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IVSS Portal User Guide

This document provides basic usage instructions for the Texas Department of Criminal Justice (TDCJ) Integrated Victim Services System (IVSS) user portal. This website is designed to provide information and resources for crime victims in Texas and notifications regarding Texas prison offender and parolee status changes. The site allows you to access a number of features as an anonymous user and an even wider range of features if you create an account and login.

Basic Information

The IVSS User Portal can be found at https://ivss.tdcj.texas.gov/.

IVSS Portal Home Page

As an anonymous user, you will be able to conduct Offender searches, find local and statewide victim services resources, access and download TDCJ publications, search for and request training and types of similar events, request a victim impact panel, sign up to receive quarterly newsletters, and provide feedback to the TDCJ Victim Services staff.
Crime victims and their family members, concerned citizens, criminal justice professionals and victim advocates may choose to create a portal account. With a portal account you will be able to register for notifications about one or more offenders, view recent notifications that you were provided, stop incoming calls (in the event you do not remember your PIN), modify your contact information, request hardcopies of TDCJ publications be mailed to you and add service providers to your tracking list.

Victim Services providers and criminal justice professionals can request that TDCJ publish an event you are hosting, register your organization as a service provider, request training provided by TDCJ Victim Services staff, report Victim Impact Statement activity, monitor all of your subscription information from a dashboard and request Victim Impact Panels in addition to the features available to crime victims listed above.

This guide is designed to provide you with basic information to use all the features of the IVSS User Portal.

Navigation
The primary means of navigation in the IVSS User Portal is the menu, located in the dark blue bar at the top of each page. The menu will vary slightly, depending on whether you are logged in or using the portal anonymously.

- **Home**: Indicated by a House shaped icon. This restores the portal home page.
- **My Dashboard**: Only for logged in users; this page opens a quick view page showing all your Offender registrations, any notifications provided to you, and any Service Providers you have subscribed to.
- **Offender Search**: Opens the page on which you can search for an offender.
- **Resources**: This menu opens a sub-menu which provides pages to find Service Providers near you, download or request publications from TDCJ, or locate Training events, conferences and webinars.
- **Request**: This menu opens a sub-menu which provide pages for you to make requests to TDCJ for such things as holding a Victim Impact Panel or a custom Training, requesting your organization be listed as a Service Provider, request hardcopy publications, subscribe to a quarterly newsletter provided by TDCJ.
- **FAQs**: This page provides additional information about the Portal and about TDCJ Victim Services.
• **Feedback**: This page provides a form for you to provide feedback to or ask questions of TDCJ Victim Services.
• **Sign in**: provides anonymous users a set of options for logging in, creating an account, or using an invitation code to create a portal account linked to an existing registration.
• **<Name>**: This menu provides a set of additional features to update your profile and manage your contact methods. Also, use this menu to sign out.

### Create a Portal Account
While many features are available to you as an anonymous user, IVSS provides additional victim services features that can be used by logged in users. To log in, you must first register as a user by creating a portal account. Use the following process to create an account.

- Click on the Sign in option on the menu
- Select the Register tab
- Enter an Email address
- Create a Username, make sure it is something you will remember.
- Enter a password and confirm it by reentering the same password in the next field.
- Click the Register button.

![Portal Account Registration Page](image)

The portal account is created. However, the portal will then open the Profile Information to provide for entry of additional information about you.

**NOTE:** An account is associated with an email address and an email address can be associated with only one portal account. If you share an email with another person, we recommend that you do not use that email address for your portal account unless you expect that both persons should have access to the same portal account and will share a password.

**TIP:** Registration with TDCJ Victim Services Division is confidential. However, if you have concerns that someone may have access to your email account, you may create a new email address with your selected email service provider and use that email address to create a portal account to register for notifications.
Profile Information

The Profile Information page allows you to confirm your email address and add more methods of contact to provide more options for reaching you with notifications and other services.

Profile Information Page, Upper Section

Click the Confirm Email button to send a link to your email address; this provides assurance that you are the owner of that email address.

If you have registered with TDCJ Victim Services before and know your Victim Services ID, you can click the “Associate your account with an existing registration” button to open a page that will link your account to that registration. If you have registered and don’t remember your Victim Services ID, you can call the hotline (800-848-4284) to inquire.

Enter the additional information:

- Provide your Name including First Name and Last Name. You have the option to provide a Middle Name and Suffix. While First Name and Last Name are required, you may provide an alias if you are not comfortable with providing your real name. However, if TDCJ Victim Services staff attempt to reach you, they will use the name information provided.
- PIN—enter a 4-digit code that you can use to confirm notification phone calls. Make sure to use a code that you will remember.
IVSS Portal User Guide

- Security Question: Make up a Security Question that can be used to confirm your identity for Victim Services Staff.
- Answer: Provide an answer to the Security Question.

