VINE is an automated service that lets you track the custody status of offenders who are in jail or prison. You can also register to be notified by phone, email, and/or text message if the custody status of an offender changes.

When you register (see the “How Do I Register” section), write down the following information. Then remove this panel and keep it in a safe place:

Offender name

Offender number

Your four-digit PIN

- If you do not answer a notification call, VINE will leave a message and will continue calling back until you enter your PIN or until up to 48 hours have passed. You may get a call from VINE in the middle of the night.
- Do not register a phone number that rings to a switchboard.
- VINE is confidential.
- You can register multiple phone numbers and email addresses for notifications.
- If you forget your PIN, call toll-free 1-877-551-8463 and press zero for a VINE service representative.
- VINE service representatives are available 24 hours a day, seven days a week to assist you.

Notes:

VICTIM INFORMATION & NOTIFICATION EVERYDAY

New Mexico VINE Service
Information & Notification for Offender Custody Status

Victims have the right to know.

1-877-551-VINE
1-877-551-8463
www.vineline.com

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

Search for “VINEmobile” where you get your apps.

A service provided by
The State of New Mexico through
The Department of Information Technology
NEW MEXICO VINE SERVICE

CUSTOM INFORMATION
To access offender custody information:
• Call 1-877-551-8463
• Visit www.vinelink.com
• Download the VINEmobile app (See the VINEmobile section in this brochure for instructions.)
• TTY users, call 1-866-847-1298

HOW DO I REGISTER?
If the offender is in custody, you can register to receive VINE notifications.
You will be notified when there is a change in the offender’s custody status.
To register, select one of the methods from the bullet list above, and follow the prompts.
If you register a phone number, you must create a four-digit personal identification number (PIN) that will need when you receive notifications. Make sure your PIN is easy to remember. Write it down and keep it in a safe place.
Email registrations do not require a PIN.

NOTIFICATION
If you have registered to receive VINE notifications, you will be notified about offender release, transfer, or escape.
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 the service from calling you again.
No PIN is required for email notifications.
You will receive one email when there is a change in custody status.

NEW MEXICO VINE SERVICE
1-877-551-8463
TTY: 1-866-847-1298
www.vinelink.com

VICTIM RESOURCES

New Mexico Coalition Against Domestic Violence
505-246-9240
800-799-7233
www.nmcdadv.org

Crime Victims’ Reparation Commission
505-841-9432
800-306-6262
www.cvrc.state.nm.us

Mothers Against Drunk Driving (MADD)
505-255-2955
877-ASK-MADD (877-275-6233)
www.madd.org/nm

New Mexico Department of Corrections
New Mexico Corrections Department – Victim Services
505-827-8848
877-VICTIM-4 (877-842-8464)
http://corrections.state.nm.us/ocs/vs.html
Email: CDVictimSrvcs@state.nm.us

New Mexico Attorney General – Victim Services Division
505-717-3512
www.nmag.gov

New Mexico Grief Services
Office of the Medical Investigator
505-925-0567
800-432-5239
http://omi.unm.edu/services/index.html

New Mexico Coalition of Sexual Assault Programs
505-883-8020
888-883-8020
www.nmcsap.org

DWI Resource Center
505-881-1084
http://dwiresourcecenter.org/index.php/dwi-victim-services/