
Online Texas Abuse Hotline User Guide

Introduction

The Department of Family and Protective Services (DFPS) provides the [Online Texas Abuse Hotline](#) as a secure website for reporting suspicions of abuse, neglect and exploitation of children, adults with disabilities, or people 65 years or older.

Emergencies and Life-Threatening Situations

If you need to report an emergency or life-threatening situation, call your local law enforcement agency or 9-1-1 immediately. The Online Texas Abuse Hotline should **NOT** be used in urgent or emergency situations. Reports made through this website take up to 24 hours to process.

Getting Answers

This user guide provides information on how to use the online reporting tool. Additional information is available at the [Report Abuse, Neglect, or Exploitation](#) page.

Online Help

Online Help is the built-in help system for the [Online Texas Abuse Hotline](#). It provides answers to common questions and instructions on how to do navigate the site. You can access Online Help while you are working on a report.

Select the **Help** link in the top right corner, and a new tab opens with information about the page such as:

- The purpose
- Word and acronym definitions
- How to perform specific actions

Home → Help

List of Reports Create New Report

Date Submitted	Name of victim	Report Decision	Confirmation Number	Report ID	Date Draft Created	Action	Automatically Submitted
	Victim lname, Victim fname				May 10, 2021	Continue Delete	
May 11, 2021	Victim lname, Victim fname		b93b80e5				
May 10, 2021	Lname, Fname		8a5d75bd				

There are five icons in Online Help that help make it easier to find information:



Icon Description

Table of Contents

The **Table of Contents** looks like a bulleted list. When you select the icon, all Online Help content displays in the left pane. Select any item to display the topic details.



Index

The **Index** icon looks like a file folder labeled with A-Z. When you select the icon, a list of keywords displays in the pane. Select a word or phrase to jump to where it displays in Online Help.



Search

The **Search** icon looks like a magnifying glass. It allows you to search for a word or phrase. The results include all topics with the word or phrase you searched.



Glossary

The **Glossary** icon looks like an open book. It displays an alphabetical list of words, phrases, and acronyms that are used in the Online Texas Abuse Hotline Reporting tool.



Print

The **Print** icon looks like a printer. It enables you to print topics from Online Help.



Hearing Impaired

If this is an emergency and you are deaf and equipped with a Teletypewriter (TTY), call Relay Texas by dialing 711 or 1-800-735-2989. Tell the relay agent you need to call the Texas Abuse Hotline at 1-800-252-5400.

Frequently Asked Questions

An [FAQ page](#) is available to answer questions about online reporting.

Terms and Definitions

Using the correct terms when reporting abuse or neglect is very important. For the full list of up-to-date terms, follow these links:

- [Child Protective Services](#)
- [Adult Protective Services](#)

Navigation

The Online Texas Abuse Hotline is set up to make the online reporting process as simple and efficient as possible.

Main Sections

There are 4 main sections. The section you are working on is highlighted. Complete the section you are working on before going to the next section. The 4 main sections are:

1. **People Involved**
2. **What Happened**
3. **Safety Concerns**
4. **Report Summary**



People Involved

In the **People Involved** section, provide detailed information about everyone involved in the incident; alleged victims, alleged perpetrators, others living in the home, and anyone else who has information about the incident. Multiple people can be added to each category.

People Involved > What Happened > Safety Concerns > Report Summary

People information

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

Do you have information about (select all that apply):

- anyone else in the home
- anyone involved living outside of the home
- anyone who can provide additional information about the concerns

[Save as Draft](#) [Back](#) [Continue](#)

What Happened

In the **What Happened?** section, provide details on the specific allegations and events that cause concern.

People Involved > **What Happened** > Safety Concerns > Report Summary

Allegations

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

What are your concerns about the primary child? Select all that apply:

- Abandonment/Refusal to accept parental responsibility
- Emotional abuse/Psychological state
- Fetal alcohol/Drug exposure
- Medical neglect
- Neglectful supervision
- Physical abuse/Injuries to a child
- Physical neglect
- Sexual abuse
- Labor/Sex trafficking
- Other

[Save as Draft](#) [Back](#) [Continue](#)

Safety Concerns

In the **Safety Concerns** section, provide details regarding domestic violence, drug and alcohol abuse, living conditions, and other safety concerns.

People Involved What Happened Safety Concerns Report Summary

Safety Concerns

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

Explain if there are concerns about weapons:

Explain if anyone is affiliated with a gang:

Explain if there are people, pets, or conditions that could be a danger:

Save as DraftBackContinue



Summary Pages

After entering detailed information in each section, a summary page displays where you can review and edit the information. Select **Edit** or **Delete** to make changes. Select **Add Another Entry** to add another person or allegation. Select **Back** to return to the last page visited and **Continue** when you are finished with your review to open the next section.

People in the Home Summary

Anyone Else in the Home
Select all the details you know about this person:

Primary language

***How is this person involved in the incident?**
Neither/Unknown

How is this person related to the primary alleged victim?
Grandparent Maternal

Primary Language:
Spanish

Will this person require an interpreter?
Yes

***Gender:**
Female

Provide details about this person's school/day care or after school program/workplace including name and address:
enter info here

Where is this person right now?
Share other relevant information about this person:

Delete Edit

Do you want to add anyone else in the home?

Add Another Entry

Save as Draft Back Continue

Report Summary

After completing **People Involved**, **What Happened**, and **Safety Concerns**, the **Report Summary** page allows you to review the information you entered.

The screenshot displays the 'Report Summary' page with a progress bar at the top. The progress bar includes four steps: 'People Involved', 'What Happened', 'Safety Concerns', and 'Report Summary', with the last step highlighted in a red box. Below the progress bar, the page is titled 'Report Summary' and contains several sections, each with an 'Edit' button. A vertical dashed purple arrow points downwards through the center of the page. A red box highlights the 'Add Another Entry' button in the 'Do you want to add anyone else in the home?' section. A red arrow points to the 'Finish' button at the bottom right of the page.

Section	Buttons
Reporter Information Summary	Edit
Primary Victim Information Summary	Edit
People information	Edit
Anyone Else in the Home	Delete, Edit
Do you want to add anyone else in the home?	Add Another Entry
Allegations	Edit
Neglectful Supervision	Delete, Edit
Safety Concerns	Edit
Family Dynamics and Living Conditions	Edit
Living Conditions	Edit
Finish	

You can edit, add another entry, or delete any of the information if needed, then select **Finish** to submit the report.

Customized Questions

Questions for entering detail adjust based on the information you provide.

Example:

When you begin entering information for the **Primary Alleged Victim**, a list of topics with check boxes next to them displays.

In this example, the reporter checked boxes to indicate they know the **Name, Primary Language, and Race, ethnicity, Social Security Number**. Questions will appear on the page, so the reporter can provide information for each of these topics. In this example, the reporter will not be asked to provide information about the alleged victim's phone number or special needs.

Primary Alleged Victim

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

Select the details you know about this person (select all that apply):

- Name
- Phone number
- Primary Language
- Special needs
- Race, ethnicity, Social Security Number

*** We require locating information. Do you know the alleged victim's address?**

Yes No

City: * State:

County:

Does this person reside inside the city limits?

