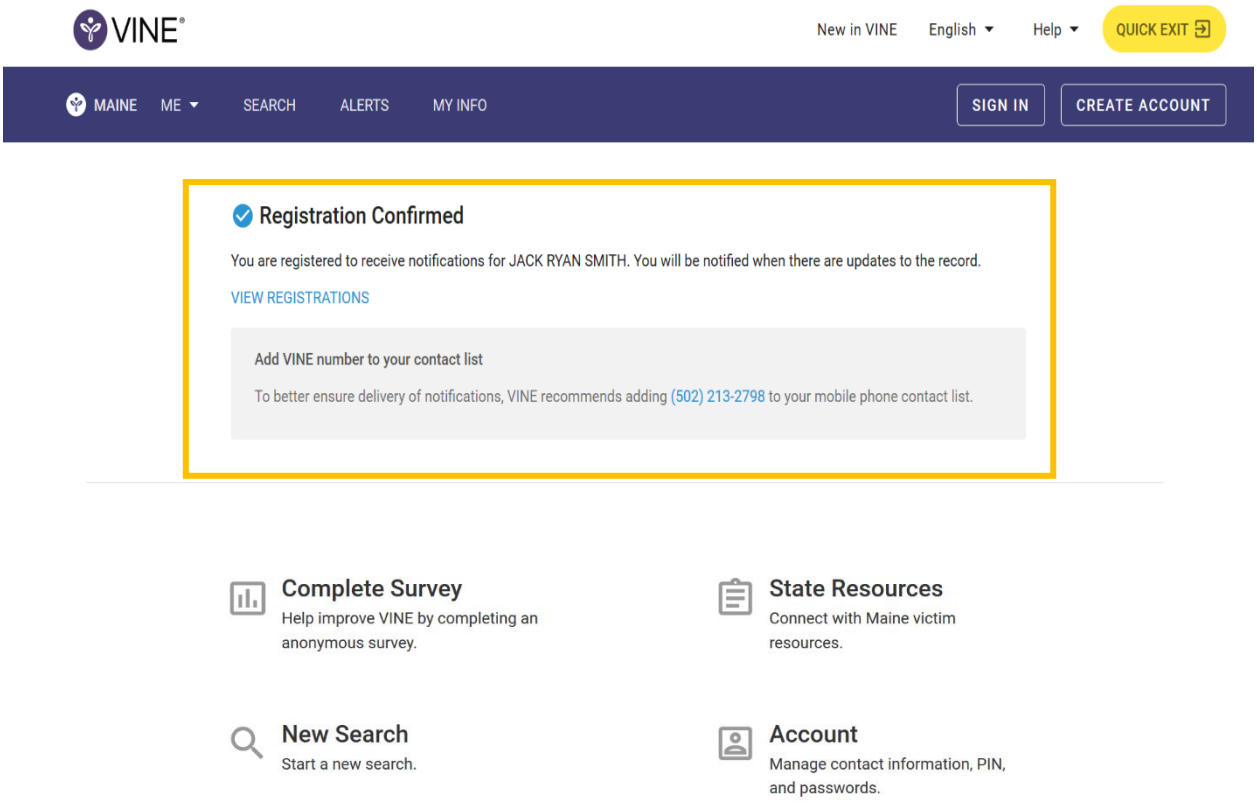
8. Registration Confirmed! You are registered to receive notifications for the defendant. You will be notified when there are updates to the court case record.

Note: For phone call and SMS text registrations, we recommend adding the VINE notification number to your contacts list to better ensure delivery of notifications.



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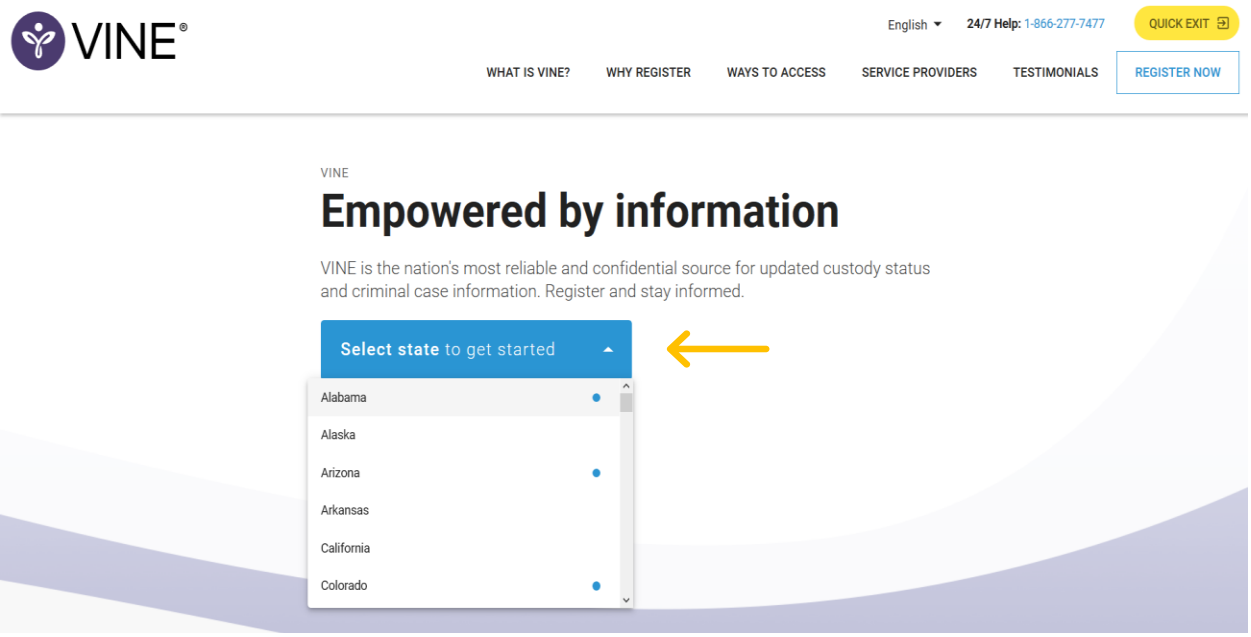
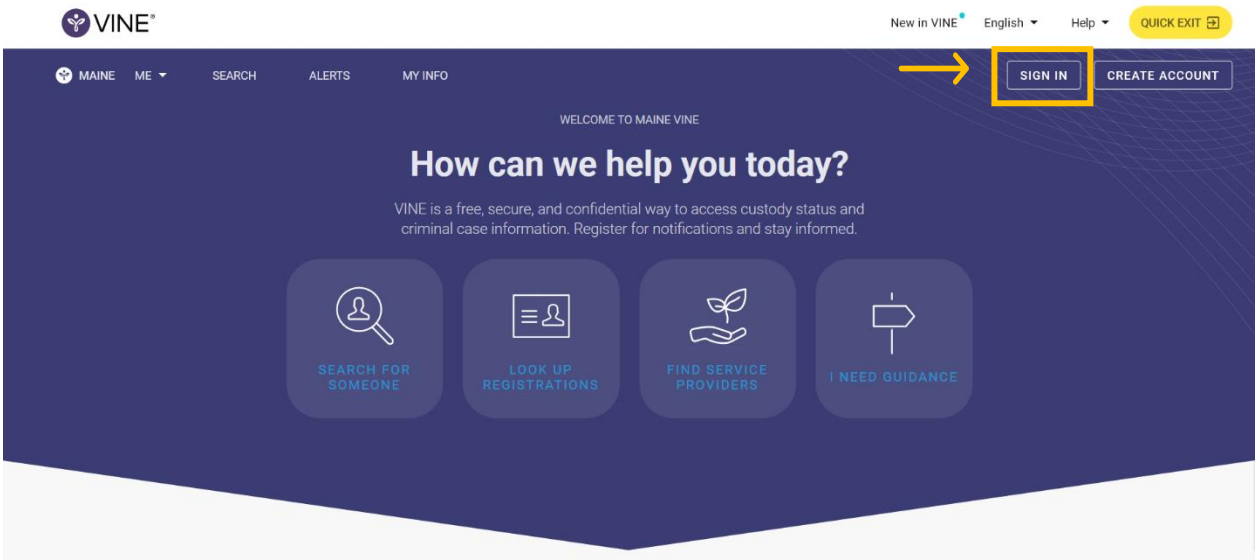


2. To access the **Watch** feature, you must first access your account. On your state's landing page, select "**Sign In.**"



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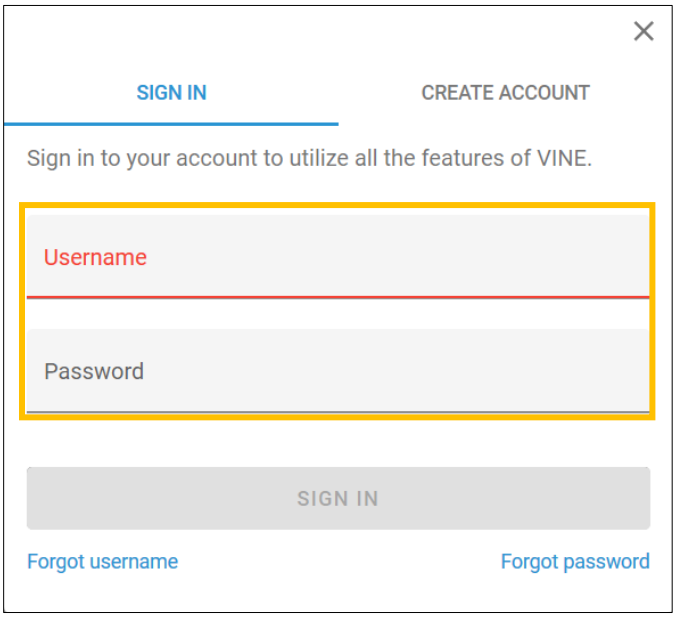
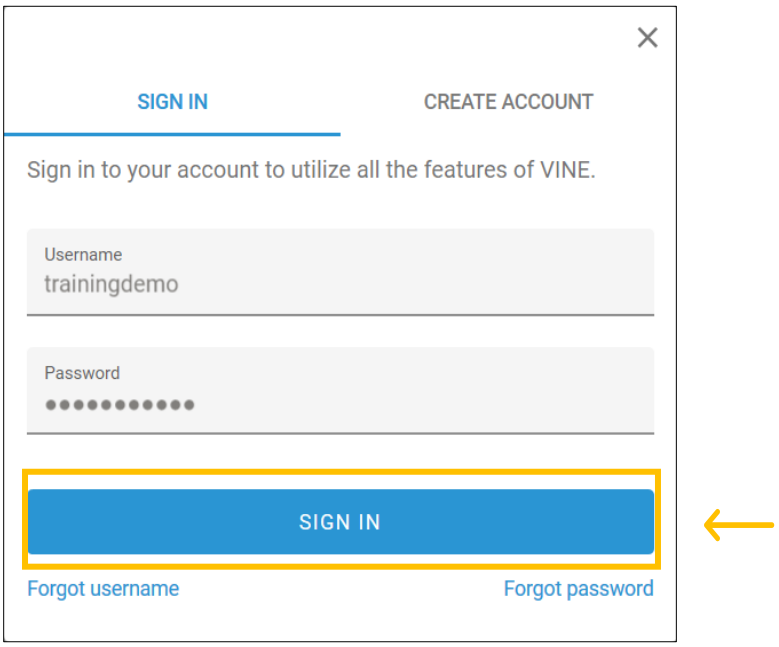
3. On the Sign In form, you will need to enter your unique **Username** and **Password.**



4. Once you have entered your account credentials, click "**Sign In.**"



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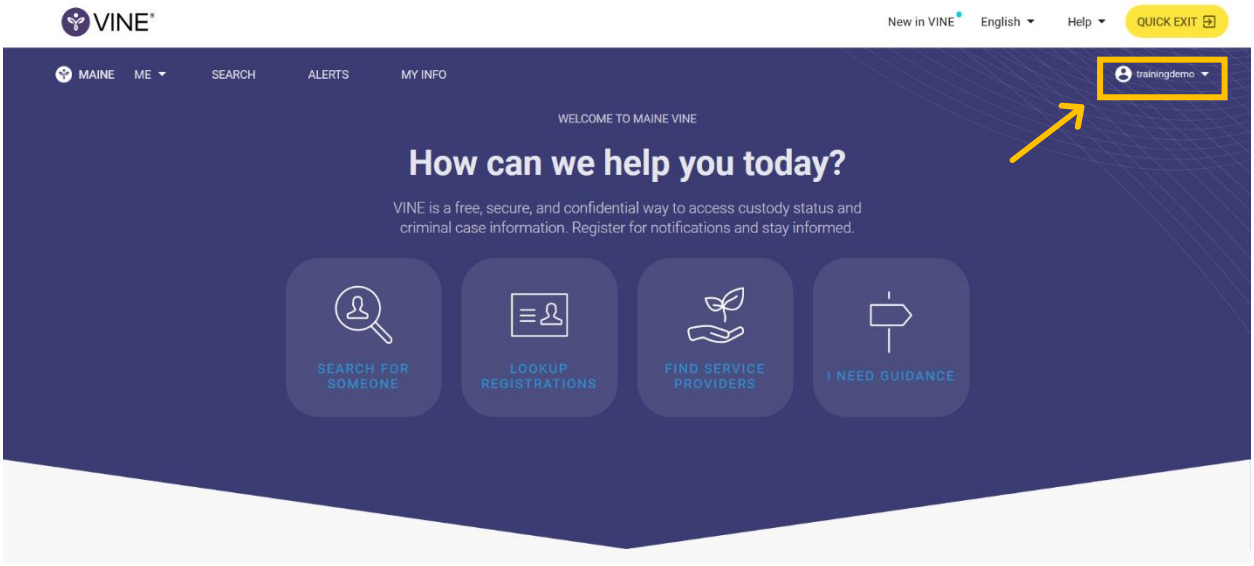
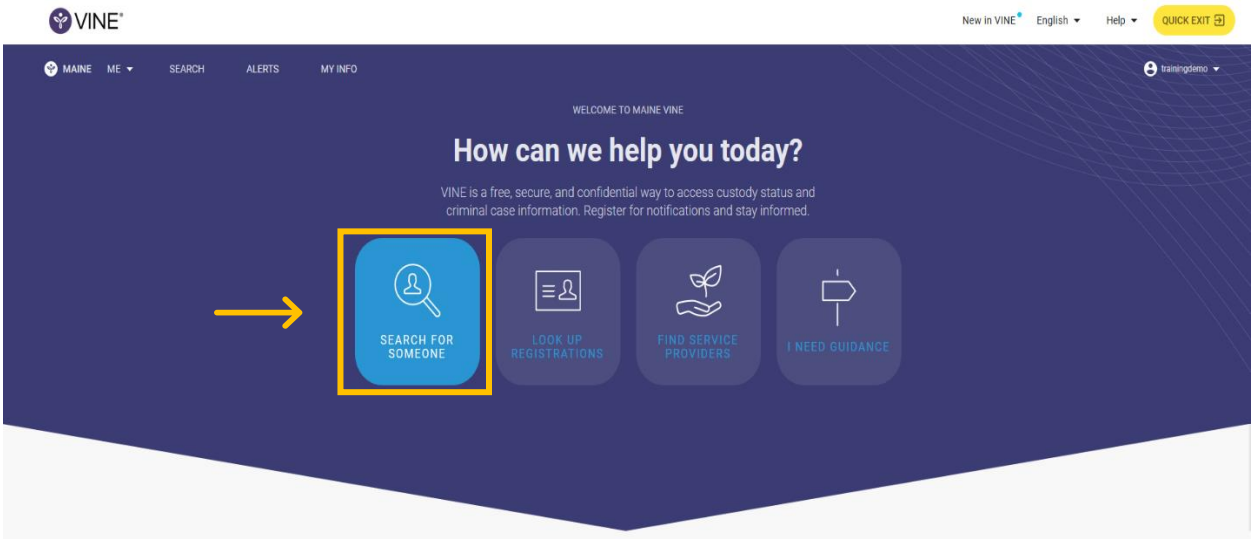
5. Welcome to VINE! You are now logged in and will be directed to your account landing page.

Note that your username will display in the header menu to confirm you are logged in to VINELink. To access more details about your account, select the arrow next to your username.



