



**PHOENIX POLICE DEPARTMENT  
ONLINE CRIME REPORTING SYSTEM**

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# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

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# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

## WELCOME PAGE

[Phoenix Police Citizens Online Police Reporting System - City of Phoenix](#)

### Welcome to the Phoenix Police Department Citizens Online Police Reporting System

Hagar [CLIC](#) aqui para hacer un reporte policia en español  
(Para emergencias llame a 911)  
[For more information](#)

If this is an emergency or a crime is in progress, please call 911

Watch on [YouTube](#)

#### Upon completion of this process:

- You will receive a tracking number and be able to print a copy of your submission.
- Your incident reported online will be reviewed.
- If further investigation of your case is needed, you may be contacted.
- Once the report has been approved, a Phoenix Police Department report number will be emailed to you.  
**Please be sure to check your Spam or Junk mail email folder or add phoenix.gov to your white list.**

#### Please confirm the following to find out if online filing is right for you:

<a href="#">BOUNDARY MAP</a>	<a href="#">INSTRUCTION GUIDE</a>	<a href="#">INCIDENT TYPE LIST</a>	<a href="#">LOCATION TYPE LIST</a>	<a href="#">PROPERTY TYPE LIST</a>
<a href="#">VIDEO TRANSCRIPT</a>	<a href="#">ID THEFT PACKET</a>	<a href="#">VICTIM RIGHTS PAMPHLET-ENGLISH</a>	<a href="#">VICTIM RIGHT PAMPHLET-SPANISH</a>	

[Click here for Boundary Map](#)

Do you have an Email address?	Yes <input type="radio"/> No <input type="radio"/>
Some free email providers: <a href="#">Gmail</a>   <a href="#">Outlook</a>   <a href="#">Yahoo</a>	
Is the incident in progress?	Yes <input type="radio"/> No <input type="radio"/>
Was someone injured as a result of this incident?	Yes <input type="radio"/> No <input type="radio"/>
Is the person suspected of committing this crime known to you?	Yes <input type="radio"/> No <input type="radio"/>
Did the crime involve the use or threat of a weapon/gun/knife, etc?	Yes <input type="radio"/> No <input type="radio"/>
Do you believe you are the victim of a crime because of your race, religion, sexual orientation, handicap, ethnicity or national origin?	Yes <input type="radio"/> No <input type="radio"/>
If your crime is a theft, did someone enter your home, business, locked garage without your permission?	Yes <input type="radio"/> No <input type="radio"/>
Did the crime involve the theft of a motor vehicle or license plate?	Yes <input type="radio"/> No <input type="radio"/>

**Note: Filing a false police report is a crime! Every person who knowingly makes a false report is guilty of a misdemeanor per 13-2907.01 of the Arizona Revised Statutes.**

Do you understand that filing a false police report is a crime?	Yes <input type="radio"/> No <input type="radio"/>
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Selecting the button below will open up a new browser window that takes you to a non-city website. Thank you for visiting phoenix.gov.

[Start Report](#)

## ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

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Welcome to the Online Reporting System.

**IF THIS IS AN EMERGENCY OR CRIME IN PROGRESS, PLEASE CALL 911.**

When entering a report in the Online Reporting System, you will be asked a series of prequalifying questions to confirm that your report can be submitted online.

Your incident must have occurred within the Phoenix city limits. Please refer to the City of Phoenix map in the link on the Welcome Page labeled **BOUNDARY MAP** to verify that the crime location is within the city boundaries.

You must have an email address before you begin. If you don't have an existing email address there are links to free email providers on the Welcome page and below.

Here are some links and websites for free email providers:

[GMAIL](http://www.gmail.com/) - <http://www.gmail.com/>

[OUTLOOK](http://www.outlook.com/) - <http://www.outlook.com/>

[YAHOO](http://mail.yahoo.com/) - <http://mail.yahoo.com/>

The following incidents **CANNOT** be reported online:

- Crimes in progress
- Vehicle accidents
- Someone was injured as a result of this incident
- The crime involved the use or threat of a weapon
- You believe you are the victim of a hate crime
- Crimes involving stolen guns, vehicles, license plates or threats of harm
- Your home or locked garage had been entered without your permission and items may have been taken

**Please understand that filing a false police report is a crime.**

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The video is available for your reference. You can stop and start the video as needed. . The video does not demonstrate all of the various Incident Types and the various fields that are associated to each one, but will give an overview of how to complete reports in this system. On the Welcome Page there is a document called **VIDEO TRANSCRIPT** that is the transcript of the video, in case that makes it easier to follow along.

This **INSTRUCTION GUIDE** does not provide instructions for every crime type that can be submitted in the online system. This guide gives general instructions on how to navigate within the online system.

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

On the Welcome page the following documents are available that you can view or print:

- BOUNDARY MAP – allows you to verify that the crime occurred within the City of Phoenix
- INSTRUCTION GUIDE – details on how to use this online reporting tool
- ID THEFT PACKET – for use when reporting an identity theft
- INCIDENT TYPE LIST – lists the crimes that can be reported online
- LOCATION TYPE LIST - lists the type of premise where the crime occurred
- PROPERTY TYPE LIST – lists the main types of property and the subtype for further clarification
- VICTIM RIGHTS PAMPHLETS in English and Spanish – details your rights as a victim
- VIDEO TRANSCRIPT – in case that is easier than using the video

