

# REFERENCE GUIDE FOR PUBLIC USERS

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# VINE PROTECTIVE ORDER (VPO)

*Missouri Department of Public Safety*

*Crime Victim Services Unit*



The Vine Protective Order (VPO) System is a service provided by the Missouri Department of Public Safety—Crime Victim Services Unit. VPO is an integral part of the Missouri Victim Automated Notification System (MOVANS). By using VPO, victims are able to register to receive automated notifications via phone or email regarding their active ex-parte or full order of protection.

Registered users will receive notifications upon service of the order of protection, failure to serve the order, the day before a scheduled court hearing related to the order of protection, a change in the scheduled court hearing, and the impending expiration of the order (30 days prior to expiration).

This guide will cover the different methods of creating a VPO registration.

The first method of registration is by logging onto [www.RegisterVPO.com](http://www.RegisterVPO.com) and clicking on the state of Missouri.

**RegisterVPO.com**  
The public registration website for VINE Protective Order

QUICK ESCAPE

VINE Protective Order helps keep crime victims informed by automatically notifying them when protective orders have been served against a respondent.

Please select your state to anonymously search for an order and register for notifications:

Want to know more?  
CLICK HERE

**Be Safe**  
To immediately leave our site and redirect to an unrated site, click the red escape button in the top right corner of the website.

Our Web site uses secure Internet connections providing for encrypted data transmissions.

After clicking on Missouri, users will be taken to the protective order search page.

A notable feature of the RegisterVPO website is the Quick Escape tool. If at any time a user feels unsafe, he/she may click the Quick Escape button to be re-directed to a generic website.

Please enter information in the following fields exactly as it appears on the protective order. Press the Search button when you are finished.

**PROTECTIVE ORDER SEARCH**

Case Number      Respondent First Name      Respondent Last Name      County Of Issuance  
[ ]      [ ]      [ ]      Adair County

search

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*All search fields must be filled to perform a search.*

The required search information includes the case number, first and last name of the respondent, and the county of issuance. It is recommended that the petitioner have a copy of the order of protection to simplify the registration process.

After all of the required information has been entered, click the search button.

The following order(s) have been found matching the information you have provided. Please click on either the Registration icon to register to receive notifications regarding this order or the View Details icon to see the details of this case.

**Search Results**

Add Registration	View Details	Case Number	County	Respondent	Date Of Issuance	Expiration Date	PO Status	Service Status	Order Type
							ISSUED	NOT SERVED	TEMP

Confirm that you have found the correct Order of Protection, click "Add Registration"

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Once the correct order of protection has been located, click the "R+" button to create a new registration.

RegisterVPO.com  
The public registration website for  
VINE Protective Order®

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QUICK ESCAPE

Registration -

You may register more than one phone number and/or email address and will be asked to provide a four-digit Personal Identification Number (PIN). You will be asked for this PIN during phone notifications to confirm that you are the person registered to receive the information.

**REGISTRATION INFORMATION**

Phone

Delivery Address

Pin  
 +

E-mail

E-mail

Confirm E-mail  
 +

add cancel

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When creating a registration, a user is able to select to receive phone notifications, email notifications, or both. By clicking the green “+” button, multiple phone numbers and email addresses can be added.

An important part of the phone registration process is the creation of a unique and easy to remember 4-digit PIN number. When a notification is sent, the recipient must enter their 4-digit PIN to hear the message. *No information will be given until the PIN number is entered.* If an incoming notification is not confirmed with a PIN number, the message will attempt to send every two hours for a period of 48 hours until the correct PIN is entered. It is imperative for a user to remember their PIN number in order to receive these important messages.

The final step after entering the registration information is to click “add.”

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Another way to register for Vine Protective Order is by dialing (866) 5-MOVANS using a touch-tone phone and following the steps given by an automated system to search and register for an order of protection. There is also the option to press “0” at any time for live operator assistance 24 hours a day, seven days a week. Additionally, registrations can be created via TTY by calling (866) 847-1298.

**Do not depend solely on this service for your protection. Take other precautions as necessary if you feel your safety is at risk.**