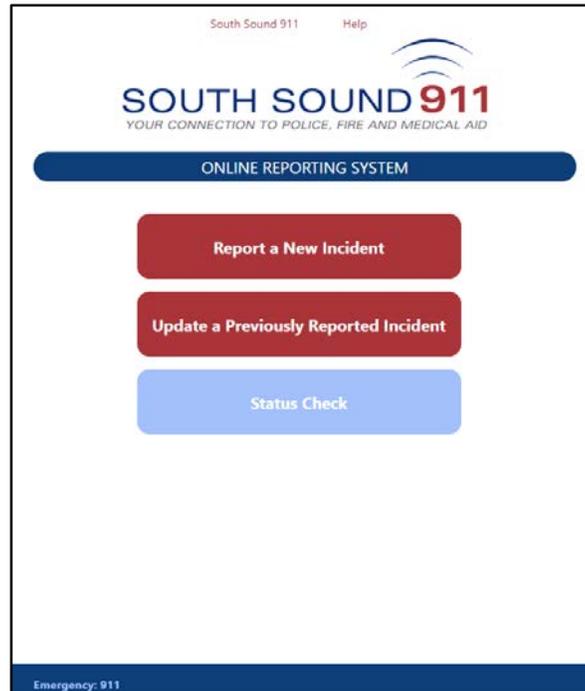


ONLINE REPORTING INSTRUCTIONS

Update a Previously Reported Incident



If you have an emergency or are reporting a crime that is in-progress, call 911

This document explains how to report new information about a previously reported incident/crime of burglary, fraud/identity theft, property theft, vandalism, or lost property. You do not need to have reported the initial incident/crime via Online Reporting. You will need the Incident/Case Number assigned by the Police, and you must have provided your email address to the Police as either a Reporter or a Victim.

New information means:

- Additional property found to have been stolen, damaged/vandalized, or lost, as applicable to the type of incident/crime
- Additional details, clues, or tips that were not part of the initial police report

Do not complete a form for property items or vehicles that have already been listed in a police report.

To report recovery of lost/stolen property or changes in Make, Model, Quantity, Value, etc., contact the Police Department that is investigating your incident/crime. Links to Police Department websites with contact information are at the bottom of each page.

For instructions on completing a different type of Online Report, click the title below.

[Report a New Incident](#) - Report an incident that has not previously been reported to Police.

Update a Previously Reported Incident - Report new information about a previously reported incident of burglary, fraud/identity theft, property theft, vandalism, or lost property. You will need the incident number assigned by the Police, and you must have provided your email address to the Police.

Status Check - Check the Status of an Online Report you submitted. You will need the Tracking Number you received from the Online Reporting system at the time of submission (numbered like CSSxxxxxxx).

Technical problems? To report a problem or error you experienced while completing a report, please email info@southsound911.org. Please provide a detailed description of what happened, and include any error messages you received. Follow-up from technical staff, if needed, will occur during normal weekday business hours.

Update a Previously Reported Incident

From the Start page, click “Update a Previously Reported Incident”.

Review the conditions that must be met in order to add supplemental information to a previously reported incident/crime. If the incident meets all the conditions, then enter the police-assigned incident/case number, agree to the South Sound 911 terms of use and “I’m not a robot” policies, and click the “Begin Reporting” button.



I have new information for the following previously reported incident that is eligible for supplemental online reporting.

Incident Number:

I agree to the South Sound 911 Terms of Use and Privacy Policy.

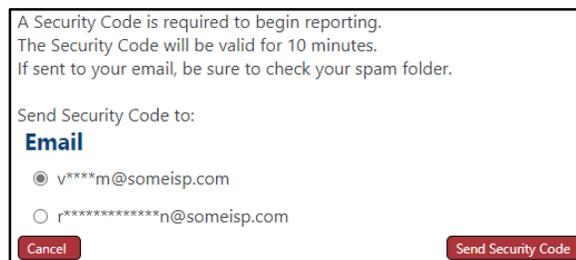
I'm not a robot  reCAPTCHA
Privacy - Terms

If the incident is not eligible for Online Reporting of supplemental information, contact the Police/Sheriff’s Department that is investigating your incident/crime. Visit the [Police & Fire Agencies](#) page for the partner agencies served by South Sound 911.



