

## Classic VINE® Frequently Asked Questions

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

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

### Possible reasons the offender or case was not found:

- 1. Facility Offline:** Occasionally, a facility may experience 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, as well as searching and registering for notification, until the connection is restored. When reconnected, the facility is considered online, all custody information is updated, and all functions are available again.

If you need offender information quickly, contact the facility directly to ask about his/her custody status.

- 2. In the custody of another agency:**

**a. Federal Inmates:** VINE does not receive information about federal inmates. Please visit the Bureau of Prison's Inmate Locator for assistance.

**b. U.S. Immigration and Customs Enforcement (ICE):** Please visit [www.ice.gov](http://www.ice.gov) and use the Detainee Locator tool to perform a search for an offender in ICE custody.

- 3. Non-participating Areas:** VINE is available in the majority of the United States, but not every county participates in the VINE service. VINE does not receive information from non-participating areas.

### How does a Phone or TTY Notification work?

Once you register to receive phone (or TTY for hearing impaired) notifications, VINE will call you when an offender's custody status changes. The types of custody changes may vary depending on the state or facility where the offender is located.



When VINE calls, listen to the message, then enter your PIN followed by the pound (#) key when asked. Entering the PIN lets VINE know that you received the call and will stop VINE from calling you again. For this reason, never register a phone number that rings to a switchboard.

If you do not answer a notification call, VINE will leave a message and continue calling back until you enter your PIN or until a certain time frame has passed. The time frame varies from state to state, but is usually between 24 to 48 hours.

### **How does an Email Notification work?**

Once you register to receive email notifications, VINE will email you when a change in the offender's status has occurred. The types of custody changes you will be emailed about may 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 4-digit PIN for email notifications.

**TIP:** Add this email address [vine@globalnotifications.com](mailto:vine@globalnotifications.com) to your address book or white list to prevent VINE email notifications from being blocked by your spam filter.

### **How does a Text Message Notification work?**

(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 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.

### **Why am I being asked for a PIN?**

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

### **What is the 'Caller ID' number and 'Sender Email' address?**

Phone calls from VINE will show up on Caller ID as 502-213-2798. Email notifications will be sent to you from: [vine@globalnotifications.com](mailto:vine@globalnotifications.com).



### **How do I change my registration or PIN?**

On the VINELink homepage, select the location of the offender for whom you have previously registered. Then select the Edit Your Registration icon and follow the path to find your registration and make desired changes.

### **How do I disable my registration?**

On the VINELink homepage, select the location of the offender for whom you have previously registered. Then select the Edit Your Registration icon and follow the path to find the registration you wish to disable. You can make changes to a registration or choose to disable a registration on this screen.

### **How do I stop unwanted VINE notifications?**

If you know your PIN you can disable the registration through the Edit Your Registration feature available on the home page.

If you do not know your PIN or you believe you are receiving a notification in error, please call your state's toll-free VINE number. You can find this number by choosing your state and then selecting the State Resources icon on the homepage. When you call, select the option to speak with an operator. The operator can assist in stopping the calls.

### **What is Link It?**

(Not available in all areas)

On the registration confirmation page, you can choose "Link" multiple phone numbers. When VINE calls, entering your 4-digit PIN confirms that you received the call and stops VINE from calling that number, and any additional numbers you have chosen to Link. For example, if you have registered to receive notifications on both a home phone and a cell phone, linking both numbers will allow you to stop calls to both phones with only one confirmation.

### **Are offender photos on VINELink?**

If the facility provides offender photos you can click 'show photo' on the offender search results page. Not all facilities provide offender photos to VINE.



## **How current is VINE?**

VINE information is as current as the data received from jail facilities. If you think the data is out of date, call the jail directly for an update and initiate your personal safety plan.

## **Can you remove or change offender information in VINE?**

No. The offender information in VINE is received directly from the local and state facilities that provide the information 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 have found incorrect data in VINE, please call the facility and report it to them directly.

## **What Web browsers does VINELink support?**

We support the current and previous major version of all browsers on a rolling basis. We're committed to developing a secure site. This site supports the following browsers:

- Microsoft Internet Explorer - <http://windows.microsoft.com/internet-explorer>
- 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 1024x768 pixels is also recommended.