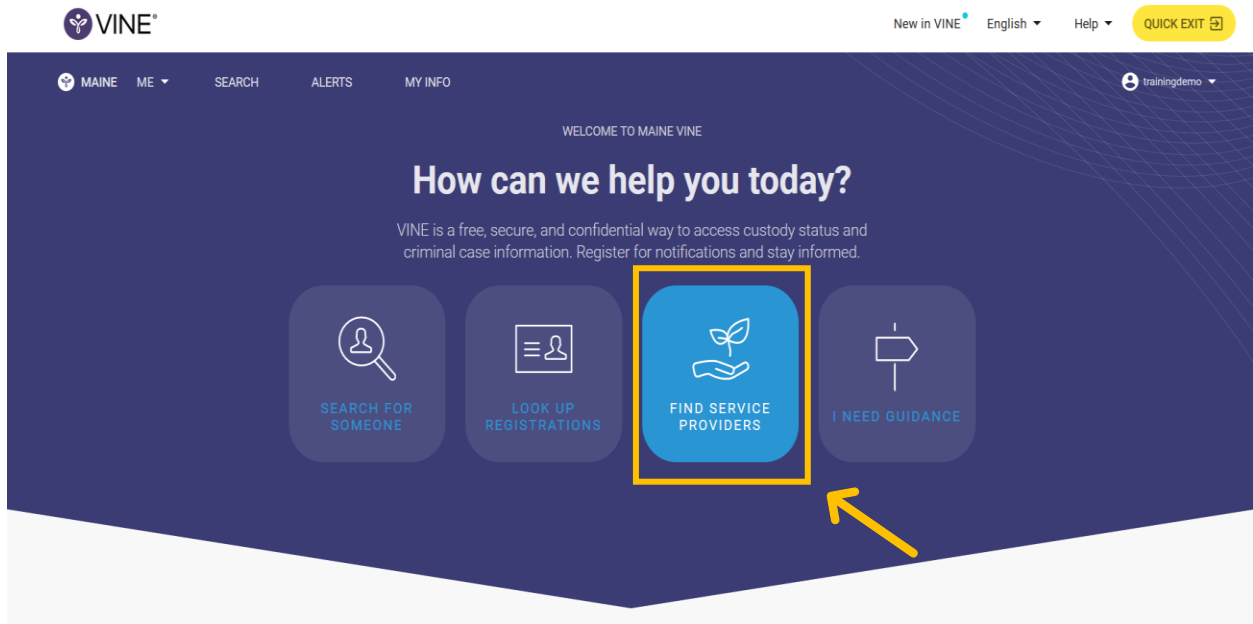


How to Find Service Providers in VINELink – Quick Reference Guide

NOTE: In this resource guide, we will be using our training demonstration website to provide examples. Some information may appear differently in your state's specific VINELink website.

1. From your state's VINELink landing page, select **"Find Service Providers."**



2. On the resulting search screen, you will be able to search for a service provider by either **"has organization name"** or **"helps with."**