## Please confirm the following to find out if online filing is right for you:

Did the incident occur in the city limits of Phoenix?	Yes <input checked="" type="radio"/> No <input type="radio"/>										
<table><tr><td><a href="#">BOUNDARY MAP</a></td><td><a href="#">INSTRUCTION GUIDE</a></td><td><a href="#">INCIDENT TYPE LIST</a></td><td><a href="#">LOCATION TYPE LIST</a></td><td><a href="#">PROPERTY TYPE LIST</a></td></tr><tr><td><a href="#">VIDEO TRANSCRIPT</a></td><td><a href="#">ID THEFT PACKET</a></td><td><a href="#">VICTIM RIGHTS PAMPHLET-ENGLISH</a></td><td><a href="#">VICTIM RIGHT PAMPHLET-SPANISH</a></td><td></td></tr></table>	<a href="#">BOUNDARY MAP</a>	<a href="#">INSTRUCTION GUIDE</a>	<a href="#">INCIDENT TYPE LIST</a>	<a href="#">LOCATION TYPE LIST</a>	<a href="#">PROPERTY TYPE LIST</a>	<a href="#">VIDEO TRANSCRIPT</a>	<a href="#">ID THEFT PACKET</a>	<a href="#">VICTIM RIGHTS PAMPHLET-ENGLISH</a>	<a href="#">VICTIM RIGHT PAMPHLET-SPANISH</a>		
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<a href="#">VIDEO TRANSCRIPT</a>	<a href="#">ID THEFT PACKET</a>	<a href="#">VICTIM RIGHTS PAMPHLET-ENGLISH</a>	<a href="#">VICTIM RIGHT PAMPHLET-SPANISH</a>								
Do you have an Email address? (Required for online reporting)	Yes <input checked="" type="radio"/> No <input type="radio"/>										
Some free email providers: <a href="#">Gmail</a>   <a href="#">Outlook</a>   <a href="#">Yahoo</a>											
Is the incident in progress? (If this is an emergency or a crime is in progress, please call 911)	Yes <input type="radio"/> No <input checked="" type="radio"/>										
Was someone injured as a result of this incident?	Yes <input type="radio"/> No <input checked="" type="radio"/>										
Did the crime involve the use or threat of a weapon/gun/knife, etc?	Yes <input type="radio"/> No <input checked="" type="radio"/>										
Do you believe you are the victim of a crime because of your race, religion, sexual orientation, handicap, ethnicity or national origin?	Yes <input type="radio"/> No <input checked="" type="radio"/>										
If your crime is a theft, did someone enter your home or garage without your permission?	Yes <input type="radio"/> No <input checked="" type="radio"/>										
Did the crime involve the theft of a motor vehicle or license plate?	Yes <input type="radio"/> No <input checked="" type="radio"/>										
<b>Note: Filing a false police report is a crime! Every person who knowingly makes a false report is guilty of a misdemeanor per 13-2907.01 of the Arizona Revised Statutes.</b>											
Do you understand that filing a false police report is a crime?	Yes <input checked="" type="radio"/> No <input type="radio"/>										

## Upon completion of this process:

- You will receive a temporary tracking number and be able to print a copy of your submission.
- Your report submitted online will be reviewed.
- If further investigation of your case is needed, you may be contacted.
- Once the submitted report has been approved, a permanent Phoenix Police Department report number will be emailed to you.
- Depending on the type of crime you select, you may receive an emailed link with an option to upload digital evidence such as photos, video, etc.

**Please be sure to check your Spam or Junk mail email folder or add phoenix.gov to your white list.**

**Selecting the button below will open up a new browser window that takes you to a non-city website to start your report. Thank you for visiting phoenix.gov.**

Start Report

Once all prequalifying questions have been successfully answered on the Welcome page, you will start your report by clicking the 'Start Report' button at the bottom of the Welcome page.

Start Report

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

Basic navigation within the system includes the **CONTINUE** button at the bottom of the screen to go on to the next page. There is no “back” button. In the Incident Section the “**Update**” link takes you back to the “Incident Type” screen to start over.

After a section has been completed, you can use the “**Update**” link to go back to make changes to that section. Each Incident Type will have different sections that will be available for completion.

The screenshot displays the PHX PD online crime reporting system interface. At the top, the PHX PD logo is visible with the tagline "To Ensure the Safety and Security for Each Person in our Community". The interface is divided into several sections, each with a green checkmark in the top right corner:

- Incident Type:** The selected type is "Theft from Business (Open)". A blue "Update" button is highlighted with a red box. Below this, the definition states: "Theft from Open Business is when an individual other than a current store employee unlawfully takes goods or merchandise without paying for the items during open business hours. For the incident to be counted as a Theft from Open Business, the business must have been open to the public at the time the incident occurred. Only thefts with a dollar amount under \$25,000 can be reported here. Please call CrimeStop 602-262-6151 to report all other thefts." Examples include: "A person of interest was observed removing goods for sale from a business during open business hours without paying for the items."
- Confirm Question(s):** The question is "Confirmed".
- Yourself:** The name and address are "JOHN DOE, 620 West WASHINGTON Street, PHOENIX, AZ 85003, US". A blue "Update" button is highlighted with a red box.
- Incident Details:** The time is "01/01/2024 12:01 AM - 01/01/2024 12:10 AM" and the location is "621 West WASHINGTON Street, PHOENIX, AZ 85003". A blue "Update" button is highlighted with a red box.
- Property:** The property listed is "PERSONAL ITEMS (CLOTHES, JEWELRY), 5 - 8 OUNCE BOTTLES OF CALVIN KLEIN AMOUR COLOGNE". A blue "Add Property" link is visible below. A grey "CONTINUE" button is highlighted with a red box.
- Narrative:** This section is currently empty.
- Review:** This section is currently empty.

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

When you are done, there will be several sections of the report, depending on the type of crime you are reporting.

## REPORT SECTIONS

- Incident Type ✓
- Additional Information
- Yourself
- Incident Details
- Persons
- Vehicles
- Property
- Narrative
- Review

Remember that the **RED \*** is a required field and you will not be able to continue to the next screen until that information is completed.

EXAMPLE:

- \* Incident Time (start)  
Month    Day
- \* Incident Time (end)  
Month    Day
- \* Location Type  
Please Select
- \* Method of Entry  
Please Select
- \* Attempted or Complete  
Please Select
- \* Willing to Prosecute?  
Please Select

ALL addresses require 4 separate sections to be completed.

620    W    Washington    Street

1    2    3    4

#    Direction    Name    Suffix

There may also be an apartment number or unit/suite number to include.

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

## SAMPLE OF REPORT SECTIONS

**Yourself** ✓

JOHN DOE, 620 West WASHINGTON Street, PHOENIX, AZ 85003, US [Update](#)

**Incident Details** ✓

Time: 01/01/2024 12:01 AM - 01/01/2024 12:10 AM [Update](#)  
Location: 621 West WASHINGTON Street, PHOENIX, AZ 85003

**Property**

[Add Property](#)

**Narrative**

**Review**

**Persons** ✓

SUSPECT UNKNOWN [✎](#) [🗑](#)

[Add Person](#)

**Vehicles** ✓

ACURA ILX [✎](#) [🗑](#)

[Add Vehicle](#)

**Property** ✓

MISCELLANEOUS, can enter a description of property here but only have 120 character limit - but more than veh descript area [✎](#) [🗑](#)

[Add Property](#)

**Narrative** ✓

test narrative here [Update](#)

**Review**

Please review the report. If all the information is correct, click the Submit button to submit the report. If you need to modify some information, click the desired modify link. This will be your last chance to change information for this report.

**SUBMIT**

Once you have completed all of the sections you will have an opportunity to review the entire report.



# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

## INCIDENT TYPE

### Incident Type

The “Incident Type” section will display a list of various Incident Types with some examples, for you to make a selection.

Please take plenty of time to read through all of the definitions and examples to find the correct one for you. If you need to change the Incident Type later, the system will start over causing you to re-enter most of the information you have already entered.

