

A photograph of a smiling woman with dark hair, wearing a red top and large hoop earrings. She is standing in front of a window with a plant on the sill. The image is partially covered by a purple overlay with white dots.

# VINE

## Empowering Victims, Protecting Communities

# 1-866-277-7477

VINELink.com

### The Nation's Leading Victim Notification Network

VINE (Victim Information and Notification Everyday) is a free, confidential service that delivers timely and reliable information to victims, families, and community members across the criminal justice process. Designed to empower and protect victims of crime, VINE helps individuals make informed decisions and enhance their overall safety. With VINE, you can access comprehensive search capability, convenient registration, and automated notification, all backed by 24/7/365 support and trusted expertise.

### VINE uniquely provides a unified experience for victims, survivors, and the community. Access to VINE includes:

- **A singular experience via VINELink.com**  
VINELink.com provides access to information search and automated notification accessible in one place, all available to individuals through the support of state or jurisdiction-based agencies.
- **Support from the sensitivity-trained Customer First Center (CFC)**  
Customer support goes above and beyond with VINE. Its 24/7/365 service provides direct access to live support representatives, who are trauma informed and can provide guidance on using VINELink.com, registration assistance, and added peace of mind related to the information provided in a search.
- **Reliable, near real-time data**  
VINE works directly with state and jurisdictional information sources to help deliver this crucial safety-supporting information to you, with connections that come directly from the primary data source.
- **Access to the VINE Service Provider Directory**  
The VINE Service Provider Directory provides information and contact details for supportive community resources, easing the process of determining where assistance is available. The directory includes a range of support services, which may include services for victim assistance, crisis support, basic needs, healthcare, counseling, legal assistance, financial assistance, and children's services. Click on FIND SERVICE PROVIDERS at VINELink.com to get started.

**VINE is informed by Trusted Expertise, with 30+ years of supporting victim information needs, including:**

- **Comprehensive Search**  
Access up-to-date information throughout the criminal justice process.
- **Convenient Registration**  
You can register multiple phone numbers or email addresses to receive confidential updates.
- **Automated Notifications**  
Receive near real-time updates via text (SMS), email, phone call, or in-app alert.
- **24/7/365 Support**  
Sensitivity-trained Customer First Center provides assistance with searches, help with registration, or questions.
- **Multiple Languages**  
Access live operator support in over 240 languages.
- **Accessible**  
Available online at VINELink.com, through the mobile app for on-the-go updates, and by phone 24/7/365.
- **Confidentiality and Security:**  
VINE, an Equifax product, is built to support the confidentiality and data security required to support safety.

**Put this information (where applicable) in a safe place**

Offender / Defendant / Respondent Name

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Offender Number / Case Number (where applicable)

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4-Digit PIN

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**Registration**

To access VINE, and/or create an account to register to be notified:

- Visit VINELink.com
- Call 1-866-277-7477
- Download the VINELink mobile app
- TTY users, call 1-866-847-1298

**Notification**

VINE allows you to select your preferred notification method. We recommend adding at least two different methods. When registering a phone number, create a four-digit personal identification number (PIN) that is easy to remember. You will be prompted to enter this PIN when VINE calls.

Notification options include phone, text, email, in-app, and TTY.

**Do not rely solely on VINE for your safety. If you feel you are in danger, call 911 immediately.**

- Creating an account will allow for notification registration. Note that you may receive notifications at any time, including the middle of the night.
- A PIN number is set up during the notification registration process or via customer support.
- If you do not answer a notification call, VINE will leave a message and continue to call for a minimum of 24 hours, or until you enter your PIN.

**IMPORTANT!**

If your phone number or email address changes, please update your information with the Equifax Customer First Center at 1-866-277-7477 or through VINELink.com. Keeping your contact information current is essential to ensure we can reach you with important notifications.



**Download the  
VINELink mobile app.**

Search for "VINELink" on your mobile device app store or scan this QR code.



**Visit VINELink.com and select your state to get started.**