

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.



Search for "VINEmobile"  
where you get your apps.

## 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.vinelink.com**



APPRISS  
SAFETY

Rev. 03/17

A service provided by  
The State of New Mexico through  
The Department of Information Technology

## NEW MEXICO VINE SERVICE

### CUSTODY INFORMATION

To access offender custody information:

- Call **1-877-551-8463**
- Visit [www.vinelink.com](http://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 you 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 Coalition Against Domestic Violence  
**505-246-9240**  
**800-799-7233**  
[www.nmcadv.org](http://www.nmcadv.org)

Crime Victims' Reparation Commission  
**505-841-9432**  
**800-306-6262**  
[www.cvrc.state.nm.us](http://www.cvrc.state.nm.us)

Mothers Against Drunk Driving (MADD)  
**505-255-2955**  
**877-ASK-MADD (877-275-6233)**  
[www.madd.org/nm](http://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](mailto:CDVictimSrvcs@state.nm.us)

New Mexico Attorney General – Victim Services Division  
**505-717-3512**  
[www.nmag.gov](http://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](http://www.nmcsap.org)

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

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TTY: 1-866-847-1298

[www.vinelink.com](http://www.vinelink.com)