6. To search for a defendant or court case, select **Search for Someone** from the main menu to be taken to the search page.



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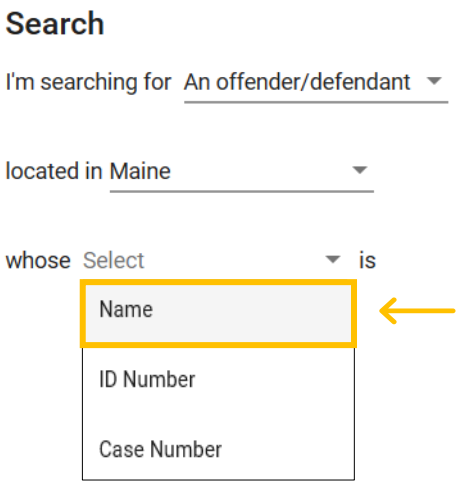
7. On the **Search** page, your selections will default to "**An Offender/Defendant**"* and your state of interest. You may update either of these selections through the dropdown menus next to each selection.

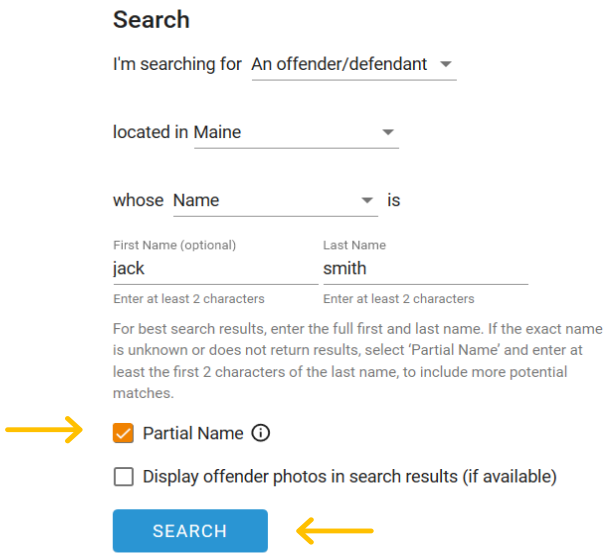
Once you have confirmed your state and search options, you may search for the defendant by **Name** or **Case Number**. In this example, we will select "Name."



***Note:** For those states where court information is not provided to VINE, your option will default to only "An offender."

8. For this example, we will enter the name of the defendant. If the exact name is unknown or does not return results, select "**Partial Name**" and enter at least the first 2 characters of the last name to include more potential matches.

Once you have entered your search criteria, click "**Search.**"



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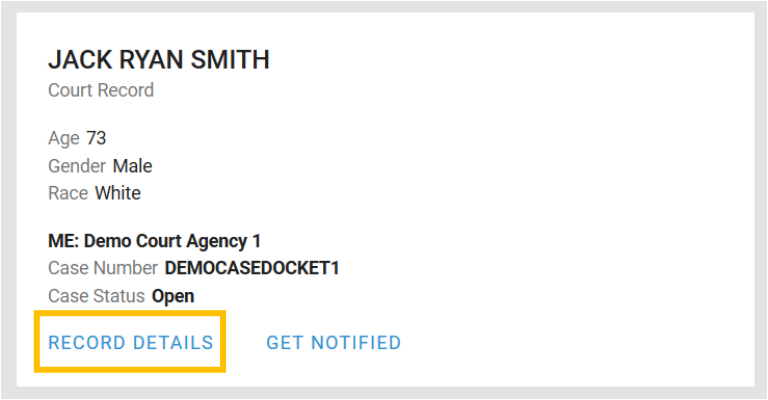
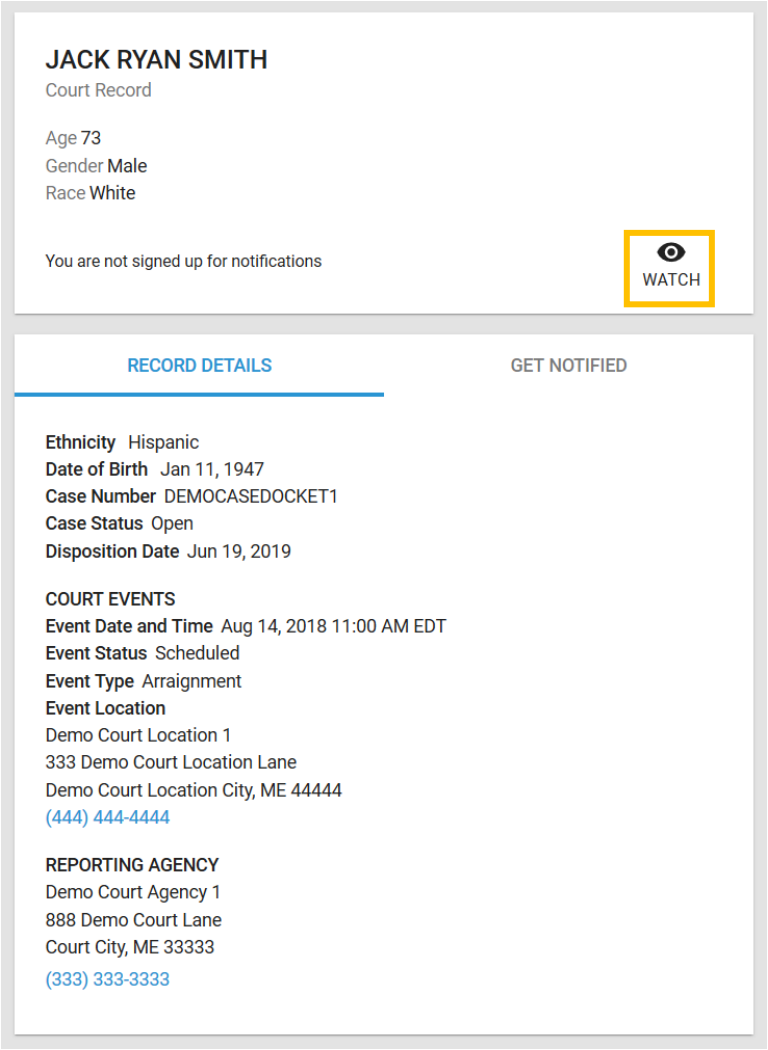
9. Choose the appropriate defendant from the search result(s). Click **"Record Details"** to view the defendant court case status details.



10. Click the **"Watch"** icon to add the defendant to your **Watch List**.



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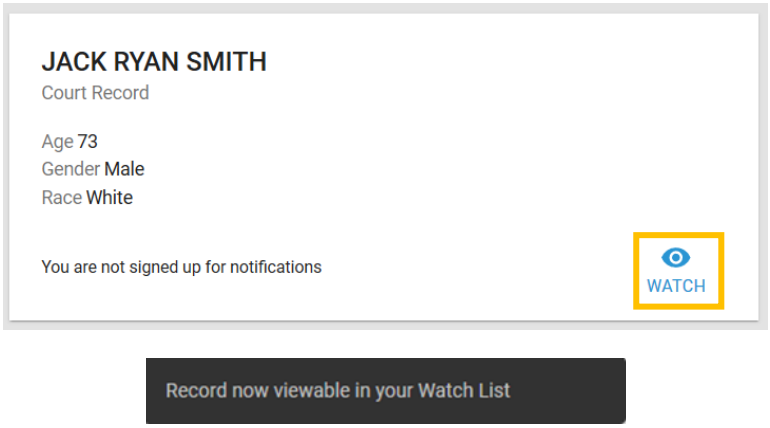
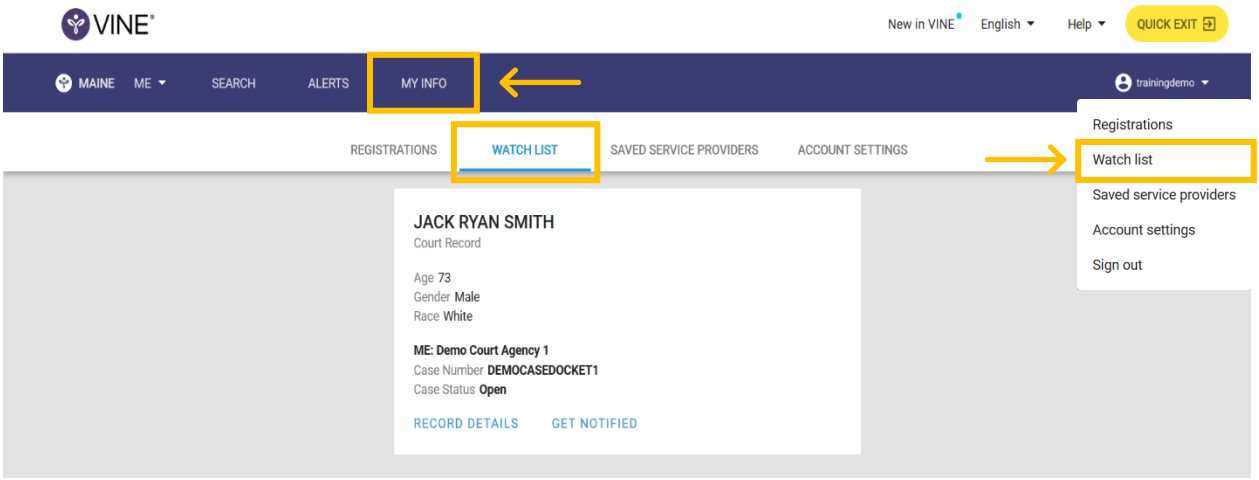
11. You will see a brief pop-up stating "**Record now viewable in your Watch List.**" The Watch icon will also change to blue to indicate your selection.



12. To view your Watch List, select **My Info** and then the **Watch List** tab. Or, select the "**Watch list**" option from your account details dropdown menu.



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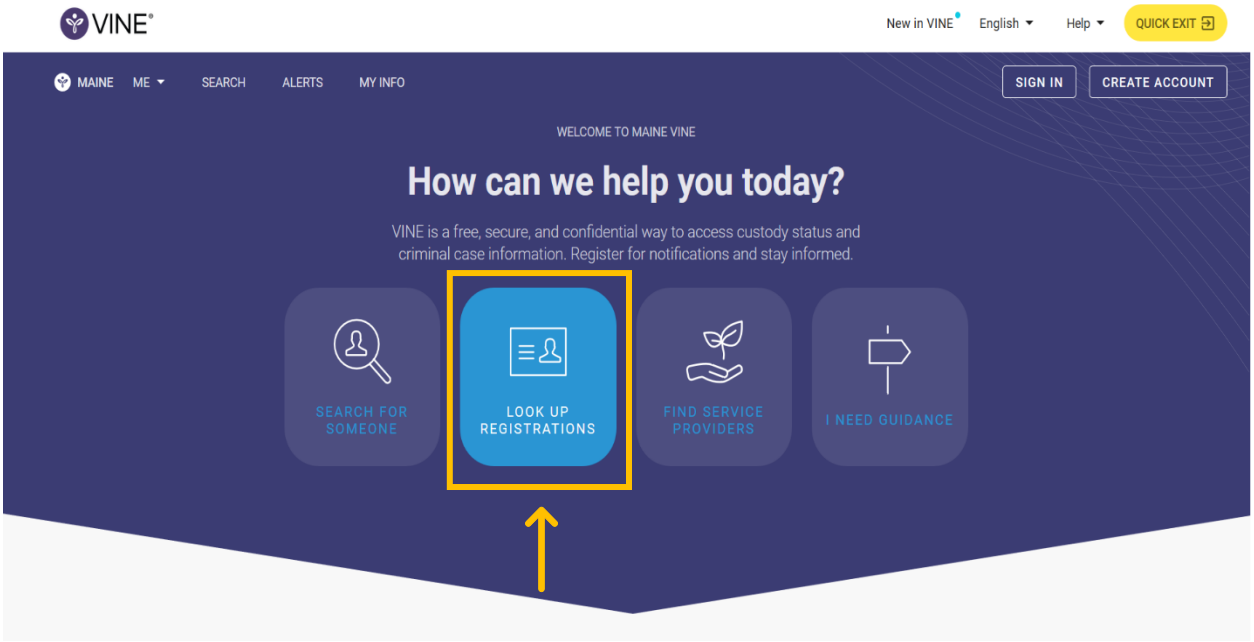
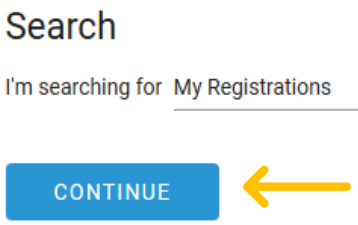
Section 4: Registration Information

How to Look Up My Registrations in VINELink

1. From your state's VINELink landing page, select "**Look Up Registrations.**"



2. On the next screen, confirm your selection by clicking "**Continue.**"



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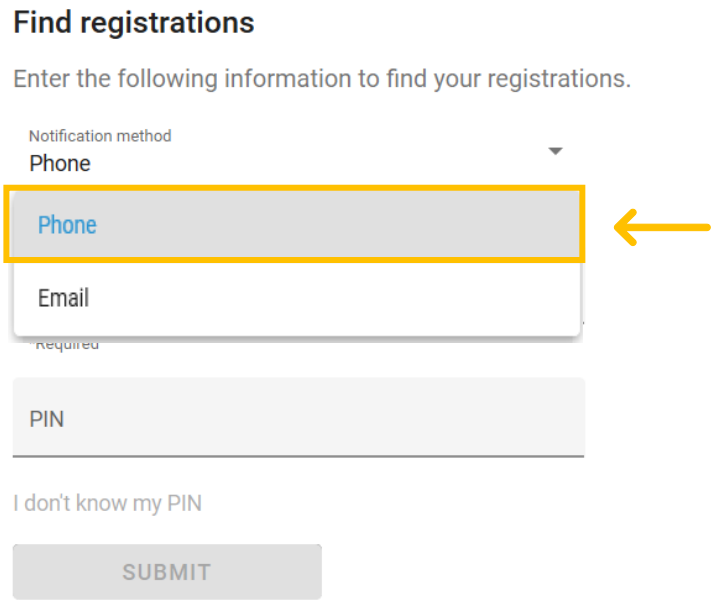
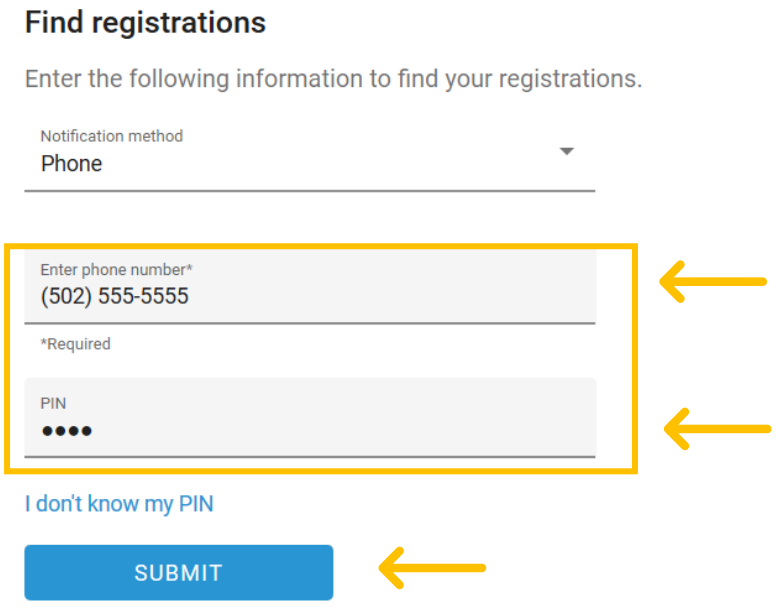
3. To find your registrations, you will be asked to enter either the **phone number** (for all phone call, SMS text, or TTY registrations) or the **email address** that was entered at the time of registration.

In this example, we will select "Phone."



4. Enter the **Phone Number** for your registration, and then enter the 4-digit **PIN** (Personal Identification Number) that you established at the time of your registration to confirm your identity.

Then, select **Submit** to continue.