Yes No

Directions to the home

First Name: **Middle Name:** **Last Name:** **Suffix:**

*** Do you know this person's birthdate?**

Yes No

*** Approximate Age (in years)**

Primary Language:

*** Gender:**

Race:

White Black Asian Native American/Native Alaskan Native Hawaiian/Pacific Islander Unable to Determine

Ethnicity: **Social Security Number:**

Navigation Buttons

Use the navigations buttons to complete your report. **DO NOT** use the back and forward browser buttons.

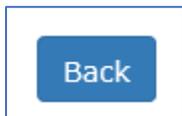
Save as Draft

Saves your report as a draft to be finished later.



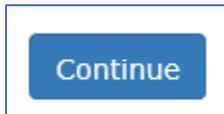
Back

Takes you to the previous page.



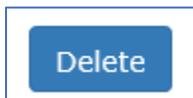
Continue

Takes you to the next step in your report.



Delete

Deletes your entry. Deleted information cannot be retrieved.



Edit

Opens the section so you can make changes.



Add Another Entry

Adds additional people or allegations.



Creating an Account

When you make a report for the first time, you'll be prompted to create an account. Select **Create an Account**.

The screenshot shows the 'Welcome to the Texas Abuse Hotline Website' page. A red box highlights the instruction: 'Answer the questions as thoroughly as possible. The information provided must meet the definitions of abuse, neglect or exploitation according to Texas codes in order to be sent to local DFPS investigative staff for review. A lack of descriptions and details may result in your report being closed at intake without further action.' A red arrow points to the 'Create an account' button under the 'Report as a New User' section. Other sections include 'Do not use this website to report urgent or emergency situations', 'When do I call the Texas Abuse Hotline instead of using this website?', 'Need Help?', 'Training and Resources', and 'Frequently Asked Questions About Reporting Abuse'.

The Request Access: Citizen Registration page displays. First, you'll create a username. The username can contain uppercase and/or lowercase letters, and numbers. Numeric only usernames are not allowed. A green check mark means your username is available; and red check mark means your selected username is not available.

The screenshot shows the 'Request Access: Citizen Registration' page. A red box highlights the 'Account Information' section, which contains the following instructions:

- Username can contain a-z, A-Z, or 0-9
- Username can only contain the following special characters _ - . @
- Numeric only Usernames are not allowed
- A green means your selected username is available.
- A red means your selected username is unavailable.

Below the instructions is a text input field labeled 'Username *'.

Fill in the required fields. Required fields are indicated by an asterisk and include **Username, First and Last Name, Gender, Email Address, Primary Phone, Phone Type, Street Address, City, State, Address Type, Place of Employment, and Days and Times** you can be reached. After filling in all required fields, you are prompted to verify you are not a robot by answering the security questions, then select **Next**.

Request Access: Citizen Registration

Account Information

- Username can contain a-z, A-Z, or 0-9
- Username can only contain the following special characters _ - . @
- Numeric only Usernames are not allowed
- A green  means your selected username is available.
- A red  means your selected username is unavailable.

Username *

First Name *

Middle Name

Last Name *

Suffix

Gender *

Email Address *

Primary Phone *

Primary Phone Type *

Secondary Phone

Secondary Phone Type

Mobile #

Street Address *

City *

Zip

Country

State *

County

Address Type *

Place of Employment *

Days and times you can be reached *

For security purposes, verify you're not a robot. When presented with a math problem, type the solution. Otherwise type the letters or numbers. *

15-4 

The **Citizen Registration** page displays with a message alerting you to check your email for your credentials. Select **Done**.

HHS Enterprise Portal 

 TEXAS
Department of Family and Protective Services



Citizen Registration

Your account is being updated. Please wait five(5) minutes before signing in to your account. Please check your email for the credentials set now. If you don't receive the email within several minutes, please check your spam folder as it may have been redirected there.

The Abuse Hotline web page displays. Select **Login**.

Welcome to the Texas Abuse Hotline Website

The Department of Family and Protective Services provides this secure website for reporting suspicions of abuse, neglect and exploitation of children, adults with disabilities, or people 65 years or older.

Use this website to report situations that **do not** need to be investigated right away. It may take more than 48 hours to process online reports due to high volume.

Answer the questions as thoroughly as possible. The information provided must meet the definitions of abuse, neglect or exploitation according to Texas codes in order to be sent to local DFPS investigative staff for review. A lack of descriptions and details may result in your report being closed at intake without further action.

Do not use this website to report urgent or emergency situations.

- Call the Texas Abuse Hotline (1-800-252-5400) if your situation is urgent and needs to be investigated within 24 hours.
- Call 911 or your local law enforcement agency if you have an emergency or life-threatening situation that must be dealt with immediately.

When do I call the Texas Abuse Hotline instead of using this website?

Call the Texas Abuse Hotline when the situation is urgent. Urgent means someone faces an immediate risk of abuse or neglect that could result in death or serious harm. Call the Texas Abuse Hotline at **1-800-252-5400** for situations including but not limited to:

Emergencies

Call your local law enforcement agency or **9-1-1** immediately if you have an emergency or life-threatening situation.

Report as an Existing User

Already have an account? Existing users login here:

Login

Forgot Username?
Forgot Password?

Report as a New User

Create a password-protected account and profile for your security and convenience:

Create an account

Need Help?

Please contact the Help Desk at 512-438-4720 if you encounter trouble with registering or logging in.

The sign in page displays. Enter your username and password, and select **Sign In**.

HHS Enterprise Portal



Notification of Confidentiality

Under Texas law, your identity as a reporter of suspected abuse, neglect or exploitation is confidential, and can only be revealed in limited circumstances pursuant to Texas Family Code 261.201(d). The law requires any person who suspects abuse or neglect to report it. You are protected from civil or criminal liability for making a false report, as long you made the report honestly, sincerely and without malicious intent. This is true even if DFPS determines that there was no abuse or neglect.

You may be subject to civil and/or criminal liability if you knowingly file a false report (for example, telling DFPS the child has injuries when there clearly are none).

Visit the Texas Family Code Chapter 261 for more detail.

System Use Notification: This is a monitored Texas Health and Human Services information resources system. Any unauthorized use or access, or any unauthorized attempts to use or access, this system may subject you to disciplinary action, sanctions, civil penalties, or criminal prosecution to the extent permitted under applicable law.

Sign In

Username
Password

Sign In

Forgot Username?
Forgot Password?

New to the portal?

REGISTER

Click here to sign Acceptable Use Agreement (AUA)

The first time you log in, you're prompted to set up three security questions. You aren't required but you encouraged to secure your account. When you've selected the questions and entered your answer, select **Next**.

HHS Enterprise Portal 

 TEXAS
Department of Family and Protective Services



Security Questions

To help ensure the security of your HHS Enterprise Portal account, choose three questions and provide your answers below.

Question # 1* What is your Mother's maiden name?

Response # 1*

Confirm # 1*

Question # 2* What is your favorite color?

Response # 2*

Confirm # 2*

Question # 3* What is your favorite pet's name?

Response # 3*

Confirm # 3*

Creating a New Report

Select the **Create a New Report** button. **The Reporter Information** page displays. A message at the top of the page warns you that your session expires after 15 minutes of inactivity, so save your work often. You are required to acknowledge that the situation you're in is not an emergency before you can continue by selecting a checkbox. If someone is in immediate danger, call 911.