After your review, select the Incident Type that best describes the crime you are reporting. The list is below and there is a link on the Welcome page of the **INCIDENT TYPE LIST** with definitions and examples that you can view or print separately, to help make the selection process easier.

### INCIDENT TYPES

CRIMINAL DAMAGE  
FRAUDULENT USE OF CREDIT/DEBIT CARD  
GRAFFITI  
HARASSING OR NUISANCE PHONE CALL  
IDENTITY THEFT  
LOST PROPERTY  
SUPPLEMENT REPORT  
THEFT(OTHER)  
THEFT FROM BUSINESS(CLOSED)  
THEFT FROM BUSINESS(OPEN)  
THEFT FROM PERSON  
THEFT FROM VEHICLE(ENTRY)  
THEFT FROM VEHICLE(NO ENTRY)  
THEFT FROM VENDING MACHINE  
THEFT OF BICYCLE

The **INCIDENT TYPE LIST** following this section has the definition and examples for each type of incident.

## ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

INCIDENT TYPE	DEFINITION	EXAMPLE
<b>CRIMINAL DAMAGE</b>	<p>The act of damaging or defacing public or private property including vehicles.</p> <p><b>HIT AND RUN ACCIDENTS THAT CAUSE CRIMINAL DAMAGE OR VEHICLE ACCIDENTS OF ANY TYPE ARE NOT FILED ONLINE USING THIS SYSTEM.</b></p> <p>You must call Phoenix Police Crime Stop 602-262-6151 to have an officer respond for any type of vehicle accident.</p> <p style="text-align: center;">*****</p> <p>Graffiti is not reported as criminal damage. Please report graffiti incidents using the Graffiti incident type below.</p>	<p>Deliberately scratching a car's paint, knocking over a mailbox, throwing a rock through a window. Damage does not include graffiti or damage from another vehicle.</p> <p>If your report includes both graffiti and criminal damage in the same incident, it should be reported under Graffiti.</p> <p>Please note: if the steering column / ignition has been damaged it is <u>not</u> criminal damage, that is considered a STOLEN VEHICLE – ATTEMPT and <u>cannot</u> be reported through this online system. Call Phoenix Police Crime Stop at 602-262-6151.</p>
INCIDENT TYPE	DEFINITION	EXAMPLES
<b>FRAUDULENT USE OF CREDIT/DEBIT CARD</b>	<p>Someone other than yourself has used your credit/debit account to purchase goods or services. This is <b>NOT</b> identity theft – see the Identity Theft definition below.</p>	<p>Unknown person(s) are using your credit card number to obtain goods or services without your permission. You will be required to provide a valid account number.</p>
INCIDENT TYPE	DEFINITION	EXAMPLES
<b>GRAFFITI</b>	<p>Graffiti is the act of damaging or defacing public or private property (including vehicles) with markings such as initials, slogans, or drawings that are written, spray-painted, or sketched on the property.</p> <p><b>Graffiti that is indicative of gang or of a hate crime or bias against an individual or group of individuals should not be reported here online and instead should be reported through Phoenix Police Crime Stop: 602-262-6151.</b></p> <p>All other types of graffiti can be reported here if the graffiti occurred within Phoenix.</p>	<p>Spray painting initials or a logo onto a wall or a sidewalk.</p> <p style="text-align: center;">*****</p> <p>If your report includes both graffiti and criminal damage in the same incident, it should be reported under Graffiti.</p>
INCIDENT TYPE	DEFINITION	EXAMPLES
<b>HARASSING OR NUISANCE PHONE CALL</b>	<p>If you are being repeatedly contacted telephonically or electronically for no legitimate purpose, even after asking the caller / person to stop their communication.</p> <p><b>DO NOT USE THIS TO FILE VIOLATIONS OF RESTRAINING ORDERS.</b></p>	<p>Calling repeatedly, anonymously or at inconvenient hours; Causing phone to ring continuously; Using obscene language; Making false statements that a family member is injured or dead.</p>

## ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

INCIDENT TYPE	DEFINITION	EXAMPLES
<b>IDENTITY THEFT</b>	Someone other than yourself has used your personal information (Name, Date of Birth, Social Security Number, Credit Card Number or other personal information) to obtain credit in order to purchase goods or services, or obtain employment. If your Identity Theft involves a traffic ticket or DUI, please call Phoenix Police Crime Stop 602-262-6151 before proceeding further.	Upon review of your credit report you find that accounts have been opened in your name which you never authorized <b>OR</b> You have received communication from creditors for delinquent accounts which you never opened.
<b>LOST PROPERTY</b>	When property is lost or misplaced, but not stolen. If you are reporting a lost cell phone, please call Phoenix Police Crime Stop 602-262-6151 to obtain an incident number which is all most cell phone companies require. If you need an official Police report, please proceed.	Property that is missing, such as leaving items in a restaurant, etc. (Exception: Lost firearms cannot be reported online; you must call Phoenix Police Crime Stop 602 262-6151).
<b>SUPPLEMENT REPORT</b>	Adding supplemental information to an existing report. You will need to have the Original Report Number that was given to you by an Officer or the permanent Online Report Number via email (not the temporary tracking number).  ***** <b>Your permanent report number begins with a 4-digit year (such as 2024), not the letter T. If you enter the temporary tracking number in place of the permanent report number, then your supplemental information will not be added to the report.</b>	If an officer takes a report and requests that you submit a property list online (include serial numbers if available).
<b>THEFT (OTHER)</b>	Your property is taken without your permission. Property value cannot be over \$25,000.00. Stolen firearms cannot be reported online; you must call Phoenix Police Crime Stop 602-262-6151 to make your report.  ***** For commercial business reporting persons, please report theft of items from a commercial building (including shoplifting incidents) using the Theft from Business (Open) or Theft from Business (Closed) incident types below.	Property that is missing and known to be stolen may be reported as a 'Theft' but property that is simply lost should be reported in the 'Lost Property' incident type category above. Property may have been taken from an open garage. Property <b>cannot</b> have been taken from an enclosed residential structure.

## ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

INCIDENT TYPE	DEFINITION	EXAMPLES
<b>THEFT FROM BUSINESS (CLOSED)</b>	<p>Theft from Closed Business is when an individual unlawfully enters a business during a time when the business is not open to the public and takes store property or merchandise without paying for the items.</p> <p><b>For the incident to be counted as a Theft from Closed Business, the store must have been CLOSED to the public at the time the incident occurred.</b></p> <p>Only thefts with a dollar amount under \$25,000 can be reported here. Please call Phoenix Police Crime Stop 602-262-6151 to report all other thefts.</p>	<p>A suspect was observed breaking into a store after hours and removed merchandise without paying for the items. Unlawfully entering a CLOSED business to commit theft is considered burglary and <b>not</b> shoplifting because the business was not open to the public.</p>
INCIDENT TYPE	DEFINITION	EXAMPLES
<b>THEFT FROM BUSINESS (OPEN)</b>	<p>Theft from Open Business is when an individual unlawfully takes goods or merchandise available for sale, without paying for the items during open business hours. It cannot be a current store employee – please call Phoenix Police Crime Stop 602-262-6151 to report embezzlement.</p> <p><b>For the incident to be counted as a Theft from Open Business, the business must have been OPEN to the public at the time the incident occurred.</b></p> <p>Only thefts with a dollar amount under \$25,000 can be reported here. Please call Phoenix Police Crime Stop 602-262-6151 to report all other thefts.</p>	<p>A suspect was observed removing store property displayed for sale from a business during open business hours and exited without paying for the items – this is considered shoplifting.</p>
INCIDENT TYPE	DEFINITION	EXAMPLES
<b>THEFT FROM PERSON</b>	<p>If property is taken from your person, within your reach or immediate control, but the suspect did not use a weapon or threaten to use force to obtain your property.</p> <p><b>OR</b></p> <p>if someone attempted to take property from your person, within your reach or immediate control but did not use a weapon or threaten to use force to obtain your property.</p>	<p>Your digital music player is stolen off your arm or out of your backpack or purse.</p> <p><b>OR</b></p> <p>someone attempted to remove items from a backpack or out of your pocket.</p>

## ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

INCIDENT TYPE	DEFINITION	EXAMPLES
<b>THEFT FROM VEHICLE (ENTRY)</b>	<p>If any property is stolen from inside a motor vehicle. Someone entered your vehicle to take something. Property value cannot be over \$25,000.00.</p> <p>Stolen firearms cannot be reported online; you must call Phoenix Police Crime Stop 602-262-6151 to make your report.</p>	<p>Stolen equipment or belongings from inside a vehicle, such as a backpack or personal belongings left inside the vehicle like clothing, a purse or computer. You may also report an attempted Theft from Vehicle (Entry).</p>
<b>THEFT FROM VEHICLE (NO ENTRY)</b>	<p>Property is stolen from the outside of a motor vehicle. Property value cannot be over \$25,000.00.</p> <p><b>If someone entered your vehicle to take something then you must report all items taken including those from the outside of the vehicle as a "Theft from Vehicle (Entry)".</b></p>	<p>Stolen equipment, vehicle parts or belongings from a vehicle or an open truck bed, but not from inside a vehicle. You may also report an attempted theft from a vehicle.</p>
<b>THEFT FROM VENDING MACHINE</b>	<p>Breaking into a vending machine, e.g. washing machine, food vending/soda machine, DVD rental box; and taking merchandise and/or money.</p>	<p>Taking products or money from a vending machine.</p>
<b>THEFT OF BICYCLE</b>	<p>Without your permission, someone took your bicycle and no other property was taken.</p> <p><b>OR</b></p> <p>without your permission, someone attempted to take your bicycle and no other property.</p>	<p>You left your bicycle in an open garage, park, or truck bed. (If the bicycle was inside a fenced yard or enclosed building, this would be reported as a burglary and you must call the Phoenix Police Crime Stop 602-262-6151). <b>You may also report an attempted or unsuccessful theft of the bicycle.</b></p>

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

## SAMPLE SCREEN: Theft from Business (Open) known as Shoplifting

**PHX PD**  
To Ensure the Safety and Security for Each Person in our Community

**Incident Type** ✓

Theft from Business (Open) [Update](#)

**Definition :** Theft from Open Business is when an individual other than a current store employee unlawfully takes goods or merchandise without paying for the items during open business hours.  
**For the incident to be counted as a Theft from Open Business, the business must have been open to the public at the time the incident occurred.**

**Examples :** Only thefts with a dollar amount under \$25,000 can be reported here. Please call CrimeStop 602-262-6151 to report all other thefts.  
A person of interest was observed removing goods for sale from a business during open business hours without paying for the items.

**Confirm Question(s)**

Did the incident occur in the city limits of Phoenix?  
 Yes  No

Was the business open to the public at the time the incident occurred?  
 Yes  No

Is there physical evidence (such as fingerprints, burglary tools, etc.) that needs to be collected at the scene by an officer?  
 Yes  No

Was physical force used by the suspect against any individuals, were threats made, or was a weapon displayed by the suspect during the incident?  
 Yes  No

**CONTINUE**

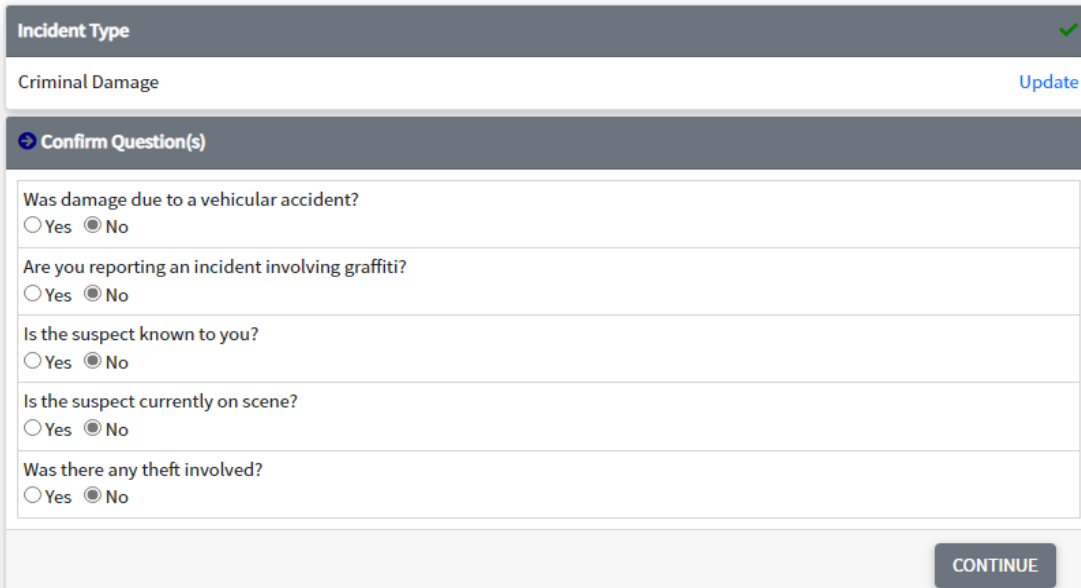
Once the prequalifying Confirm Questions are answered the **CONTINUE** button appears.

If the answers do not meet the criteria for the selected incident type you will be directed to call Phoenix Police Crime Stop 602-262-6151.

## ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

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### SAMPLE SCREEN: Criminal Damage



The screenshot shows a web form for reporting a Criminal Damage incident. At the top, the 'Incident Type' is set to 'Criminal Damage', with a green checkmark and an 'Update' link. Below this is a section titled 'Confirm Question(s)' with a blue arrow icon. It contains five questions, each with radio button options for 'Yes' and 'No':

- Was damage due to a vehicular accident? (No selected)
- Are you reporting an incident involving graffiti? (No selected)
- Is the suspect known to you? (No selected)
- Is the suspect currently on scene? (No selected)
- Was there any theft involved? (No selected)

A 'CONTINUE' button is located at the bottom right of the form.

If you are filing a report for Fraudulent Use of Credit/Debit Card, the account number used will be required in the report. If it involves more than one account number, please put all additional information in the incident description including: where the crime occurred, if known, example: your Circle-K, Red Box, etc.

All of the information entered by you is completely safe and not stored on the internet once the report has been accepted and downloaded into the Phoenix Police Records Management System-RMS.

After you have selected the correct incident type, scroll all the way to the bottom of the list and click **CONTINUE** at the bottom of the page to begin the process of filing your report online.



Depending on the Incident Type you choose, you will have additional pre-qualifying questions to answer to ensure your report can be taken online or if you need to select a different incident type. To select a different Incident Type you can click on **“Update”** to go back to the original list.

If the answers do not meet the criteria for the selected incident type, you will be directed to call Phoenix Police Crime Stop 602-262-6151.

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

## ADDITIONAL INFORMATION

### ➔ Additional Information

The “Additional Information” section indicates that the report is an ‘Original’ or ‘Supplemental’.

Supplemental reports are only used for reports that have been approved previously and issued the permanent number that will be entered on this page to continue.

Select “Individual” or “Business”. After completing the required fields, click **CONTINUE** at the bottom of the page or click “**Update**” to return to the beginning and start over. There is no ‘back’ button to go to the previous screen.

You have the option to submit a supplement report to add information to a previous report which was already submitted online. This is done by selecting incident type "Supplemental Report". You must have the permanent report number from the accepted finalized original report, not the temporary number provided immediately upon submission of the online report. Your finalized original report number will start with “2024”, or the current year in a 4-digit format, not the letter “T”. Keep in mind that until the original report has been accepted and you receive the finalized report number, a supplement report cannot be approved and downloaded to the Phoenix Police Records Management System-RMS and assigned to a detective.

Online reports will be responded to within 5 business days. It will either be accepted, rejected, or sent back to you for more information.

### SAMPLE SCREEN: Criminal Damage

<b>Incident Type</b> ✓	
Criminal Damage	<a href="#">Update</a>
<b>Confirm Question(s)</b> ✓	
Confirmed	
<b>➔ Additional Information</b>	
Please select the report type: original or supplemental.	
<input checked="" type="radio"/>	Original This is the first report that is being filed for this incident.
<input type="radio"/>	Supplemental You are adding information to a previous report which was submitted online. <u>Original report number (ex: 202280000001)</u>
Please select a proper person type according to the definition below.	
<input type="radio"/>	Individual : If you are reporting this for yourself.
<input type="radio"/>	Business : If you are responsible for reporting this for your employer, government agency, or your own business.
<b>CONTINUE</b>	



# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

## YOURSELF

### Yourself

On the next section labeled “Yourself” at the top, you will enter information as the reporting person. This section is required for all incident types. All required fields are marked with a **red asterisk \***. The required fields on this section are dependent on the incident type selected and may look different depending on the Incident Type chosen. You will not be able to proceed without completing the mandatory fields.

Please note that the address is broken into **four separate fields** for each component of the address. After completing the required fields, click **CONTINUE** at the bottom of the page.

Additional information

Original or Supplemental Report: Original [Update](#)  
Individual or Business Victim: Individual

**Yourself**

One Victim per report. Separate reports are needed for each victim. Please enter information as completely as possible. You may be contacted regarding this incident. An email address is required to be notified when this report is received and approved.

\*First Name  
TEST

\*Home Address

620 N 620 W  
Apt/Unit  
Phoenix Arizona

Business Address

St # St Dir St Name St Type  
Apt/Unit  
Phoenix Arizona Zip

Home Phone  
(ex: 555-111-2222 - The

Mobile Phone  
(ex: 555-111-2222 - The

\*Email  
karen.kontak@phoenix.go

Business Name/Employer

Business Phone X  
(ex: 555-111-2222 - The system will auto-insert the dashes)

Business Type  
Please Select

\*Race  
Unknown

\*DOB  
01 January 01 2000

\*Sex  
Female

\*Language  
ENGLISH

**Home Address**

\*First Name Middle Name \*Last Name

\*Home Address

St # St Dir St Name St Type  
Apt/Unit  
Phoenix Arizona Zip

620 W Washington Street

1 2 3 4  
# Direction Name Suffix

There may also be an apartment number or unit/suite number to include.

**Business Address**

St # St Dir St Name S  
Apt/Unit  
City State Zip

\*Business Name/Employer

**CONTINUE**

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

## INCIDENT DETAILS

### Incident Details

On the “Incident Details” section you may use the cross-street intersection if you do not have the exact address of the crime.

Remember there are 4 separate sections to complete for the address.

\*Address of Crime (Must be in the City of Phoenix)

Use Standard Address  
 Use Cross Street / Intersection

620 W Washington Street

1 #      2 Direction      3 Name      4 Suffix

The screenshot shows a form titled '\*Address of Crime (Must be in the City of Phoenix)'. It has two radio button options: 'Use Standard Address' (selected) and 'Use Cross Street / Intersection'. Below the options, there are four input fields: '620', 'W', 'Washington', and 'Street'. Four blue arrows point to these fields, labeled 1 through 4. Below the arrows are the labels: '#', 'Direction', 'Name', and 'Suffix'.

There may also be an apartment number or unit/suite number to include.

Apt/Unit

Examples of **Location Types**:

Convenience Market/Store = Circle K, 7 Eleven, Quick Trip

Department/Discount Store = Dollar Tree, Walmart, Target, Home Depot, Lowes

Specialty Store = Dick’s Sporting Goods, Hobby Lobby, Michaels, Nail Salon, Ulta, T-Mobile

Parking Lot-do not use. Instead use the type of business related to the parking lot– for example: shopping mall, single family house, apartment complex or driveway.

Vehicle-do not use. Instead use the place where the vehicle was parked – for example: shopping mall, single family house, apartment complex or driveway.

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

Please scroll through the drop down list to find the proper Location Type.

**Confirm Question(s)** ✓

Confirmed

**Yourself** ✓

JOHN DOE, 620 West WASHINGTON Street, PHOENIX, AZ 85003, US [Update](#)

**Incident Details**

Please enter all information that applies. Incident description must be typed in ENGLISH only. The location of the offense must be the address of the business and located inside the Phoenix city limits.