Contact Information

In the Contact Info Section, provide additional contact information. You can add up to two phone numbers (and more later) and an Address. Once you have agreed to the terms and conditions at the bottom of the page, this section will be replaced by the Contact Methods section, which allows you to add more email addresses, addresses and phone numbers. When specifying a Phone Number, you should also select a type of phone: options are Landline, Mobile and TTY. If you specify Mobile, then Text Message (SMS) as well as Phone notification options will be available to you.

Profile Information Page, Contact Methods Section

Once you have updated your profile, having accepted the Terms and Condition, the Contact Methods section will be presented in place of the Contact Info section. Here you can add new or modify your existing methods of contact. Click Modify Contact Methods button to open a page that allows you to add new methods or modify the existing.
NOTE: If you need to change the email address associated with your account, you should do so using the Change Email option in the Security section at the top of the page.

Profile Information

The Next section provides information fields allowing you to provide additional information about yourself. This information provides Victim Services staff with additional demographic information about you, which can help TDCJ provide better and appropriate service. Demographic information is reported by the Victim Services Division at an aggregate level and will never include your personal identifying information. Services are provided to all regardless of race, color, national origin, sex, disability, or age.

NOTE: TDCJ Victim Services is unable to notify minors (under age 18) of changes to offender status. Minors are encouraged to have a trusted adult register for notifications on their behalf until they reach the age of 18.

Additional Options

In the lower sections you can subscribe to a Quarterly Newsletter provided by the TDCJ Victim Services Division. When you subscribe, you can choose to receive a link to each newsletter by email or text.
Finally, you must agree to the terms and conditions to finalize your registration for a portal account. Check the box.

Click Update to make updates.

Redeem Invitation
This feature allows you to use an invite code to create a portal account associated with an existing registration. This invitation requires an invitation code that was sent to you. If you received such an invitation code, you can use this feature. To register with an invitation code:

- Click on the Sign in menu option.
- Select the “Redeem Invitation” tab.
- Enter the invitation code that you received.
- Click “Register”.

Sign In
Once you have a portal account, you can then log in to take advantage of all portal features. To sign in:

- Click on the Sign in menu option. The Sign in tab appears by default.
Enter Username and Password, and select the “Sign in” Icon

Profile Information Page, Lower Sections

There is a Remember me? Option below the user name and password that helps the browser remember your login credentials, if you would like to use that. Do not select Remember me if you are using a shared or public computer.

If you can’t remember your password or your login (username), use the buttons at the bottom of the page. Each button opens a page that asks for your email address. Once you enter that, you will receive an email. For the forgotten password, the email will contain a link to a page where you can create a new password. For the forgotten login, the email will provide your user name.

My Dashboard

When you first log in, you will be taken immediately to My Dashboard. This provides a quick look at your registrations, notifications and subscriptions. The Dashboard is divided into three sections.

- **Registrations**: Provides a list of all offender registrations. Any offender that you have registered for will appear, meaning you don’t have to search again for that offender. You can click on the drop-down area to acquire more details on the offender, to update your contact method schema or to deactivate a registration.
- **Notifications**: Provides a list of notifications sent to you. You can open a notification to see what was reported and to stop phone calls in case you have forgot your PIN.
- **Providers**: Provides a list of Victim Services Providers to which you have subscribed. You can drill in on the selected provider to get additional details or to deactivate the subscription.

You can hide a section by clicking on the section heading. If a section is collapsed, you can reopen it by clicking again on the section heading.
My Dashboard

This listing provides a quick view of the Offenders for which you have registered. You can click the Offender name or the View option in the options list on the right of each row to view and modify the details of your registration for the offender.

At the top are questions for you to answer specific to your case and this offender such as protective orders, prohibited contact by the offender, Victim Impact Statements and so forth.
Sample Registration, Upper Section

At the bottom are the Notification options for each contact method you've provided allowing you to opt in or out of specific types of notifications.

Sample Registration, Lower Section

The first item, “Receive 24/7 text notifications for all allowed types?” allows you to specify whether you want to receive immediate texts messages for notifications, regardless of the time the notification is sent out. If you select no, you will only receive texts for specific types of events, typically involving warrant actions.
Change your notification preferences and update your participation information as needed and click Save Preferences at the bottom of the page. If you are no longer interested in receiving notifications about the offender, you can click the Unsubscribe from the Offender button. A confirmation screen will appear, click Deactivate to confirm the action.

