



VICTIM SERVICES

Crime Victim Compensation Program
515-281-5044 or 1-800-373-5044

Iowa Domestic Abuse Hotline
1-800-942-0333

Iowa Sexual Abuse Hotline
1-800-284-7821

IowaVINE
1-888-7-IAVINE (1-888-742-8463)
www.vinelink.com

Do not depend solely on IPONDA for protection from the respondent. If you feel you may be at risk, contact:

- **Your local law enforcement agency to report concerns.**
- **Your local crime victim service program for support and to create a safety plan.**

PROVIDED BY: Iowa Attorney General's Office
Crime Victim Assistance Division
In partnership with the
Iowa Criminal Justice Information Sharing
Advisory Committee and Appriss®

What is an IPONDA Notification?

IowaVINE Protective Order Notification for Domestic Abuse is an automated service that lets you, the petitioner, track the status of a protective order over the phone or internet.

What is IPONDA?

IPONDA is the IowaVINE Protective Order Service provided in Iowa. IPONDA provides the following to crime victims:

- 24-access to protective order or case information.
- The ability to verify a protective order's service status.
- Automatic notification by phone or e-mail about changes in the status of a protective order and reminders of upcoming events.
- Around-the-clock support; live operators are available to assist victims 24/7/365.

How Does IPONDA Work?

The notification system works by transmitting near real-time information from law enforcement and court database systems to the IPONDA database.

- Domestic abuse victims can access the information by calling 1-888-7-IAVINE, or by visiting www.registervpo.com, any time, day or night.
- Victims can inquire whether an order has been served, as well as the date and time of service.
- When a notification is triggered, IPONDA automatically calls the phone number a victim has provided or sends the victim an e-mail at the e-mail address they registered.
- Calls continue for 24 hours or until the victim enters a four-digit PIN.



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The logo for VINE Protective Order, featuring a shield icon with a checkmark inside, followed by the text "VINE Protective Order" with a registered trademark symbol.

VINE Protective Order®



**WILL YOU KNOW WHEN
YOUR PROTECTIVE
ORDER IS SERVED?**

IPONDA

IOWA PROTECTIVE ORDER
NOTIFICATION FOR DOMESTIC
ABUSE PROGRAM

ACCESS TO INFORMATION & NOTIFICATION FOR
PROTECTIVE ORDER STATUS

1-888-7-IAVINE

1-888-742-8463

www.registervpo.com

This service is provided by the:

Iowa Attorney General's Office
Crime Victim Assistance Division

In partnership with the
Iowa Criminal Justice Information Sharing Advisory Committee
and Appriss®

IPONDA - IOWA PROTECTIVE ORDER NOTIFICATION FOR DOMESTIC ABUSE PROGRAM

1-888-7-IAVINE

Toll-Free 1-888-742-8463

www.registervpo.com

IPONDA is an automated service that lets you, the petitioner, track the status of a protective order over the phone or Internet. You can also register to be notified by phone and email about changes in the status of a protective order.



Write down the following information, tear off this panel, and keep in a safe place:

Information

Before you call IPONDA, be ready with your protective order case number and the respondent's or defendant's name as it appears on the order. Call **1-888-742-8463** or visit **www.registervpo.com** to access protective order information.

Registration

If the protective order has been filed by the court, you can register to receive notifications.

When registering a phone number, you will be asked to create a four-digit personal identification number (PIN) that will be used to confirm that the call was received when you are notified. Make sure your PIN is easy to remember.

Notification

You will be notified about the following events:

- When the order has been served on the respondent
- A reminder, to renew your permanent order of protection 30 days before it expires

When IPONDA calls, you will be asked to enter your PIN followed by the pound key (#). Entering your PIN, followed by #, lets IPONDA know that you received the call and will stop the service from calling you again.

IPONDA Facts

- If you feel you are in danger, call 911 immediately.
- This is a confidential service. The respondent will not know you are registered with IPONDA.
- Since IPONDA calls automatically when a protective order is served, you may get a call from the service in the middle of the night.
- If there is no answer, or if the call goes to an answering machine, the system will continue to call for up to 24 hours or until a correct PIN is entered. A short message will be left on your answering machine. However, because of safety concerns, the message will not state who is calling, nor information about your case.
- Do not register a phone number that rings to a switchboard.
- You can register multiple phone numbers. You can also register multiple 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 notification.
- IPONDA operators are available 24 hours a day, seven days a week to assist you.
- If you have registered but have not heard that the order has been served after three to four days, contact your victim advocate or local sheriff's department.

Respondent's name as printed on the order

Protective order/case number

Your four-digit PIN

Using IPONDA

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