**\*Address of Crime (Must be in the City of Phoenix)**

Use Standard Address

Please Select

- ABANDONED/CONDEMNED STRUCTURE
- ADULT ONLY STORE / MOVIE
- AIRPORT
- ARENA / STADIUM / CONVENTION CENTER
- AUTO DEALERSHIP NEW/USED
- BANK/SAVINGS/CREDIT UNION
- BAR / LOUNGE
- BUS FACILITY
- CHILD CARE / DAY CARE
- CHURCH / SYNAGOGUE / TEMPLE / MOSQUE
- COMMUNITY CENTER
- CONSTRUCTION SITE
- CONVENIENCE MARKET
- DEPARTMENT/DISCOUNT STORE
- DRUG STORE / PHARMACY
- FARM FACILITY
- FAST FOOD STORE
- GAMBLING FACILITY/CASINO/RACE TRACK
- GAS / SERVICE STATION

Please Select

Minute AM

Minute AM

**\*Theft Type**

Please Select

**\*Method of Entry**

NO FORCE

**\*Attempted or Completed?**

Completed

**\*Willing to Prosecute?**

Please Select

“SCROLL” TO FIND THE CORRECT LOCATION TYPE

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

Depending on the Incident Type selected, there may be an additional field(s) to select, such as in a Theft from Business (Open) known as Shoplifting. The dropdown has several types of theft from which to select.

The screenshot shows a web form for reporting a crime. The form is titled "Address of Crime (Must be in the City of Phoenix)". It contains several sections with dropdown menus and radio buttons:

- Address of Crime (Must be in the City of Phoenix)**:
  - Radio buttons:  Use Standard Address,  Use Cross Street / Intersection
  - Links: [Click Here If Same As Home Address](#), [Click Here If Same As Business Address](#)
  - Address: 621 W WASHINGTON Street
  - Apt/Unit: \_\_\_\_\_
- City / State / Zip Code**: PHOENIX Arizona 85003
- Incident Time (start)**: Month, Day, Year, Hour, Minute, AM
- Incident Time (end)**: Month, Day, Year, Hour, Minute, AM
- Location Type**: DEPARTMENT/DISCOUNT STORE
- Theft Type**: A dropdown menu is open, showing options: Please Select, Theft from Business - Attempted Forcible Entry, Shoplift - Concealment, Shoplift - Removal of goods, Shoplift - Change Price Tag, Shoplift - Repackaging, Shoplift - Behind Sales Counter, Shoplift - Suspect Previously Trespassed, Theft from Employee Only Area (Force Used To Enter), Theft from Employee Only Area (No Force Used), Theft from Commercial Yard. A blue arrow points to this dropdown with the text "MAKE SELECTION".
- Method of Entry**: NO FORCE
- Attempted or Completed?**: Completed
- Willing to Prosecute?**: Yes
- Have Possible Suspect Description?**: No

At the bottom right of the form is a "CONTINUE" button. Below the form are three dark grey buttons: "Property", "Narrative", and "Review".

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

## PERSONS

### Persons

The “Persons” section does not appear for the incidents of fraudulent use of a credit/debit card, identity theft, lost property, or supplement property list. This section will only appear if you selected “YES” on “have possible suspect description” on the incident information page.

If you know the suspect and are reporting any crime type other than Theft From Business (Open) / Shoplifting or Theft From Business(Closed), **stop** and call Crime Stop at (602) 262-6151. You are not able to complete a report online for the other incident types if you know the suspect.

If the suspect is unknown, but you “Have Possible Suspect Description” information on this crime select “Yes” and complete the prompts for description information. Otherwise, if the suspect is unknown and no description is available, select “No”.

**ONLY** if you are reporting than Theft From Business (Open) / Shoplifting or Theft From Business(Closed) you may enter “No” and then provide the known suspect information such as first name/last name/date of birth/etc. as outlined in the narrative section. Please note \*\*\*If the suspect’s name and date of birth are KNOWN, please skip this “Persons” descriptive section and include the required suspect information in the narrative section.\*\*\* [sample narrative screen below]

\*Have Possible Suspect Description?

Yes



### Persons

Add Person

Narrative Screen:

### Narrative

Please enter a detailed description of the incident.

For suspects whose identity is KNOWN, please include the following information about the suspect in the incident description:

First Name

Last Name

Age

Sex (Male, Female, Unknown)

Ethnicity (Hispanic, Non-Hispanic, or Unknown)

Race (American Indian/Alaskan Native, Asian/Pacific Islander, Black, White, or Unknown)

4000 characters left

Please include this information about the suspect

On the “Persons” section complete each required field, even if the information is unknown – see the drop down list. Click **SAVE** at the bottom.

SAVE

After completing the required fields, click **CONTINUE** at the bottom of the page. After a section has been completed, you can click on “**Update**” to make changes to that section. There is no ‘back’ button to go to the previous screen.

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

**Persons**

If the identity of the suspect is UNKNOWN, please enter the suspect person's descriptive information below.

\*\*\* If the suspect's name and date of birth are KNOWN, please skip this section and include the required information about the person in the narrative section below. \*\*\*

\*Race  
Please Select

\*Sex  
Please Select

Speech Manner  
Please Select

\*Age Low

Age High

Height Low  
Foot Inch

Height High  
Foot Inch

Weight Low (lbs)

Weight High (lbs)

Eye Color  
Please Select

Hair Color  
Please Select

\*Ethnicity  
Please Select

Language  
Please Select

SAVE CANCEL

If the identity of the suspect is UNKNOWN, please enter the suspect person's descriptive information below.

\*\*\* If the suspect's name and date of birth are KNOWN, please skip this section and include the required information about the person in the narrative section below. \*\*\*

Click **SAVE** when done.



# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

## VEHICLES

### Vehicles

The “Vehicles” section only appears for the incidents of criminal damage, graffiti, theft from vehicle – entry, and theft from vehicle - no entry. For criminal damage and graffiti, this section will only appear if you select “YES” on “are you reporting vandalism to a vehicle” on the incident information page. If there are multiple vehicles involved, you can click “[Add Vehicle](#)” to enter the next vehicle.