My Recent Notifications
This listing shows you all notifications that you’ve received for the Offenders for whom you have registered. You can click the Offender Name for each item in the list to open a page that shows the notification message for the event and the methods used to notify you.

My Recent Notification Detail

In the lower section, a table presents the listing of contact methods available at the time for notification and whether each method was requested, whether the notification was sent, if the notification was returned undeliverable, and if the notification was confirmed (for Phone calls only).

If notification Phone Calls are currently being provided, the Stop Phone Notifications for This Event option will be provided. You can set this to Yes and click the Apply Stop Notification Preference for this Notification. This will prevent further calls from being made for this notification.
My Providers
The My Providers section is a listing of Victim Services providers in the state of Texas that you have saved to your dashboard. The list provides the Name, City, Phone Number and Website of the organization for easy reference. You can also initiate a search for other providers using the blue button in the top right of the list.

Clicking on the Name opens a page showing details for the Organization, as will selecting Resource Details in the option set on the right side of each row. You also have an option to unsubscribe from an organization in that option set.

The Resource Details page provides address, fax, public email address of the organization as well as a listing of services provided and for what crimes that victimization occurred, the type of agency, and the counties that are served.
Offender Search

Use the Offender search page to conduct a search for an offender. By default you can search by Name, by State Identification Number or by TDCJ Number. You also have an option to search by a previous TDCJ Number by clicking the button above the search field.

Name Search

When conducting a Name Search, you can search by entering just the last name or by entering the Last Name and First Name. IVSS tracks the Offender full name using “Last Name, First Name” schema. Therefore, if you are searching for John Doe, you would enter Doe, Jhn in the search field. Or you could search simply by Doe. All results will appear in a list below the search field.
ID-Based Search

Both the SID and TDCJ Numbers are 8-digit identification numbers. Thus, when you enter a SID or a TDCJ number, you could end up with multiple results, one in which the SID matches the search and one in which the TDCJ Number matches as shown in the screen below.

Sample Name Search

Partial Match

To search for a partial match, simply insert an asterisk (*) as a wildcard. This can be helpful if you don’t know the correct spelling or full ID number. However, a partial search will likely produce a larger number of results and may entail navigating across pages to find the right offender.

As an example of Partial Search, if you were to search “Smith*James”, results could include:

- Smith, James R
- Smithers, James P
- Smithson, Jameson
- Smithy, Patrick James

You also can begin a search with a wildcard, such as “*Smith,*Po”, which could produce results like:

- Nesmith, Napoleon
- Smith, Armand Polk
- Westsmith, Pordice J

Register for Notification

You must be logged in to register for notifications. Click Sign In on the menu to log in or to register for a portal account. Upon completion of a search, clicking the Offender name or clicking the View Details in the option set at the right of the row will open the offender details.
This opens the Offender Details page, which provides additional information about the offender, such as Expected Release Date and actual Release Date, if the offender was released. It also shows the list of TDCJ numbers assigned to the offender. At the bottom of the page is a button that will allow you to subscribe for notifications regarding the offender.

Offender Details

<table>
<thead>
<tr>
<th>Name</th>
<th>TDCJ Number</th>
<th>SID</th>
<th>Intake Date</th>
<th>Release Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>zzExamplezz, zzExamplezz</td>
<td>zz784512</td>
<td>zz784512</td>
<td>2/5/2017</td>
<td></td>
</tr>
</tbody>
</table>

When you choose to subscribe, a wizard will be initiated. The first screen asks about your relationship to the offender and/or offense and may provide additional questions based on your answer. Additional questions include further information about your relationship to the victim and whether you wish to meet with the Board of Pardons and Paroles in the event the offender enters parole review in the future.
The next page asks you to select all the types of victimization you experienced from this offender; select Yes for all that apply. This page will not be presented if you are not a victim or related to the victim.

What type of victimization did you experience by this offender?

Select all that apply.

- Adult Physical Assault
  - No
  - Yes
- Adult Sexual Assault
  - No
  - Yes
- Adults Sexually Abused/Assaulted as Children
  - No
  - Yes
- Elder Physical Abuse or Neglect
  - No
  - Yes
- Elder Sexual Abuse/Assault
  - No
  - Yes
- Stalking/Harassment
  - No
  - Yes
- Child Physical Abuse or Neglect
  - No
  - Yes
- Child Pornography
  - No
  - Yes
- Child Sexual Abuse/Assault
  - No
  - Yes
- Domestic and/or Family Violence
  - No
  - Yes
- Hate/ bias Crime
  - No
  - Yes
- Arson
  - No
  - Yes
- Survivors of Homicide Victims
  - No
  - Yes
- Human Trafficking: Labor
  - No
  - Yes
- Human Trafficking: Sex
  - No
  - Yes
- Kidnapping (Custodial)
  - No
  - Yes
- Kidnapping (Non-Custodial)
  - No
  - Yes
- Unknown Crime Type
  - No
  - Yes
In the upper section of the next screen, the wizard asks questions specific to your case and this offender such as protective orders, prohibited contact by the offender, and written Victim Impact Statements.