 TEXAS
Department of Family and Protective Services



Home Help

This session will time out after 15 minutes of inactivity. It is recommended that you save your work often.

Reporter Information

***Required Field**

~~Checking this box~~ I acknowledge that I believe that the instance of abuse, neglect, or exploitation I am reporting is NOT an emergency.

You must acknowledge that the situation you have to report is NOT an emergency before you can continue. An emergency includes a situation where a victim was seriously injured, has died, or is in immediate danger of serious harm or death from abuse or neglect.

Updates to your information on this page will only be applied to this report. To make permanent updates to your registered account information, select "My Account" at the top of this page.

Next, enter as much information about yourself as possible.

Reporter Information

***Required Field**

By checking this box I acknowledge that I believe that the instance of abuse, neglect, or exploitation I am reporting is NOT an emergency.
You must acknowledge that the situation you have to report is NOT an emergency before you can continue. An emergency includes a situation where a victim was seriously injured, has died, or is in immediate danger of serious harm or death from abuse or neglect.
Updates to your information on this page will only be applied to this report. To make permanent updates to your registered account information, select "My Account" at the top of this page.

* First Name: Middle Name: * Last Name: Suffix:

Gender:

* Primary Phone: Extension: Phone Type:

Secondary Phone: Extension: Phone Type:

* Street Address 1:

Street Address 2:

* City: * State: Zip Code:

Address Type:

What is your relationship to the primary alleged victim:

Place of employment:

Days and times you can be reached:

E-mail Address:

Would you like to receive email notifications about this report (including Confirmation Number, Intake Decision, and Report ID)?
 Yes No

How did you find out about this situation?

[Continue](#)

The asterisks indicate the required fields. The **First** and **Last Name**, **Primary Phone**, **Street Address 1**, **City** and **State** fields are required. When you've entered as much information as possible, select **Continue**.

The **Welcome to the Texas Abuse, Neglect, and Exploitation Reporting System** page displays. You are required to select whether you are reporting about a child under 18, or adult, age of 18 and older.

Home He

Welcome to the Texas Abuse, Neglect, and Exploitation Reporting System

***Required Field**

This reporting site is divided into three sections:

People Involved
In the "People Involved", you will be asked to describe everyone involved in the incident; alleged victims, alleged perpetrators, others living in the house/facility and anyone one else who can provide information about the incident. As you continue through the questionnaire, you can add multiple people in each category.

What Happened?
In the "What Happened?" section, you will be asked to tell us about the specific allegations regarding your concern. You will choose which allegations apply and be asked to provide details about the events that occurred.

Safety Concerns
In the "Safety Concerns" section, you may be asked to tell us about domestic violence, drug and alcohol abuse, as well as the living conditions and other safety concerns. Once you have completed each section, you will see a summary page that will allow you to review and edit that section.

* Are you reporting about a child or an adult?
 Child (under the age of 18) Adult (age 18 or older)

Selections on this page cannot be changed after continuing. If anything on this page is selected in error, you will need to begin a new report. For registered reporters, delete your draft prior to submitting a new report.

[Back](#) [Continue](#)

For this example, we'll select the **Child (under the age of 18)** button. When you select a button, the question- **Where did the alleged abuse, neglect, or exploitation occur?** and location choices display. Select the location, then select **Continue**.

Welcome to the Texas Abuse, Neglect, and Exploitation Reporting System

***Required Field**
This reporting site is divided into three sections:

People Involved
In the "People Involved", you will be asked to describe everyone involved in the incident; alleged victims, alleged perpetrators, others living in the house/facility and anyone one else who can provide information about the incident. As you continue through the questionnaire, you can add multiple people in each category.

What Happened?
In the "What Happened?" section, you will be asked to tell us about the specific allegations regarding your concern. You will choose which allegations apply and be asked to provide details about the events that occurred.

Safety Concerns
In the "Safety Concerns" section, you may be asked to tell us about domestic violence, drug and alcohol abuse, as well as the living conditions and other safety concerns. Once you have completed each section, you will see a summary page that will allow you to review and edit that section.

*** Are you reporting about a child or an adult?**

Child (under the age of 18) Adult (age 18 or older)

Selections on this page cannot be changed after continuing. If anything on this page is selected in error, you will need to begin a new report. For registered reporters, delete your draft prior to submitting a new report.

***Where did the alleged abuse, neglect, or exploitation occur?**

Child's home or school
 Day care or after school program
 Foster home
 Residential treatment program, emergency shelter, or GRO
 State supported living center, state hospital, or group home
 Other

[Back](#) [Continue](#)

Primary Alleged Victim

The **Primary Alleged Victim** page displays.

Let's address the first statement. It reads, **Select the details you know about this person (select all that apply)**. The choices include name, phone number, primary language, special needs, and race, ethnicity, social security number. When you select any of these check boxes, additional fields display. You can toggle the fields by de selecting the check boxes. You can select more than one check box. Always enter as much information as possible.

Primary Alleged Victim

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

Select the details you know about this person (select all that apply):

Name
 Phone number
 Primary Language
 Special needs
 Race, ethnicity, Social Security Number

*** We require locating information. Do you know the alleged victim's address?**

Yes No

City: State:

Does this person reside inside the city limits?
 Yes No

Directions to the home

First Name: Middle Name: Last Name: Suffix:

*** Do you know this person's birthdate?**

Yes No

Primary Language:

What are the person's special needs? Select all that apply:
 ADHD Autistic Emotional disorders Intellectual delay Learning disabled Medical disability Mental illness(e.g.schizophrenia) Physical disability(e.g.paralysis) Visually impaired Other special need
Provide as much detail as you can about the person's special needs, including how the person's level of functioning is affected:

The asterisks indicate required fields. The required fields include answering the question, **Do you know the alleged victim's address?**, **Do you know this person's birthdate?**, and **Gender**. If you select the **No** radio button additional fields display prompting you to enter the city and the state, which is required. The question **Does this person reside inside the city limits?** also displays, and an additional field where you enter directions to the home. Fill out as much information as possible. City, state, and county are required.

* We require locating information. Do you know the alleged victim's address?
 Yes No

City: * State:

County:

Does this person reside inside the city limits?
 Yes No

Directions to the home

If you select the **Yes** radio button, for the address question, additional fields expand below the question. The street address, city, and state fields are required.

* We require locating information. Do you know the alleged victim's address?
 Yes No

* Street Address 1:

Street Address 2:

* City: * State: Zip Code:

Address Type:

If you select **No** for the birth date question, an additional field displays and requires you to enter an approximate age in years. This field is required.

* Do you know this person's birthdate?
 Yes No

* Approximate Age (in years)

* Gender:
Select One

If you select **Yes** to the birthdate question, additional fields expand below the question that prompt you to use the calendar tool to select the birth date of the alleged victim.

* Do you know this person's birthdate?
 Yes No

* Birthdate

* Gender:
Select One

Next, select the alleged victim's gender from the drop-down menu- its required.

* Gender:
Select One
Select One
Male
Female
Unknown

school program/workplace including name and address:

Share other relevant information about this person:

Save as Draft Back Continue

The three last fields ask the statements, **Provide details about this person's school or day care or after school program or workplace including name and address**;, **Where is this person right now?**, and **Share other relevant information about this person**. Enter as much

information as possible in these three fields. Remember to save your information as you work through the report by selecting the **Save as Draft** button at the bottom of the page. Select **Continue**.