Incident is not eligible for supplemental Online Reporting.

If the incident is eligible for supplemental Online Reporting, you’ll authenticate yourself as an authorized Reporter by providing a Security Code. Choose which email address will receive the Security Code and click “Send Security Code”.



A Security Code is required to begin reporting.
The Security Code will be valid for 10 minutes.
If sent to your email, be sure to check your spam folder.

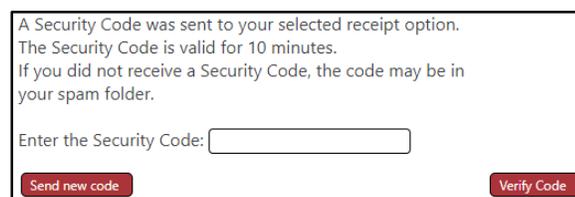
Send Security Code to:

Email

v****m@someisp.com

r*****n@someisp.com

Enter the Security Code retrieved from your email, and click “Verify Code.”



A Security Code was sent to your selected receipt option.
The Security Code is valid for 10 minutes.
If you did not receive a Security Code, the code may be in your spam folder.

Enter the Security Code:

Reporter Information

The “Reporter” is the person completing the Online Report.

Only **Bold** fields are required; however, any additional contact information you can provide will be useful in the processing of your report

When the form is complete, click “Save Changes” to continue your report and return to the Menu page.

Resident Type means whether you live in the city/municipality where the incident/crime occurred.

Click “Save Changes” to continue

“Return to Menu” cancels changes and returns you to the Menu page.

South Sound 911 Help

SOUTH SOUND 911
YOUR CONNECTION TO POLICE, FIRE AND MEDICAL AID

ONLINE REPORTING SYSTEM

First Name Middle (or initial) **Last Name**

Age Date of Birth

Street Address (Include Apartment or Suite)

City State Zip Code

Home Phone

Resident Type

Gender

Race

Ethnicity

Enter a valid email address if you wish to receive automatic notifications about your report.

Email Address

Confirm Email Address

(bold fields are required)

Return to Menu Save Changes

After completing entry of Reporter Information and “Save Changes”, you can “Save Progress” on the Menu page.

If you won't be actively working on your report for more than 60 minutes, then “Return to Menu” and “Save Progress” to avoid the automated end of your session and loss of your report information.

Technical problems? To report a problem or error you experienced while completing a report, please email info@southsound911.org. Please provide a detailed description of what happened, and include any error messages you received. Follow-up from technical staff, if needed, will occur during normal weekday business hours.

Incident/Crime Report Details

NOTE: Your reporting session will automatically end and you'll have to start over after 60 minutes of inactivity. "Save Progress" if you won't be actively working on your report for more than 60 minutes.

Provide new details of the incident/crime by completing the applicable report sections. Use "Incident Details" to add new information about suspects and/or witnesses. Click a section Title to begin that section.

A report section which requires information is indicated by a question mark (?). The sequence in which report sections are completed does not matter.



The screenshot shows the South Sound 911 Online Reporting System interface. At the top, there are links for "South Sound 911" and "Help". The main header features the "SOUTH SOUND 911" logo with the tagline "YOUR CONNECTION TO POLICE, FIRE AND MEDICAL AID". Below the header is a large blue button labeled "ONLINE REPORTING SYSTEM". Underneath this are three stacked blue buttons: "Reporter Information", "Property Information", and "Incident Details". The "Incident Details" button has a white question mark icon on its right side. At the bottom right of the interface are two red buttons: "Save Progress" and "Review and Submit".

You can "**Save Progress**" after the Reporter Information is completed.

Click "Save Progress" to quit and complete your report at a later time (within 30 days).