In the lower section of the screen, the wizard requests that you select the methods of notifications for various types of events, based on the event category. You may choose as many or as few notification methods as you would like. Text message notifications will provide limited information due to the character limits placed on those types of messages. Registering for email notification in addition to text message notifications will allow you to receive more detailed information regarding offender status changes. Notifications by letter will arrive later than all other types of notifications due to time spent in transit. Phone notifications will continue until your PIN number is used to confirm the notification, you stop the notification through the portal or contact VSD to stop the notification. Phone call notifications will not occur between the hours of 10pm and 7am CST.

**NOTE:** Data is processed through the IVSS system 24 hours a day 7 days a week. It is possible to receive notifications by email and text message at all hours of the day. If you would like to receive all available notifications by text message, please select yes in the ‘Receive 24/7 text notifications for all allowed types’ area. If you would like to receive text notifications for warrant actions only for paroled offenders, please select no. To opt out of all text notifications, please uncheck the boxes under your mobile phone number.
Notification Events are categorized as follows

- **Emergency**: Notifications regarding an escape from custody and recapture.
- **Urgent**: Notifications regarding upcoming release or imminent release from custody events.
- **Priority**: Notifications regarding parole review, Texas Board of Pardons and Paroles votes, parole actions, executive clemency actions, civil commitment, bench warrants, and return to custody notifications.
- **Routine**: Correspondence confirming registration for notification, acknowledging receipt of protest material, end of supervision notifications and notice when an offender will not be deported to his/her home country.
- **Death**: Notifications regarding the death of an offender.
- **Execution**: Notifications related to offenders serving a death sentence. You will see the options for execution notifications only if the offender has received a death sentence.

Click Save Preferences to complete the registration process. A confirmation screen will appear, shown below. You also will receive an email detailing your registration for offender notification.
Registration Notification Preferences

For each of your available contact methods that you've provided in your profile, please select what types of notifications you'd like to be contacted about. If a preferred method of contact doesn't appear on this screen, please go to your Profile and include it there.

For example, if you'd like to be contacted via a phone call in an Urgent event, please make sure that Urgent is checked under your phone number.

Registration Confirmation

Upon completion of the registration process, that Offender will appear in the My Registrations section of your dashboard.

Resources Menu

TDCJ offers several types of resources to Victims and to Victim Services organizations. From the Resource menu, you can search for Victim Services organizations from the Texas Victim Resource Directory and save them to your Dashboard, review and download publications, and search for training events, conferences and webinars throughout Texas.

Resources – Texas Victim Resource Directory

The Texas Victim Resource Directory is a listing of Victim Services organizations throughout the state. These organizations are non-profit or governmental agencies that provide mostly free services to victims of crime.

Directory Search

The Directory is searchable on a number of factors including:

- Crime Types for which services are provided
- Types of Services provided
- Type of Organization
- Location of Organization by City
- Counties served by the organization
- Specific name of the organization
Use the following procedure to search for an organization.

- Click on the “Resource” item on the menu
- Select “Texas Victim Resource Directory”
- Select any filters you wish to apply; click on the section headings to expand the section.
  - Crime Types: select any number of types or no types if you do not want to filter out any crime types.
  - Service: select any number of services or no services if you do not want to filter out any services.
  - Organization Types: select any number of types or no types if you do not want to filter out any organization types.
  - Cities or Counties: select any number of cities or counties. You will only be able to search by city or county, but you may select multiple cities or counties. See additional information regarding City and County searches below. You may also leave the City or County fields blank to return results from all over Texas.
  - Organization Name: you may only specify one organization name. You can use asterisk as a wildcard in a search.

Once you have set the desired search parameters, click the magnifying glass icon next to the Organization Name field to begin the search.

If you receive limited or no search results, try broadening your search criteria by removing one or more of the search parameters.