Provide details about this person's school/day care or after school program/workplace including name and address:

Where is this person right now?

Share other relevant information about this person:

[Save as Draft](#) [Back](#) [Continue](#)

People Involved

In the **People Involved** section, provide detailed information about everyone involved in the incident; alleged victims, alleged perpetrators, others living in the home, and anyone one else who can provide information about the incident. As you continue through the questions, you can add multiple people in each category.

First, the **People Information** page displays.

People information

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

*Required Field

Do you have information about (select all that apply):

anyone else in the home

anyone involved living outside of the home

anyone who can provide additional information about the concerns

[Save as Draft](#) [Back](#) [Continue](#)

Depending on which check box or check boxes you select, are prompted to enter additional information after selecting **Continue**.

If possible, provide the following information for each person involved in the incident you are reporting:

- Names
- Dates of birth/Approximate age
- Phone number

- Primary language
- Special needs
- Race, ethnicity, Social Security Number

You are also asked how each person was involved in the incident you are reporting. Select from the following list.

1. Alleged Victim
2. Alleged Perpetrator
3. Both Alleged Victim and Alleged Perpetrator
4. Neither/Unknown

For this example, we'll select the all three check boxes- **anyone else in the home, anyone involved living outside the home, and anyone who can provide additional information about the concerns.**

People information

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

Do you have information about (select all that apply):

- anyone else in the home
- anyone involved living outside of the home
- anyone who can provide additional information about the concerns

[Save as Draft](#) [Back](#) [Continue](#)

The **Anyone Else in the Home** page displays.

Anyone Else in the Home

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

Select all the details you know about this person:

- Name
- Date of birth/Approximate age
- Phone number
- Primary language
- Special needs
- Race, ethnicity, Social Security Number

***How is this person involved in the incident?**

Alleged Victim Alleged Perpetrator Both Alleged Victim and Alleged Perpetrator Neither/Unknown

How is this person related to the primary alleged victim?

Select One

***Gender:**

Select One

Provide details about this person's school/day care or after school program/workplace including name and address:

Where is this person right now?

Share other relevant information about this person:

The **How is this person involved in the incident?** and **Gender** fields are required.

Anyone Else in the Home

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

Select all the details you know about this person:

- Name
- Date of birth/Approximate age
- Phone number
- Primary language
- Special needs
- Race, ethnicity, Social Security Number

***How is this person involved in the incident?**

Alleged Victim Alleged Perpetrator Both Alleged Victim and Alleged Perpetrator Neither/Unknown

How is this person related to the primary alleged victim?

Aunt/Uncle ▼

***Gender:**

Female ▼

The functionality is basically the same as the **Primary Alleged Victim** page. Additional fields display based on your check box selections under the **Select all the details you know about his person** section which include **Name, Date of birth/Approximate age, Phone number, Primary language, Special needs,** and **Race, ethnicity, Social Security Number.** Make your selections and enter the required information.

For this example, we'll select the **Date of birth/Approximate age** check box. When you select the check box, the **Do you know this person's birthdate?** Question displays. Select the **Yes** or **No** radio button.

Anyone Else in the Home

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

Select all the details you know about this person:

- Name
- Date of birth/Approximate age
- Phone number
- Primary language
- Special needs
- Race, ethnicity, Social Security Number

***How is this person involved in the incident?**

Alleged Victim Alleged Perpetrator Both Alleged Victim and Alleged Perpetrator Neither/Unknown

How is this person related to the primary alleged victim?

Select One

Do you know this person's birthdate?

Yes No

If you select **Yes**, you'll use the calendar icon to choose the birthdate. If you select **No**, you're prompted to enter approximate age.

<p>Do you know this person's birthdate?</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Approximate Age(in years):</p> <input type="text"/>	<p>Do you know this person's birthdate?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Birthdate:</p> <input type="text"/>
---	---

Select gender from the drop-down menu- this field is required. Then enter any additional information in the **Provide details about this person's school/day care or after school program/workplace including name and address;** **Where is this person right now?**, and **Share other**

relevant information about this person: in the text entry boxes and select **Continue**.

*Gender:
Select One

Provide details about this person's school/day care or after school program/workplace including name and address:

Where is this person right now?

Share other relevant information about this person:

Save as Draft Back Continue

When you select **Continue**, the **People in the Home Summary** page displays. Review the information on the page. You can edit or delete the entry by selecting the **Delete** or **Edit** buttons near the bottom of the page. If you want to add another person, select the **Add Another Entry** button below the **Delete** and **Edit** buttons.

If all the information is correct, select **Continue**.

People in the Home Summary

Anyone Else in the Home

Select all the details you know about this person:

*How is this person involved in the incident?
Neither/Unknown

How is this person related to the primary alleged victim?

*Gender:
Female

Provide details about this person's school/day care or after school program/workplace including name and address:
enter details here

Where is this person right now?

Share other relevant information about this person:

Delete Edit

Do you want to add anyone else in the home?
Add Another Entry

Save as Draft Back Continue

When you select continue, the **Anyone Involved Outside the Home** page displays because we selected the checkbox on the **People Information** page. Depending on which check box or check boxes you select, you will be prompted to enter additional information just like the previous pages.

Anyone Involved Outside the Home

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

Select all the details you know about this person:

- Name
- Date of birth/Approximate age
- Phone number
- Primary language
- Special needs
- Race, ethnicity, Social Security Number

Fill out all the fields to the best of your knowledge. Responses to the **How is this person involved in the incident?** and gender questions are required.

How is this person related to the primary alleged victim?

Select One

***How is this person involved in the incident?**

Alleged Victim Alleged Perpetrator Both Alleged Victim and Alleged Perpetrator Neither/Unknown