In this example, we will select **"helps with."**

Search

I'm searching for A Service Provider

located in Maine

who Select

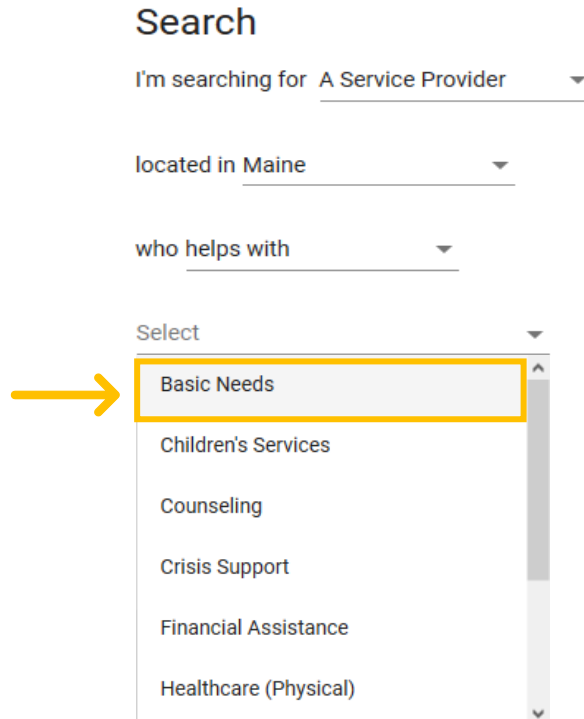
has organization name

helps with

3. The “helps with” menu will provide a list of services offered by providers in our system. Services listed include **Basic Needs, Children’s Services, Counseling, Crisis Support, Financial Assistance, Healthcare (Physical), Information About Offender, Legal Assistance,** and **Victim Assistance.**

Choose from the listed services to find a provider who may assist with that specific need.

In our example, we will select “Basic Needs.”



The screenshot shows a search interface with the following elements:

- Search** header
- Input field: "I'm searching for A Service Provider"
- Input field: "located in Maine"
- Input field: "who helps with" with a dropdown arrow
- Dropdown menu for "who helps with" with the following options:
 - Basic Needs** (highlighted with a yellow box and a yellow arrow pointing to it)
 - Children's Services
 - Counseling
 - Crisis Support
 - Financial Assistance
 - Healthcare (Physical)

4. For those users who have not created or signed into a VINELink account, a CAPTCHA will need to be solved to continue with the search. Check the box next to **“I’m not a robot”** to generate the CAPTCHA. (The CAPTCHA will vary each time.)

Solve the CAPTCHA by selecting the appropriate images and clicking **“Verify.”**


Search

I'm searching for A Service Provider

located in Maine

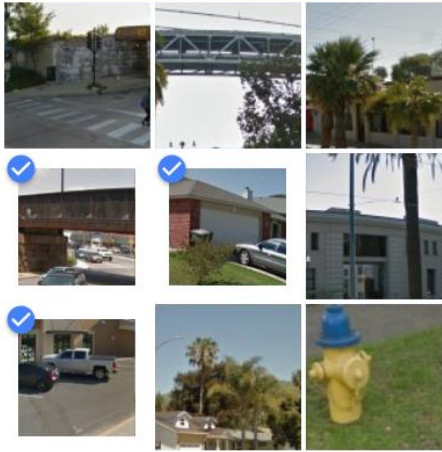
who helps with

Basic Needs

I'm not a robot 
reCAPTCHA
Privacy - Terms

SEARCH

Select all images with **cars**



VERIFY

5. After verifying the CAPTCHA, click "**Search**" to continue.


Search

I'm searching for A Service Provider

located in Maine

who helps with

Basic Needs

I'm not a robot 
reCAPTCHA
Privacy - Terms

SEARCH

6. Your search results will include a list of providers in the state you selected who may provide assistance with the specific need you selected. Here, the results pictured include those organizations who may assist with Basic Needs.

Here is a list of resources located in "Maine" that may be able to help you with "Basic Needs"

Filter Results By Zip Code ▼

Distance ▼ from Enter Zip Code

Include National Service Providers **FILTER**

DEMO LEGAL SERVICES, INC.

