

## WA PROTECTIVE ORDER SERVICE

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

### Protective Order Information

Before you call, be ready with your protective order case number and the respondent's name as it appears on the order. You can find this information on your petition or protective order. To access protective order information, call **1-877-242-4055** or visit **www.registervpo.com** or **www.vinelink.com**.

### How Do I Register?

If the protective order has been filed, you can register to receive notifications via phone or email.

If registering a phone number, you will be asked to create a four-digit personal identification number (PIN) that will be used to confirm that the call was received. Make sure your PIN is easy to remember. Email notifications do not require a PIN.

### Notification

Once registered, you will receive notification when:

- The order has been served on the respondent.
- As a reminder when your order is about to expire (you may want to extend your order at that time).

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

If you forget your PIN, call the toll-free number (1-877-242-4055) and press zero. You will be transferred to a service representative who will help you reset your PIN.

## Important Things to Know

### What is a protective order?

This is a court order issued by a judge to protect a victim (the petitioner) from someone who has been abusive or threatened violence (the respondent). This order requires the respondent to stop the abuse and stay away from the petitioner. It also authorizes the arrest of the person who violates provisions of the order.

### Who is the petitioner?

The petitioner is the person who asks the court to issue the order and needs protection.

### Who is the respondent?

The respondent is the person who has been abusive or threatened violence.

### Who can register for notifications?

Any petitioner may register for notification. You can also choose to share the toll-free number and the case number, but not your PIN, with family members or friends. They can register for notification using their own PIN.

### How do I protect my PIN? What if I forget my PIN or want to stop notifications?

Protecting your PIN is the key to receiving notification. Choose a PIN that only you know. Your victim advocate can help you reset your PIN or cancel notification. Operators are also available around-the-clock for assistance.

### What if the respondent tries to get information about me through WA Protective Order?

The respondent will not know you are registered with the WA Protective Order service.

### Other questions?

Call the WA Protective Order service toll-free at 1-877-242-4055. Wait on the line to speak with an operator.

## Planning for Your Safety

- Do not depend solely on the WA Protective Order service, or any other single program, for your safety. If you feel you may be at risk, contact your local law enforcement agency.
- Keep a copy of your protective order with you at all times. Give copies to trusted family members and friends so they will be aware of the conditions and protections.
- Having a copy of the order on hand may be critical if the respondent violates the order at a location away from your home.
- Keep copies of important documents for you and your child/children in a safe place or with a trusted person (i.e. Social Security card, driver's license, birth certificates, bank statements, paycheck receipts, medicines, medical equipment, etc.)

### If your order is violated, call 911

or contact your local law enforcement agency. The police may file a criminal complaint for a violation of a protective order.

### Other Resources

**National Domestic Violence Hotline:**  
1-800-799-SAFE (7233)  
or 1-800-787-3224 (TTY)

**State Domestic Violence Hotline:**  
1-800-562-6025 (v/TTY)

**Local Domestic Violence Hotline:**

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**Local Sexual Assault Center Hotline:**

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**Local Law Enforcement Phone Number:**

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**WA PROTECTIVE ORDER**  
1-877-242-4055  
www.registervpo.com

*Write down the following information, remove this panel, and keep it in a safe place:*

My case number

My four-digit PIN

My victim advocate

Contact number

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

## If You Travel or Move Out of State

If you travel in the U.S., your protective order should be enforced by law enforcement agencies and courts in other states and jurisdictions. If you move out of the state in which your order was issued, check with an advocate, local law enforcement agency or the court about whether or not you need to register the protective order in your new location. Carry a certified copy of the protective order with you at all times to show to officials who can help protect you.

Do not rely solely on the WA Protective Order service for your safety. Make this service a part of your overall safety plan.

## WASPC

The mission of WASPC is to provide support services which enhance public safety.

For more information regarding this program, contact:

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# Washington Protective Order Service

Access to  
Information and Notification  
for Protective Order Status

*Know when your protective order is served.*



**1-877-242-4055**  
**www.registervpo.com**  
**www.vinelink.com**



A service provided by the  
**Washington Association of  
Sheriffs and Police Chiefs**