When you "Save Progress", your edit session will end, and you will receive a single-use web address/link to resume your report. If you provided your email address in the Reporter Information section, the web address/link will also be emailed to you; otherwise, keep a copy of the web address/link you see on-screen.

If you won't be actively working on your report for more than 60 minutes, then "Save Progress" to avoid an automated ending of your reporting session and loss of your report information.

Property Information

Provide information about each item of property you discovered was involved **after** the initial Police report was filed.

If you have recovered items previously reported to Police as lost or stolen, then **STOP and contact the Police/Sheriff's Department that is investigating your incident/case.** Click the Police Department link at the bottom of the page for contact information.

Do not complete a Property Item form for any items that you previously reported to Police. Instead provide the new/changed information for those items in the "Incident Details" section.

Only **Bold** fields are required; however, any additional information you can provide will be useful.

Tip: Instead of scrolling option lists, type the first few letters to find or narrow the options.

Property Category: How would the item be classified or categorized? The category you choose will determine the form fields you will complete. (For example, "Jewelry/Precious Metals" collects different information than "Personal") If a specific Category cannot be found, please use the closest match. A list of property and categories is available by clicking the question mark 

Property Item: Select the option most nearly describing the item.

Item Description: Enter any additional identifying information that might help in recovery, such as the model, color(s), size, notable condition (scratches, marks, dents), etc.

Quantity: How many are there having the same Model and serial number? (If serialized or different models, enter each item separately)

Replacement Cost: Enter what it would cost for you to have the item replaced.

Item Manufacturer: Enter the item's Manufacturer and press Tab or click "Search Manufacturers". If the Brand is not in the list, one can be typed in; if there is no brand, leave blank.

Serial #: Enter the item's unique serial number. If none or unknown, leave blank.

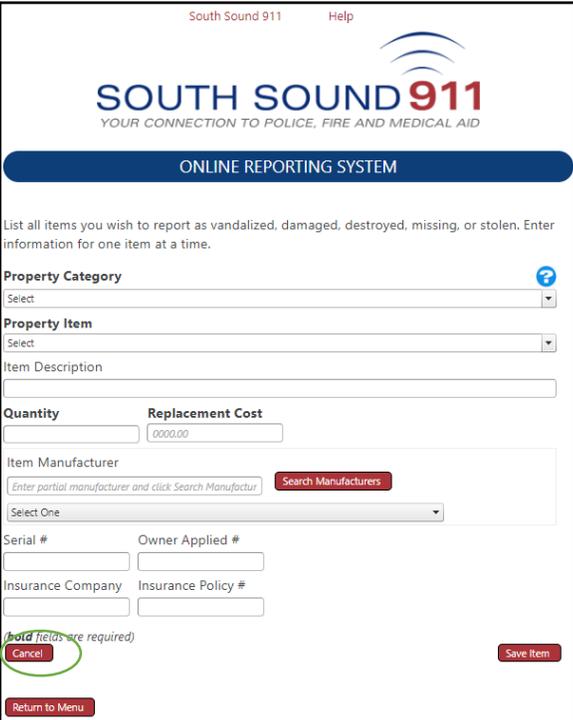
Owner Applied #: Enter any identifying mark, number, initials or name you applied to the item — written, engraved, etc. — to identify it as yours. If none, leave blank.

Insurance: Provide the name of the company insuring the item and the policy number. If none or unknown, leave blank.

Click "Cancel" to cancel changes and return to the Property Item List.

Click "Save Item" when complete.

Click "Return to Menu" to cancel changes and go to the Menu page.



South Sound 911 Help

SOUTH SOUND 911
YOUR CONNECTION TO POLICE, FIRE AND MEDICAL AID

ONLINE REPORTING SYSTEM

List all items you wish to report as vandalized, damaged, destroyed, missing, or stolen. Enter information for one item at a time.

