



INTEGRATED VICTIM SERVICES SYSTEM (IVSS) Portal User Guide

Version 1.0

Table of Contents

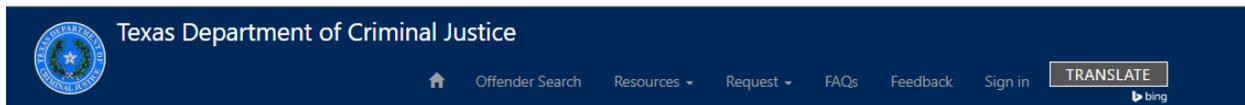
Basic Information	1
Navigation	2
Create a Portal Account	3
Profile Page	4
Redeem Invitation.....	7
Sign In.....	7
My Dashboard.....	8
My Registrations	9
My Recent Notifications.....	11
My Providers	12
Offender Search	13
Name Search	13
ID-Based Search	14
Partial Match.....	14
Register for Notification.....	14
Resources Menu	19
Resources – Texas Victim Resource Directory	19
Directory Search.....	19
Search Results	22
Resource Details.....	23
Other Resources.....	24
Publications.....	24
Publication Search.....	25
Publication Request	25
Training/Events	27
Requests Menu	31
Victim Impact Panels.....	31
Directory Listing	33
Trainings.....	36
Printed Resources	38
Justice Official Access Request	38
Quarterly Newsletter Subscribe.....	39
Frequent Asked Questions (FAQs)	39
Feedback	40

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/>.



Integrated Victim Services System (IVSS)

Integrated Victim Services System (IVSS)

The mission of the Victim Services Division is to provide a central mechanism for crime victims to participate in the Criminal Justice System.

About IVSS

IVSS stands for the Integrated Victim Services System operated by the TDCJ Victim Services Division. IVSS is a free, automated service that provides crime victims and Texas Department of Criminal Justice Victim Services Division with vital information and notification 24 hours a day, 365 days a year. This system will allow you to obtain information about offenders in TDCJ custody or on parole/mandatory supervision and to register for notification of changes in offender status, such as offender release. All registrations through IVSS are kept completely confidential.

Get Registered

If you are a victim of crime, surviving family member, witness or concerned citizen, you can create an account and register for notifications on offenders in TDCJ custody or on parole/mandatory supervision in IVSS. You may search for offender status information and update your account at any time. [Click here to register now](#)

Feedback

We want to hear from you! Please take a minute to provide us with some feedback in order for us to make future enhancements to our site. Comments or suggestions are greatly appreciated. You can also click the link in the bottom left corner of every page to go to the [submit feedback page](#).

TDCJ Victim Services

You can visit our main website for TDCJ Victim Services at the following link:
<http://www.tdcj.texas.gov/divisions/vs/index.html>
Victim Services Division staff can also be reached at (800) 848-4284 or victim.svc@tdcj.texas.gov.

Frequently Asked Questions (FAQs)

Access FAQs about IVSS, victims' rights and available services [here](#).

[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.

IVSS Portal User Guide

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.



Anonymous User Menu



Logged In User Menu

Note that when logged in, an option appears for My Dashboard and the Sign In option is replaced with a sub-menu under your name. The high-level menu options are:

- **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.

IVSS Portal User Guide

- **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.

← Sign in Register Redeem invitation

Register for a new account

* Email

* Username

* Password

* Confirm password

Register

Portal Account Registration Page

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.

IVSS Portal User Guide

Profile Page

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

Please provide some information about yourself.

Your email requires confirmation. [Confirm Email](#)

[Associate your account with an existing registration](#)

You must complete your profile before using the features of this website. [×](#)

Your Information

First Name *	User Name
<input type="text"/>	CollegeDaze
Middle Name	Victim ID
<input type="text"/>	—
Last Name *	PIN (4 digits, used to confirm phone calls)
<input type="text"/>	<input type="text"/>
Suffix	Language
<input type="text"/>	English ▼

Security

Security Question

Answer

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

Contact Info

Phone 1	Phone 1 Type
<input type="text"/>	<input type="text"/>
Phone 2	Phone 2 Type
<input type="text"/>	<input type="text"/>

Address

Street 1	State
<input type="text"/>	<input type="text"/>
Street 2	Zip Code
<input type="text"/>	<input type="text"/>
City	
<input type="text"/>	

Profile Information Page, Contact Info Section

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.

Contact Methods

[Modify Contact Methods](#)

Name ↑	Method	Invalid
Address: Austin, TX	Address	No
Email: .com	Email	No
Phone: 512	Phone	No

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.

IVSS Portal User Guide

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

Please provide some information about yourself.