**City Search**

There are several ways to do a city search. Click in the City field to open a drop-down listing of all cities in Texas. You can select multiple cities for the search. To skip down the list, begin typing the name of the city.
In addition, to the right of the field is a link called City County Reference. Click that link to get a searchable list of cities. In the Search field you can enter the name of a city or the County in which the cities are located. Entering a County name in the Search field and clicking the search icon will reduce the listing to only those cities found in the specified county.

### City County Reference

<table>
<thead>
<tr>
<th>City</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abilene</td>
<td>El Paso</td>
</tr>
<tr>
<td>Abiquiu</td>
<td>Hidalgo</td>
</tr>
<tr>
<td>Abilene</td>
<td>Hidalgo</td>
</tr>
<tr>
<td>Abilene</td>
<td>Lampasas</td>
</tr>
<tr>
<td>Abilene</td>
<td>Llano</td>
</tr>
<tr>
<td>Abilene</td>
<td>Lampasas</td>
</tr>
<tr>
<td>Abilene</td>
<td>Lampasas</td>
</tr>
</tbody>
</table>

### County Search

The County Search lookup field works the same way as the City Search lookup field, only it is Counties that are selectable. To the right of the field is a County Map link. This opens a map page that allows you to select the county from the map.
Search Results
Search results for the Directory are displayed in two sections - Local Organizations and Statewide Organizations. Local Organizations serve one or a few counties, whereas Statewide Organizations serve all Counties. The Local Organizations tab is displayed by default. Listings are displayed in alphabetical order by name and the number of results appears just above the first result.
Texas Victim Resource Directory

If the listings require multiple pages to view, a Page Navigator appears at the bottom of the page.

Resource Details
Click on the name of a resource in the listing to view the details of that organization. The details will include the address, phone number, fax number, website URL, and email address. In addition, the Details page lists:

- Specific crime types served by the organization.
- Services provided by the organization.
- Counties served by the organization.
The Subscribe button at the bottom of the details page adds the Organization to the My Providers section of the Dashboard.

Other Resources
A set of links to other resources is provided at the bottom of each Directory search page. Click the Other Resources heading to expand the list. Each item is a link that opens the organization’s website in a new browser window.

Publications
The Publications menu option opens a page listing the publications available for download from TDCJ. The Publications page provides a search feature, filtering by language, and an option to request hardcopy versions of one or more publications.

The publication listing provides the name and type, as well as a download field. You can use the language filter to reduce the list to display only publications in English or Spanish.

Click the download link to open a PDF version of any publication. The document will open in another browser window. Use the browser’s PDF handling to download the document to your local device.
Publication Search
You can search for publications by name using the search field. You can also use an asterisk as a wildcard in the search. For example, searching “*Voice” produces results as shown in the screen below.

Publication Request
If you are logged in, you can request that hardcopy publications be shipped to you. Click the Request Publication Hardcopy to open a page for making such requests. When the page opens, the fields will automatically populate with your information; this information comes from your user profile. If it is incorrect, update your profile first. Some fields will be editable and you can update those fields directly in the form.
After making any updates, click the Start Publication Order button. The page will update to include a listing of publications that you are requesting. To add publications, click the Add Publications to Order button.

A form pops up that allows you to select a publication. Click on the magnifying glass icon to view a list of publications to select from. The selection will appear in the field. Enter a quantity. Click Submit.
Each publication has a maximum quantity allowed for that publication. If your requested amount exceeds that maximum, you will receive an error message. A sample is shown in the screen below. Simply change the Quantity and click Submit.

![Sample Error]

The publication will be added to your order. You can add as many publications to your list as you desire. When you are done, click Submit. If you add a publication and decide you need to make changes, you can click the drop down on the right and click Delete.

![Sample Publication Request]

Once you have submitted, you will receive a confirmation screen, like the one below.

![Publication Request Confirmation]

Training/Events
TDCJ conducts numerous training and webinar events. In addition, other third-party Victim Services providers can post events on the site, subject to approval from TDCJ. The page allows you to search for training and other events provided by TDCJ or third parties. You can search for events that have already occurred or future events in which you may wish to participate. Clicking Upcoming Training/Events in the Resources submenu will open the Search Training/Events page.
At the top of the page, two additional links are provided for third party Victim Services organizations to request to add an event and to request TDCJ conduct a specialized training event for their organization. These features are covered in the Requests Section, beginning on page 31.

