

Frequently Asked Questions

How do I use VINE?

VINE is easy to use. Just follow this four step process:

1. Locate the offender's name or identification number, then call the toll-free number for your area from a touch-tone phone and follow the instructions.
2. If the offender is in custody, you can register a telephone number where you will be called if the offender is released, transferred, or escapes. Enter the telephone number where you wish to be contacted, including the area code, followed by the pound (#) key.
3. When VINE asks, create and enter a four-digit personal identification number (PIN) that will be easy for you to remember. VINE will ask for your PIN when it calls you.
4. When VINE calls, listen to the message. When the message is complete, VINE will ask you to enter your four-digit PIN. Entering the PIN lets VINE know you got the call, and will stop the service from calling you again.

I just registered to receive notification from VINE, now what?

When the offender for whom you have registered is released, transferred, or escapes, VINE will automatically call the telephone number you registered and provide you with important custody status information. You should incorporate VINE into your Personal Safety Plan but never rely solely on VINE, or any other service, for your safety.

How do I stop automated calls?

If you are receiving automated calls from VINE and do not know your PIN number, please call the telephone number provided on the automated message. Or you may contact a VINE Customer Account Representative, who will work with your local law enforcement agency to stop the calls as quickly as possible.

I did not register to be notified. What is VINE and why is VINE calling me?

VINE®, Victim Information and Notification Everyday, is an automated service that notifies crime victims and other concerned citizens about the custody status of an offender.

Occasionally, a VINE user may inadvertently enter an incorrect digit in his or her telephone number, causing the automated VINE system to dial the wrong number. There are also occasions when a VINE user will change his or her telephone number and forget to update the VINE system with the new telephone number. When the number is reassigned, the VINE system will dial the wrong number.

If you are receiving unwanted calls, we apologize for the inconvenience and appreciate your patience. We encourage you to report the mistake by calling the telephone number the VINE system references in its automated message. Then the VINE system can attempt to notify the correct person and release your telephone number from the system.