[Associate your account with an existing registration](#)

Your Information

First Name *	<input type="text" value="Mary"/>	User Name	marytest19
Middle Name	<input type="text"/>	Victim ID	—
Last Name *	<input type="text" value="Test"/>	PIN (4 digits, used to confirm phone calls)	<input type="text"/>
Suffix	<input type="text"/>	Language	English ▼

[Profile Information Page, Change Email Option](#)

Other 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.

Other Info

Gender	<input type="checkbox"/> Deaf/Hard of Hearing	<input type="checkbox"/> LGBTQ
Race	<input type="checkbox"/> Homeless	<input type="checkbox"/> Veteran
Date of Birth	<input type="checkbox"/> Has Disabilities	<input type="checkbox"/> Immigrants/Refugees/Asylum Seekers
	<input type="checkbox"/> Limited English Proficiency	<input type="checkbox"/> Other:

[Profile Information Page, Other Info Section](#)

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.

IVSS Portal User Guide

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.

Quarterly Victim's Informer Newsletter

The Victims' Informer is a quarterly newsletter for victims of crime, victim advocates, law enforcement and other criminal justice professionals. Articles cover important topics affecting crime victims and the professionals that serve them.

Subscribe to the Quarterly Newsletter

No Yes

Newsletter Contact Preference

Terms and Conditions

This online service is offered by the Texas Department of Criminal Justice as a service to victims of crime. This website is updated with offender status changes 24 hours a day. Any unauthorized use of this information is forbidden and subject to criminal prosecution. The information is believed to be accurate, but the State of Texas, the Texas Board of Criminal Justice, and the Texas Department of Criminal Justice, and the employees thereof, make no warranties, expressed or implied, as to the accuracy, timeliness, or the completeness of any information obtained through the use of this service.

I agree to the Terms and Conditions *

Update

Profile Information Page, Lower Sections

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](#) [Register](#) [Redeem invitation](#)

Sign up with an invitation code

* Invitation code

Register

Redeem Invitation Screen

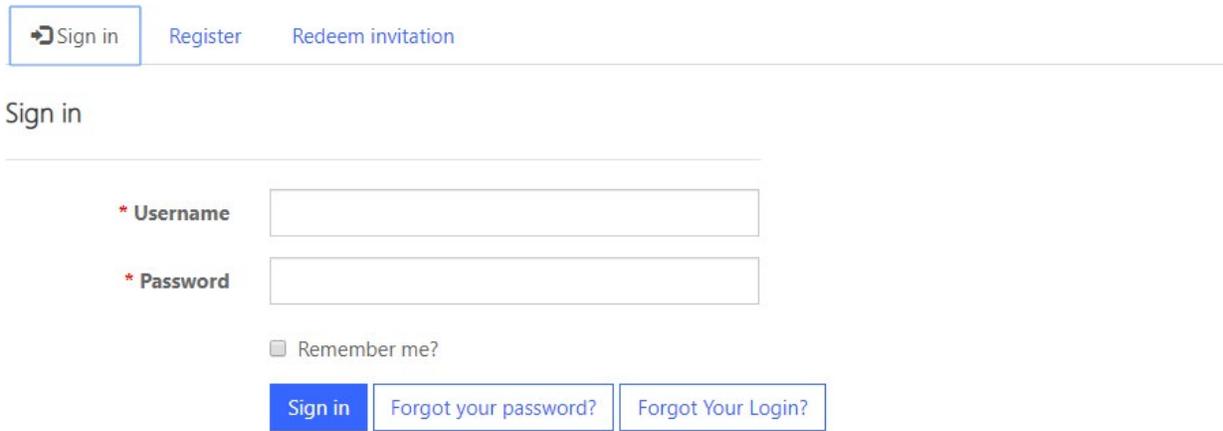
Sign In

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.

IVSS Portal User Guide

- Enter Username and Password. and select the “Sign in” Icon



Sign in

* Username

* Password

Remember me?

Sign in Forgot your password? Forgot Your Login?

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.

IVSS Portal User Guide

My Dashboard

My Registrations

Offender ↑	SID (Offender)	TDCJ Number (Offender)	Relationship	Registration Date	Constituent
zzExamplezz, zzExamplezz	zz784512	zz784512	Actual Victim of the Offense	3/10/2019	Mary McCaffity 

My Recent Notifications



Offender	SID	TDCJ Number	Event Type	Event Date ↓	Category	Email Requested	Letter Requested	Phone Requested	SMS Requested	TTY Requested
zzExamplezz, zzExamplezz	zz784512	zz784512	Advanced Release Notice (PRD)	5/8/2019 8:00 AM	Urgent	Yes	No	Yes	Yes	No 
zzExamplezz, zzExamplezz	zz784512	zz784512	Processing for Release	4/12/2019 8:00 AM	Urgent	Yes	No	Yes	Yes	No 
zzExamplezz, zzExamplezz	zz784512	zz784512	Parole Denied by Board	4/5/2019 8:00 AM	Priority	Yes	No	No	No	No 
zzExamplezz, zzExamplezz	zz784512	zz784512	Parole Denied by Board	4/5/2019 8:00 AM	Priority	Yes	No	No	No	No 
zzExamplezz, zzExamplezz	zz784512	zz784512	Parole Eligibility Process (Case Pull)	3/10/2019 8:00 AM	Priority	Yes	No	No	Yes	No 