The Search page offers many options for conducting a search, the only requirement is that at least one Type of Event must be selected. You can optionally include in a search:

- **Sponsoring Organization**: Enter the name of an Organization hosting an event. This field does not support wildcard searches.
- **Title of Training/Event**: Enter the name of the Event. This field does not support wildcard searches.
- **City**: Enter the name of the city in which the event will be conducted.
- **Type of Event**: Select one or more options from the list. You can use Control + Click to select multiple Types. If you select Other, specify the Type in the adjacent Other field.
- **Start Date**: Set the Start Date for your search. This uses a On or After search schema, so the search will find events that begin on or after the date set. By default, the page sets the current date. You can clear this to not limit the Start Date of the results.
- **End Date**: Set the End Date for your search. This uses a On or Before search schema, so the search will find events that end on or before the date set. By default, the page provides no limiting date, meaning that results will not be excluded based on End Date.
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- Event Topics: Select one or more Topics covered by the event. You can use Control + Click to select multiple Topics. You do not need to select any. If you select Other, specify the Topic in the adjacent Other field.

NOTE: All the search options use an AND type filter, so an event must meet all specified criteria.

Not providing a value for a filter, means that any value for that field can be included in results. Once you have set up the search criteria, click the Search button to produce a list of results. Results will appear with limited detail, as shown in the screen below. Results include the type, the dates and the topics included in the Event.

Sample Event Results

For some future events provided by TDCJ, a Register button will appear on the screen.

Sample Registration-Open Event Results

If you don't find the event you were looking for in the results list, click New Search to return to the Search page and try again. If you click on the event Name of the event, the Event Details page will open. This page will vary based on the type of Event and the Event Sponsor. The screens below display the Event Details for Third Party Events and for TDCJ events.
The Victims’ Right to Participate in the Parole Review Process
Thursday, May 24, 2019 3:00:00 PM EDT - Sunday, May 17, 2020 5:00:00 PM EDT

If you have registered with us before, please click here.
Fields marked with (*) are mandatory.

Register using Email

Email Address *

First Name *

Last Name *

Password *

Verify Password *

Title

Company Name

City

State

Join  Reset

Sample TDCJ Event Details with Registration Option
Requests Menu

TDCJ provides several types of services available upon request including the scheduling of a Victim Impact Panel, scheduling of custom training, receiving hardcopy versions of TDCJ publications, adding your organizations to the Texas Victim Resource Directory, requesting specialty access as a Justice Official, and subscribing anonymously for the quarterly TDCJ Victim Services newsletter.

Victim Impact Panels

TDCJ provide victim impact panels in which victims/survivors may express their feelings about their victimization, which promotes personal healing. Requests for victim impact panels are accepted for criminal justice agencies only. If you would like to request a Victim Impact Panel for your organization, you can request such through the portal.

When you select Victim Impact Panel from the Request submenu, a screen opens to provide information about the purpose of such panels. At the bottom of the page is a link to make the request.

Click the link to begin the request. This opens a form, which you will need to complete. Enter the following information.

- **First Name**: This will be automatically filled with your first name from your profile.
- **Last Name**: This will be automatically filled with your first name from your profile.
- **Organization Name**: Enter your organization that will sponsor the Panel.
• **Email**: This will be automatically filled with your email from your profile.
• **Phone**: Enter the phone number to be used for the Panel.
• **Address**: Enter the street address for the location of the Panel.
• **City**: Enter the city for the location of the Panel.
• **State**: This is automatically set to TX.
• **Zipcode**: Enter the zip code for the location of the Panel.
• **Requested Date**: Select the preferred Date.
• **First/Second/Third/Fourth Alternate Date(s)**: Select at least one Alternate Date.
• **Estimated Number of Attendees**: Specify the expected attendance size.
• **Proposed Audience**: Select the type of audience expected.
• **Purpose of the Panel**: Enter a description of the reason for the Panel.

**Victim Impact Panel Request Form**

- **Requester Details**
  - First Name *
  - Last Name *
  - Organization Name *
  - Email *

- **Panel Details**
  - Address *
  - City *
  - State *
  - Zipcode *
  - Requested Date *
  - First Alternate Date *
  - Second Alternate Date
  - Third Alternate Date
  - Fourth Alternate Date
  - Estimated Number of Attendees (1-5000)
  - Proposed Audience *
  - Purpose of the Panel *

Click Submit.
The form is submitted and a confirmation screen is presented.

**Victim Impact Panel Request**

**Directory Listing**
The Directory Listing option is available only for Logged In users to request the addition of a Victim Services organization to the list of Service Providers. When you open the listing, a table displays any Providers that you have already submitted. In the last column of the table, the Approval Status is displayed.

**Submitted Provider List**

If you have submitted any providers for approval, clicking the Account Name will open the Provider Request form with the information for that provider displayed in the fields. If you wish to add a new Provider request, click the Create New Provider button.

