

NHSAVIN FAQ

Welcome from NH Department of Corrections Victim Services.

As a victim, you are entitled to specific information about the status of the offender in your case. We are writing to introduce an electronic system known as NH SAVIN that can help you get this information. We recognize that this is a lot of information, at any point in time, please contact the NHDOC Victim Services Advocate (603-271-7351) with questions.

1. What is NH SAVIN?

NH SAVIN is the Statewide Automated Victim Information and Notification system. The system allows you to receive faster electronic/telephonic notifications about changes in an offender's status in the criminal justice system through phone calls, email and text messages.

2. If I receive electronic notification through NHSAVIN, do I still have support through my NHDOC Victim Services advocate?

Yes, the NHDOC Victim Advocates are available by phone (603-271-7351) and email (victim.services@doc.nh.gov).

3. Is my information in the NH SAVIN system confidential?

Yes. The NH SAVIN system is a closed system, which means it is not open to the public. Only your assigned advocates and the NH SAVIN administrator can access your information in the system.

4. Who can sign up for NH SAVIN?

Anyone directly impacted by a crime may sign up to be notified about an offender's status.

5. How do I sign up to receive notifications?

An advocate must sign you up for NH SAVIN. Please contact the NHDOC Victim Services at (603-271-7351).

6. If I don't want to receive electronic notification through NH SAVIN, can I still receive a paper notification from the NHDOC?

Yes. Your advocate can register you to receive paper notification through the mail.

7. Can I choose whether I receive a phone call, email or text?

Yes, you may choose one type of notification or multiple options. If you choose phone call and cannot answer, you will not receive the notification message. If possible sign up for multiple forms of notification in order to ensure you receive the message.

8. What notifications may I sign up to receive?

Insert list. Insert definitions for each of the notifications.

9. Where are the phone calls, text and email notifications coming from?

The phone call and text messages will be sent from 603-230-1300. The email notification will be sent from noreply@nhsavin.nh.gov.

10. If there are multiple offenders in my case, or I have been the victim of multiple crimes, can I receive information about all of the offenders?

Yes. You can receive notification for multiple offenders.

11. What happens if an offender escapes or dies?

The NHDOC Victim Services advocate will call you. If you are unable to be reached you will be contacted electronically or by mail.

12. If I have safety concerns after receiving an alert, whom should I contact?

For an immediate emergency or safety concerns, please call 9-1-1. For other safety concerns, please contact the local police department and your NHDOC Victim Services advocate.

13. If my contact information changes, what should I do?

Change your information in the NH SAVIN system by logging in with your username and password that was provided to you by your advocate at the time of registration.

14. Do I need to tell my advocate I have changed my contact information after I have updated it in the NH SAVIN system?

Yes. You need to contact your advocate with your updated contact information. The NH SAVIN system does not notify the advocate of these changes.

15. If I forget my password, what can I do?

Go to nhsavin.nh.gov and click on "forgot my password". You will receive an automated email to reset your password. If you do not have an email account registered through NH SAVIN, contact your advocate for help.

16. If I'm having trouble with the NH SAVIN website, whom should I contact?

Please contact your NHDOC Victim Services advocate.

17. If I signed up for NH SAVIN and I no longer want to receive electronic notifications, what should I do?

Please sign in to your online NH SAVIN account and deselect all the electronic notification options. You must contact your advocate to receive paper notifications.