My Providers

Organization	City	Phone	Website
Amarillo Area CASA	Amarillo	806-373-2272	http://www.pleasebeacasa.org 
Amarillo Police Department - Victim Services	Amarillo	806-378-6107	http://police.amarillo.gov/ 
Austin Police Department - Victim Services	Austin	512-974-8548	http://www.austintexas.gov/department/victim-services 
Family Support Services	Amarillo	806-374-5433	http://www.fss-ama.org/ 

My Dashboard

My Registrations

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.

IVSS Portal User Guide

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.

Offender Name *

zzExamplezz, zzExamplezz

Do you have a protective order against this offender?

No Yes

Would you like to prohibit contact by this offender?

No Yes

If yes, from which county?

Have you completed a written Victim Impact Statement?

No Yes

Do you want to receive notice when TDCJ receives requests from media to interview the offender?

No Yes

Receive 24/7 text notifications for all allowed types?

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 below. 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 below.

No Yes

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.

Receive 24/7 text notifications for all allowed types?

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 below. 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 below.

No Yes

Phone: 5124.....

Emergency ⓘ

Urgent ⓘ

Death ⓘ

Phone: 5129

Emergency ⓘ

Urgent ⓘ

Death ⓘ

Text: 5129.....

Emergency ⓘ

Urgent ⓘ

Priority ⓘ

Routine ⓘ

Email: r...@...gov

Emergency ⓘ

Urgent ⓘ

Priority ⓘ

Routine ⓘ

Death ⓘ

[Unsubscribe from this Offender](#)

[Save Preferences](#)

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.

IVSS Portal User Guide

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.



Confirm Unsubscribe

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

Event Name	Offender
Parole Eligibility Process (Case Pull)	zzExamplezz, zzExamplezz
Event Type *	Event Date *
Parole Eligibility Process (Case Pull)	3/10/2019 8:00 AM
Notification	
You have registered to receive notifications on the following offender: zzExamplezz, zzExamplezz , SID #: zz784512, TDCJ #: zz784512. The Texas Department of Criminal Justice (TDCJ) Victim Services Division (VSD) sends our sincere regrets for the criminal victimization you have experienced. It is our goal to assist you in participating in the criminal justice process.	
This is to notify you that that TDCJ Parole Division is processing this offender's case for review by the Texas Board of Pardons and Paroles (BPP) as of 3/10/2019. The purpose of this review is for BPP to decide whether to release the offender to supervision. Supervision means the offender would serve the remainder of their sentence in the community under the supervision of a parole officer. These reviews are normally completed within two to four months.	
We acknowledge how difficult it may be for you to write about the effects of this crime, but you are welcome to submit letters that would help BPP understand how the offense has affected you. To ensure your input is received prior to voting the case, we ask that you respond to our office as soon as possible by email, mail, or fax at the contact information listed below. Please reference the TDCJ or State Identification Number when submitting material. We suggest maintaining copies of submitted material as it will remain in the offender's permanent file for future reviews and be kept confidential. Any input you provide will be given consideration by the Board before a final decision is made. As soon as BPP has reached a decision, we will notify you.	

My Recent Notification Detail, Upper Section

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.

IVSS Portal User Guide

Stop Phone Notification for This Event
 No Yes

Notification Details

Event Type	Type	Contact	Offender (Notification)	SID (Notification)	TDCJ Number (Notification)	Category	Requested	Sent ↓	Sent Date	Returned	Returned Date	Confirmed
Parole Eligibility Process (Case Pull)	Email	Mary McCaffity	zzExamplezz	zz784512	zz784512	Priority	Yes	Yes	3/10/2019 8:19 AM	No		No
Parole Eligibility Process (Case Pull)	SMS	Mary McCaffity	zzExamplezz	zz784512	zz784512	Priority	Yes	Yes	3/10/2019 8:19 AM	No		No
Parole Eligibility Process (Case Pull)	Phone	Mary McCaffity	zzExamplezz	zz784512	zz784512	Priority	No	No		No		No
Parole Eligibility Process (Case Pull)	Phone	Mary McCaffity	zzExamplezz	zz784512	zz784512	Priority	No	No		No		No

[Apply Stop Notification Preference](#)

My Recent Notification Detail, Upper Section

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.