Property Category 

Select

Property Item

Select

Item Description

Quantity **Replacement Cost**

Item Manufacturer

Select One

Serial # Owner Applied #

Insurance Company Insurance Policy #

Bold fields are required)

Technical problems? To report a problem or error you experienced while completing a report, please email info@southsound911.org. Please provide a detailed description of what happened, and include any error messages you received. Follow-up from technical staff, if needed, will occur during normal weekday business hours.

Sample Jewelry/Precious Metals property form:

The form contains the following fields and sections:

- Property Category:** Jewelry/Precious Metals
- Property Item:** Jewelry - Ring - Wedding (1 Ring)
- Item Description:** Art Deco style soitaire; fishtail prongs
- Quantity:** 1
- Replacement Cost:** 1,400.00
- Item Manufacturer:** Search Manufacturers (with a search button)
- Number of Stones:** 1
- Inscription or Markings:** Forever & Ever
- Stone Color:** Select One
- Metal Type:** Platinum Or 900-100
- Metal Color:** White/Silver
- Serial #:** (empty)
- Owner Applied #:** (empty)
- Insurance Company:** (empty)
- Insurance Policy #:** (empty)

Buttons: **Cancel**, **Save Item**

(bold fields are required)

After each item is entered, a Property Item List is displayed. Items can be reviewed, edited or deleted from this page.

Use the blue arrow/caret to hide or show details.

Click "Return to Menu" to go to the Menu page.

Property Item List - 2 Item(s)

<input type="checkbox"/> Jewelry - Ring - Wedding (1 Ring)	edit delete
Manufacturer:	
Description:	Art Deco style soitaire; fishtail prongs
Insurance Company:	Not Supplied
Policy Number:	Not Supplied
Quantity:	1
Replacement Cost:	\$1,400.00
Jewelry Make:	
Metal Type:	Platinum Or 900-100
Metal Color:	White/Silver
Number of Stones:	1
Stone Color:	Not Supplied
Personal - Duffel Bag	edit delete
Return to Menu	Add Item

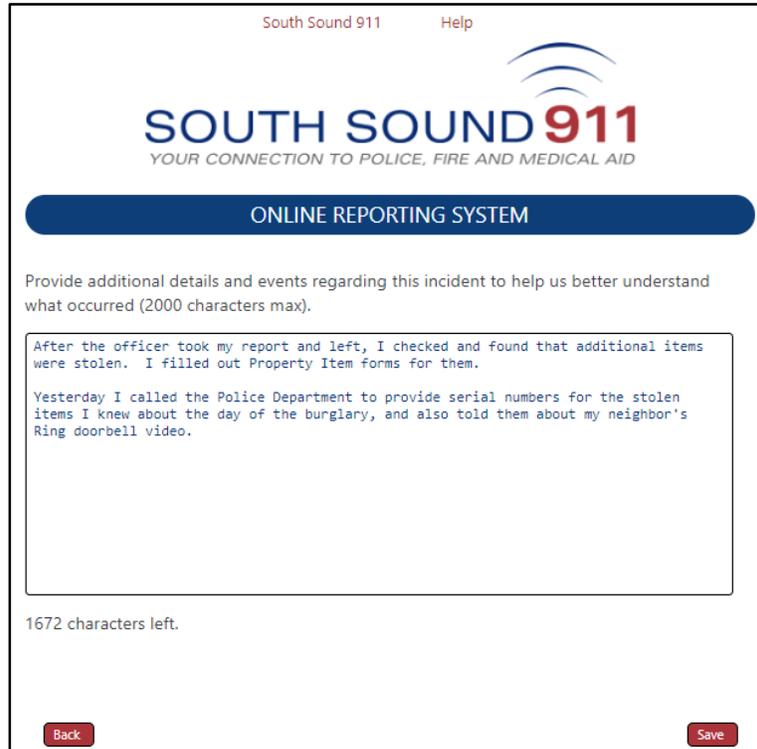
If you won't be actively working on your report for more than 60 minutes, then "Return to Menu" and "Save Progress" to avoid the automated end of your session and loss of your report information.