222 Demo Road
Demo City, ME 40223
Knox County

Phone (555) 555-5554
Website <http://www.demolegalservices.org>

DETAILS

DEMO VICTIM HELP CENTER

123 Main Street
Demo City, ME 43321

Phone (800) 555-1212
Website <http://www.demovictimhelpcenter.org>

DETAILS

7. To narrow down the search results, you may choose to filter them by **Zip Code**.

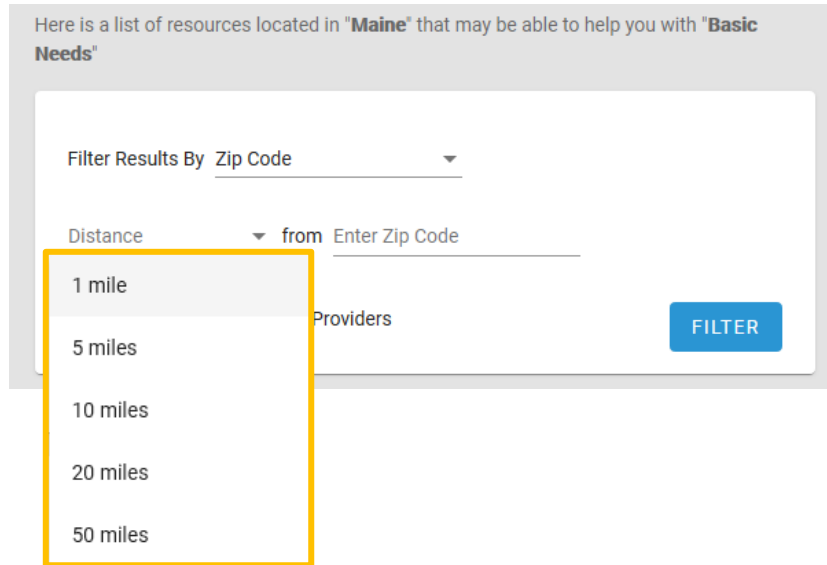
Here is a list of resources located in "Maine" that may be able to help you with "Basic Needs"

Filter Results By Zip Code ▼ ←

Distance ▼ from Enter Zip Code

Include National Service Providers **FILTER**

8. Select the **Distance** from your desired zip code. Distance options include providers within a 1-mile radius to as far away as 50 miles.



Here is a list of resources located in "Maine" that may be able to help you with "Basic Needs"

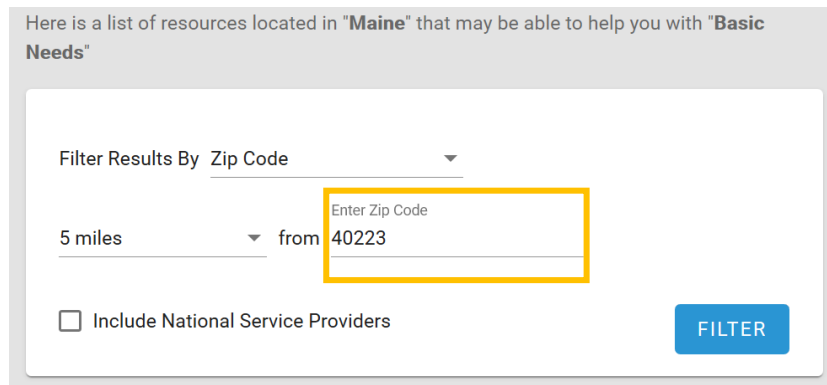
Filter Results By Zip Code ▼

Distance ▼ from Enter Zip Code

- 1 mile
- 5 miles
- 10 miles
- 20 miles
- 50 miles

Providers

9. Enter your desired **Zip Code** in the blank field.



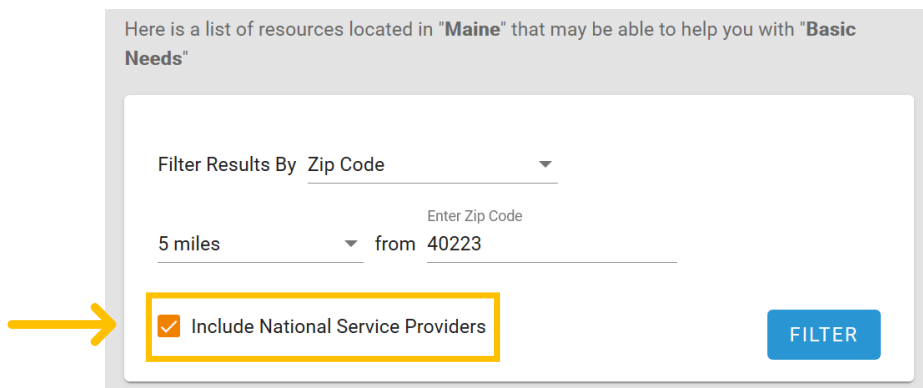
Here is a list of resources located in "Maine" that may be able to help you with "Basic Needs"