***Gender:**

Select One

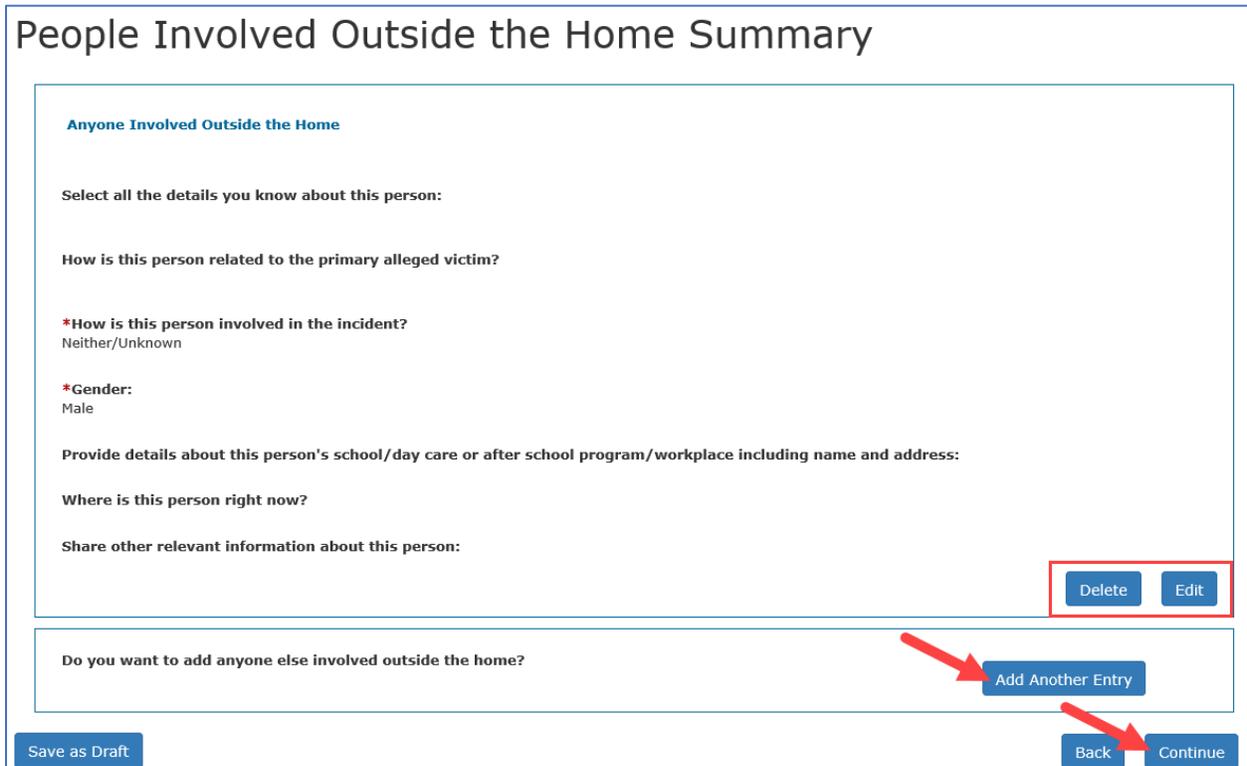
Provide details about this person's school/day care or after school program/workplace including name and address:

Where is this person right now?

Share other relevant information about this person:

When you're done, select **Continue**. The **People Involved Outside the Home Summary** page displays. Review the information on the page. You can edit or delete the entry by selecting the **Delete** or **Edit** buttons near the bottom of the page. If you want to add another person, select the **Add Another Entry** button below the **Delete** and **Edit** buttons.

If all the information is correct, select **Continue**.



People Involved Outside the Home Summary

Anyone Involved Outside the Home

Select all the details you know about this person:

How is this person related to the primary alleged victim?

*How is this person involved in the incident?
Neither/Unknown

*Gender:
Male

Provide details about this person's school/day care or after school program/workplace including name and address:

Where is this person right now?

Share other relevant information about this person:

Do you want to add anyone else involved outside the home?

Buttons: Delete, Edit, Add Another Entry, Save as Draft, Back, Continue

Because we selected the **Anyone With Knowledge of the Situation** check box on the **People Information** page, the **Anyone With Knowledge of the Situation** page displays. Depending on which check box or check boxes you select, you will be prompted to enter additional information just like the previous pages.

Anyone With Knowledge of the Situation

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

Select all the details you know about this person:

- Name
- Address
- Phone number
- Primary Language

Fill in the fields to the best of your knowledge and select **Save as Draft**, then **Continue**.

Anyone With Knowledge of the Situation

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

Select all the details you know about this person:

- Name
- Address
- Phone number
- Primary Language

How is this person related to the primary alleged victim?

Select One

What additional information can this person provide?

The summary page displays, you can edit, delete, or add another entry. If everything is correct, select **Continue**.

People With Knowledge Summary

Anyone With Knowledge of the Situation

Select all the details you know about this person:

How is this person related to the primary alleged victim?

What additional information can this person provide?

Do you want to add anyone else with knowledge of the situation?

Save as Draft Back Continue

What Happened?

In the **What Happened?** section, provide details on the specific allegations and events regarding your concern.

Provide specific concerns you have and reasons for reporting the incident. Be very detailed in your descriptions. Use specific dates and names. Avoid using pronouns. The descriptions provided are used to decide whether your report needs an investigation. DFPS will not contact you for clarification when making this decision.

Allegations

An allegation is a formal claim against someone which prompts an investigation. Allegation definitions for children and adults are different. Most abuse and neglect allegations are covered by these topics:

1. **Abandonment and refusal to accept parental responsibility** are where the parent or caregiver left the child in a potentially harmful situation and did not plan to return for the child.

2. **Emotional Abuse** is an emotional or mental injury caused by the parent or caregiver that results in an observable effect on the child.
 - Psychological state - Concerns about the child's mental stability, as demonstrated by mood, behavior, and thoughts.
3. **Fetal Alcohol/Drug Exposure**- Example: A newborn is experiencing physical harm because of mother's drug or alcohol use during the pregnancy. Examples of physical harm include but are not limited to physical manifestations of Fetal Alcohol Syndrome, Fetal Alcohol Effect, or Neonatal Abstinence Syndrome.
4. **Medical Neglect** is an emotional or mental injury caused by the parent or caregiver that results in an observable effect on the child.
5. **Neglectful Supervision** means improper supervision of a child left alone which could have resulted in substantial harm.
6. **Physical Abuse** is deliberate actions resulting in injuries to a child or genuine threats of such actions or concerns about physical injuries of an unexplained or suspicious nature.
7. **Sexual Abuse** includes:
 - Sexual indecency, sexual assault, or aggravated sexual assault.
 - Failing to make a reasonable effort to prevent sexual conduct to a child.
 - Using the child for the creation of obscene or pornographic material.
8. **Trafficking**
 - Labor trafficking - parent or caregiver forcing a child into labor or services that are unhealthy or harmful to the child.
 - Sex trafficking - parent or caregiver receiving compensation for forcing a child to engage in prostitution or other sex acts.
9. **Other**- situations that don't fit the defined allegations.

Each allegation you select requires you fill in information about what you observed. Though accurate terms are important when reporting abuse or neglect, you might not find an exact match. If you are reporting something that does not fit into defined allegations, you may select **Other** and explain the abuse you are reporting. Our trained staff reviews your report and determine an allegation. For the full list of up-to-date terms that are useful for reporting abuse, please follow the links to the online terms and definitions.

- [Child Protective Services](#)

- [Adult Protective Services](#)

Describe Each Allegation

After you have selected the allegation(s) associated with your report, you will be asked to describe each allegation. For each allegation, you will be asked to provide the information listed below.

1. Select the Alleged Victim
2. Select the Alleged Perpetrator
3. Provide as many details as possible so that we may know how to respond

Step by Step Example

Follow these step by step instructions to fill out the **What Happened?** section.

The **Allegation** page displays. Select check box next to each of your allegations, then select **Continue**. For this demo, we'll select **Medical neglect** and **Neglectful supervision**.

Allegations

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

What are your concerns about the primary child? Select all that apply:

- Abandonment/Refusal to accept parental responsibility
- Emotional abuse/Psychological state
- Fetal alcohol/Drug exposure
- Medical neglect
- Neglectful supervision
- Physical abuse/Injuries to a child
- Physical neglect
- Sexual abuse
- Labor/Sex trafficking
- Other

The next pages populate depending on your selection. For example, we selected **Medical neglect** and **Neglectful supervision**, so the next two pages that display will ask for details about those allegations.

Let's review the **Medical Neglect** page. Select the check box next to the name of the alleged victim under the question, **Who is the alleged victim?** The names that appear here are based upon the people you enter in the **People Involved** section. Then answer the questions to the best of your ability.