My Providers [Search for more Resources](#)

Organization	City	Phone	Website	
Amarillo Area CASA	Amarillo	806-373-2272	http://www.pleasebeacasa.org	▼
Bluebonnet CASA	Mason	325-347-6474	http://bluebonnetcasa.org	▼
Victim Assistance Centre, Inc.	Houston	713-755-5625		▼

Resource Details
 Unsubscribe

My Providers 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.

IVSS Portal User Guide

Resource Details

Organization

Amarillo Area CASA

112 W. 8th Street Suite 101
Amarillo, TX 79101

Business Phone: 806-373-2272

Fax Phone: None

E-Mail: None

Website: <http://www.pleasebeacasa.org>

NOTE: TDCJ is not responsible for information on external sites.

Serving victims of:

Child Abduction, Child Abuse (Physical/Neglect), Child Sexual Abuse, Survivors of Homicide

Services provided:

Assistance with Crime Victims' Compensation, Counseling / Mental Health Services, Criminal Justice Accompaniment, Crisis Intervention / Counseling, Follow - up, Information & Referral, Personal Advocacy, Support Groups

Agency type(s):

None

Counties served:

ARMSTRONG, BRISCOE, CARSON, HUTCHINSON, POTTER, RANDALL, SWISHER

[Resource Details page](#)

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.

Offender Search

Search for an offender by providing a name, SID number or current TDCJ number (for previous TDCJ numbers, click the button below.) Click on the View Details link to see more information and to subscribe to notifications on that offender.

TIP: To search for a partial match, use an asterisk (*). For example, to search for all names that start with 'Rich', search for 'Rich*'. To search for names that end in 'son', search for '*son'. If you only have a partial SID number, such as 123, you can search for any SID number that includes 123 in it by searching for '*123*'.
[View Details](#)

[Search by Previous TDCJ Numbers](#)

Name, SID, TDCJ #

[Offender Search Page](#)

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.

[Search by Previous TDCJ Numbers](#)

doe, john

Name ↑	SID	TDCJ Number	Date of Birth	Custody Status	Facility
DOE, JOHN					<input type="button" value="v"/>
DOE, JOHN					<input type="button" value="v"/>

[Sample Name Search](#)

IVSS Portal User Guide

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.

To search on partial text, use the asterisk (*) wildcard character.

Name ↑	SID	TDCJ Number	Date of Birth	Custody Status	Facility
zzExamplezz. zzExamplezz	zz784512	01234567		In Custody	Huntsville Unit
zzTestzz, zzTestzz	01234567	00000000		In Custody	Huntsville Unit

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.

Search by Previous TDCJ Numbers

Name ↑	SID	TDCJ Number	Date of Birth	Custody Status	Facility
zzExamplezz. zzExamplezz	zz784512	01234567		In Custody	Huntsville Unit
zzTestzz, zzTestzz	01234567	00000000		In Custody	Huntsville Unit

Show Offender Details from Search

IVSS Portal User Guide

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

Name zzExamplezz, zzExamplezz	Offender Status In Custody			
State ID Number * zz784512	Facility Huntsville Unit			
Date of Birth —	Release Date —			
Expected Release Date 6/30/2034				
Offender TDCJ Numbers				
Offender ↑	TDCJ Number	SID	Intake Date	Release Date
zzExamplezz, zzExamplezz	zz784512	zz784512	2/5/2017	

This online service is offered by the Texas Department of Criminal Justice as a service to victims of crime. This website is updated with offender status changes 24 hours a day. Any unauthorized use of this information is forbidden and subject to criminal prosecution. The information is believed to be accurate, but the State of Texas, the Texas Board of Criminal Justice, and the Texas Department of Criminal Justice, and the employees thereof, make no warranties, expressed or implied, as to the accuracy, timeliness, or the completeness of any information obtained through the use of this service.

[Subscribe to Notifications on this Offender](#)

Offender Details Page

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.

IVSS Portal User Guide

Subscribe to Notifications on this Offender



Offender Name *

zzExamplezz, zzExamplezz

Which of the following options best describes your relationship to this offender?

Victim ▼

Victim Type

Victim of the Offense ▼

Offense

Search bar with magnifying glass icon

Request Board Meeting for Parole Reviews

Section 508.153, Texas Government Code allows "the victim, guardian of the victim or close relative of a deceased victim to appear in person before the board members to present a statement of the person's views about the offense, the inmate and the effect of the offense on the victim." The meeting is conducted either by telephone or in-person with the lead voter. If you are a victim as defined by the statute above and the offender is currently serving time for the offense committed against you, a voting member will contact you. Requests by all other individuals will be at the discretion of the voting member.

No ▼

Registration Wizard Page 1

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.

