# ONLINE CRIME REPORTING SYSTEM VIDEO TRANSCRIPT - 2024

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: "Click here for 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.

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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You can stop and start this video as needed.

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 Booklet – details on how to use this online reporting tool
- ID Theft Packet – for use when reporting an identity theft
- Incident Type List – lists the types of crimes that can be reported online
- 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 -

Basic navigation within the system includes the "Continue" button at the bottom of the screen to go on to the next page. The blue "Update" text takes you back to the "Incident Type" screen to start over. After a section has been completed, you can use the blue "Update" text to go back to make changes to that section. Each "Incident Type" will have different sections that will be available for completion.

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.

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The "Incident Type" section will now display a list of various Incident Types for you to make a selection. Please take your time and read through all of the definitions and examples, then select the Incident Type that best describes the crime you are reporting. There is a link on the Welcome page of the "Incident Types" that you can view or print if that helps make the selection process easier.

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, for example: your Circle-K or Red Box. 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 the blue "Update" text to go back to the original list. This video will 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. The "Instructions" will have additional information.

The "Additional Information" section indicates that the report is an 'Original' or "Supplemental". Select "Original" for first time reporting of a crime incident. Supplemental reports can only be done 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 "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 approved. You must have the original permanent report number from the approved finalized report, not the temporary number. 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 RMS.

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

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.

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

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

Only reports for Theft from Business (Open) / Shoplifting or Theft from Business(Closed) can report known suspects. For all other crime types, **stop** and call CrimeStop at (602) 262-6151

If you "Have Possible Suspect Description" information on this crime you may select "Yes" and complete the prompts. If you know who the suspect is, **stop** and call CrimeStop at (602) 262-6151.

On the "Persons" section complete each required field, even if the information is unknown – see the drop down lists. Click "Save" at the bottom.

The "Property" section will be needed if anything is stolen, missing or damaged. Each item will require it's own listing on the report. Clicking on the blue "Lookup" text opens the list for the "Type" and "Subtype" to help you locate 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 "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. On the Welcome page is a document titled "Property Type" that can be viewed or printed to assist with this section.

Please complete separate pages for each item of property, for example: a purse that was taken may include a wallet, sunglasses, keys, cash, credit cards, or drivers license. Click on the blue "Add Property" text to add more items.

Once all the information has been entered in each section of the report, you have the option to review your report. 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. 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 process through the records system 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, you will receive an email with further instructions.

The Victim Rights Pamphlet 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.