

# APS Online Report FAQ for Reporters

## General Portal Questions

1. Can anyone make an Adult Protective Services (APS) report using the portal?  
**Yes, the portal can be used by anyone who wishes to make an APS report.**
2. Does the reporter have to create a portal account?  
**No, the reporter does not create a portal user account or password.**
3. Will reporters be able to create an account for the APS online report portal similar to the Virginia Department of Social Services (VDSS) Child Protective Services (CPS) online report portal, so their information is automatically entered?  
**No, an account is not created in the APS Online Report portal, nor is a reporter able to save their information in the portal.**
4. Can an online APS report be made anonymously?  
**Yes.**
5. How does being an anonymous reporter affect the online report screens?  
**Once the reporter checks the anonymous category, the additional reporter demographic data fields on the reporter screen collapse and can't be completed.**
6. Can a reporter use the APS Online Report portal to make a CPS report?  
**No. The APS Portal is ONLY for APS reports.**
7. How is submitting an online report different from calling the APS hotline?  
**Utilizing the APS online report portal does not require the reporter to wait on hold to make a report, the portal can be accessed at a time convenient for the reporter, the reporter can upload three attachments (pictures and documents) to the report, and it includes Reporter Rights that must be acknowledged by the reporter. The online report also allows the reporter to enter the report contents in his or her own words instead of describing the situation to hotline staff who transcribe the report.**
8. Does the APS Online Report portal timeout?  
**No, it does not, but the report must be completed in one sitting.**
9. What type of information needs to be entered in the online report?  
**The reporter will be asked to complete various screens including demographic information about the alleged victim (the adult), a description of the incident, perpetrator demographics, and acknowledgement of reporter rights. It is recommended that the reporter gather information about the situation before accessing the portal.**

10. Will reporters be able to add attachments to the online report?  
**Yes, a reporter can upload a maximum of three attachments. This includes documents and pictures. Video files can't be uploaded or attached.**
11. Will a reporter be able to add an attachment after they made a report?  
**A reporter is not permitted to go back and upload another attachment after they submit the report.**
12. What if the reporter only knows the adult's birth month and day but not the year?  
**The reporter can either enter the adult's full DOB or the adult's approximate age.**
13. Does the description of allegations, incident, or concerns text box have a limited character amount?  
**It is limited to 3800 characters, which is between ½ and ¾ of a page of content in a standard word document.**
14. Can a reporter select a local department that conflicts with the address where the incident occurred, or will the APS Online Report force a correction?  
**The online report does not force a correction. The reporter is expected to select the correct locality.**
15. Does the reporter have to know the location of the incident?  
**Yes, the reporter should make every effort to determine the location of the incident of maltreatment including the local department that has jurisdiction where the incident occurred (where the investigation will occur).**
16. What if the reporter submits the report to the wrong local department?  
**The receiving local department is responsible for transferring the report to the local department with jurisdiction (correct local department).**
17. If the report involves a facility and the reporter doesn't know the staff name, can the reporter just put in a facility name and address on the alleged perpetrator section?  
**If a perpetrator is unknown, the reporter should select unknown perpetrator, and no other information is gathered. The reporter should enter the name of the facility when entering information about the alleged victim. For example, the reporter should state "Ms. Smith lives in Cactus Hill nursing home."**
18. Can reporters acknowledge their reporter rights within the portal?  
**A reporter must acknowledge that they have read the reporter rights before they can submit the report in the portal.**
19. If the reporter sends the report to the wrong LDSS, will they be notified?

**There is not an automatic status to notify the reporter. The correct local department should make the reporter aware.**

20. Is there a phone number or email address to contact if the reporter needs technical assistance or help completing a report?

**Assistance in completing a report in the portal is not available. If a reporter encounters difficulty in submitting a report in the portal, the reporter can close/exit the portal and make a report to the hotline at 888-832-3858 or by calling the local department.**

### Web ID/Search Feature Questions

21. Where will the web ID search link be located?

**The web search link is located on the APS online report portal landing page.**

22. Will the assigned APS worker information display on the search page?

**No, the assigned worker's name and contact information will not display on the search page.**

23. What types of information will the reporter see on the search page?

**There are six status messages:**

- **Online report submitted to LDSS-*The online report was successfully submitted to the Local Department of Social Services.***
- **Online APS report received and under review by LDSS-*The Local Department of Social Services has acknowledged the report and is in the process of determining report validity.***
- **Invalid report-*The report did not meet validity criteria. However, other referrals may have occurred.***
- **Processing Error-*There was an error in processing the report, please contact the Local Department of Social Services.***
- **Report Sent for Investigation-*An investigation is being conducted by the Local Department of Social Services and shall be completed within 45 days from the date the report was received.***
- **Suspended-*The online report was flagged due to suspicious content.***

24. Will the reporter get a verification email upon submission in case they need documentation that they made a report?

**Yes, once the reporter clicks submit, a verification message will appear. A screenshot may be taken, or the page may be printed. All reporters except for anonymous reporters are required to submit an email address and an email will be sent to them.**

25. What happens if the reporter loses the assigned web ID?

**If the web ID is lost, it cannot be recovered or replaced.**