Subscribe to Notifications on this Offender

What type of victimization did you experience by this offender?

Select all that apply.

Adult Physical Assault

No Yes

Child Physical Abuse or Neglect

No Yes

Survivors of Homicide Victims

No Yes

Adult Sexual Assault

No Yes

Child Pornography

No Yes

Human Trafficking: Labor

No Yes

Adults Sexually Abused/Assaulted as Children

No Yes

Child Sexual Abuse/Assault

No Yes

Human Trafficking: Sex

No Yes

Elder Physical Abuse or Neglect

No Yes

Domestic and/or Family Violence

No Yes

Kidnapping (Custodial)

No Yes

Elder Sexual Abuse/Assault

No Yes

Hate/Bias Crime

No Yes

Kidnapping (Non-Custodial)

No Yes

Stalking/Harassment

No Yes

Arson

No Yes

Unknown Crime Type

No Yes

Registration Wizard Page 2

IVSS Portal User Guide

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.

Subscribe to Notifications on this Offender

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.

Offender Name *
zzExamplezz, zzExamplezz

Do you have a protective order against this offender?
 No Yes

Would you like to prohibit contact by this offender?
 No Yes

If yes, from which county?

Have you completed a written Victim Impact Statement?
 No Yes

Do you want to receive notice when TDCJ receives requests from media to interview the offender?
 No Yes

Receive 24/7 text notifications for all allowed types?
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 below. 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 below.
 No Yes

Registration Wizard Page 3, Upper Section

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.

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.

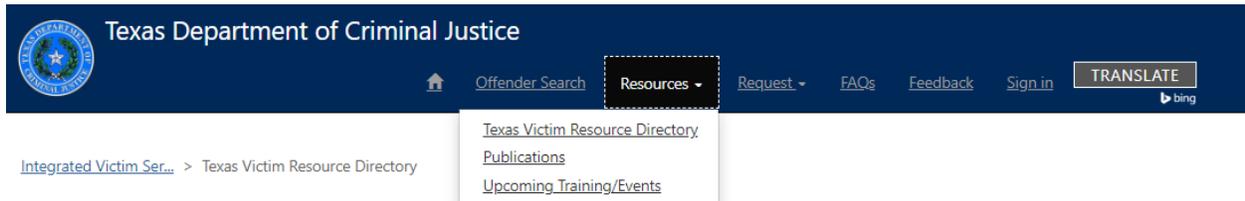
Your preferences have been saved.

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 Submenu

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

IVSS Portal User Guide

Texas Victim Resource Directory

Search By Crime Type

<input type="checkbox"/> All Crimes	<input type="checkbox"/> Arson	<input type="checkbox"/> Assault
<input type="checkbox"/> Adults Molested as Children	<input type="checkbox"/> Child Abuse (Physical/Neglect)	<input type="checkbox"/> Child Sexual Abuse
<input type="checkbox"/> Child Abduction	<input type="checkbox"/> Domestic Violence	<input type="checkbox"/> Drunk or Drugged Driving
<input type="checkbox"/> Dating Violence	<input type="checkbox"/> Gang Violence	<input type="checkbox"/> Hate Crimes
<input type="checkbox"/> Elder Abuse	<input type="checkbox"/> Identity Theft	<input type="checkbox"/> Missing Persons
<input type="checkbox"/> Human Trafficking	<input type="checkbox"/> Other Crimes	<input type="checkbox"/> Property Crime
<input type="checkbox"/> Non-Violent Crimes	<input type="checkbox"/> Sexual Assault	<input type="checkbox"/> Stalking
<input type="checkbox"/> Robbery		
<input type="checkbox"/> Survivors of Homicide		

Search By Service

Organization Type

City: [City/County Reference](#)

County: [County Map](#)

Organization Name

Other Resources

If you would like to add your organization as a resource, please submit a request [here](#).

Resources Directory Search Page

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.

