

## **Online System for Child Abuse and Neglect Reporting (OSCR) Frequently Asked Questions**

### **What is OSCR?**

The Online System for Child Abuse and Neglect Reporting (OSCR) is a tool that allows mandated reporters to report suspected child abuse and/or neglect concerns online directly to the Missouri Child Abuse and Neglect Hotline.

### **Who reviews OSCR reports?**

Each report made online will be reviewed by a Child Abuse and Neglect Hotline team member. Our team reviews reports made online 24 hours a day, 7 days a week.

### **Does making a report online fulfill my requirement as a mandated reporter?**

Yes, making a report online is an acceptable way to report concerns of child abuse and/or neglect. Once submitted, online reports go directly to the Missouri Child Abuse and Neglect Hotline to be reviewed by a trained team member.

### **I'm trying to make a report, and it's asking for my account information. How do I create an account?**

To make a report online you must create a [MO Login account](#). We recommend creating an account in advance to save time.

### **How long will it take for someone to review my report once I submit it online?**

Every report made through OSCR will be processed within 1-3 hours of being submitted.

### **Who should I contact if I am having trouble making an online report?**

Who you should contact depends on the type of problem you are experiencing.

If you are having trouble with your MO Login, call 1-800-392-8725 and select **Option #1**. The ITSD Help Desk is able to assist Monday through Friday between 7:30 a.m. and 5:30 p.m. with:

- Problems creating a MO Login account
- Help with resetting MO Login password

If you are having trouble completing a report online through OSCR, call the FACES Help Desk at 1-800-392-8725 and select **Option #3**. The FACES Help Desk is available from 8 a.m. to 5 p.m. Monday through Friday to help with:

- Problems on any page within the online reporting system (OSCR)
- Issues with not receiving a confirmation email after your report has been submitted and classified

If you are having trouble completing a report online through OSCR after business hours, you should call the Child Abuse and Neglect Hotline toll-free at 1-800-392-3738.

### **What information do I need to make a report online?**

To make a report online through OSCR you will need the same information you would need to provide when calling the [Child Abuse and Neglect Hotline](#).

Remember:

- Provide as much identifying information (ex. name, date of birth or age, sex) and locating information (ex. address, phone number, school) as possible
- Include as much detail about the incident(s) or concern(s) as possible
- If the answer to a question is unknown, you can document that in the required field

### **What if I need to correct or add information to my report?**

If you have not yet received a confirmation email stating that the information has been classified, please call the Child Abuse and Neglect Hotline at 1-800-392-3738 to speak with a team member and provide corrected or additional information.

If you have already received an email stating the information was sent to a designated county office, call [that county office directly](#).

### **I didn't get a confirmation email. What should I do?**

If the situation is an emergency, please contact law enforcement immediately. All reports submitted online are processed within 1-3 hours. Once the report has been processed, an email will be sent to the email address you provided when creating your account. You may also consider checking your spam and trash folder in your mailbox.

### **Can I save the report I am working on and finish it at a later time?**

You can save an incomplete report for up to 72 hours by clicking the "Save and Exit" button on the screen you are working on within OSCR. The next time you log in, you will be able to select the saved report by clicking Go or start a new report by clicking "Begin New Report". Once 72 hours have passed from the time you saved the report, the saved information will no longer be available, and you will need to begin a new report.

### **What should I do if I am having trouble using the OSCR system on my computer?**

We recommend using Google Chrome if possible to access OSCR. If you are using a different browser, try switching to Google Chrome or another computer.

Also make sure your pop-up blocker has been disabled.

### **What if I have a question about the call classification?**

Call the Child Abuse and Neglect Hotline at 1-800-392-3738 for questions about the classification of an OSCR report. A team member will verify you are the reporter, ask for the call number, and transfer you to the appropriate team member for assistance.