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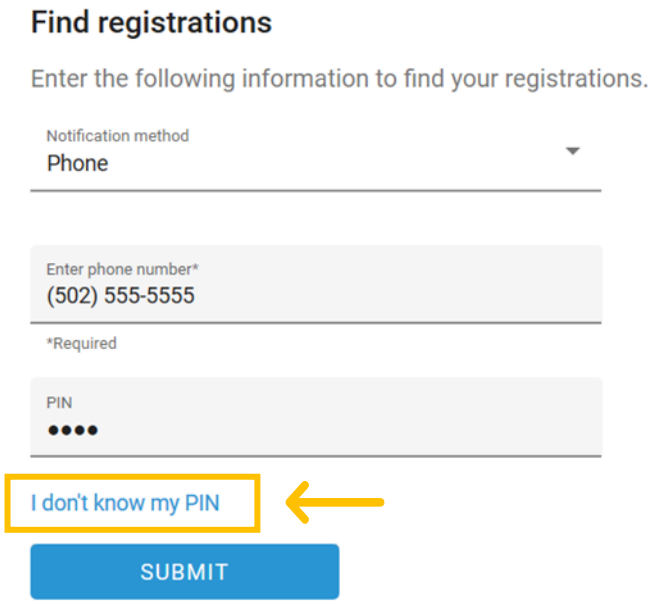
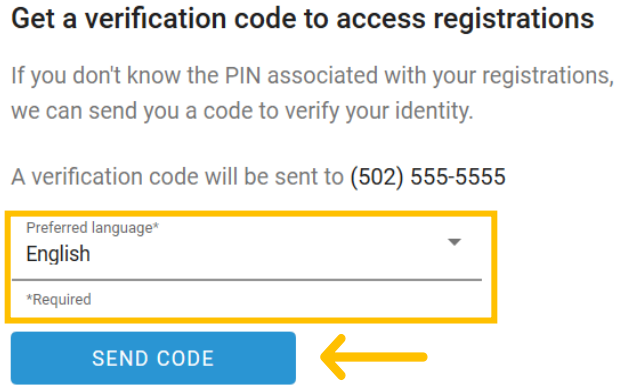
5. If you have forgotten your PIN, select "**I don't know my PIN.**"



6. To confirm your identity, a **verification code** will be sent to your email address or texted to your phone number. You may also select your **preferred language** for your verification.

Select "**Send Code**" to receive the verification code. The code will be valid for 30 minutes.



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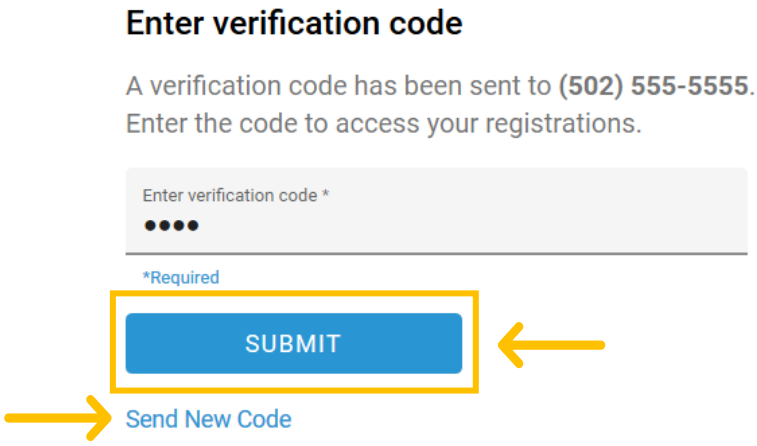
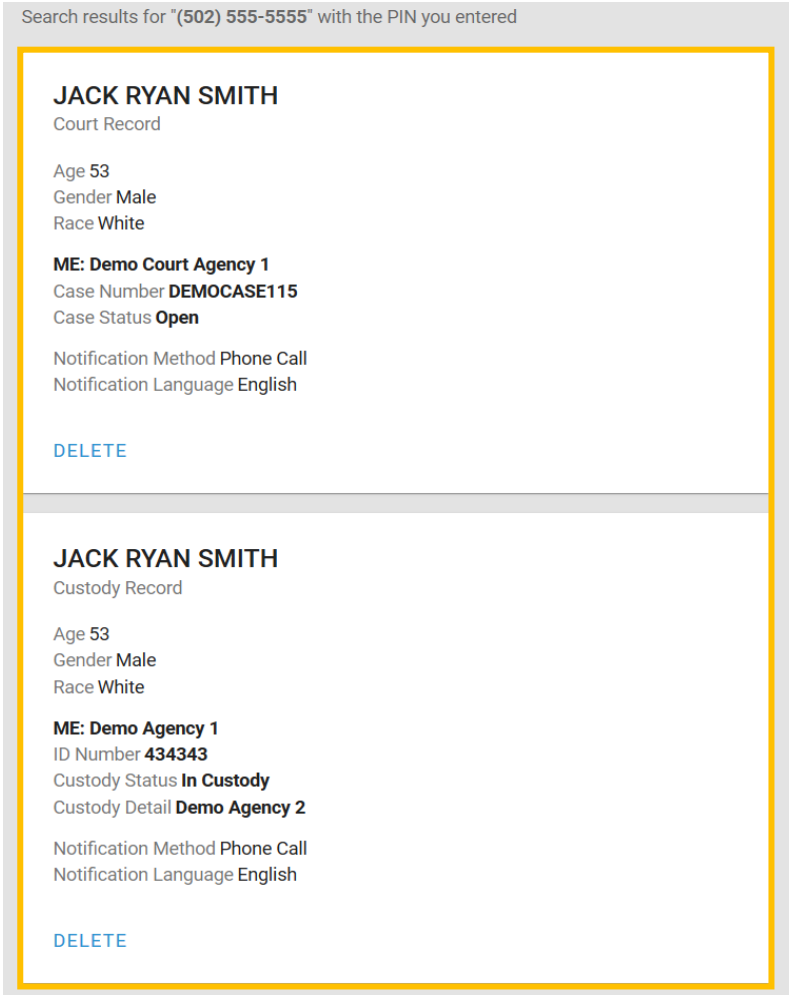
7. Enter the four-digit verification code you received and click "**Submit.**" Or, if you did not receive the code or if it is no longer valid, select "**Send New Code.**"



8. Your search results will display a list of all registrations that match the specific combination of the phone number and PIN entered in your search.



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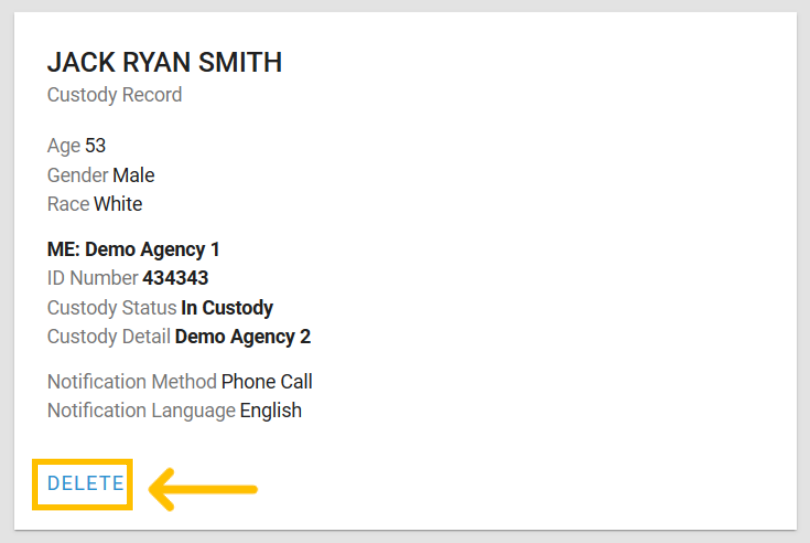
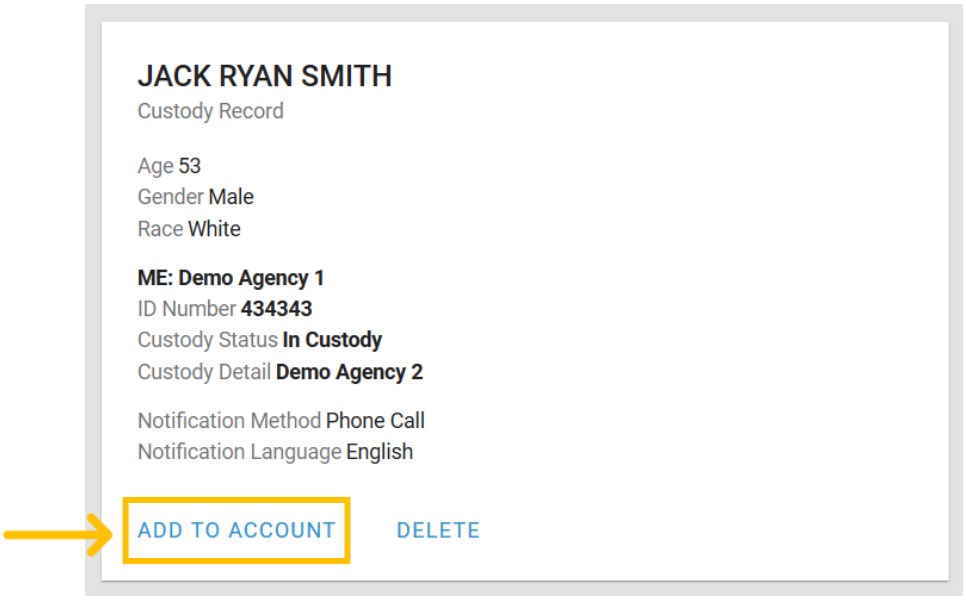
9. To delete a registration, simply click "**Delete**" on the search result card.



10. NOTE: For those users who have created and signed in to a VINELink Account, you may see an option to add a registration to your account. This will move a registration that was created outside of your account (for example, if you registered for notification before creating an account) to the Watch List within your account. *You will not need to re-register to receive the notification.* This is only a simple way to quickly view that registration and the offender's current custody status upon accessing your account.

To add this registration to your Watch List, click "**Add to Account.**"



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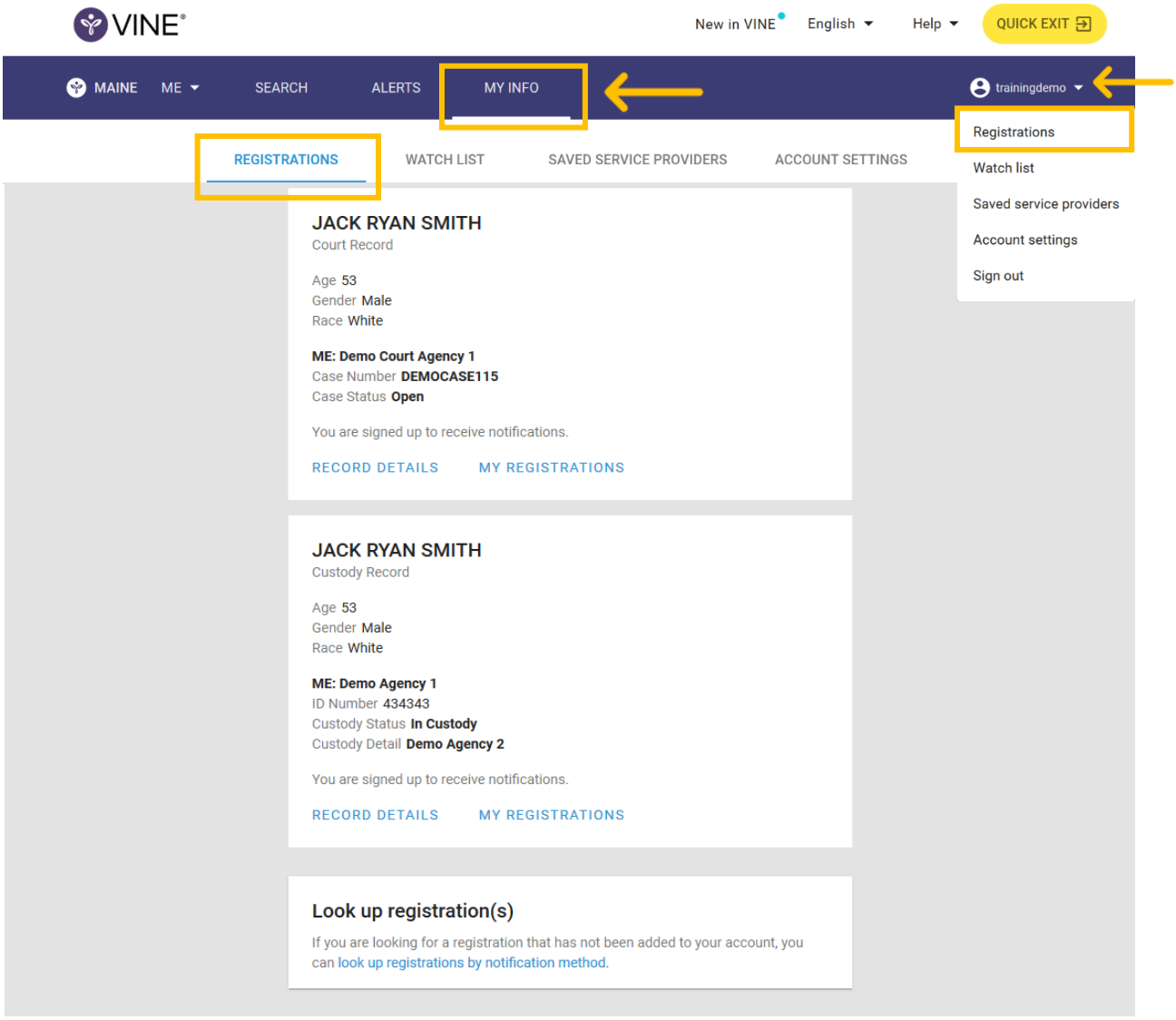
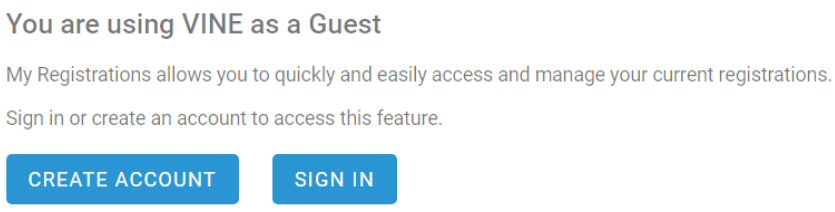
11. For those with a VINELink Account, you may view a full list of your registrations by selecting **"My Info"** near the top of the screen. Then, select the **"Registrations"** tab.

You can also quickly view all your registrations by selecting "**Registrations**" from your user account dropdown menu.



NOTE: If you have <u>not</u> yet created or signed into a VINELink Account, you will be presented with the options for **Create Account** or **Sign In** when you try to access My Info.



