

Non-Mandated Reporters

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

Purpose: Use this online form 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.**

NON-MANDATED REPORTERS

Non-mandated Reporters are persons of the **general public** who want to report an incident that they believe involves vulnerable adult abuse. **Non-mandated reporters may choose to either:**

- **Provide their contact information** so that APS may contact the reporter for more information,
- OR**
- **Submit an anonymous report** without providing their contact information.

MANDATED REPORTERS

Mandated Reporters are *required* to report vulnerable adult abuse because of their professional or official duties, per Hawaii Revised Statutes §346-224. ***If you are a Mandated Reporter, please see the tip sheet for Mandated Reporters.***

SUBMITTING A REPORT

SUBMITTING A REPORT THAT PROVIDES YOUR CONTACT INFORMATION:

ACCESS TO AN EMAIL ACCOUNT IS REQUIRED. If you don't have access to an email account, you may call the statewide reporting line at (808) 832-5115 and/or 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.*

1. Log-in and create a reporting account:

- In the “Other Reporting” box, click “Choose Reporting Type”. On the next screen, in the “Non-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.
- You may log out at any time. To log out, click “My Account” and select “Log Out.”

2. 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.*

3. 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.

4. You will be asked to review a **Report Summary** before submitting your report.

5. 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”.

SUBMITTING AN ANONYMOUS REPORT:

If you choose to report anonymously, you will not be able to access completed reports and will not be contacted for any follow-up.

1. In the “Other Reporting” box, click “Choose Reporting Type.” Under “Anonymous Reporting,” click “Start New Report”.
2. You will be asked to confirm that you wish to make an anonymous report. If so, click “Continue” to start your report.
3. 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.

You will be asked to review a **Report Summary** before submitting your report.

Upon submitting your report, you can download and/or print a PDF copy of your report. You can also start a new report if you need to submit more than one report.

QUESTIONS?

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

Content Questions: Contact the Adult Intake Unit
email SSD0ahuAPCS@dhs.hawaii.gov OR
call (808) 832-5115