

Welcome to the Virginia APS Online Report Portal

- If you have an emergency that requires immediate assistance from law enforcement, the fire department, or an ambulance call 911 FIRST.
 - Call 911 before making an APS report, if you are reporting a suspected crime such as sexual assault or physical abuse of an older or incapacitated adult that results in serious injury to the adult, so police can protect the victim, gather evidence, and speak with witnesses in a timely manner.
 - The APS portal is available 24/7 to make **non-emergency** APS reports of suspected abuse, neglect, or exploitation of **adults** 60 years of age or older and incapacitated adults aged 18 or older.
 - Do not enter a report about child abuse in the portal.
 - Technical assistance is not available to help you enter or complete an online report.
 - If you do not want to use the portal to make an APS report, contact the 24-hour APS Hotline at 1-888-832-3858 or during normal business hours Monday-Friday contact the appropriate local department of social services APS unit.
 - You will be asked to provide the name, age, and location of the adult, information about the alleged perpetrator and details about the incident of maltreatment. You may want to gather this information together before you begin entering the report.
 - Required report fields are indicated with an * and must be completed.
 - A partially completed report cannot be saved and accessed later. Please complete the report in one sitting.
 - You can upload and attach up to 3 photos or documents to the report. Videos can't be uploaded or attached.
 - Once you complete your online report you will be required to verify and submit the report. If you do not click the submit button and receive a confirmation, the information you entered will be discarded and cannot be retrieved.
 - If you provided your email address in the report an email with an ID number to track your online APS report will be sent to you. Keep this information secure. If it is lost, the system is unable to reissue the information.
 - You can enter this ID number in the Reports Status Search feature on the portal website to see if your report was accepted by the local department of social services. You may return to this website at any time and use the Report Status Search feature to check the status of the online APS report you submitted.
 - Malicious Reports: Pursuant to §63.2-1606 of the Code of Virginia, any person 14 years of age or older who makes or causes to be made a report of adult abuse, neglect, or exploitation that he knows to be false is guilty of a Class 4 misdemeanor. Any subsequent conviction of the provision is a Class 2 misdemeanor.
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