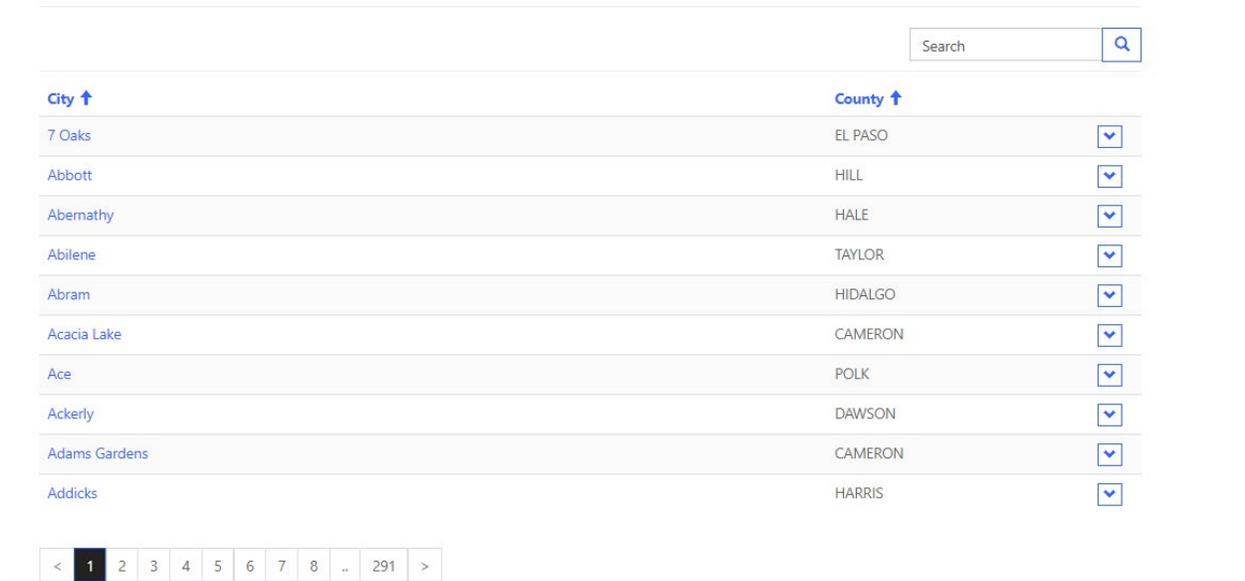
IVSS Portal User Guide



City Search Field

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



City Search Page

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.

IVSS Portal User Guide

Texas Victim Resource Directory

Search By Crime Type

Search By Service

Organization Type

City: [City County Reference](#)

County: [County Map](#)

Organization Name

[Statewide Organizations](#)

169 search results

[Abigail's Arms - Cooke County Family Crisis Center](#)

P. O. Box 1221 Gainesville, TX 76241

Business Phone: 940-665-2873

Alternate Phone: None

Spanish Phone: None

Hearing Impaired Phone: None

Fax Phone: 940-665-3527

E-Mail: None

Website: <http://www.abigailsarms.org>

NOTE: TDCJ is not responsible for information on external sites.

Serving victims of:

Child Abduction, Child Abuse (Physical/Neglect), Child Sexual Abuse, Domestic Violence, Sexual Assault, Survivors of Homicide

Services provided:

Hour Crisis Line, Assistance with Crime Victims' Compensation, Community Outreach / Education, Counseling / Mental Health Services, Crisis Intervention / Counseling, Emergency Legal Advocacy, Follow - up, Forensic Interviews, Information & Referral, Personal Advocacy, Prevention, Victim Advocacy

Agency type(s):

Non-Profit, Community-Based Organization

Counties served:

COOKE, FANNIN, GRAYSON, MONTAGUE

Directory Search Results Page

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

< **1** 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 >

Results Page Navigator

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.

IVSS Portal User Guide

Resource Details

Organization

Abigail's Arms - Cooke County Family Crisis Center

P. O. Box 1221
Gainesville, TX 76241

Business Phone: 940-665-2873

Fax Phone: 940-665-3527

E-Mail: None

Website: <http://www.abigailsarms.org>

NOTE: TDCJ is not responsible for information on external sites.

Serving victims of:

Child Abduction, Child Abuse (Physical/Neglect), Child Sexual Abuse, Domestic Violence, Sexual Assault, Survivors of Homicide

Services provided:

Hour Crisis Line, Assistance with Crime Victims' Compensation, Community Outreach / Education, Counseling / Mental Health Services, Crisis Intervention / Counseling, Emergency Legal Advocacy, Follow - up, Forensic Interviews, Information & Referral, Personal Advocacy, Prevention, Victim Advocacy

Agency type(s):

None

Counties served:

COOKE, FANNIN, GRAYSON, MONTAGUE

Subscribe

Resource Details Page

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.

Other Resources

- [Gay Men's Domestic Violence Project Hotline](#)
- [Lambda Legal](#)
- [LGBT National Help Center](#)
- [Love is Respect](#)
- [National Center for Victims of Crime](#)
- [National Crime Victims' Rights Week Resource Guide](#)
- [National Domestic Violence Hotline](#)
- [National Sexual Assault Hotline](#)
- [Office for Victims of Crime](#)
- [The Anti-Violence Project](#)
- [Victim Connect Resource Center](#)

Other Resources List

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.