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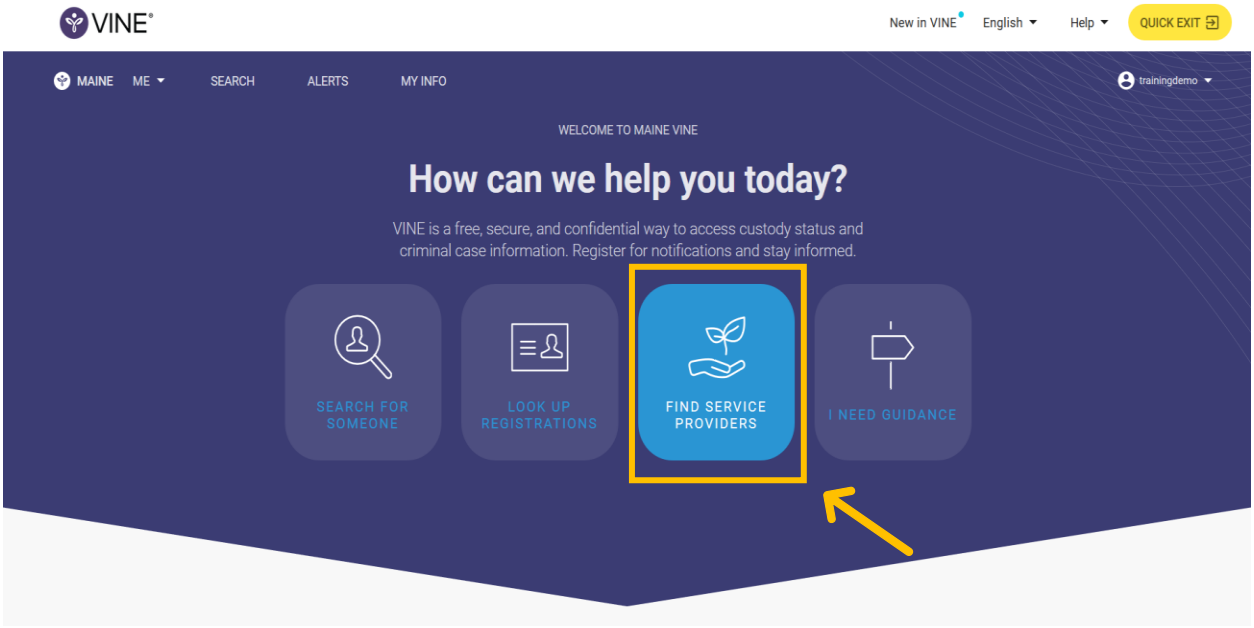
Section 5: Service Provider Information

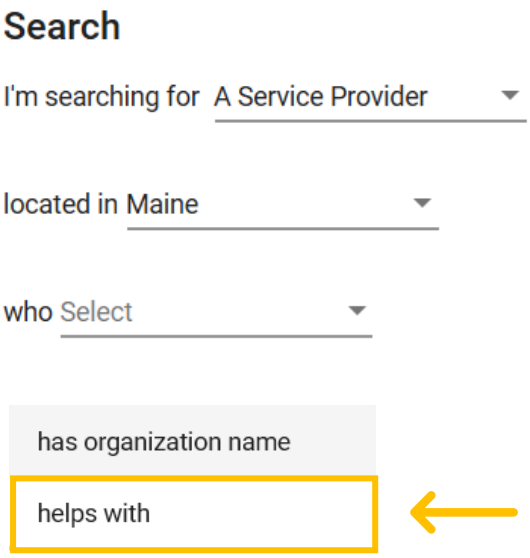
How to Find Service Providers in VINELink

1. From your state's VINELink landing page, select **"Find Service Providers."**



2. On the resulting search screen, you will be able to search for a service provider by either "**has organization name**" or "**helps with.**"

In this example, we will select "helps with."



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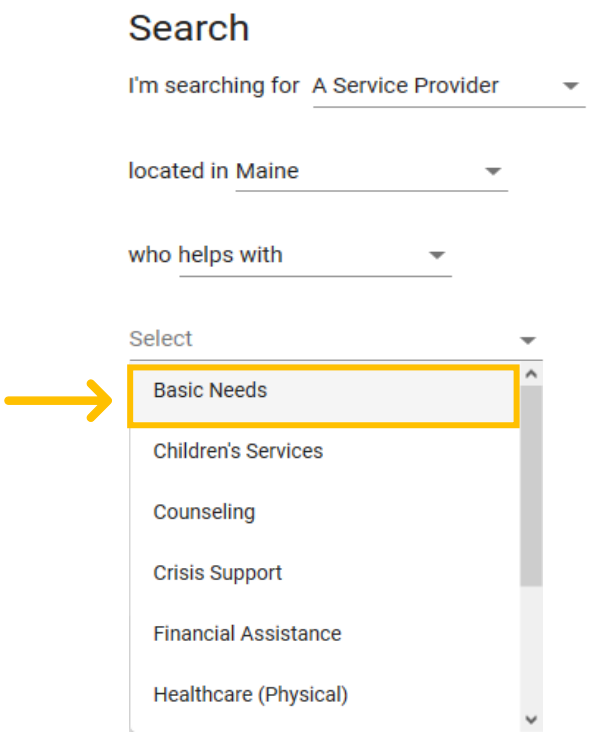
3. The "helps with" menu will provide a list of services offered by providers in our system. Services listed include **Basic Needs, Children's Services, Counseling, Crisis Support, Financial Assistance, Healthcare (Physical), Information About Offender, Legal Assistance,** and **Victim Assistance**.

Choose from the listed services to find a provider who may assist with that specific need.

In our example, we will select "Basic Needs."



4. For those users who have not created or signed into a VINELink account, a CAPTCHA will need to be solved to continue with the search. Check the box next to "**I'm not a robot**" to generate the CAPTCHA. (The CAPTCHA will vary each time.)

Solve the CAPTCHA by selecting the appropriate images and clicking "**Verify**."

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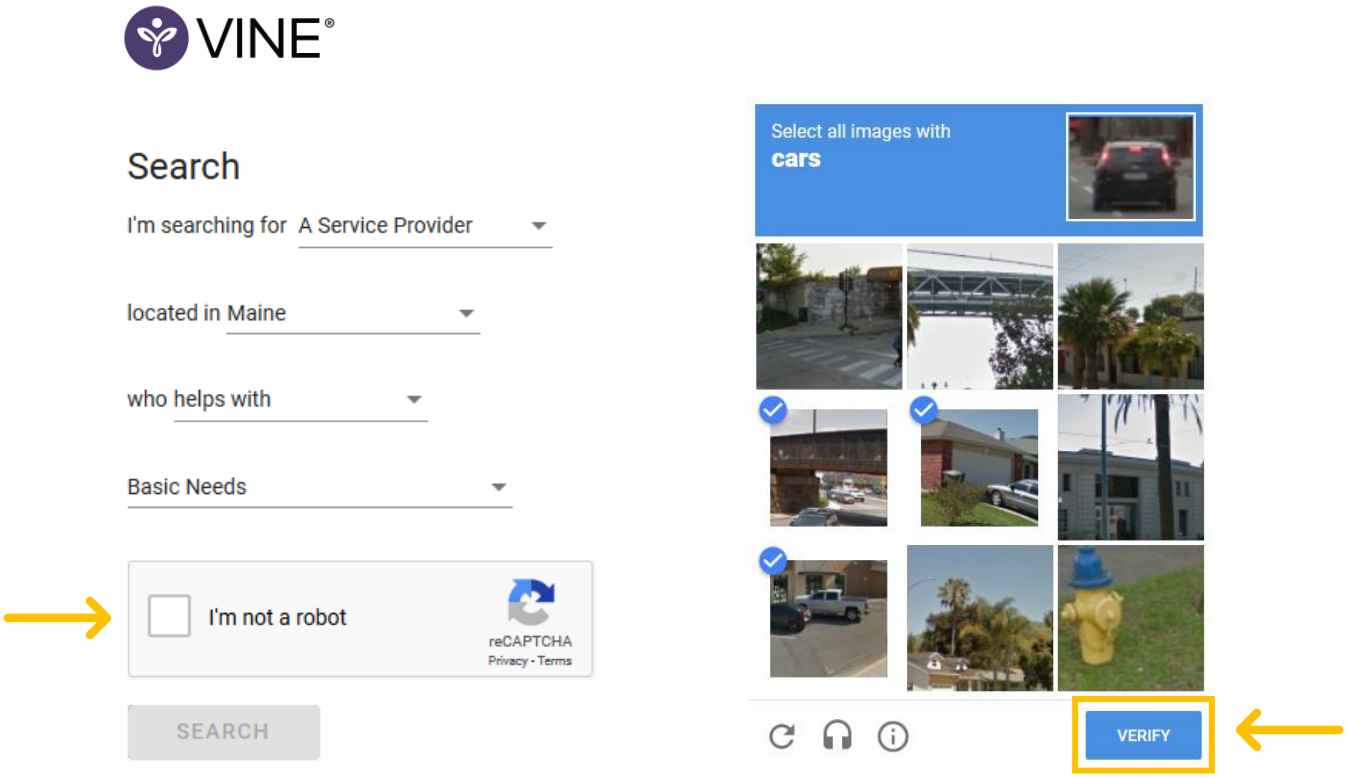
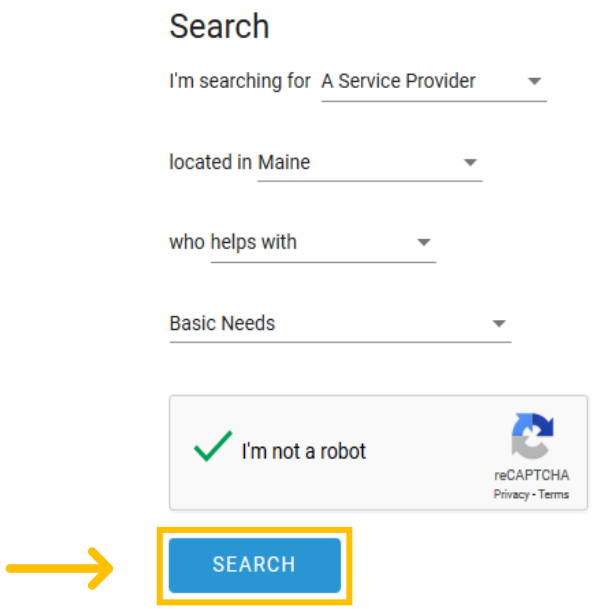


5. After verifying the CAPTCHA, click "**Search**" to continue.



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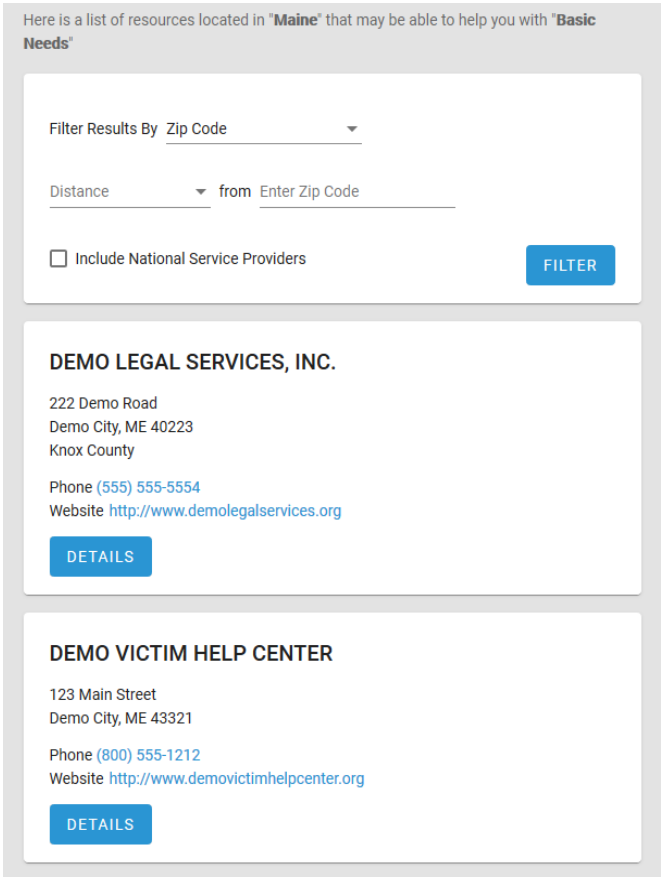
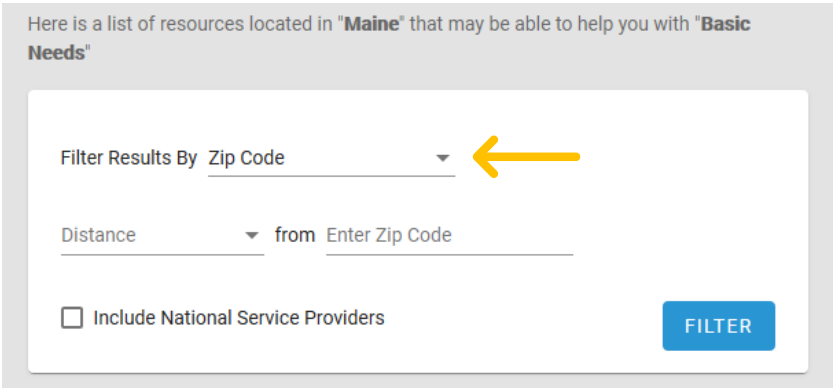
6. Your search results will include a list of providers in the state you selected who may provide assistance with the specific need you selected. Here, the results pictured include those organizations who may assist with Basic Needs.



7. To narrow down the search results, you may choose to filter them by **Zip Code**.



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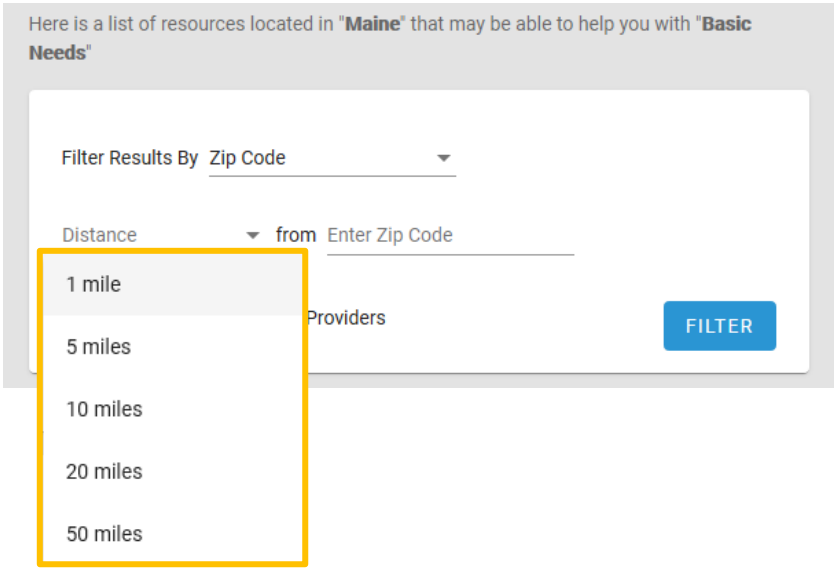
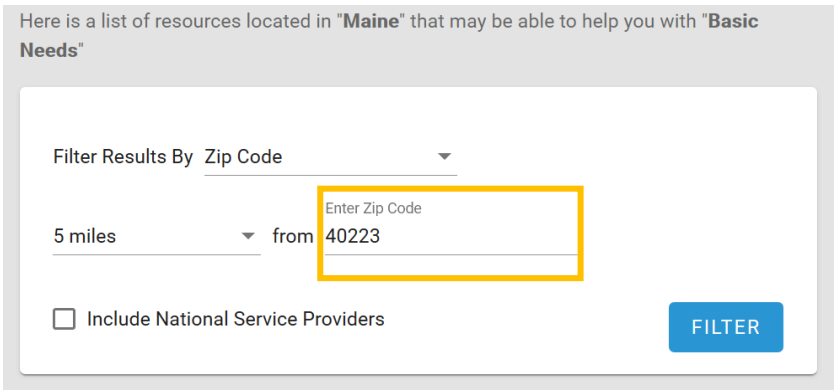
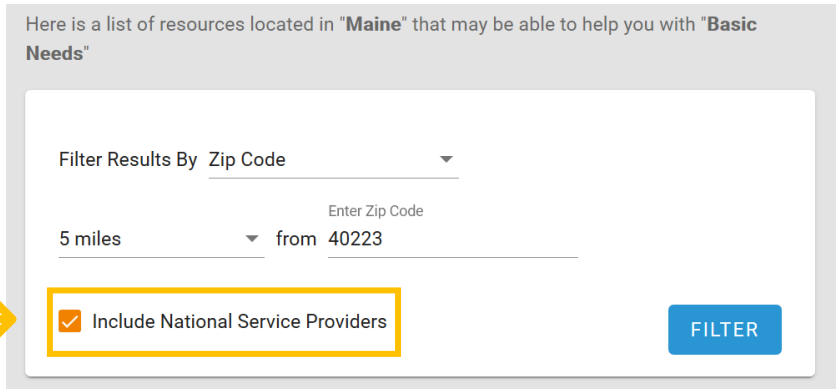
8. Select the **Distance** from your desired zip code. Distance options include providers within a 1-mile radius to as far away as 50 miles.