Incident Details

Describe the new information about the incident/crime. Please include dates and times associated with the new information. If you have recovered any property, **then STOP and contact the Police/Sheriff's Department that is investigating your incident/case.**

Completion of this form is required.

When complete, click "Save" to continue.



The screenshot shows the 'ONLINE REPORTING SYSTEM' interface. At the top, it says 'South Sound 911' and 'Help'. Below that is the logo for 'SOUTH SOUND 911' with the tagline 'YOUR CONNECTION TO POLICE, FIRE AND MEDICAL AID'. A blue bar contains the text 'ONLINE REPORTING SYSTEM'. Below this, a prompt asks the user to 'Provide additional details and events regarding this incident to help us better understand what occurred (2000 characters max)'. A text area contains the following text: 'After the officer took my report and left, I checked and found that additional items were stolen. I filled out Property Item forms for them. Yesterday I called the Police Department to provide serial numbers for the stolen items I knew about the day of the burglary, and also told them about my neighbor's Ring doorbell video.' Below the text area, it says '1672 characters left.' At the bottom, there are 'Back' and 'Save' buttons.

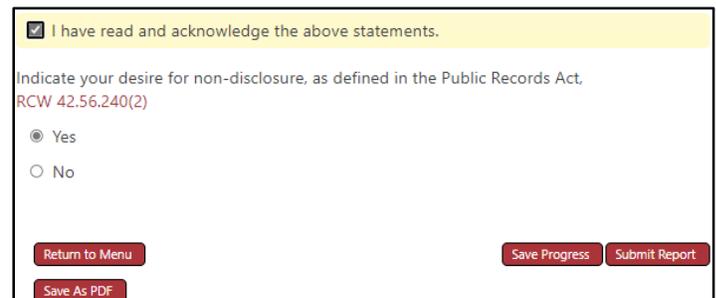
Review

When you have completed the required sections, click the Review and Submit button on the Menu page.

A summary of your report will display, showing all the information you entered. To edit a section, click the section's "edit" link.

The False Insurance Claims and Truth and Accuracy statements must be acknowledged to submit your report. Check the "I have read..." checkbox, and indicate your desire for non-disclosure. While certain information may be exempt from disclosure, Police/Sheriff's reports are public records.

You can print a copy of your report by clicking "Save As PDF." This option is not available after submission.



The screenshot shows a section with a yellow header that says 'I have read and acknowledge the above statements.' Below this, it asks the user to 'Indicate your desire for non-disclosure, as defined in the Public Records Act, RCW 42.56.240(2)'. There are two radio buttons: 'Yes' (selected) and 'No'. At the bottom, there are four buttons: 'Return to Menu', 'Save As PDF', 'Save Progress', and 'Submit Report'.

To complete and submit your report at a later time, you can "Save Progress." You will be provided with a one-time-use web address/link to resume your report. Once you re-open the report, you MUST either complete and submit it, or "Save Progress" again. If you provide your email address in the Reporter Information section, the web address/link will be emailed to you; otherwise, keep a copy of it.

Technical problems? To report a problem or error you experienced while completing a report, please email info@southsound911.org. Please provide a detailed description of what happened, and include any error messages you received. Follow-up from technical staff, if needed, will occur during normal weekday business hours.

Submit Your Report

When you are finished with your online report, click the “Submit Report” button.

If your report is successfully submitted, you will be provided with a Tracking Number. This is not the number to file for insurance claims; it is a temporary number assigned to your online report until it is approved by the appropriate law enforcement agency.

You will need the Tracking Number to check the status of your report.

Obtain a Copy of the Police Report

Your online report is NOT the official police report. You can print a copy or save a PDF copy of your Online Report for your records prior to submission.

Once your online report has been approved by Police, you may request a copy of the police report via South Sound 911’s online [Records Request Portal](#).

Report Follow-up

Contact the relevant law enforcement agency for information about investigation of an incident/crime for which you filed a report. South Sound 911 does not investigate incidents.

Visit the [Police & Fire Agencies](#) page for the partner agencies served by South Sound 911.