

# **Mandated Reporters**

## **Tips on Navigating the *DHS 1640-WEB* Online Report Form for Vulnerable Adult Abuse**

**Purpose:** This online report form is for reporters who are mandated by Hawai'i state law to report abuse, neglect, and/or exploitation of a vulnerable adult. Please have all relevant documents ready before beginning your report. Please provide as much information as possible about the Alleged Victim, Alleged Perpetrator(s), and the incident(s) of alleged abuse. **If multiple alleged victims are involved, please complete a separate report for each victim.**

### **USING THE DHS 1640-WEB ONLINE REPORT FORM**

1. ***ACCESS TO AN EMAIL ACCOUNT IS REQUIRED.*** If you don't have access to an email account, you may access a PDF version of the DHS 1640 Report Form for Vulnerable Adult Abuse by clicking on the link that is on the DHS 1640-WEB online report form.
2. **Log in and create a reporting account:**
  - In the "**Mandated Reporting**" box, click "**Start new report**".
  - You will need a verification code to log in to your account. **Enter your email address and click "Send Verification Code"**.
    - If you don't receive an emailed verification code within 5 minutes, please check your junk folder. To request another verification code, click "Resend Code."
  - **Enter the verification code** and click "**Confirm**" to log in and start your report.
3. You may log out at any time. To log out, click "**My Account**" and select "**Log Out.**"
4. **Return to an unfinished report:**
  - Under "**Returning Users**" click "**Sign In.**"
  - **Request a new verification code** by following the **steps in #2** to log in to your account.
  - After confirming your contact information, click "Continue" to proceed to your home dashboard, where you can access all of your unfinished draft reports.
  - *Unfinished reports must be completed and submitted within **30 days** or they will be deleted.*
5. **Navigating the DHS 1640-WEB online report form:**
  - Click "**Continue**" at the bottom of each screen to **save your progress and move on** to the next screen.
  - **To go back to previous screens**, use the icons at the top of the screen.
6. You will be asked to review a **Report Summary** before submitting your report.
7. **Upon submitting your report, you can:**
  - Download and/or print a PDF copy of your report. A copy of your report will be emailed to the address that you provided.
  - Start a new report if you need to submit more than one report.
  - Access and review your submitted reports in your dashboard by clicking on "My Account" and selecting "Reports".

### **WHO IS A MANDATED REPORTER?**

**Mandated Reporters** are *required* to report vulnerable adult abuse because of their professional or official duties, per Hawai'i Revised Statutes §346-224.

- Mandated reporters must submit a written report as well as an oral report. Submission of the DHS 1640-WEB online report form meets the written report requirement.
- As soon as possible:
  - Call the Statewide Adult Protective Services (APS) reporting line: (808) 832-5115.
  - Submit the DHS 1640-WEB online report form, including after business hours.

### **IF YOU HAVE ANY QUESTIONS OR NEED ASSISTANCE PLEASE CONTACT THE FOLLOWING:**

**Technical Support** (help navigating the DHS 1640-WEB Online Report Form): email [aps@mauisdc.com](mailto:aps@mauisdc.com)

**Content Questions:** Contact the Adult Intake Unit email [SSDOahuAPCS@dhs.hawaii.gov](mailto:SSDOahuAPCS@dhs.hawaii.gov) OR call (808) 832-5115