9. Enter your desired **Zip Code** in the blank field.



10. Note the option to include **National Service Providers** in your results, as well.



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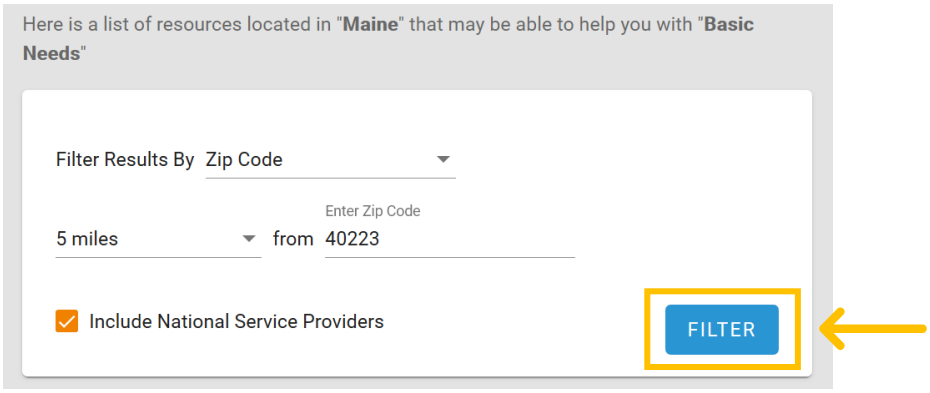
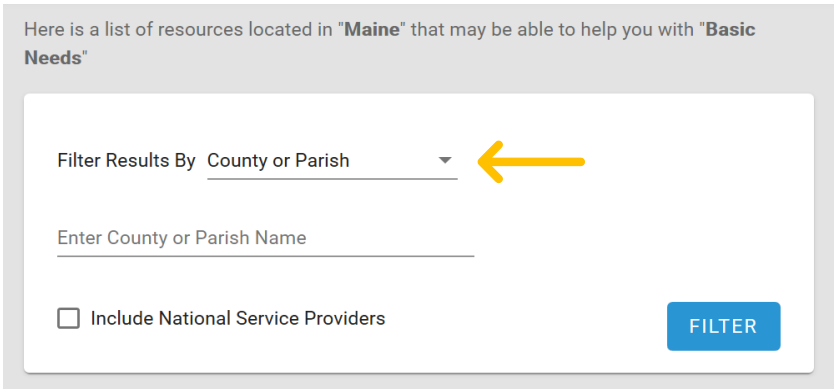
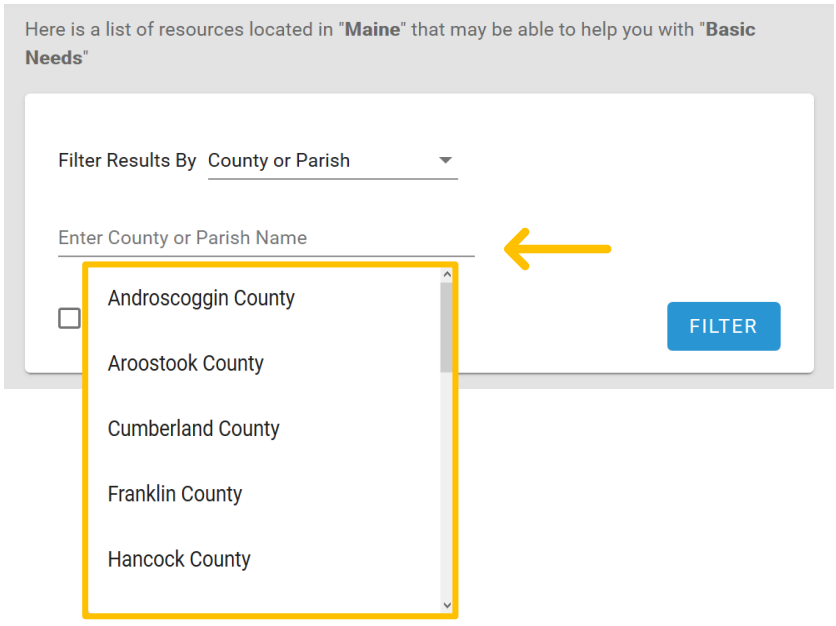
11. Once you have made your selections, click "**Filter.**"



12. Alternatively, you may choose to filter your results by **County or Parish**.



13. Enter the **County or Parish Name** in the blank field or select from the options present in the dropdown menu.



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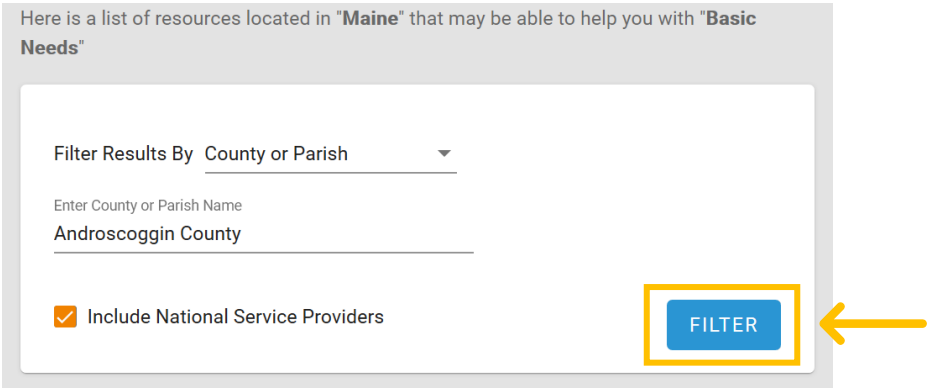
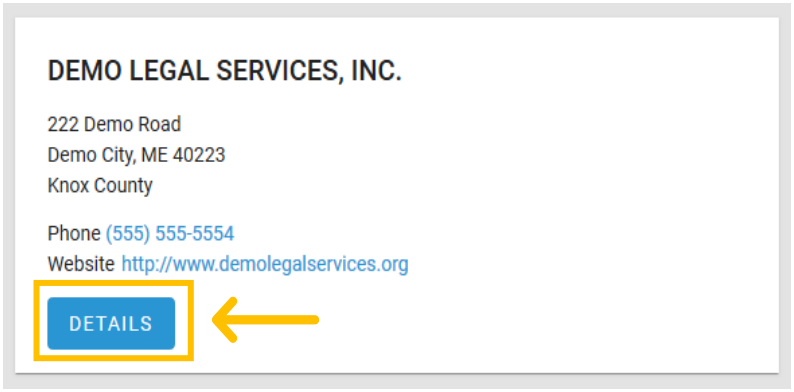
14. Once you have made your selections, click "**Filter.**"



15. In your search results, you will see basic information about the service provider, which may include contact information and links to the organization's website. To view more information about the service provider, click "**Details.**"



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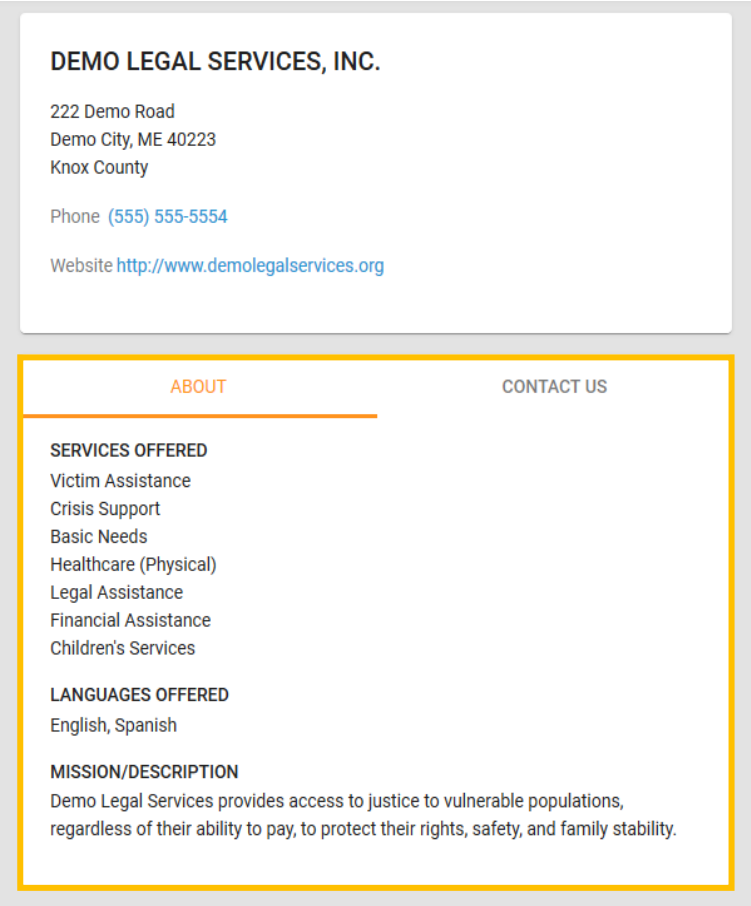
16. The "**About**" tab will give more detail about the type of support provided by the organization. Information may include services offered, languages offered, specialty groups supported, and/or a mission or description of the organization, as well any other relevant details the organization may have chosen to share.



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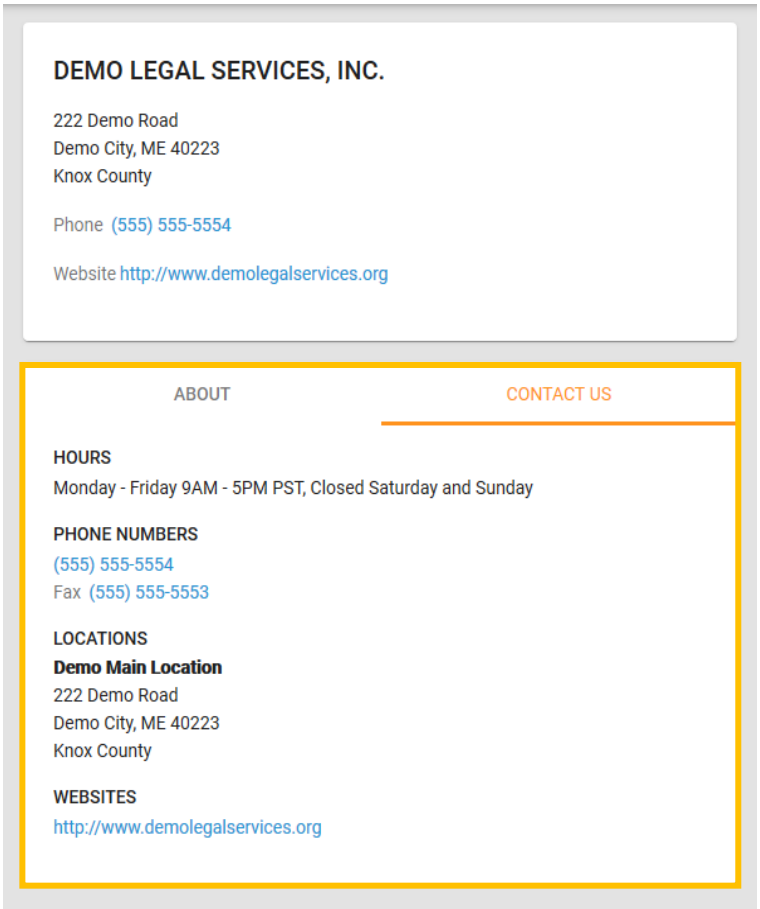
17. "**Contact Us**" will include more information about how to reach out to this specific organization. Information may include organization hours, phone numbers, location information, websites, social media, as well any other relevant details the organization may have chosen to share.



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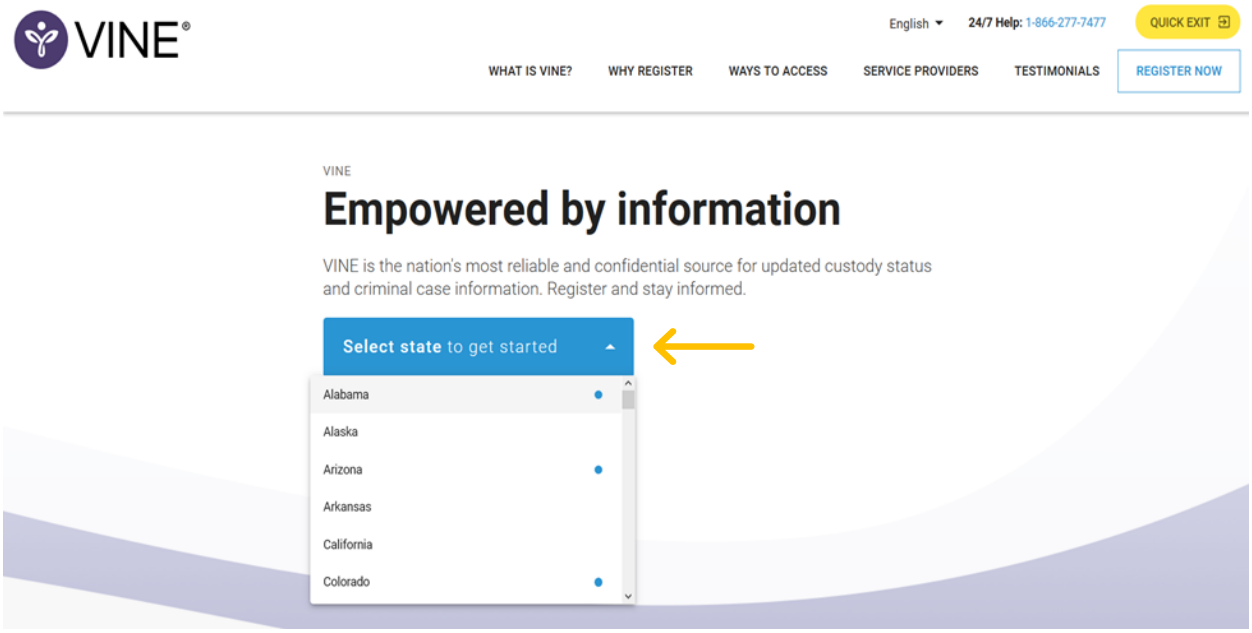
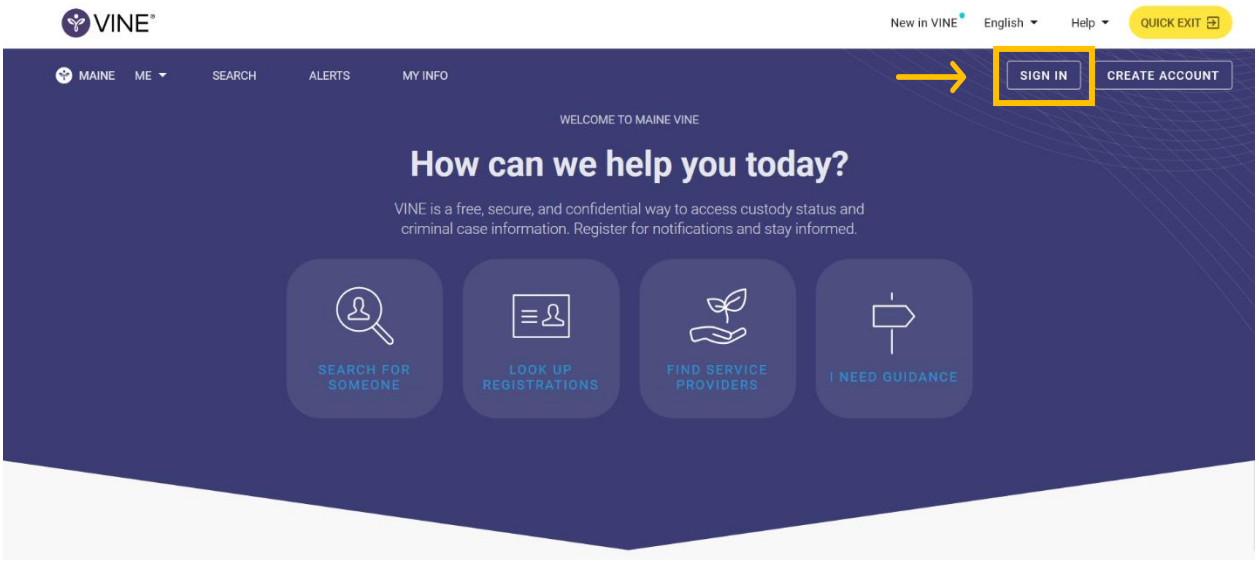
How to Save a Service Provider to My VINELink Account

1. Access VINELink via the web at www.vinelink.com or via our free mobile application. Select your **State** to get started.