The first page of the form, requests basic contact information for the Service Provider. The fields are:

- **Account Name**: Enter the formal name of the organization.
- **Provider Type**: Select the type of organization from the list.
- **Primary Contact**: Enter the full name of the primary person that people can contact for the organization.
- **Business Phone**: Enter the main phone number for the public to call the organization.
- **Alternate Phone**: Enter an alternate phone number, if you have one.
- **Spanish Phone**: Enter a phone number for Spanish speaking callers, if you have one.
- **Hearing Impaired Phone**: Enter a phone number for hearing impaired callers, if you have one.
- **Fax**: Enter the primary fax number for the organization.
- **Website**: Enter the URL for the organization’s website.
- **Email**: Enter the email address for the public to use to contact the organization.
- **Private Email 1**: Enter an email address to be used by TDCJ and other justice organizations to contact the organization.
- **Private Email 2**: Enter a second email address to be used by TDCJ and other justice organizations to contact the organization.
IVSS Portal User Guide

- **Physical Address**: Enter the address for the location of the organization’s main office or service office.
- **Mailing Address**: Enter the mailing address for the organization.

Enter these values and click Next Page.
On the next page, you will be asked to specify the Counties that the organization serves, the types of crime victims served, and the services the organization provides to victims. For each of these, click the ‘Add’ button at the top right of the list. For Counties and Crime Types, you have the option to specify Serving All Counties and Serving All Crime Types, respectively. If you select either you will not need to specify Counties or Crime Types, respectively.
For each Add button, a pop up screen allows you to multi-select specific options. Selected options are immediately put in the Selected records list at the bottom of the screen. The Search field at the top and pagination buttons at the bottom allow you to easily locate the values you are looking for.

Selection Form

Once you have selected all the correct values, click the Submit button at the bottom of the page. The Provider List page will be restored and the request will appear in the list. If at any time you wish to remove the organization from consideration, you can click the drop-down at the right side of the row and click Delete.

NOTE: Until your request is approved, the Service Provider will not appear in any Provider search results. To be eligible for inclusion in the Texas Victim Resource Directory, the majority of services must be provided free of charge and the organization must be a non-profit or governmental agency.

Trainings

If your organization is hosting a training or conference event you can request TDCJ add your event to the Events Calendar (available from the Resources menu). To request addition of the Event:

- Click on the Request menu on the menu.
- Select the Trainings option.
- Complete the form entering the following data.
  - Title of Training/Event: Enter the name of the Training you are hosting.
  - Name of Organization: Enter the name of the hosting Organization for which the request is being made.
  - Location: Enter the City and State in which the Training will take place.
  - Start Date: Specify the start date for the Training.
  - End Date: Specify the end date for the Training.
  - Intended Audience: Describe the type of people who should attend.
  - Number of Attendees: Provide an estimated number of expected attendees.
  - Purpose of Training: Provide a complete description of your goals and expected outcomes for the Training.
IVSS Portal User Guide

- Requestors Contact Info: If you are logged in, this will be automatically filled out with your information. If not, enter your First and Last Name, Email Address and Phone Number.
- Upon completion of this form, click the Continue button at the bottom of the page.

Training Request

To expedite the review process, please provide as much information as you can about the event that you would like us to place in our calendar.

On this page, you will provide basic information about the event and some contact information for yourself.

Event Details

<table>
<thead>
<tr>
<th>Title of Training/Event *</th>
<th>Name of Organization *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>Start Date</td>
<td>End Date</td>
</tr>
<tr>
<td>Intended Audience</td>
<td>Number of Attendees</td>
</tr>
<tr>
<td>Purpose of Training</td>
<td></td>
</tr>
</tbody>
</table>

Requestor's Contact Info

<table>
<thead>
<tr>
<th>First Name *</th>
<th>Last Name *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email *</td>
<td>Phone *</td>
</tr>
</tbody>
</table>

Training Request, First Page

- A second page will open. Add topics by clicking the Select One or Multiple Topics button. You will need to do this multiple times to add more than one Topic.
- If an option isn’t in the list, add it in the “Can’t find a topic in the list? Provide it here:” field.
- Click the Complete Event Request button.
After submitting your request, a confirmation screen is displayed to inform you that your request was submitted and that you will be notified after it has been reviewed.

**Event Request Step 2 (Add Topics)**

Thank you for submitting a training/event request. You will be notified as soon as your request has been reviewed.

**Training Request Confirmation**

**Printed Resources**

The Printed Resources option is the same feature as that found on the Publications page in the Resources menu. Please see the Publication Request section on page 25 for details and procedures.