Filter Results By Zip Code ▼

5 miles ▼ from Enter Zip Code
40223

Include National Service Providers

10. Note the option to include **National Service Providers** in your results, as well.



Here is a list of resources located in "Maine" that may be able to help you with "Basic Needs"

Filter Results By Zip Code ▼

5 miles ▼ from Enter Zip Code
40223

Include National Service Providers

11. Once you have made your selections, click **"Filter."**

Here is a list of resources located in **"Maine"** that may be able to help you with **"Basic Needs"**

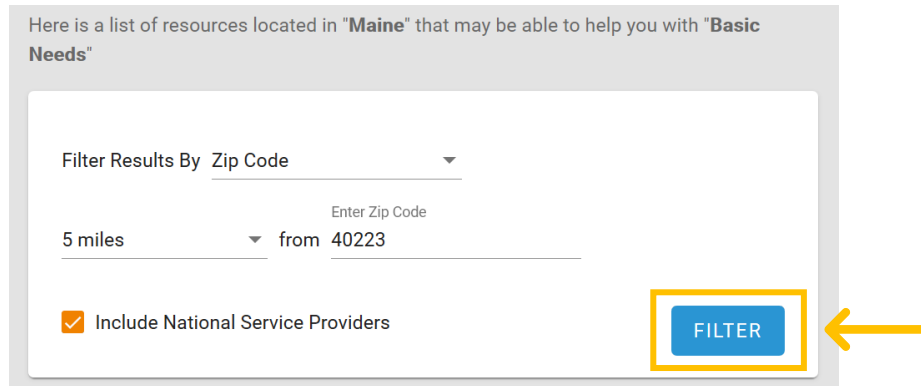
Filter Results By Zip Code ▼

Enter Zip Code

5 miles ▼ from 40223

Include National Service Providers

FILTER



12. Alternatively, you may choose to filter your results by **County or Parish.**

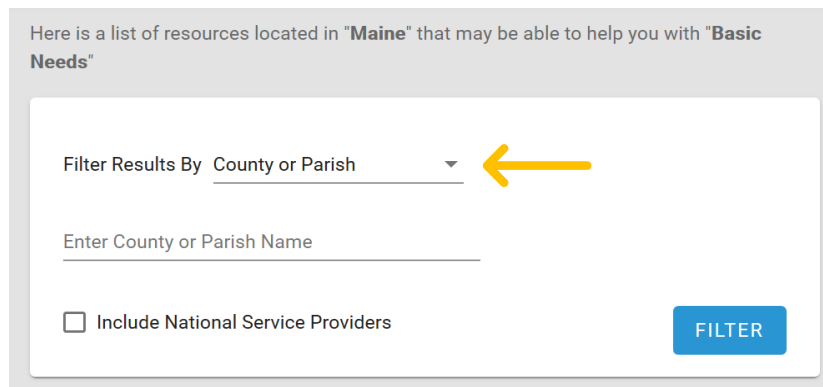
Here is a list of resources located in **"Maine"** that may be able to help you with **"Basic Needs"**

Filter Results By County or Parish ▼

Enter County or Parish Name

Include National Service Providers

FILTER



13. Enter the **County or Parish Name** in the blank field or select from the options present in the dropdown menu.

Here is a list of resources located in **"Maine"** that may be able to help you with **"Basic Needs"**

