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## I Forgot my PIN !

The purpose of a PIN is to ensure that you control your VINE registration and that no one else can cancel your registration. Your PIN is a confidential number that you selected. VINE will make repeated attempts to contact you with important custody information about the offender until you enter your PIN to confirm that you have received the information. These calls will continue for up to 24 hours if the offender is released from prison or escapes.

If you forget your PIN, the Department of Corrections can help you during regular business hours - 8 a.m. to 5 p.m. weekdays.

(1) Call DOC at (888) 223-6332 during regular business hours from 8 a.m. to 5 p.m. Monday through Friday. The victim programs manager can retrieve your PIN, cancel the current calls to your number, and ensure that you receive VINE notification the next time the offender's custody status changes.

(2) Prison victim information officers also may be able to retrieve your PIN during regular business hours from 8 a.m. to 5 p.m. Monday through Friday. Call (406) 247-5102 for Montana Women's Prison or (406) 846-1320 X2201 at Montana State Prison (all male inmates).

Choose a PIN that is easy to remember and keep it close to your telephone.

Suggestion: If repeated VINE phone calls are inconvenient for you, consider registering for email notification at [www.vinelink.com](http://www.vinelink.com)