**Justice Official Access Request**

Justice Official access is granted to criminal justice professionals tasked with reporting Victim Impact Statement activity and subsequent indictment information to TDCJ.

You need to be logged in to request Justice Official Access. If you are not logged in, selection of this submenu option will redirect you to the Sign In screen. Once signed in, you can open the Justice Official Access Request page and request additional access rights.

**Justice Official Access Request**

**Elevated Access Request**

**Subscriber Type**

District Attorney/County Attorney

**Granted Counties**

County Name

There are no records to display.

**Requested Counties**

County Name

There are no records to display.

**VAC Attorneys**

County Attorney

Carlson County Attorney or Victim Assistance Coordinator

District Attorney

**VAC Bulletin**

VAC Bulletin Subscriber

Yes

Submit
The form will vary based on the Subscriber Type you select. If none of the Subscriber Types apply, then you are not eligible for Justice Official Access. If one does apply:

- Select appropriate Subscriber Type
- Click Add County to add the counties within your jurisdiction.
- If you are a Victim Assistance Coordinator or a County or District Attorney:
  - Enter the County Attorney or District Attorney Office for which you work.
  - You also can elect to receive the Monthly newsletter from TDCJ.
- Click Submit.

You will receive a confirmation screen when the submission is complete. If you need assistance with this page, please contact the Texas Crime Victim Clearinghouse at 512-406-5931.

Quarterly Newsletter Subscribe
You can subscribe to the quarterly newsletter as an anonymous user (that is, without creating a portal account). You will need to provide an email address or mobile phone number, to enable receipt of the quarterly newsletter, which is sent as a link in an Email or Text Message. Use the following process to subscribe.

- Click on the Request item on the menu
- Select “Quarterly Newsletter Subscribe”
- Enter your Email Address, this is required.
- Enter a mobile phone number if you want to receive the link by Text Message.
- Set the Contact Preference as desired.
- Click “Submit”.

NOTE: if you select the Quarterly Newsletter option from the Request menu while you are logged in, the Portal will open to the Newsletter section of your Profile page rather than the page above, which is used for Anonymous users.

Frequent Asked Questions (FAQs)
This page is used to provide quick answers to standard questions you may have regarding crime victims’ rights and services provided by TDCJ.
Frequently asked questions

How can I receive notification about an offender in prison or on parole supervision?

Victims, their family members, witnesses and concerned citizens may request notification through the IVSS portal (www.ivss.tdcj.texas.gov) or by contacting the Victim Services Division at (800) 848-4284, victim.svc@tdcj.texas.gov or 8712 Shoal Creek Blvd., Suite 263, Austin, TX 78757-6899.

What types of notifications are available?

Notifications include notice of an offender’s parole eligibility, Board of Pardons and Paroles decisions, release to and return from Bench Warrant, discharge dates, release from prison, along with many other notices. Any information you supply will remain confidential. Notifications can be provided by email, letter, text message or phone call.

How do I obtain offender information after business hours?

Offender status information can be obtained through IVSS (www.ivss.tdcj.texas.gov) or by calling (800) 848-4284. In addition, offender status information is available at https://offender.tdcj.texas.gov/OffenderSearch/index.jsp.

What is the difference between registering with VINE and registering with Victim Services through IVSS?

The Victim Services Division provides comprehensive written notification while an offender is in the custody of the Texas Department of Criminal Justice and while on parole/mandatory supervision. These notifications are provided through the Integrated Victim Services System (IVSS). Victim Information and Notification Everyday (VINE) provides notification on offenders in county jails in many counties in Texas. For information about county jail notifications, please contact the county or 1-877-TX4-VINE.

If you can’t find what you’re looking for in the Frequently Asked Questions or this guide, you can use the Feedback form to ask the question.

Feedback

This feature allows you to provide feedback to TDCJ about any services provided, the functioning of the portal or any other topics you wish to address. Feedback is provided directly to TDCJ Victim Services staff. You can submit anonymously. However, an Email Address field is provided in case you want TDCJ Victim Services staff to contact you in return. If you do not provide contact information we will have no way to respond.

Use the following process to provide Feedback.

• Click on the “Feedback” menu on the menu
• Enter a title, which can be the topic you are provided feedback on.
• Enter an Email address if you want TDCJ Victim Services staff to contact you in regard to this feedback.
• Enter your desired feedback in the Comments field.
• Click Submit.
Feedback Form

Once you submit, you will receive a confirmation screen indicating that your feedback was received.

Website Feedback

Thank You for your feedback

Feedback Confirmation Screen

Please note that whatever feedback you provide, we will not share that outside TDCJ Victim Services staff without your permission.