The screenshot shows the 'Medical Neglect' form. At the top, it says 'Medical Neglect' and 'If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.' Below this is a red box around the text '*Required Field'. The form contains several sections: 'Who is the alleged victim?' with a dropdown menu; 'When did the incident happen? If there is not a specific date, provide a timeframe.' with a text input field; 'What is the child's medical condition?' with a text input field; 'Does the child require medications?' with radio buttons for 'Yes' and 'No'; 'Describe what medical care is needed, and how long the child has gone without medical care. Include any negative consequences, and describe any missed medical/counseling appointments:' with a text input field; and 'Do you have other concerns about medical neglect?' with a text input field. At the bottom, there are buttons for 'Save as Draft', 'Back', and 'Continue'. Red arrows point to the dropdown arrow of the first field, the dropdown arrow of the second field, the dropdown arrow of the third field, the dropdown arrow of the fourth field, and the 'Back' button.

The **Does the child require medication?** displays conditional fields. If you select **Yes**, you are prompted to enter details about what medicine and if it is not being administered as prescribed.

This close-up screenshot focuses on the 'Does the child require medications?' section. The 'Yes' radio button is selected and highlighted with a red box. Below it, the question 'Which ones?' is followed by a text input field. Further down, the question 'Explain if the medications are not administered as prescribed:' is followed by a larger text input field. Red arrows point to the 'Which ones?' input field and the 'Explain if the medications are not administered as prescribed:' input field.

When you're done entering all the information, select **Continue**.

The **Medical Neglect Summary** page populates and displays a summary of your entries. Use the **Delete** or **Edit** buttons to delete or edit. Use the **Add Another Entry** button to add another medical neglect allegation. When everything is correct, select **Continue**.

The screenshot shows the 'Medical Neglect Summary' form. It contains several text input fields for details like 'Who is the alleged victim?', 'When did the incident happen?', 'What is the child's medical condition?', 'Does the child require medications?', 'Describe what medical care is needed...', and 'Do you have other concerns about medical neglect?'. At the bottom right, there are 'Delete' and 'Edit' buttons. Below the form is an 'Add Another Entry' button, and at the very bottom are 'Save as Draft', 'Back', and 'Continue' buttons. Red arrows point to the 'Delete', 'Edit', 'Add Another Entry', and 'Continue' buttons.

The **Neglectful Supervision** page displays. Select the check box next to the name of the alleged victim under the **Who is the alleged victim?** question. The names that appear are based on the people you entered in the **People Involved** section. Fill in all the fields to the best of your ability. The yes and no questions are conditional. If you select **Yes**, additional fields populate, and you're prompted to enter more information. When you're done entering the information, select **Continue**.

The screenshot shows the 'Neglectful Supervision' form. It includes a warning: 'If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.' and a red asterisk indicating a 'Required Field'. The form has a checkbox for 'Who is the alleged victim?' (highlighted with a red box), a text area for 'When did the incident happen?' (with a red arrow pointing to it), radio buttons for 'Is the child left unattended?' and 'Was the child injured?' (both highlighted with red boxes), and another text area for 'Do you have other concerns about neglectful supervision?' (with a red arrow pointing to it). At the bottom are 'Save as Draft', 'Back', and 'Continue' buttons. Red arrows also point to the 'Back' and 'Continue' buttons.

The **Neglectful Supervision Summary** page displays. You can use the **Edit** and **Delete** buttons to edit or delete the entry. Use the **Add Another Entry** button to add another allegation. When you're sure all the information is correct, select **Continue**.

Neglectful Supervision Summary

Neglectful Supervision

You indicated you are concerned about neglectful supervision.

Who is the alleged victim?

When did the incident happen? If there is not a specific date, provide a timeframe.

Is the child left unattended?

Was the child injured?

Do you have other concerns about neglectful supervision?

Delete Edit

To add another allegation of neglectful supervision, select the "Add Another Entry" button. Otherwise select the "Continue" button.

Add Another Entry

Save as Draft Back Continue

Linking the Allegation(s) to a Person(s)

If there are multiple people involved and all the details of the alleged incident are the same for each person, select all the people for the allegation and fill out the allegation once.

Neglectful Supervision

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

You indicated you are concerned about neglectful supervision.

Who is the alleged victim?

Who is the alleged perpetrator?

When did the incident happen? If there is not a specific date, provide a timeframe.

Is the child left unattended?

Yes No

Was the child injured?

Yes No

Do you have other concerns about neglectful supervision?

Save as Draft Back Continue

If there are multiple people involved, but the details of the alleged incident are different for each person, select the alleged victim and the alleged perpetrator, and fill out the incident details for those people. When you finish, select **Continue**.

Neglectful Supervision

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

You indicated you are concerned about neglectful supervision.

Who is the alleged victim?

[Redacted] [Redacted]

Who is the alleged perpetrator?

[Redacted] [Redacted]

When did the incident happen? If there is not a specific date, provide a timeframe.

Is the child left unattended?

Yes No

Was the child injured?

Yes No

Do you have other concerns about neglectful supervision?

[Save as Draft](#) [Back](#) [Continue](#)

A summary page displays where you can select **Add Another Entry** for the allegation.

Neglectful Supervision Summary

Neglectful Supervision
You indicated you are concerned about neglectful supervision.

Who is the alleged victim?
[Redacted]

Who is the alleged perpetrator?
[Redacted]

When did the incident happen? If there is not a specific date, provide a timeframe.

Is the child left unattended?

Was the child injured?

Do you have other concerns about neglectful supervision?

[Delete](#) [Edit](#)

To add another allegation of neglectful supervision, select the "Add Another Entry" button. Otherwise select the "Continue" button.

[Add Another Entry](#)

[Save as Draft](#) [Back](#) [Continue](#)

Selecting **Add Another Entry** takes you to the same **Allegation** page again, so you can select another combination of alleged victim and alleged perpetrator, and then fill out the incident details for those people.

Neglectful Supervision

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

You indicated you are concerned about neglectful supervision.

Who is the alleged victim?

Who is the alleged perpetrator?

When did the incident happen? If there is not a specific date, provide a timeframe.

Is the child left unattended?

Yes No

Was the child injured?

Yes No

Do you have other concerns about neglectful supervision?

Safety Concerns

The **Safety Concerns** page displays. In this section, provide details regarding domestic violence, drug and alcohol abuse, living conditions, and other safety concerns.

Answer the questions and select **Continue**.