IVSS Portal User Guide

Publications

Language

English

Spanish

[Apply Filter](#)

[Q](#)

Name ↑	Publication Type	
Crime Victim Assistance Standards	Reference	Download
Do You Know Your Additional Rights as a Crime Victim?	Brochures	Download
It's Your Voice	Brochures	Download
It's Your Voice (Spanish)	Brochures	Download
Murder: This Could Never Happen to Me	Reference	Download
Texas Crime Victim Clearinghouse	Brochures	Download
Texas Crime Victims' Rights	Brochures	Download
Texas Crime Victims' Rights (Spanish)	Brochures	Download
The Victim's Informer	Newsletter	Download
Victim Impact Statement	Forms	Download

[<](#) 1 [2](#) [>](#)

Publications Page

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.

Publications

Language

English

Spanish

[Apply Filter](#)

[Q](#)

Name ↑	Publication Type	
It's Your Voice		Download
It's Your Voice (Spanish)		Download
Your Voice Your Rights Your Participation (Spanish)		Download

[Request Publication Hardcopy](#)

Sample Publication Search by Name

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.

IVSS Portal User Guide

Publication Order Request, Shipping Information

Shipping Information

Name	<input type="text" value="Jane Doe"/>	Phone	<input type="text" value="9364370011"/>
Street 1	<input type="text" value="123 4th St"/>	Street 2	<input type="text"/>
City	<input type="text" value="Austin"/>	State	<input type="text" value="TX"/>
ZIP/Postal Code	<input type="text" value="78567"/>		

[Start Publication Order](#)

Hardcopy Publication Request Page

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.

Publications

Add Publication To Order	
Publication Title	Quantity ↑
There are no records to display.	

[Submit](#)

Publication Request List

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.

The screenshot shows a modal window titled 'Create' with a close button (x) in the top right corner. Inside the modal, there is a section labeled 'Publication' with a search input field containing a red asterisk and a magnifying glass icon. Below this is a 'Quantity' input field, also with a red asterisk. At the bottom left of the modal is a blue 'Submit' button.

Publication Request Form

IVSS Portal User Guide

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.



The screenshot shows a 'Create' window with a red error message: 'The form could not be submitted for the following reasons: The requested quantity exceeds the maximum allowed.' Below the error, there is a 'Publication' section with a text input field containing 'It's Your Voice' and a search icon. Below that is a 'Quantity' field with '100' and a red 'Max 50' limit. A 'Submit' button is at the bottom.

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.

Publications

Publication Title	Quantity ↑	
It's Your Voice	50	▼

[Add Publication To Order](#)

[Submit](#)

Sample Publication Request

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

Publication Order Request, Add Publications.

Submission completed successfully.

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.

Search Trainings/Events

For questions regarding a specific training or event, please contact the hosting organization.

If you're a hosting organization who would like to add your event to our event list, please go to the [Third Party Event Request](#) page.

If you would like Texas Department of Criminal Justice Victim Services Division to host a training event, please go to the [Event/Training Request](#) page.

Sponsoring Organization: <input type="text"/>	Title of Training/Event: <input type="text"/>
City: <input type="text"/>	
Type of Event: * <input type="text" value="Training"/> Conference Memorial/Rememberance Event Webinar	Other: <input type="text"/>
Start Date: <input type="text" value="04/03/2019"/>	End Date: <input type="text"/>
Event Topics: <input type="text" value="Bullying Prevention"/> Child Abuse Corrections Crime Prevention	Other: <input type="text"/>

Search

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.

IVSS Portal User Guide

- **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.

Training/Event Search Results

[\[New Search\]](#)

Training Event!

Type: Training

Date: April 8, 2019 10:29:00 AM - April 8, 2019 10:29:00 AM

Topics: Working with victims of crime.

Sample Event Results

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

Training/Event Search Results

[\[New Search\]](#)

Danny Event

Type: Webinar

Date: April 10, 2019 11:15:00 AM - April 10, 2019 12:15:00 PM

Topics:

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.

IVSS Portal User Guide

[Event Info](#) | [Speaker Info](#) | [Event Registration](#)



The Victims' Right to Participate in the Parole Review Process

Thursday, May 24, 2018 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 *

[Hints](#)

Verify Password *

Title

Company Name

City

State

Join

Reset

Sample TDCJ Event Details with Registration Option

IVSS Portal User Guide

Event Details

Name Training Event!	Event Dates Start Date 4/8/2019 10:29 AM	Contact Information Name Mike Jones
Sponsoring Organization Sponsoring Org!	End Date 4/8/2019 10:29 AM	Phone 512-406-5915
Type Third Party Event	Location Info Location Down the hall	Email mike.jones@tdcj.texas.gov
Webinar Information —	Street Address —	Website www.tdcj.texas.gov
Topics Topic ↑ Working with victims of crime.	City Austin	
	State —	
	ZIP/Postal Code —	

Sample Third Party Event Details

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.

Victim Impact Panels

This page is for information about the Victim Impact Panels.

[To request a Victim Impact Panel click here](#)

Victim Impact Panel Information Screen

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.