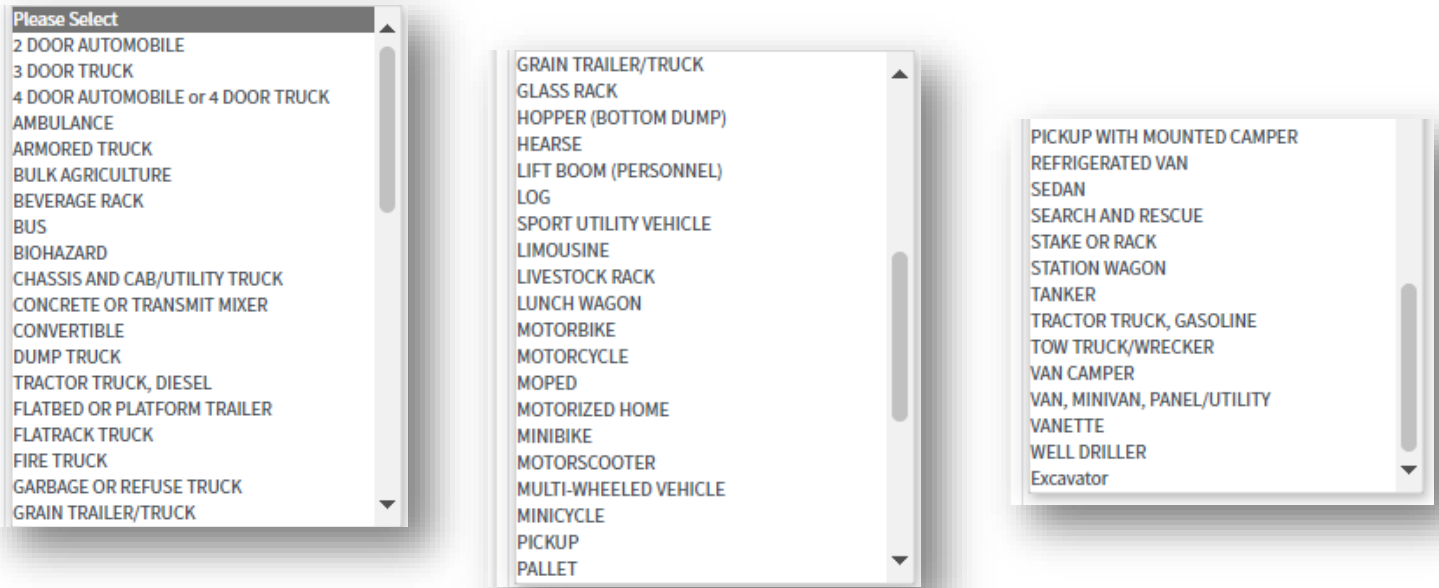
The screenshot shows a web form titled "Vehicles" with the instruction "Please enter the vehicle information." The form contains several fields:

- \*Make**: Please Select (dropdown)
- Model**: Please Select (dropdown)
- \*Style**: Please Select (dropdown) - A red arrow points from a callout box to this field.
- Year**: Please Select (dropdown)
- Damaged Value (\$)**: Text input field
- License Plate Type**: Please Select (dropdown)
- License Plate No**: Text input field with a note "(do not enter dashes or spaces)"
- Licensing State**: Please Select (dropdown)
- License Year Expiration**: Please Select (dropdown)
- Color 1**: Please Select (dropdown)
- Color 2**: Please Select (dropdown)
- Vehicle Description**: Text input field

At the bottom of the form are two buttons: "SAVE" and "CANCEL".

**For Vehicle Style:**  
Please see the next page to view the drop down list

## ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE



Please note: if the steering column / ignition has been damaged it is not criminal damage, that is considered a STOLEN VEHICLE – ATTEMPT and cannot be reported through this online system. Call Phoenix Police Crime Stop at 602-262-6151.

The list is mostly alphabetized, but SPORT UTILITY VEHICLE [SUV] is listed in the “L” section and an Excavator is at the end.

A 4 DOOR AUTOMOBILE can also be listed as a SEDAN.

A 4 DOOR TRUCK is another name for a Crew Cab truck.

A PICKUP is a 2 Door Truck.

A 2 DOOR AUTOMOBILE would be a Corvette, Mustang, etc. unless it has a convertible top, then it would be a CONVERTIBLE



## ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

Please select the License Plate Type from the drop down list – the most common being PASSENGER VEHICLE for privately owned vehicles – this includes pickups, 2 door and 4 door trucks.

The screenshot shows a web form titled "Vehicles" with a sub-header "Please enter the vehicle information." The form contains several fields: "Make" (DODGE), "Model" (POWER RAM), "Style" (4 DOOR AUTOMOBILE or 4 DOOR TRUCK), "Year" (2019), and "Damaged Value (\$)" (1000). A "License Plate Type" dropdown menu is open, showing a list of options including "PASSENGER VEHICLE" which is highlighted. Below the dropdown are "SAVE" and "CANCEL" buttons. A separate callout box shows the "License Plate Type" dropdown menu with "PASSENGER VEHICLE" selected and "SAVE" and "CANCEL" buttons below it. A text instruction "Click SAVE when done." is positioned to the right of the callout box, with a "SAVE" button below it.

If there are multiple vehicles involved, you can click ["Add Vehicle"](#) to enter the next vehicle.

The screenshot shows a table with a header "Vehicles" and a single row containing the text "ACURA ILX". To the right of the text are two icons: a blue pencil icon and a blue trash can icon. Below the table is a blue link labeled "Add Vehicle". A green checkmark is visible in the top right corner of the table header.

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

## PROPERTY

### Property

The “Property” section will be needed if anything is stolen/missing/damaged. Each item will require it’s own listing on the report. Clicking on “**Lookup**” opens a list for the “**Type**” and “**Subtype**” to help you categorize each piece of property involved. Each field has a drop down to select from that requires scrolling through the list to find the best description. The Welcome page has a **PROPERTY TYPE LIST** for viewing or printing.

The “**\*Type**” drop down selection will determine what “**\*Subtype**” will display. Such as the “**\*Type**” selection of “Electronic Devices” will include a “**\*Subtype**” that will include cell phone, among many others.

Remember to click **SAVE** after each property entry.



The screenshot displays the 'Property' reporting form. At the top, it says 'Please enter all property. (Enter one item per page. You can add more items on the next screen.) Include property that was attempted to be stolen.' Below this are several fields: '\*Involvement Type' (STOLEN), '\*Type' (Please Select), and '\*Subtype Lookup' (Please Select). A dropdown menu for '\*Type' is open, showing a list of categories such as 'AUTOMOBILE EQUIPMENT AND PARTS', 'ELECTRONIC DEVICES', and 'PERSONAL ITEMS (CLOTHES, JEWELRY)'. The '\*Subtype Lookup' dropdown is also open, showing a list of specific items like 'ALBUM (PHOTO, STAMP, ETC.)', 'ATTACHE CASE/BRIEF CASE', and 'HANDCUFFS'. At the bottom of the form are 'SAVE' and 'CANCEL' buttons, and sections for 'Narrative' and 'Review'.

