

D. For assistance with Internet access to VNS, please contact the VNS Internet Help Desk at the toll free number 1-866-625-1631.

## 5. What information is available on the VNS Internet Web site?

The information available will include:

- A. **Case Activities Detail** - information about events in your case.
- B. **Downloads/Links** - supplemental information about your case.
- C. **My Information** - allows you to view and/or update your mailing address, phone number, and email address.
- D. **Stop Receiving Notifications** - allows you to stop receiving further notifications. You can later re-enroll using your VIN and VNS Login ID.

## 6. How often is information on the Internet updated?

The VNS Web site is updated daily, Monday through Friday.

## 7. Does the Victim Notification System ensure my safety?

No. Do not depend on VNS to ensure your safety. If you feel that you are being threatened, immediately notify law enforcement.

## 8. What should I do if my contact information changes?

If your address, email or phone number changes, you should update your contact information using one of the following methods: (1)VNS on the Internet\* (<https://www.Notify.USDOJ.Gov>); (2) VNS Call

Center\* (1-866-365-4968)(\*You will need your VNS VIN & PIN/Web Login ID), or; (3) the agency contact person indicated on your notification letter.

## 9. Must I receive notification?

If you do not wish to receive notification you may contact: (1) the VNS Call Center (1-866-365-4968, provide your VNS VIN & PIN, Select Opt Out option); (2) access the VNS Web site and select the Stop Receiving Notifications link, or; (3) the agency contact person indicated on your notification letter.

Overview - VNS Information		
Information - Activity	Internet	Call Center
Investigative Status (Under Investigation or Prosecution Declined)	✓	✓
Filing of Criminal Charges, Outcome of Charges and Sentencing data	✓	✓
Future & Past Court Hearings	✓	✓
BOP Custody Status & location, projected release date	✓	✓
Other relevant documents	✓	
Links to other Internet Web resources	✓	
Update address, email, telephone number	✓	✓
Opt out from access to VNS, including the Internet & Call Center	✓	✓

## INFORMATION CARD

Victim Identification Number (VIN)

Personal Identification Number (PIN)

VNS Internet Login Identification

Agency Contact Name and Phone Number

# The Department of Justice Victim Notification System



## A Service Provided by:

- The Federal Bureau of Investigation
- The United States Attorneys' Offices
- The Federal Bureau of Prisons
- The Office for Victims of Crime

## In Cooperation with:

- The United States Postal Inspection Service

1-866-DOJ-4YOU - (1-866-365-4968)  
<http://www.Notify.USDOJ.Gov>

## Introduction

The Department of Justice and the United States Postal Inspection Service are committed to ensuring that victims of federal crime are treated fairly as their case moves through the criminal justice system.

In order to provide victims with information on case events, the Department of Justice has developed the Victim Notification System (VNS). This brochure provides information about VNS.

### Victim Notification System (VNS)

VNS is a cooperative effort between the Federal Bureau of Investigation (FBI), the United States Postal Inspection Service (USPIS), the United States Attorneys' Offices, and the Federal Bureau of Prisons (BOP).

This free, automated system provides important information to victims. In many cases, you will receive letters generated through VNS containing information about the events pertaining to your case and/or any defendants in the case.

If VNS has received your email address, you will receive notice by email. This may be the most timely method of notification.

This information is available in English or Spanish on the Internet and through a toll-free telephone number (Call Center). In cases with many victims, you may receive only one letter and then be directed to the Internet or Call Center for further information.

## VNS Information

### Registration:

You will receive a Victim Identification Number (VIN) and a Personal Identification Number (PIN) that will allow you to access VNS on the Internet and

using your telephone. Those numbers are contained on all correspondence and you may also write them on the attached tear-off card to keep with you.

 **Your VIN and PIN are both required any time you contact the Call Center or when accessing VNS on the Internet.**

### VNS Internet Access:

- You may access information about the case via the Internet at: <http://www.Notify.USDOJ.Gov>. You will be required to enter your VIN and your PIN.
- The Web site, in some instances, may provide additional information that is not available through the Call Center.

(Refer to **Common Questions**, numbers 4, 5 & 6 below, for more information regarding the Internet.)

### The VNS Call Center:

You may call 1-866-DOJ-4YOU (1-866-365-4968) for current information. You will be required to enter your VIN and your PIN.

By following the prompts, VNS will provide custody information and notice of up coming court events.

The Call Center will include options to hear:

**Upcoming Events** - information on future court hearings

**Historical Court Events** - information on past court hearings

### **Information on Each Defendant**

information regarding criminal charges filed, the outcome of the charges, and the sentence imposed by the Court; if the defendant is in the custody of BOP, the custody location, projected date of release from custody and other release information. For more detailed information, contact the responsible agency representative.

### VNS Notification:

You may receive information about case events by letter, email, or fax. Please note that in some rare instances, VNS may contact you by phone which will require use of your PIN. See question #3.

Not all relevant information regarding a case will be contained within VNS. Victims may contact the respective agency staff for additional information.

## Common Questions

Below are some common questions about VNS. If at any time you have questions about VNS that are not answered here, please feel free to contact your local FBI, USPIS, or U.S. Attorney's Office.

### **1. When can I call the VNS Call Center or access VNS on the Internet?**

(Eastern Time)

Monday - Friday 6:00 a.m. - 3:00 a.m.

Saturday 7:00 a.m. - 12:00 a.m.

Sunday 8:00 a.m. - 12:00 a.m.

**1-866-DOJ-4YOU - (1-866-365-4968)**

<http://www.Notify.USDOJ.Gov>

You must keep your contact information current (see Common Question number 8). If an agency is unable to contact you due to outdated contact information, you will be removed from the notification program.

### **2. What if I forget my PIN?**

Each VNS notification will restate your VIN & PIN. If you do not have this correspondence, please contact the agency (FBI/USPIS/U.S. Attorney's Office) involved with your case.

### **3. What if I am not at home or my phone is busy when VNS calls?**

In the unusual event you receive an automated call from VNS, the calls will continue every 30 minutes when the phone is unanswered. If the call is answered, but is not confirmed with your PIN number, VNS will continue to call every two (2) hours.

### Victim Notification System

### **4. How do I access the VNS Internet site?**

- A. Enter <http://www.Notify.USDOJ.Gov> in your Web browser.
- B. If you are a new user, click "First Time Users Click Here".
  - (1) Enter your VIN.
  - (2) Enter your PIN.
  - (3) Complete the remaining information as requested on the Web site to include creating a new VNS Login ID.
  - (4) You can also add your email address at this time or during any subsequent login.
- C. Your VNS Login ID must be used in conjunction with your VIN during any subsequent access of the VNS Web site.