IVSS Portal User Guide

- **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

Note: This form is to be utilized for all Victim Impact Panel requests received by the TxCVV. This form must be submitted no less than 30 days prior to the requested panel date. All requests are subject to approval.

Victim Impact Panel Request

Requester Details

First Name *

Last Name *

Organization Name *

Email *

Phone *

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 *

Submit

Victim Impact Panel Request Form

- Click Submit.

IVSS Portal User Guide

The form is submitted and a confirmation screen is presented.

Victim Impact Panel Request

Note: This form is to be utilized for all Victim Impact Panel requests received by the TxCVC. This form must be submitted no less than 30 days prior to the requested panel date. All requests are subject to approval.

Submission completed successfully.

Victim Impact Panel Request Confirmation

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.

Provider List

NOTE: To be eligible, the majority of your services must be provided free of charge. Final approval of your listing will be subject to review. You will be notified upon final decision.

Create New Provider

Account Name ↑	County	Main Phone	Primary Contact	Website	Approval Status
Danny Shannon Foundation		512-555-1212	Danny Shannon	http://dannysannonfound.org	Pending

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.

Provider New page 1

NOTE: To be eligible, the majority of your services must be provided free of charge. Final approval of your listing will be subject to review.

Summary

ACCOUNT INFORMATION

Account Name * <input type="text"/>	Provider Type * <input type="text"/>
Primary Contact <input type="text"/>	Fax <input type="text"/>
Main Phone <input type="text"/>	Website (http://) <input type="text"/>
Alternate Phone <input type="text"/>	Email <input type="text"/>
Spanish Phone <input type="text"/>	
Hearing Impaired Phone <input type="text"/>	

Private Email (TDCJ visibility only)

Private Email 1 <input type="text"/>	Private Email 2 <input type="text"/>
--	--

Physical Address

Street 1 * <input type="text"/>	Street 2 <input type="text"/>
City * <input type="text"/>	State * <input type="text"/>
Postal Code * <input type="text"/>	

Mailing Address

Street 1 <input type="text"/>	Street 2 <input type="text"/>
City <input type="text"/>	State <input type="text"/>
Postal Code <input type="text"/>	

Next Step

IVSS Portal User Guide

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.

Provide Crime Type and Services

Summary

ACCOUNT INFORMATION

Account Name *

Test Account

Counties Served

Serving All Counties

No Yes

Add County

County Name ↑

There are no records to display.

Crime Types

Serving All Crime Types

No Yes

Add Crime Type

Name ↑

There are no records to display.

Services

Add Service

Name ↑

There are no records to display.

Submit

Provider Request Form, Lower Sections

IVSS Portal User Guide

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.

The screenshot shows a 'Lookup records' window with a search bar and a list of service options. The list includes: Assistance with Crime Victims' Compensation, Assistance with Restitution (selected), Assistance with Victim Impact Statements, Civil Legal Services, Clothing / Immediate Needs, and Community Outreach / Education (selected). At the bottom, there is a 'Selected records' section containing two items: 'Assistance with Restitution' and 'Community Outreach / Education'. There are 'Add' and 'Cancel' buttons at the bottom right.

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

Title of Training/Event *	Name of Organization *
<input type="text"/>	<input type="text"/>
Location	
<input type="text"/>	
Start Date	End Date
<input type="text"/>	<input type="text"/>
Intended Audience	Number of Attendees
<input type="text"/>	<input type="text"/>
Purpose of Training	
<input type="text"/>	

Requestor's Contact Info

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Email *	Phone *
<input type="text"/>	<input type="text"/>

[Continue](#)

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.

Event Request Step 2 (Add Topics)

Please provide the topics related to this event.

Name
Training Event
Related Topics
<input type="text"/>
Select One or Multiple Topics
Topic ↑
<input type="text"/>
There are no records to display.
Can't find a topic in the list? Provide it here:
<input type="text"/>

[Complete Event Request](#)

IVSS Portal User Guide

Training Request, Second Page

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)

Please provide the topics related to this event.

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

Add County

County Name ↑

There are no records to display.

VAC Attorneys

County Attorney

Carson County Attorney or Victim Assistance Coordinator

District Attorney

VAC Bulletin

VAC Bulletin Subscriber

No Yes

Submit

IVSS Portal User Guide

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.

Justice Official Access Request

Submission completed successfully

Justice Official Access Request Confirmation

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”.

Quarterly Newsletter Subscribe

Email *

Mobile Phone Number

Contact Preference

Submit

Newsletter Subscription Page

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.

IVSS Portal User Guide

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 265, 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.

[Frequent Asked Questions Page](#)

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.

IVSS Portal User Guide

Website Feedback

Feedback

Title *

Email

Comments

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.