2. To save service provider information, you will first need to access your account. On your state's landing page, select "**Sign In**" from the menu in the header.



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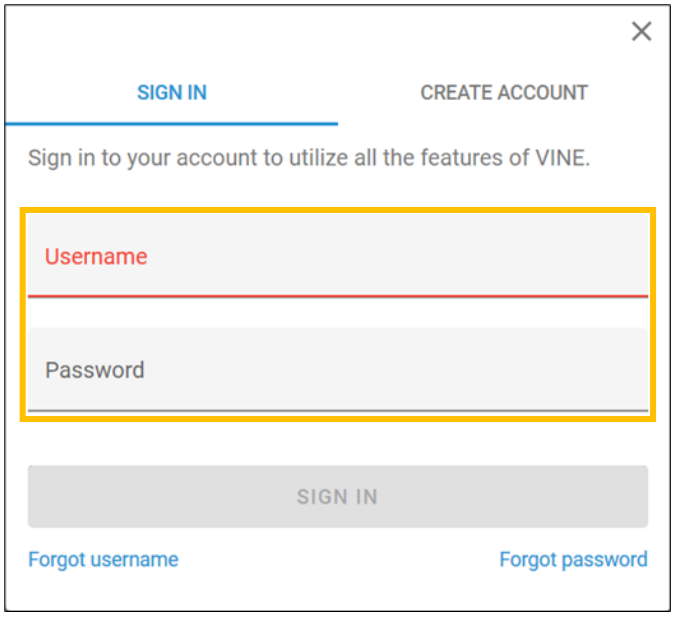
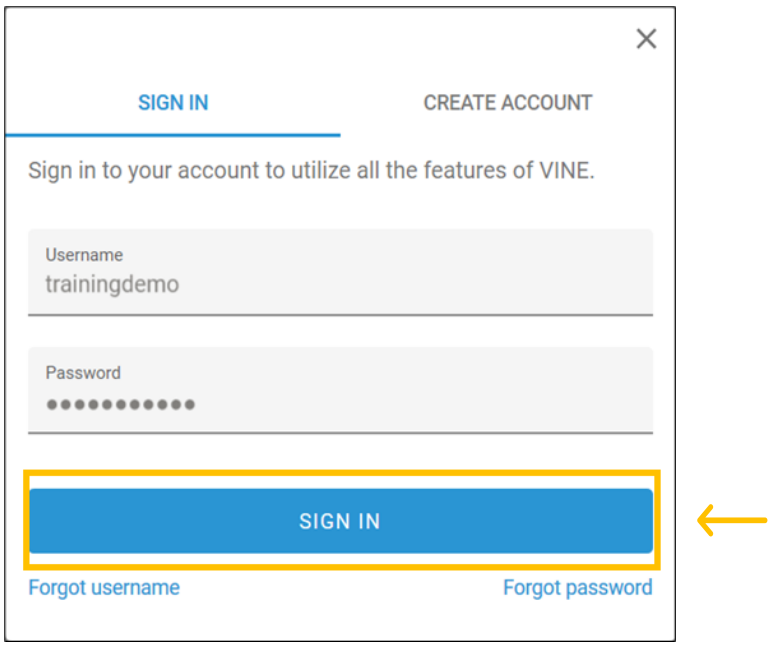
3. On the Sign In form, you will need to enter your unique **Username** and **Password.**



4. Once you have entered your account credentials, click "**Sign In.**"



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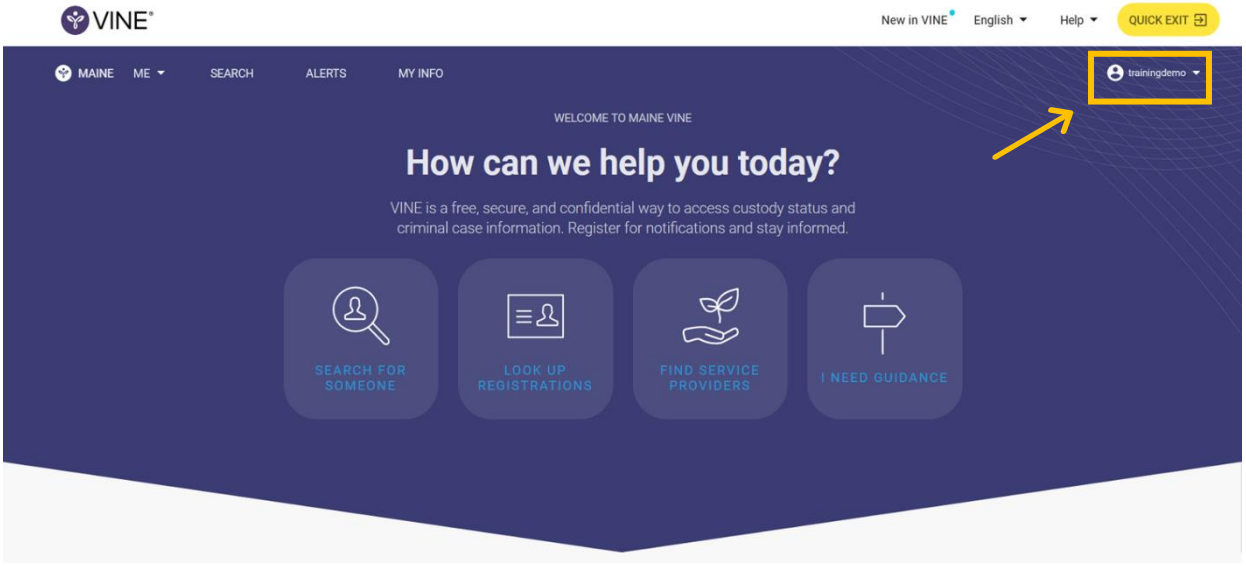
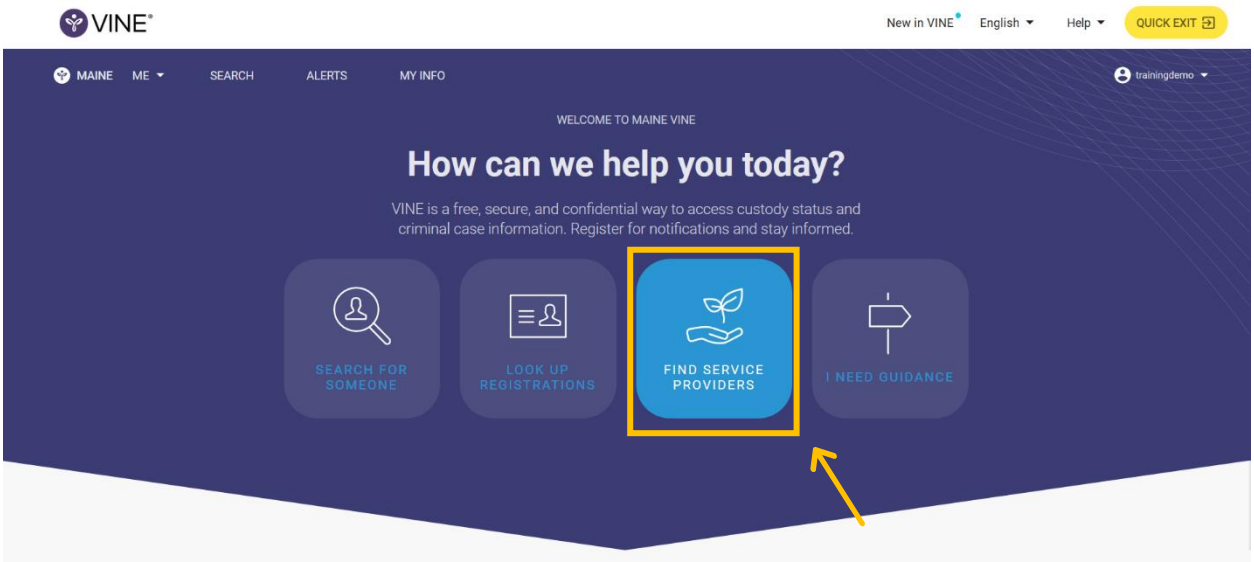
5. Welcome to VINE! You are now logged in and will be directed to your account landing page. Note that your username will display in the header menu to confirm you are logged in to VINELink.



6. To find a service provider or victim resource agency, select **"Find Service Providers."**



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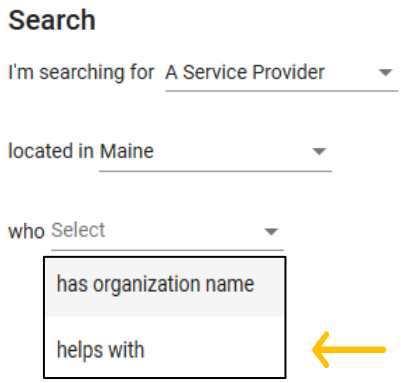
7. On the **Search** page, your selections will default to "A Service Provider" and your state of interest. You may update either of these selections through the dropdown menus next to each selection.

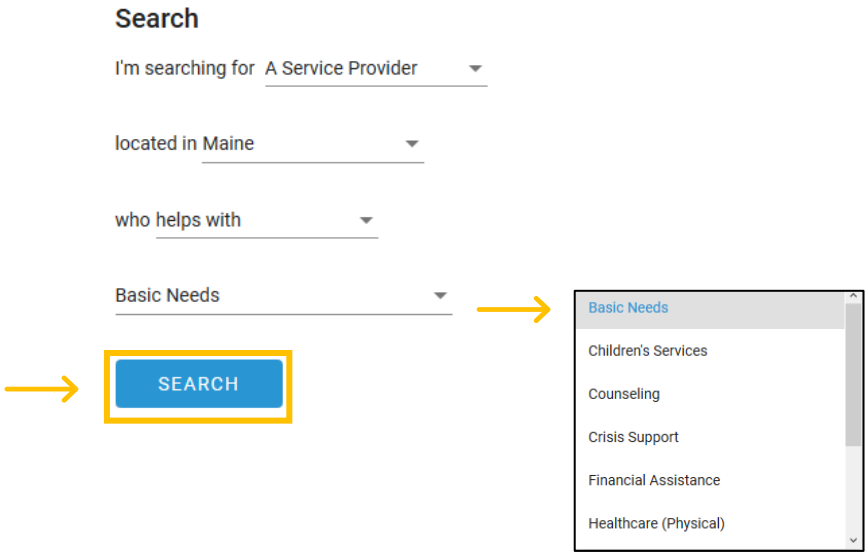
Once you have confirmed your state and search options, you may search for a service provider by **organization name** or **helps with**. In this example, we will select "helps with."



8. Review the list of services offered under "helps with":

Basic Needs, Children's Services, Counseling, Crisis Support, Financial Assistance, Healthcare (Physical), Information About Offender, Legal Assistance, or Victim Assistance.

We will choose **"Basic Needs."** Once you have made your selection from the list of services offered, click **Search**.



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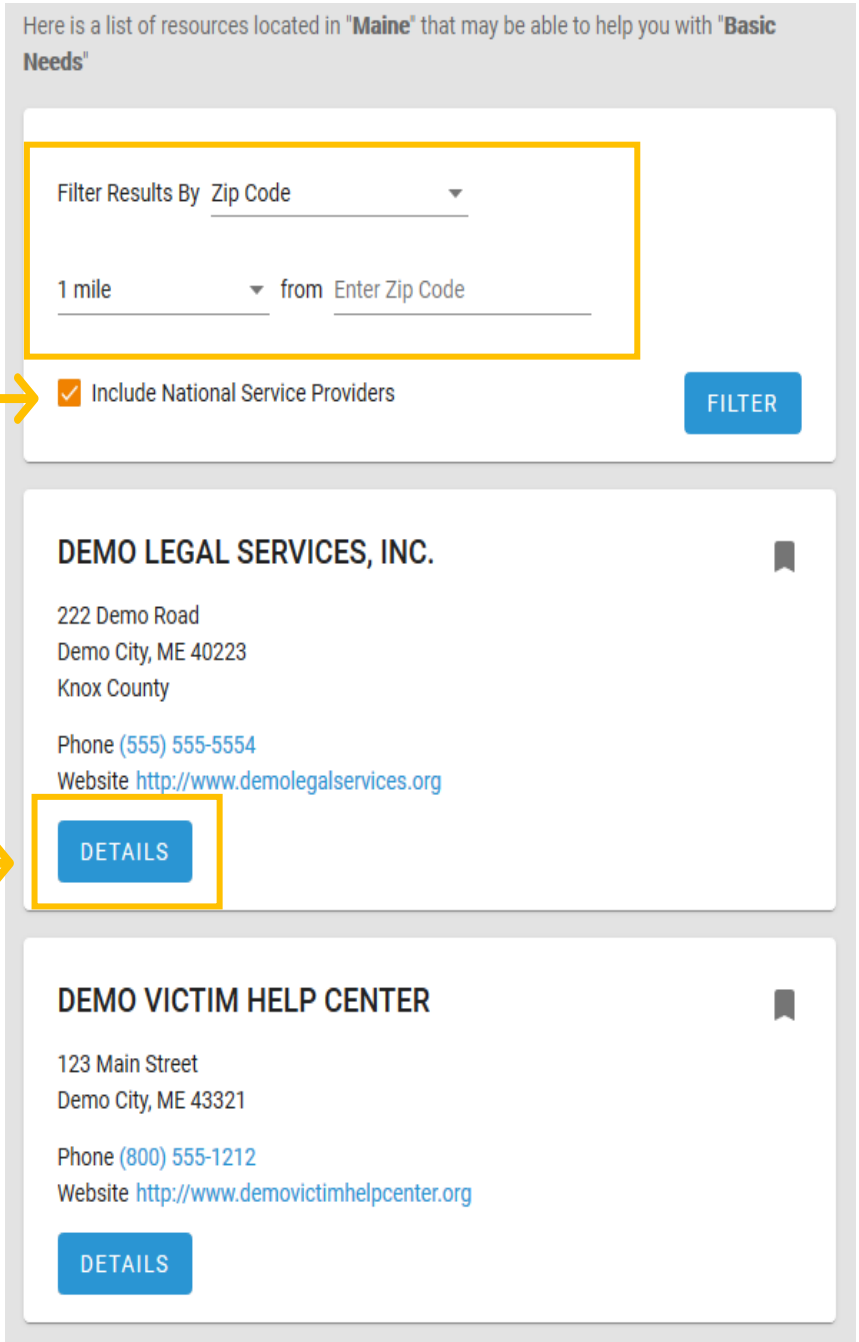
9. View the list of resources in the search results and click **"Details"** to learn more about the Service Provider. Note that results can be filtered by zip code, distance, county, or parish name.

You may also choose to include National Service Providers in your results by checking the box.



