

VINE is a free service that allows you to anonymously check an offender's custody, court case, and protective order status by phone, website, or mobile app (where available). You can also register to receive automated notifications about changes in custody, court case and protective order status by phone, email, text, or in-app. TTY service for people with hearing loss is also available.

*Write down the following information, remove this panel, and keep it in a safe place:*

### Custody Information

Offender Name

Offender Number

Your four-digit PIN

### Court Case Information

Defendant Name

Case Number

Your four-digit PIN

### Protective Order Information

Respondent Name

Protective Order Number

Your four-digit PIN

### How to Use VINE:

- If you feel you are in danger, call 911 immediately.
- VINE is confidential. The offender/defendant/respondent will not know you are registered with this service.
- VINE provides information on offender custody, court case, and protective order status in Maryland.
- VINE notifies automatically when the offender custody, court case or protective order status changes. You may get a notification from VINE in the middle of the night.
- Write down your PIN and keep it in a safe place. For safety reasons, do not share this information with others.
- If you do not answer a notification call, a message will be left and additional attempts will continue to be made for a minimum of 24 hours, or until you enter your PIN.
- Do not register a phone number that rings to a switchboard.
- You can register multiple phone numbers and email addresses for notifications.
- If you forget your PIN, call the toll-free number and press zero. You will be transferred to an operator who can help you reset your PIN, or cancel the notification.
- Operators are available 24/7 to assist you.

### IMPORTANT!

**IF YOUR PHONE NUMBER OR EMAIL CHANGES, IT IS YOUR RESPONSIBILITY** to call the Equifax Customer First Center at 1-866-634-8463, or go to [www.vinelink.com](http://www.vinelink.com) and follow the instructions on how to change your phone, text, or email registration. Unless you update your information, we will be unable to contact you when necessary.



## Maryland VINE

**Offender Custody Status,  
Court Case Information, and  
Protective Order Information**

A service provided by  
Maryland Department of Public Safety  
and Correctional Services (DPSCS)

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

**EQUIFAX**

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**1-866-634-8463**

TTY: **1-866-847-1298**

**WWW.VINELINK.COM**

# Maryland VINE

## Information

Maryland VINE is a service that lets victims of crime and other concerned citizens access timely and reliable information regarding offender custody, court case, and protective order status. Maryland VINE is offered free of charge to registrants, is completely confidential, and features multiple language support.

## Registration

To access offender custody, court case, and protective order information and register to be notified:

- Call 1-866-634-8463
- Visit [www.vinelink.com](http://www.vinelink.com)
- Download the **VINELink mobile app**
- TTY users, call **1-866-847-1298**

## Notification

Maryland VINE allows you to select your preferred notification method:

- Phone
- Email
- Text
- TTY
- In-App

## Phone Notifications

If registering a phone number, you will be asked to create a four-digit personal identification number (PIN). When Maryland VINE calls, listen to the message. The PIN will be used to confirm that the call was received. Make sure your PIN is easy to remember.

*Note: When receiving a protective order notification, you will need to enter your PIN, followed by the # key, in order to hear the notification.*



## Notification Events

Once you are registered, Maryland VINE will notify you of custody, court case, or protective order status changes.

## Custody Status

If the offender is in custody, you can register to be notified about the following events:

- Release
- Escape
- Transfer
- Probation/Parole Status

## Court Case Status

If court case information is available, you can register to be notified about the following:

- Court Case Status
- Upcoming Hearing Date, Time and Location

## Protective Order Status

If the protective order has been filed, you can register to be notified about the following:

- Protective Order Status
- Hearing Date, Time and Location
- Expiration

# Victim Resources

**Dept. of Public Safety and Correctional Services**  
[dpscs.maryland.gov/agencies/index.shtml](http://dpscs.maryland.gov/agencies/index.shtml)  
1-877-379-8636 or 410-585-3300

**National Domestic Violence Hotline**  
[thehotline.org](http://thehotline.org)  
1-800-799-7233 or TTY: 1-800-787-3224

**National Organization for Victim Assistance**  
[trynova.org](http://trynova.org)  
1-800-879-6682

**Mothers Against Drunk Driving**  
[madd.org](http://madd.org)  
1-877-623-3435

**Parents of Murdered Children**  
[pomc.org](http://pomc.org)  
1-888-818-7662

**Sex Offender Registry**  
410-585-3600

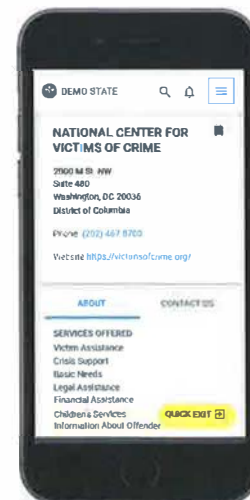
**Criminal Injuries Compensation Board**  
1-888-679-9347 or 410-585-3010

**Division of Parole and Probation Victim Services**  
1-877-379-8636 or 410-585-3300

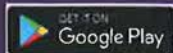
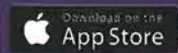
**Division of Corrections Victim Services**  
410-585-3348

## VINE Service Provider Directory

Connect with local, regional, and national victim service providers through the VINE Service Provider Directory. The directory is a comprehensive listing of support services, such as victim assistance, crisis support, basic needs, legal assistance, financial assistance, and children's services. Access the directory by visiting [VINELink.com](http://VINELink.com) or using the VINELink mobile app. To begin, click "FIND SERVICE PROVIDERS."



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



**Maryland VINE**

1-866-634-8463

TTY: 1-866-847-1298

[VINELink.com](http://VINELink.com)