On the Welcome page there is a document titled **PROPERTY TYPE LIST** that can be viewed or printed to assist with this section.

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

**Property**

Please enter all property. (Enter one item per page. You can add more items on the next screen.) Include property that was attempted to be stolen.

\*Involvement Type  
STOLEN

\*Type  
PERSONAL ITEMS (CLOTHES, JEWELRY)

\*Subtype Lookup  
COLOGNE/PERFUME

Brand  
CALVIN KLEIN

Model  
AMOUR

Serial No (if available)

\*How Many  
5

\*Value - Replacement/Repair (\$)  
20

Color 1  
Please Select

Color 2  
Please Select

Owner Applied No (if available)

Property Description (120 char max)  
5 - 8 OUNCE BOTTLES OF CALVIN KLEIN AMOUR COLOGNE

SAVE CANCEL

Narrative

Review

Update

an individual other than a current store employee unlawfully takes  
g for the items during open business hours.  
heft from Open Business, the business must have been open to  
ccurred.  
er \$25,000 can be reported here. Please call CrimeStop 602-262-  
moving goods for sale from a business during open business

Update

Update

JOHN DOE, 620 West WASHINGTON Street, PHOENIX, AZ 85003, US

Update

**Incident Details**

Time: 01/01/2024 12:01 AM - 01/01/2024 12:10 AM

Location: 621 West WASHINGTON Street, PHOENIX, AZ 85003

Update

**Property**

PERSONAL ITEMS (CLOTHES, JEWELRY), 5 - 8 OUNCE BOTTLES OF CALVIN KLEIN AMOUR COLOGNE

Add Property

CONTINUE

Narrative

Review

Feel free to describe the item in detail in the property description field, especially if there is anything unique about it – for example: inscription, stickers, chips, scratches, etc.



After clicking **SAVE** the page will load with another **"Add Property"** link if you have additional items to enter.

## ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

Please complete separate pages for each individual item of property, such as a purse or a backpack that was taken may include a wallet, sun/glasses, contacts, keys, cash, credit cards, driver's license, work ID, cell phone, prescription medication, tablet, laptop, etc. Click on **"Add Property"** to add more items.



The "Property" section does not appear for the incidents of fraudulent use of credit debit/card, or identity theft. For criminal damage, this section will only appear if you selected "YES" on "have property info to enter" on the "Incident Details" page.

If you cannot find the Property Type or Subtype, you can use the type of "miscellaneous" and the sub-type of "miscellaneous items non-coded".

If there is no additional property to add, click **CONTINUE** at the bottom of the page. After a section has been completed, you can use **"Update"** to make changes to that section. There is no 'back' button to go to the previous screen.

# ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

## NARRATIVE

### Narrative

Known suspects for Theft from Business (Open) – Shoplifting and Theft from Business (Closed) need to enter the information listed below. For all other crime types with a known suspect, **stop** and call Phoenix Police Crime Stop at 602-262-6151.

Please include as much detail as possible.

The screenshot shows a web form titled "Narrative" with a back arrow icon. The form contains the following text and fields:

- Instruction: "Please enter a detailed description of the incident."
- Instruction: "For suspects whose identity is KNOWN, please include the following information about the suspect in the incident description:"
- Fields for suspect information:
  - First Name
  - Last Name
  - Age
  - Sex (Male, Female, Unknown)
  - Ethnicity (Hispanic, Non-Hispanic, or Unknown)
  - Race (American Indian/Alaskan Native, Asian/Pacific Islander, Black, White, or Unknown)
- A character count field showing "4000" characters left.
- A large text area for the incident description.
- A "CONTINUE" button at the bottom right.
- A "Review" button at the bottom left.

Complete this section by clicking **CONTINUE**.

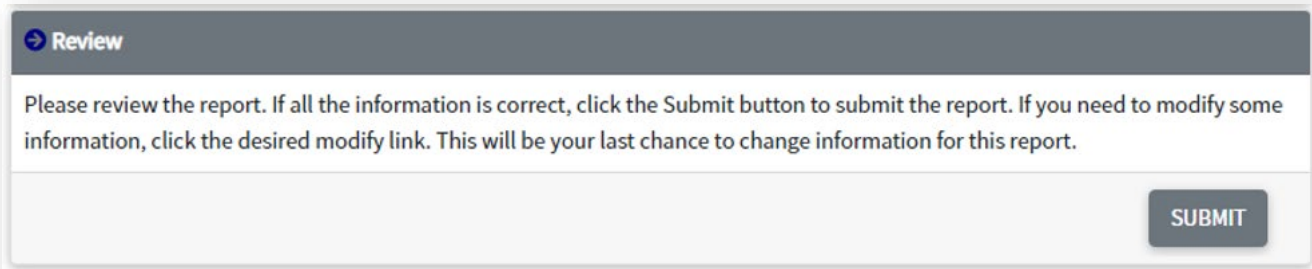
After a section has been completed, you can click on "**Update**" to make changes to that completed section. There is no 'back' button to go to the previous screen.

## ONLINE CRIME REPORTING SYSTEM INSTRUCTION GUIDE

### REVIEW

#### Review

Once all the information has been entered in each section of the report, you have the option to review your report before submitting and make changes before submitting. This is your last chance to modify information in the report by using the “**Update**” links on each section of the report. These links function so you can make changes to the specific areas of the report. You can then **SUBMIT** the report. Once the report is submitted you will receive a tracking number and can print the temporary report. The temporary tracking number will start with the letter “T”.



Remember that this is only a temporary tracking number because the report has not been reviewed and approved. You will not receive a permanent incident report number until your submitted report has been approved by the Online Review Team. Only after the report is reviewed and approved will it proceed through the Phoenix Police Records Management System-RMS and be assigned to a Detective with the permanent incident report number.

Within five business days of receiving your online report, the Online Review Team reviews the report and it will be approved, returned for further information or rejected. You must continue to check your email after the report is submitted until you receive a response from the Online Review Team.

Once the report has been approved you will be notified via email of your permanent incident report number. The permanent incident report number will be the number available in the Phoenix Police Record Management System-RMS. An example of a permanent report number is 202480000123 or 2024C0000123. The permanent report number will be required if you ever need to submit a supplement report.

None of the information you entered online will be stored anywhere on the internet once your report number has been accepted into the Phoenix Police Records Management System-RMS. All information entered by you is completely safe and encrypted. If your report does not meet the criteria for online report entry, the Online Review Team will reject the report and you will be notified via email. If the reviewer needs more information before it can be accepted/approved, you will receive an email with further instructions.

The **VICTIM RIGHTS PAMPHLET** in English and Spanish, is included in the links on the Welcome page, for your reference.

Thank you for utilizing the citizen online reporting system. If you have questions, please call the Online Review Team at 602-534-9292.