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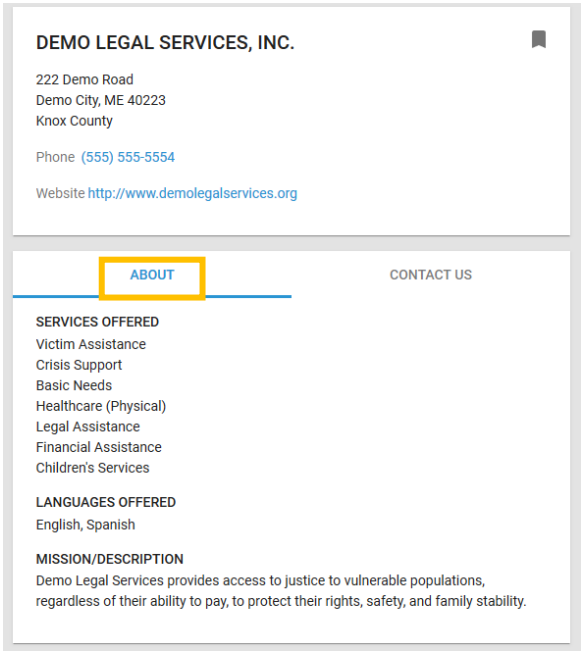
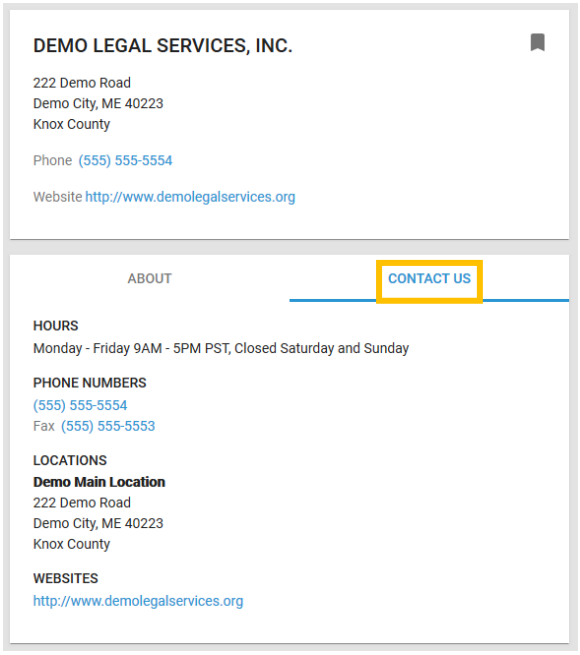
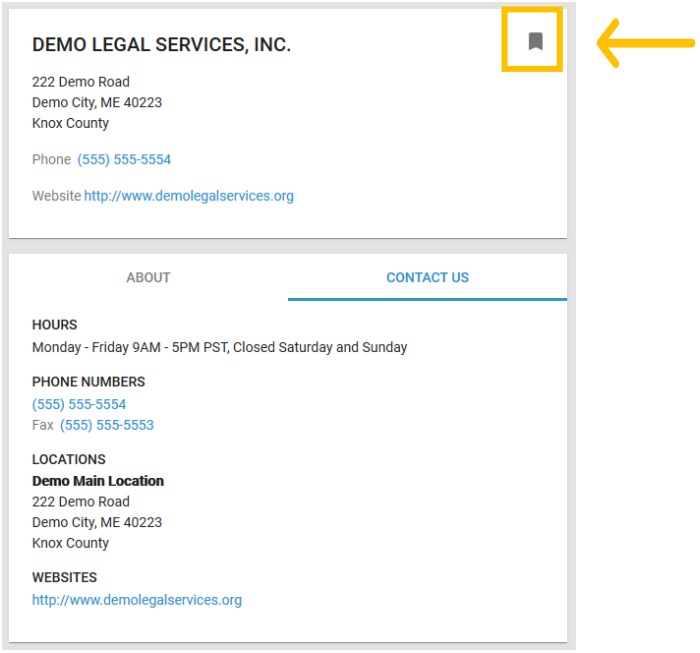
10. In the service provider details, select either the **"About"** tab to learn more about the Service Provider, or the **"Contact Us"** tab to see contact information.





11. To save a Service Provider to your account, selecting the **bookmark** icon on the Service Provider at the top of the card.



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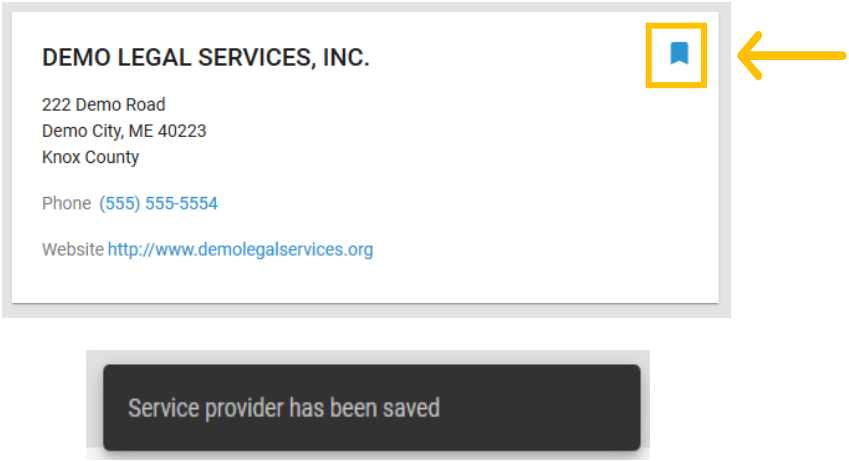
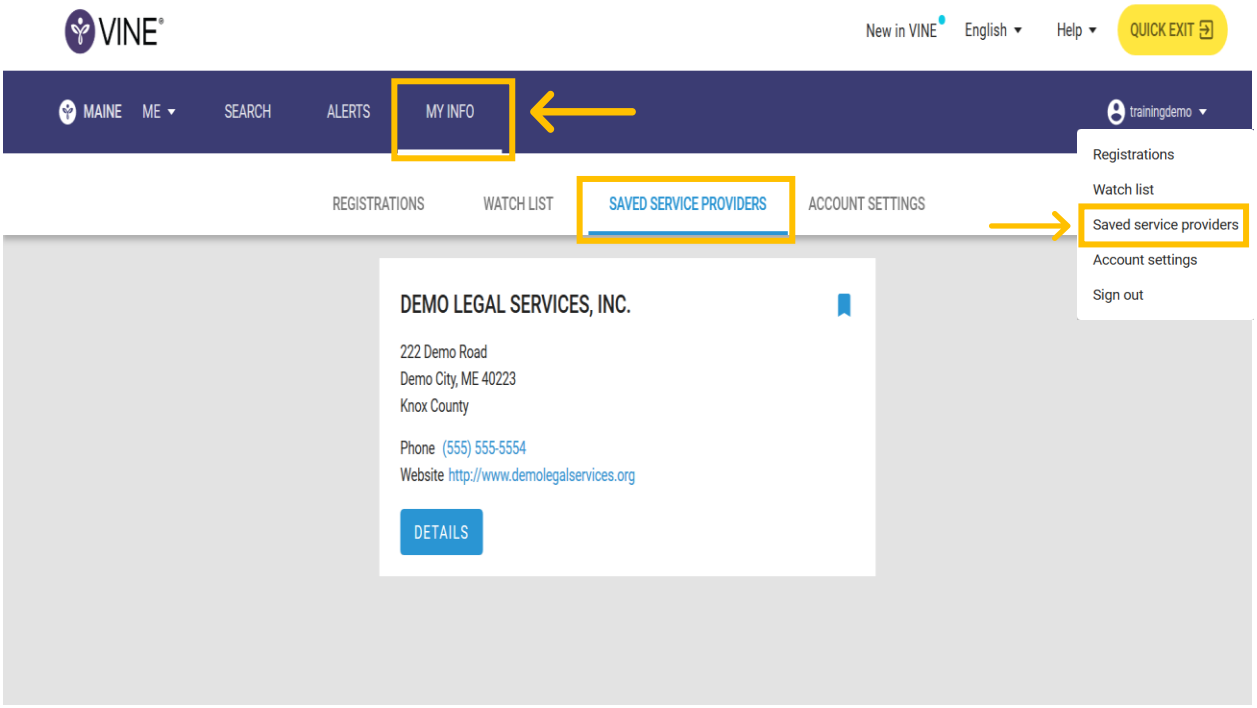
12. You will see a brief pop-up stating "**Service provider has been saved.**" The bookmark icon will also change to blue to indicate your selection.



13. To view your list of Saved Service Providers, select **My Info** and then the **Saved Service Providers** tab. Or, select the "**Saved service providers**" option from your account details dropdown menu.



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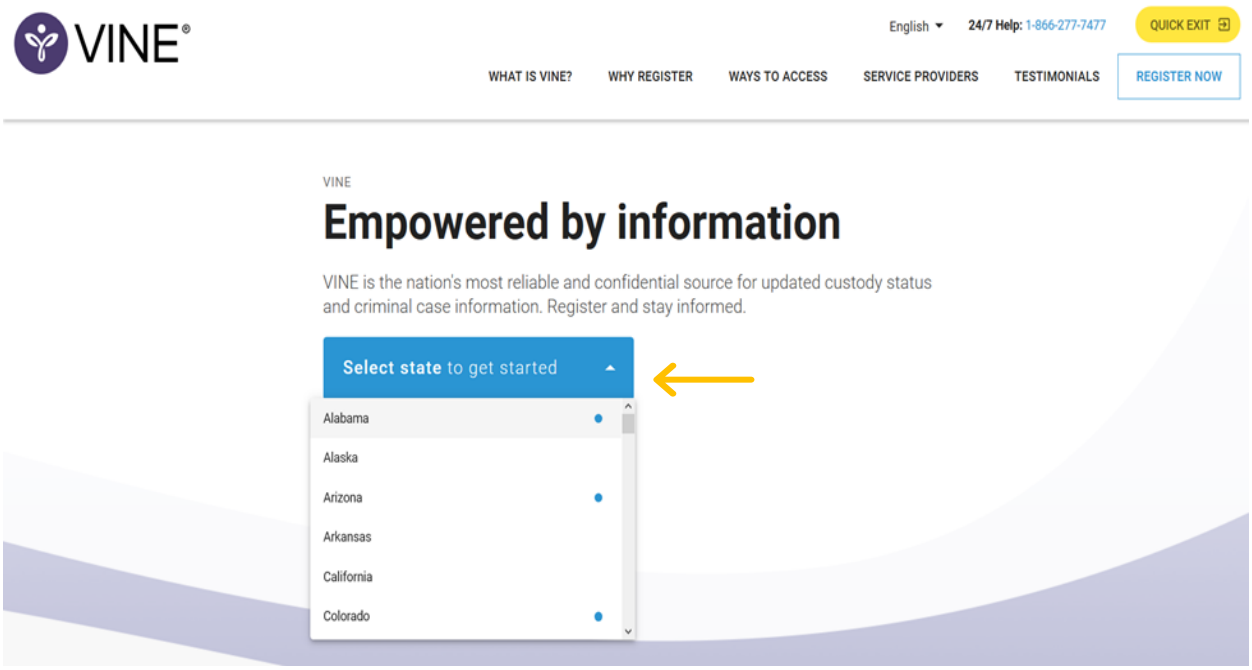
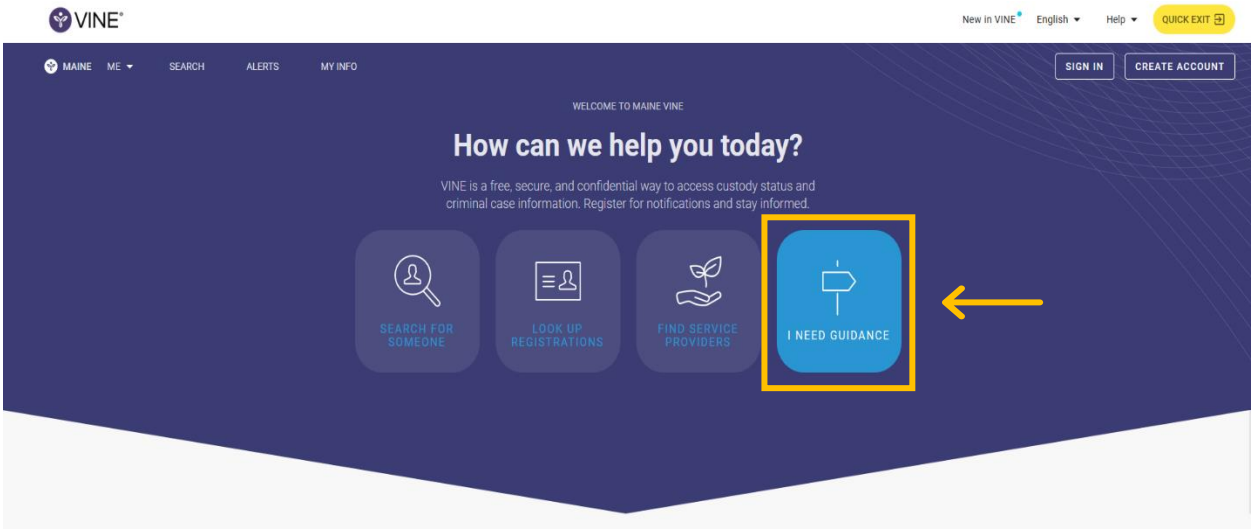
How to Use the "I Need Guidance" Feature in VINELink

1. Access VINELink via the web at www.vinelink.com or via our free mobile application. Select your **State** to get started.



2. To be guided to important resources, select **"I Need Guidance"** from the main menu.



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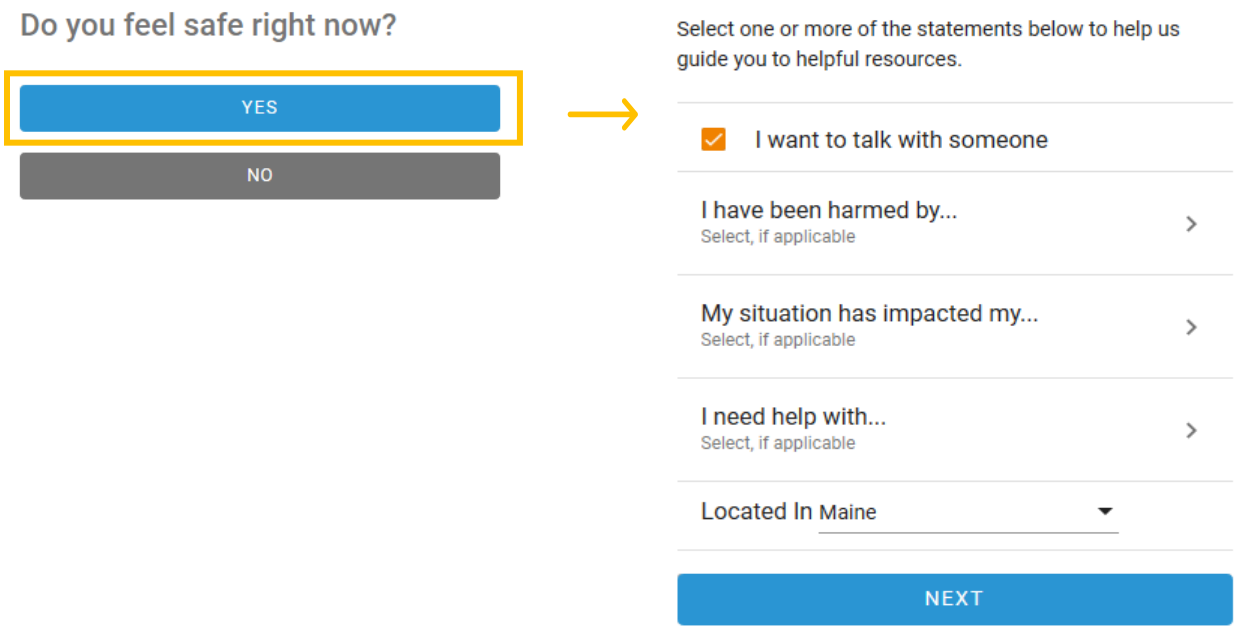
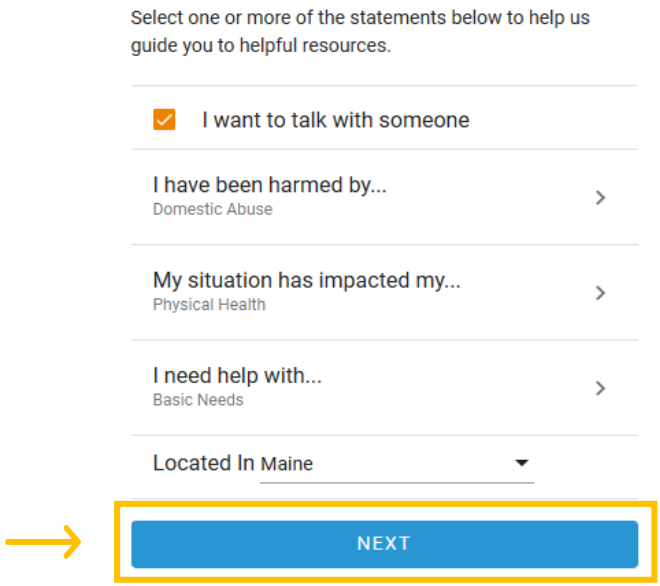
3. Respond to the question: **"Do you feel safe right now?"** If your response to the question is **YES**, complete the statements in the menu to guide you to helpful resources. You may check all that apply.



4. Once you have made your selections, click **NEXT** to view the results for State and National Service Providers that match the selections you made.