Safety Concerns

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

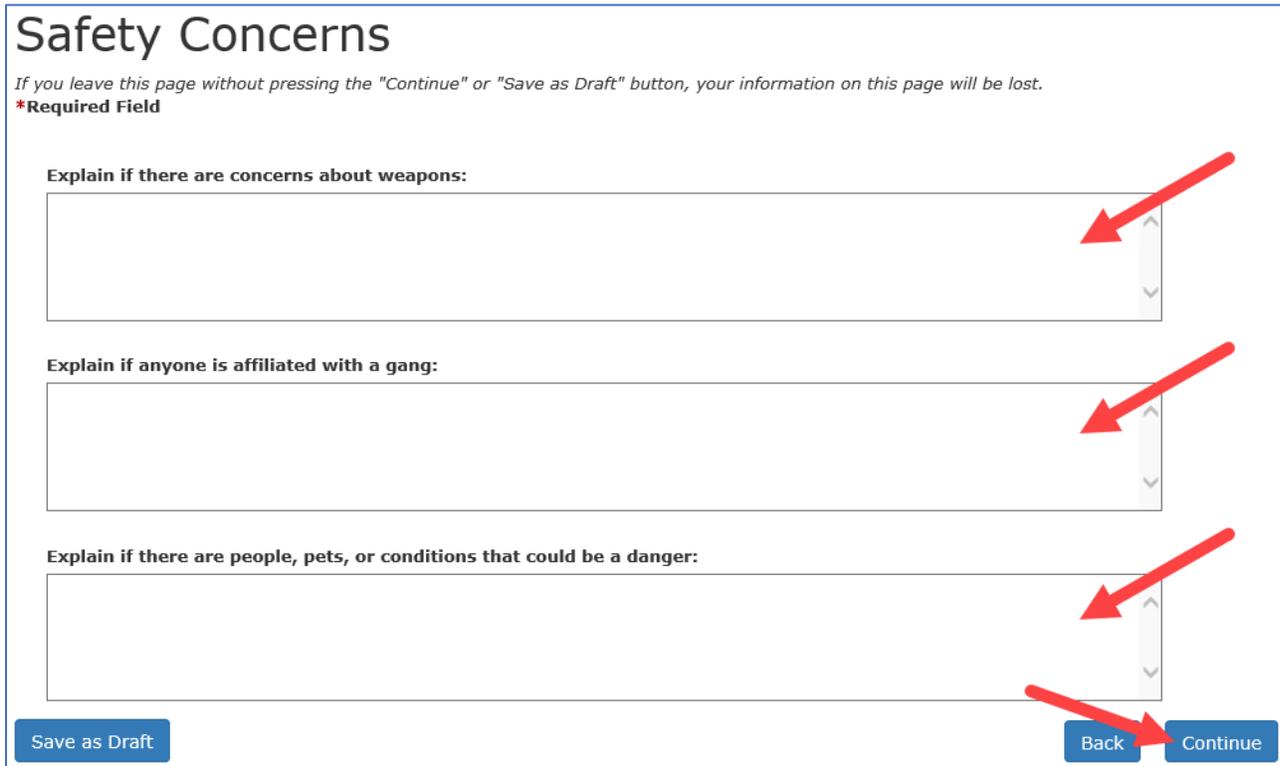
***Required Field**

Explain if there are concerns about weapons:

Explain if anyone is affiliated with a gang:

Explain if there are people, pets, or conditions that could be a danger:

Save as DraftBackContinue



Family Dynamics and Living Conditions

The **Family Dynamics and Living Conditions** page displays. Select the check box next to the concerns about the alleged victim's family dynamics and living conditions from the list. For this demo, we'll select **Domestic violence** and **Living conditions**.

Family Dynamics and Living Conditions

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

What are your concerns about the alleged victim's family dynamics and living conditions? Select all that apply:

- Domestic violence
- Indication of alcohol or drug abuse
- Living conditions

[Save as Draft](#) [Back](#) [Continue](#)

The next pages that display depend on your selections on the **Family Dynamics and Living Conditions** page. Since we selected **Domestic violence** and **Living conditions**, the next page that displays is **Domestic violence**. Enter the information about severity, frequency, weapons, injuries, and other concerns. When you're done entering all the information, select **Continue**.

Domestic Violence

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

You indicated you are concerned about domestic violence.

Describe your concerns about domestic violence including the severity and frequency:

Explain if weapons are used or objects thrown during the incidents of domestic violence:

Explain if the child has ever been injured or intervened in an incident of domestic violence:

Do you have other concerns about domestic violence?

[Save as Draft](#) [Back](#) [Continue](#)

The **Living Conditions** page displays. Enter the information about safety hazards, non-working utilities, negative effects of living conditions, and other concerns. When you've entered all the information, select **Continue**.

Living Conditions

If you leave this page without pressing the "Continue" or "Save as Draft" button, your information on this page will be lost.

***Required Field**

You indicated you are concerned about the living conditions.

Explain if there are health and/or safety hazards present that would endanger the child:

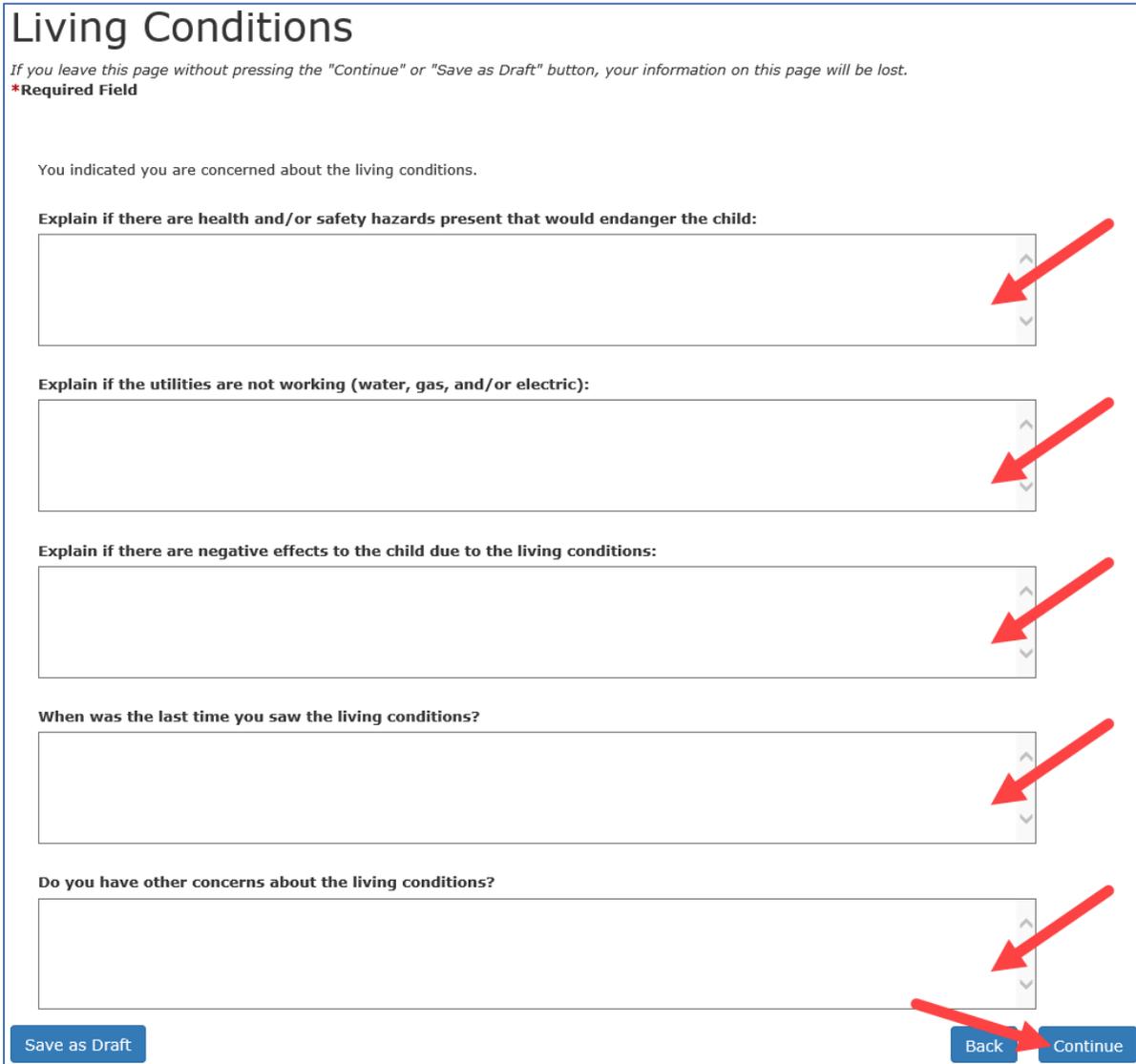
Explain if the utilities are not working (water, gas, and/or electric):

Explain if there are negative effects to the child due to the living conditions:

When was the last time you saw the living conditions?

