SAVIN Emergency Override Line (EOL) - used by jails during an outage

The EOL procedure serves as a back-up measure for jails to utilize so that they may continue to provide victim notifications as well as maintain inmate release data in their offender management system until regular PA SAVIN service has been restored. When an offender is released, transferred or escapes during an outage, the jail uses the EOL procedure to enter the offender movement and subsequently send a notification to anyone registered with that offender. The EOL can be performed via phone or the Internet using the VineWatch website. The instructions for performing both types of EOLs are listed below.

***Please note - The EOL system is for use by the correctional facility only. These instructions are made available so that advocates can become familiar with the process and, if necessary, provide them to the county jail.

PERFORMING THE PA SAVIN / VINE® EOL BY PHONE

The SAVIN/VINE® Emergency Override Line will enable you to manually enter or update data in the event that the SAVIN gateway PC or your site's system is down. It will allow you to release inmates from the SAVIN system and generate notifications as well as stop notification calls victims are receiving but cannot stop, should the SAVIN or site's system fail. **APPRISS should have provided you with your User ID and User Password. If you do not have this information, call 1-866-277-7477**, Opt 2 (24 Hour Support).

Easy steps in using the Override Line:

1.	Dial the SAVIN Emergency Override Line at 1-866-647-7409
2.	You will be asked to enter your five-digit Site Location Id followed by the pound sign. Your [PA] Site Location Id is 39000
3.	Next will be asked to enter your five-digit User Id followed by the pound sign. Your User Id is:
4.	After the SAVIN / VINE® system acknowledges your Site Location Id and User Id, you will be asked to enter your four-digit User Password followed by the pound sign. Your User Password is:

5. After the SAVIN / VINE® system confirms your password, you will then be asked to choose the

option you are requesting service for. You will be able to:

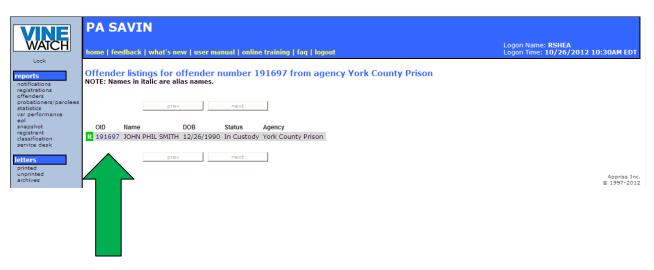
- a. To change custody status for an offender to release, Press 1
- b. To change custody status for an offender to escape, Press 2
- c. To change custody status for an offender to return, Press 3
- d. To stop notifications to a phone number, Press 4
- e. To block offender information, Press 5
- f. To unblock offender information, Press 6
- 6. Next you will be prompted concerning current queued calls, if you wish to remove calls currently in the call queue press 1, otherwise press 2.
- 7. Finally, you will prompted concerning this change. If you would like the victim to be notified of this offender's status change press 1, otherwise press 2. {Unless there is a special circumstance, press 1}
- 8. The update to the offender's custody status has been completed. You can hang up or continue to process other offenders.

If the Emergency Override Line is not answering or you require additional assistance, please call 1-800-865-4314.

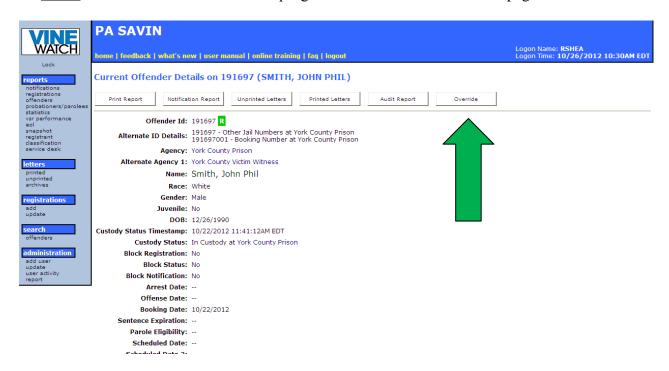
PERFORMING THE PA SAVIN / VINE® EOL USING www.VINEWATCH.com

**User must have EOL privileges to perform this function. **

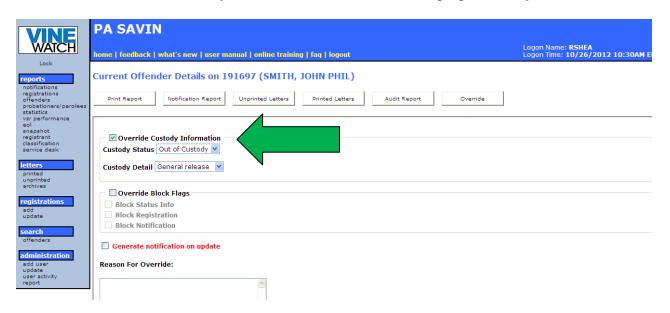
- 1. Sign in to your VineWatch account.
- 2. Go to "search" "offenders" in the blue menu bar on the left side of the home page.
- 3. Enter either the inmate's ID# or the last and first name/initial, then hit "next."
- 4. <u>Click</u> on the actual OID # near the name of the offender in question. (191697 in this example.) This takes you to the Current Offender Details page.



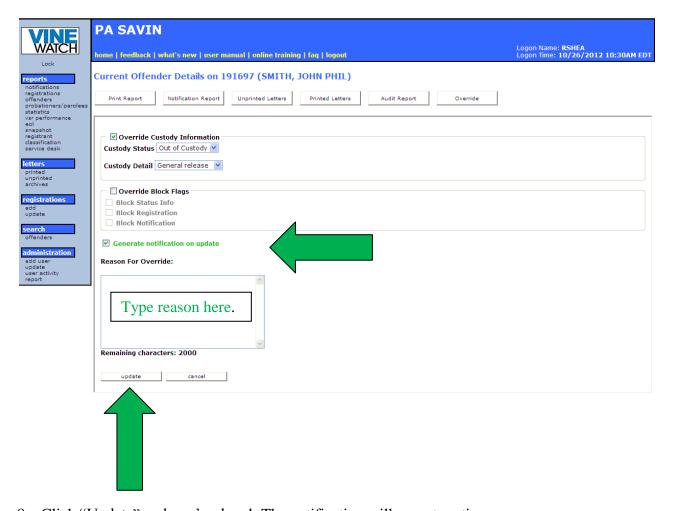
5. <u>Select</u> the "Override" button at the top right side of the Offender Details page.



6. <u>Check</u> the "Override Custody Information" box and select the proper custody status and detail.



7. <u>Check</u> the "Generate Notification on Update" box. (Letters turn from red to green.) Enter the reason for the override (for your own records.)



8. <u>Click</u> "Update" and you're done! The notification will go out on time.