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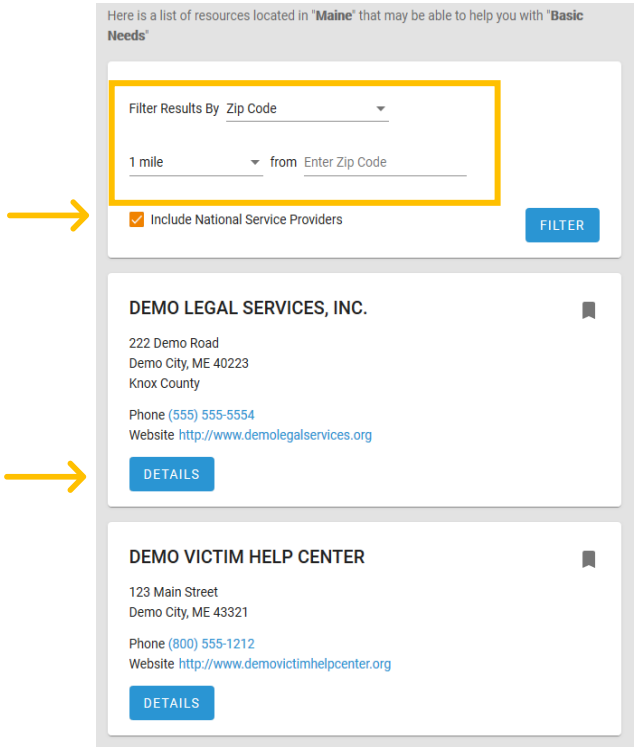
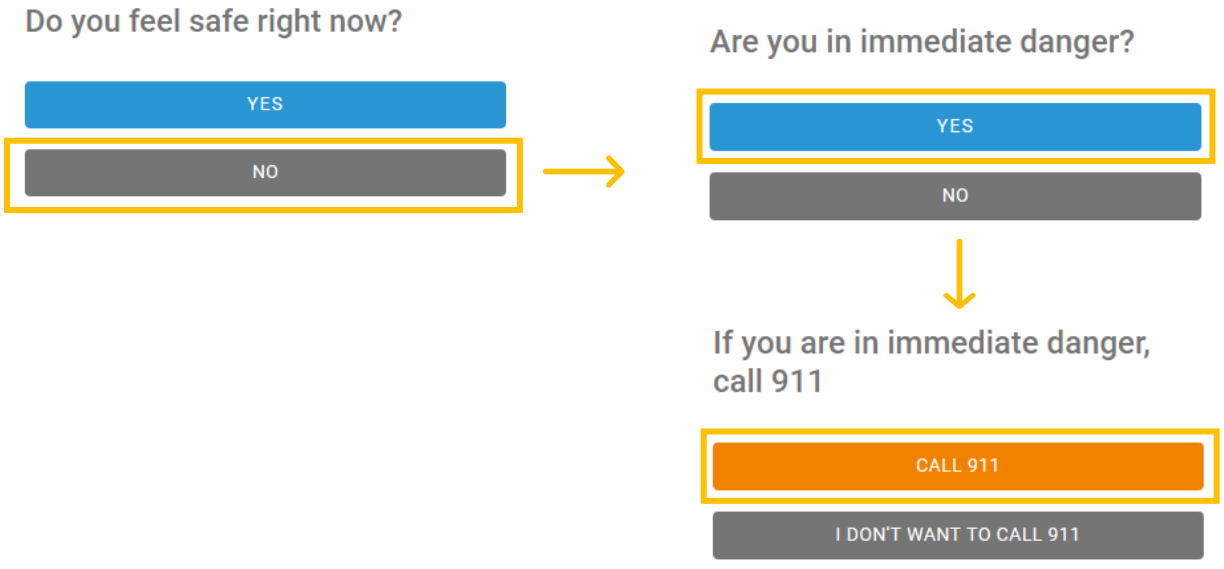
5. View the list of resources in your search results. Note that results can be filtered by **Zip Code, Distance**, or **County or Parish** name. You may also choose to include **National Service Providers** in your results by checking the box. To learn more about a Service Provider in your results, click **"Details."**



6. If your response to the question **"Do you feel safe right now?"** is **NO**, respond to the question **"Are you in immediate danger?"**

If your response is YES, there is a choice to call 911. Selecting not to call 911 will display a list of service providers with 24-hour hotlines.



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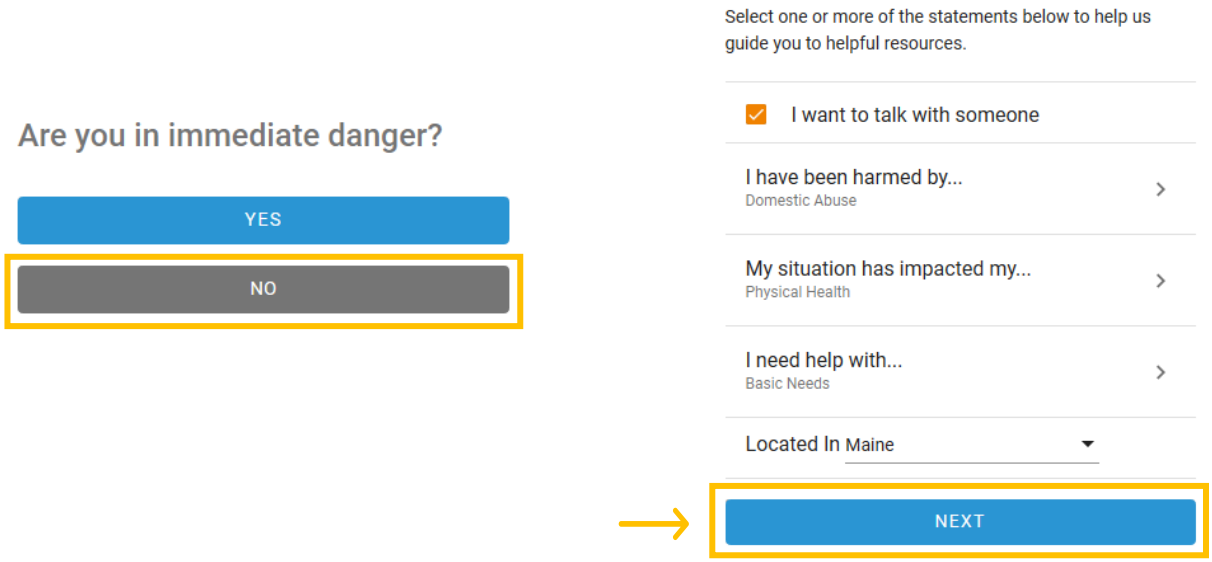
7. If your response to the question **"Are you in immediate danger?"** is **NO**, complete the statements in the menu to guide you to helpful resources. Once you have made your selections, click "**Next**" to view the results for State and National Service Providers who match the selections you made.



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Section 6: VINELink Frequently Asked Questions

What is VINELink?

VINELink is an online portal to VINE, America's leading victim notification network. VINE has been providing victims and concerned citizens with the power of information for over 25 years, affording countless individuals the sense of security they deserve. VINELink can be accessed 24/7/365, providing reliable information regarding custody status changes and criminal case information.

The VINE service notifies victims and concerned citizens via telephone, email, TTY, text message, and in-application notifications (where available). You may also sign up to receive notifications by calling your participating state or county's toll-free telephone number.

What's new in VINELink?

Depending on your selected state, you may notice a difference in the way VINELink looks. We have enhanced the overall user experience, adding features that will significantly benefit the community of victims and concerned citizens, and have made information more easily accessible.

For the most recent updates to VINELink, click "**New in VINE**" from the top menu in VINELink.

Why can't I find the offender or court case I am searching for?

VINE provides information on offenders who are currently in custody or who may have been recently released from custody. If your search does not produce the offender you are looking for, please contact the facility where you believe that offender is housed to inquire about his/her custody status.

Possible reasons the offender or case was not found:

1. **Facility is offline:** Occasionally, a facility may experience a loss of connection to VINE due to service interruption or required maintenance. During this time, the facility is considered to be "offline." When this happens, the facility's current custody information will be unavailable. Until connection is restored, this information, as well as the ability to search for offenders and register to receive

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notifications, will also be unavailable. Upon reconnection, custody information is updated, and all functions are once again available. If you need offender information quickly, please contact the facility directly.

2. **In the custody of another agency**:
    - **Federal inmates:** VINE does not receive federal inmate information. Please visit the Bureau of Prison's Inmate Locator for assistance.
    - **U.S. Immigration and Customs Enforcement (ICE):** Please visit www.ice.gov and use the *Detainee Locator* tool to search for an offender who is in ICE custody.

3. **Non-participating areas:** VINE is available in the majority of the United States, but there are certain states with counties that do not yet utilize the VINE service. VINE is unable to receive information from non-participating areas and thus the offender search functionality may not yet be available in your selected state or area. If you are unable to locate an offender, try contacting the facility directly.

How do notifications work in VINELink?

VINELink offers multiple custody status notification options, including telephone, TTY, email, text message, and in-app notifications. Victims can choose how they wish to be alerted.

1. **Phone/TTY:** Once you register to receive phone (or TTY for the hearing impaired) notifications, VINE will call the phone number you have provided when there is a change in an offender's custody status. The types of custody changes may vary depending on the state or facility where the offender is located. When you receive a phone call from VINE, listen to the message, then enter your previously selected PIN followed by the pound (#) key. Entering your PIN lets VINE know that you received the call and will stop VINE from calling you again regarding this particular status change. For this reason, please do not register a phone number that rings to a switchboard. If you do not answer a notification call, VINE will leave a message and continue to call you back until you enter your PIN, or until a predetermined amount of time has passed. This timeframe varies from state to state, but it is usually between 24 to 48 hours.

    - **Tip:** To better ensure delivery of notifications, VINE recommends adding (502) 213-2798 to your mobile phone contact list.

2. **Email**: Once you register to receive email notifications, VINE will email the address you provided when a change in the offender's status has occurred. The

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types of custody changes that generate notification emails vary depending on the state or facility where the offender is located. You will receive only one email per status change. Most states do not require a PIN for email notifications.

- **Tip:** Add the following email address to your address book or white list to prevent VINE email notifications from being blocked by your spam filter: do-notreply@globalnotifications.com.

3. **Text message (not available in all areas):** Once you register to receive text message notifications, VINE will send you a text message when an offender's status changes. The types of custody changes that generate notification texts may vary depending on the state or facility where the offender is located. You will receive only one text message per status change. You may be required to create a 4-digit PIN for text notifications.

4. **In-app notifications:** Once you register to receive in-app notifications, VINE will send you an in-app notification when an offender's status changes. The types of custody changes that generate in-app notifications may vary depending on the state or facility where the offender is located. In-app notifications will be stored under the notification dashboard indicated by the ALERTS icon in the VINELink app. If you are using the mobile app, and have agreed to receive push notifications from VINELink, you may choose from various settings for displaying the push notification banner. These notifications can be received from both your mobile device and through the VINELink website. (Note that in-app notifications are only available to those who hold a verified VINELink user account.)

Why am I being asked for a PIN?

As a security measure, we ask that you create a 4-digit Personal Identification Number (PIN) when registering to receive notifications. Your PIN is necessary to verify that you are the intended recipient of the notification. You will also need your PIN if you wish to update or disable your registered notifications.

If you have created and verified a VINELink account, you can create one universal PIN that will span across all registered notifications. This can be updated in either your VINELink account profile, or within each registration.

What is the VINE "Caller ID" number and "Sender Email" address for notifications?

Phone calls from VINE will show up on caller ID as 502-213-2798. Email notifications will be sent to you from do-not-reply@globalnotifications.com.

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How do I delete my registrations?

Verified VINELink account holders: Within VINELink, go to your Watchlist and select the offender whose registration you would like to change. Select the Get Notified tab, and either delete, or add a new notification method.

Guest users: As a guest user, use the **Search > My Registrations** feature and select the notification you wish to delete.

All users may also request assistance from our CustomerFirst Center by contacting their state's toll-free VINE phone number. For our VINE Directory, please visit https://apprisssafety.com/vine3directory/.

How do I create and verify an account?

For states that have an account creation feature, select **Create Account** and follow the prompts to create a username and password. You will be prompted to verify your account via email or text message.

How do I find registrations from the previous version of VINELink?

To find previous registrations, select the **Search** icon, then select the dropdown and choose **My Registrations**. Enter your registration information to locate your existing registrations.

If you have a VINELink account, you can add your existing notifications to your account so that they are viewable in your Watch List.

If you are a guest user, you can choose to create an account, or find your registration through the My Registrations feature.

How do I search for an offender or defendant?

To search for an offender, select the **Search** icon, choose An **Offender/Defendant** from the dropdown menu, then search by Name or Offender or Defendant Case ID.

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Can I register for notifications on more than one offender or defendant?

Yes, users may register to receive notifications of updates on multiple offenders or defendants as needed.

How do I search for a service provider?

To search for a service provider, select the **Search** icon, choose **Service Provider** from the dropdown menu, then search by Name or Helps With.

If you are not sure how to get started, select **Not Sure, Guide Me** from the Search feature. You will be prompted to provide some clarifying information regarding your current needs and/or how you have been impacted. Once this is complete, you will be presented with a list of service providers that can assist you.

Can I search outside of my state?

VINE's data is not restricted to the state in which you reside. Through VINELink, victims and concerned citizens can search for important offender or court case information and receive notification from any of the states that currently participate in the service.

How do I stop unwanted VINE notifications?

Using your PIN, access the VINELink app or website and search for the offender registration you wish to delete (if you are a guest user). Account holders may also go to their Watch List to locate the offender whose registration they wish to delete.

If you do not know your PIN, or if you believe you are receiving a notification in error, please call your state's toll-free VINE number. Select the option that allows you to speak with an operator who will assist you in stopping any unwanted calls.

What should I do if I forgot my PIN?

If you've forgotten your PIN, please dial your state's toll-free VINE number and select the option that allows you to speak to one of our operators. Additionally, you may also reach out to the facility where the offender is housed to request assistance with registration or notification.

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What is "Watch?"

"Watch" allows you to bookmark offenders you want to track so you don't have to search again.

To get started, search for an offender and sign up for notifications or choose the **Watch** icon to save the offender to this list. Please note that if you only add an offender to your Watch List, but do not register for notifications, you will not be notified of custody status changes. You will need to sign in or create an account to have access to this feature.

What is "Contacts?"

"Contacts" allows you to bookmark service providers of interest so you don't have to search again.

To get started, search for a service provider and choose the Contacts bookmark icon to save the provider to this list. You will need to sign in or create an account to have access to this feature.

What is "News?"

The News Feed shows news and other information from your state VINE program and other service providers. You will need to sign in or create an account to have access to this feature.

How current is VINE?

VINE information is as current as the data received from jail facilities. If you believe that VINE is presenting any outdated data, please call the facility directly for an update and initiate your personal safety plan.

Can you change or remove offender information in VINE?

No. Offender information in VINE is received directly from local and state facilities for the purpose of notifying victims when a change in an offender's custody status occurs. We work closely with state and local agencies to ensure data integrity and accuracy. If you believe that there might be incorrect data in VINE, please report this to the facility directly.

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What web browsers does VINELink support?

We support the current and previous major versions of the following browsers on a rolling basis.

- Microsoft Internet Explorer – http://windows.microsoft.com/internet-explorer
- Microsoft Edge - https://www.microsoft.com/en-us/edge
- Google Chrome – http://www.google.com/chrome
- Mozilla Firefox – https://www.firefox.com

To identify what browser and version you are currently using, visit the following site: http://whatbrowser.org.

A screen resolution size of at least 1024×768 pixels is also recommended.

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VINE®

Resource Center

Access VINELink anytime via the web at www.vinelink.com or by downloading our free VINELink Mobile App (available for Apple and Android).

For our full library of VINE training resources, including additional video tutorials and reference guides, please visit our Training Page at:
https://apprisssafety.com/resources/training/

For 24-hour support on VINE-related questions and issues, please contact VINE Support:

Email:
VINESupport@appriss.com

Phone:
1-866-APPRISS (866-277-7477)
Select Option 2

Join the conversation and connect with Appriss Insights and VINE on social media!

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@ VINENotifies

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