Filter Results By County or Parish ▼

Enter County or Parish Name

Androscoggin County

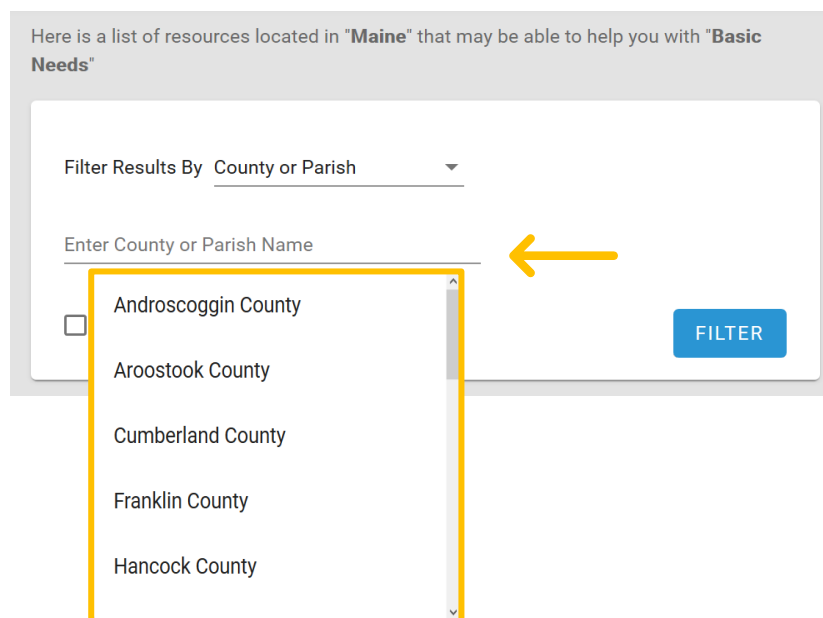
Aroostook County

Cumberland County

Franklin County

Hancock County

FILTER



14. Once you have made your selections, click **"Filter."**

Here is a list of resources located in "Maine" that may be able to help you with "Basic Needs"

Filter Results By County or Parish ▼

Enter County or Parish Name
Androscoggin County

Include National Service Providers

FILTER ←

15. In your search results, you will see basic information about the service provider, which may include contact information and links to the organization's website. To view more information about the service provider, click **"Details."**

DEMO LEGAL SERVICES, INC.

222 Demo Road
Demo City, ME 40223
Knox County

Phone [\(555\) 555-5554](tel:555-555-5554)
Website <http://www.demolegalservices.org>

DETAILS ←

16. The “**About**” tab will give more detail about the type of support provided by the organization. Information may include services offered, languages offered, specialty groups supported, and/or a mission or description of the organization, as well any other relevant details the organization may have chosen to share.

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Knox County

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

ABOUT CONTACT US

SERVICES OFFERED
Victim Assistance
Crisis Support
Basic Needs
Healthcare (Physical)
Legal Assistance
Financial Assistance
Children's Services

LANGUAGES OFFERED
English, Spanish

MISSION/DESCRIPTION
Demo Legal Services provides access to justice to vulnerable populations, regardless of their ability to pay, to protect their rights, safety, and family stability.

17. "Contact Us" will include more information about how to reach out to this specific organization. Information may include organization hours, phone numbers, location information, websites, social media, as well any other relevant details the organization may have chosen to share.

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Demo City, ME 40223
Knox County

Phone [\(555\) 555-5554](tel:(555)555-5554)

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

ABOUT CONTACT US

HOURS
Monday - Friday 9AM - 5PM PST, Closed Saturday and Sunday

PHONE NUMBERS
[\(555\) 555-5554](tel:(555)555-5554)
Fax [\(555\) 555-5553](tel:(555)555-5553)

LOCATIONS
Demo Main Location
222 Demo Road
Demo City, ME 40223
Knox County

WEBSITES
<http://www.demolegalservices.org>



Resource Center

Access VINELink anytime via the web at www.vinelink.com or by downloading our free VINELink Mobile App (available for Apple and Android).

For our full library of VINE training resources, please visit our Training Page at: <https://apprissafety.com/resources/training/>

For 24-hour support on VINE-related questions and issues, please contact VINE Support:

Email:

VINESupport@appriss.com

Phone:

1-866-APPRISS (866-277-7477)
Select Option 2

Join the conversation and connect with Appriss Insights and VINE on social media!



[@VINENotifies](https://twitter.com/VINENotifies)



[@VINENotifies](https://www.facebook.com/VINENotifies)



[Appriss VINE](https://www.linkedin.com/company/Appriss-VINE)



[VINE Resource Center](https://www.youtube.com/VINEResourceCenter)