Do you have other concerns about the living conditions?

[Save as Draft](#) [Back](#) [Continue](#)



Report Summary

The **Report Summary** page displays. Scroll down and review all the information. You can use the **Edit** and the **Delete** and **Edit** buttons to remove or modify the information you entered. You can use the **Add Another Entry** button to add more info. When you're sure all the information is correct, select **Finish**.

The screenshot shows a 'Report Summary' page with five main sections, each with an 'Edit' button. A vertical dashed purple arrow points upwards from the 'Anyone Else in the Home' section to the 'Reporter Information Summary' section. A red box highlights the 'Delete' and 'Edit' buttons in the 'Anyone Else in the Home' section. Red arrows point to the 'Add Another Entry' button and the 'Finish' button. The 'Finish' button is located at the bottom right of the page.

Reporter Information Summary Edit

Primary Victim Information Summary Edit

People information Edit

Anyone Else in the Home Delete Edit

Do you want to add anyone else in the home? Add Another Entry

Finish

Submit Confirmation

The **Submit Confirmation** page displays and shows a summary of your report. You can scroll down to review the summary and print the page by selecting the **Print This Page** button.

Submit Confirmation

[Print This Page](#)

E-Report Confirmation Number: 8a5d75bd.

Date Submitted: Mon May 10 09:38:00 CDT 2021.

If you do not see an E-Report Confirmation Number above, contact Statewide Intake at 1-800-252-5400.

Thank you for reporting your abuse/neglect/exploitation suspicion. If you are reporting an emergency, call 911. If your report requires our immediate attention, call the abuse/neglect hotline at 1-800-252-5400.

If you need to report another incident of suspected abuse, neglect, and exploitation of children, adults with disabilities, or people who are elderly, [click here to start another E-Report](#).

To provide feedback to Statewide Intake regarding your experience making a report via the Internet, we ask that you take a moment to complete the attached survey. This feedback will assist in analyzing the effectiveness of reporting abuse/neglect via the Internet. To participate in the survey, [click here](#).

[Visit the DFPS Website](#)

[FAQs](#)

Report Summary

Reporter Information Summary
Primary Victim Information Summary
Anyone With Knowledge of the Situation
Medical Neglect
Neglectful Supervision
Safety Concerns
Family Dynamics and Living Conditions
Domestic Violence
Living Conditions

The submit confirmation message provides a confirmation number and the report submit date. There's also a link to start another report, a link to a survey where you can provide feedback about your experience, a link to the DFPS website, and a link to frequently asked questions.

Submit Confirmation

[Print This Page](#)

E-Report Confirmation Number: 8a5d75bd.

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If you need to report another incident of suspected abuse, neglect, and exploitation of children, adults with disabilities, or people who are elderly, [click here to start another E-Report](#).

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[Visit the DFPS Website](#)

[FAQs](#)

Select **Home** to return to the **List of Reports** page.

List of Reports

This video shows you how to view, filter, and sort your reports.

This page displays a list of your submitted and unsubmitted reports. You can select **Continue** in the **Action** column to resume work on an unsubmitted report. If the report has been submitted, you can select the link in the **Confirmation Number** column to open an incident summary.

Date Submitted	Name of victim	Report Decision	Confirmation Number	Report ID	Date Draft Created	Action	Automatically Submitted
May 10, 2021	Lname, Fname		8a5d75bd		May 10, 2021	Continue Delete	

If you open the incident summary, select the **Home** link to return to the **List of Reports** page.

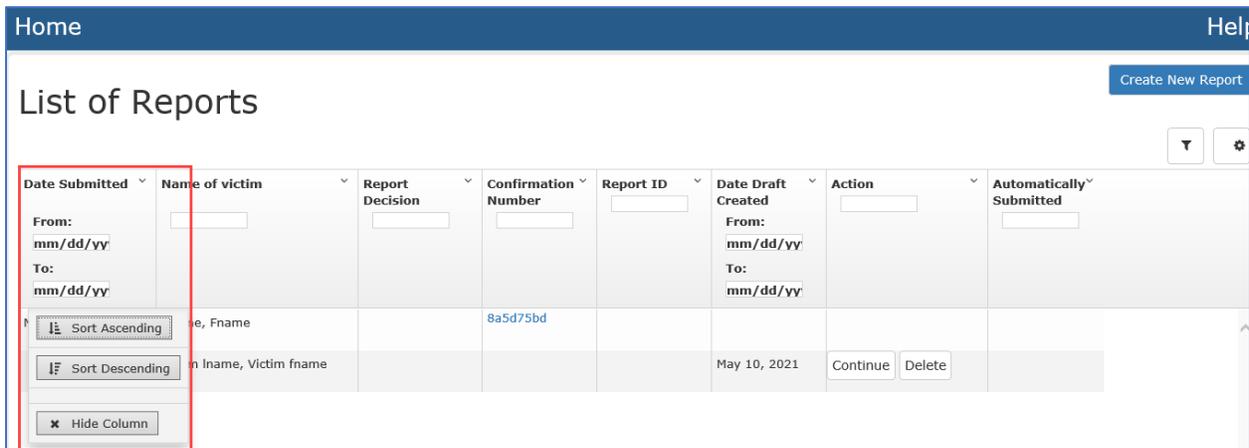
Reporter Information Summary

First Name: Fname
Middle Name: Middle Name
Last Name: Lname
Suffix: Suffix
Gender: Female
Primary Phone: (333) 333-3333
Extension: Extension
Phone Type: Phone Type

You can select the **Filter** or the **Settings** icons to sort your reports. You can also activate the filter by selecting the drop-down arrows in any of the columns.

Date Submitted	Name of victim	Report Decision	Confirmation Number	Report ID	Date Draft Created	Action	Automatically Submitted
May 10, 2021	Lname, Fname		8a5d75bd		May 10, 2021	Continue Delete	

The filters allow you to sort the list by date submitted, name of victim, report decision, confirmation number, report id, date draft created and action for unsubmitted reports, and automatically submitted for reports that have been submitted automatically. The date filter allows you to filter by manually entering the date or selecting the **Sort Ascending**, **Sort Descending**, or **Hide Column** buttons.



Use the filter choices **Sort Ascending**, **Sort Descending**, **Remove Sort**, and **Hide Column** buttons to sort the information in the other columns.

