Using the Phone App for Fraud Hotline Reporting
August 17, 2020

There is now a phone app to submit and follow up on Fraud Hotline reports. Lighthouse, the company that manages our Fraud Hotline has provided a free app that is accessible through Apple's App Store or Google's Play Store. This document contains information on how to download and set up the app and how to use the app.

1. Download the Lighthouse App by clicking on one of the following links: Apple's App Store and Google's Play store or you may go to your app store and type "Lighthouse Services" or "anonymous reporting" in the search box. The correct app should look like this in the app store:

2. The first time you open the app you should see this:

3. Enter the keyword *pisd*, then click the *Save* button. This will save that keyword in *Your Keywords*.
4. When you file a report, simply click the *pisd* keyword to submit the report.

NOTE: There is a Help file available in the app, accessible by tapping the question mark icon at the bottom left of the screen. The following page contains general instructions for this app provided by Lighthouse Services.

General Anonymous Reporting App Instructions Provided by Lighthouse Services

This app can be downloaded to your phone and will enable you to submit new anonymous reports and follow up on anonymous reports related to an issue at your company or organization.

In order to use the app:

First, download it to your phone and install it.

- If your phone is an iPhone, download the app here
- If your phone is not an iPhone, download the app here.
- If you are not currently reading this on your phone, use your phone to go to the Apple App Store (https://www.apple.com/ios/app-store) or the Google Play store (https://play.google.com/store) and search for "Anonymous Reporting".

MAKING A NEW REPORT

When you open the app, it will present you with a field containing the words "Enter Keyword". The keyword should be provided by your employer or other organization that subscribes to the Lighthouse service. Once you enter it, click "Save". This will save that keyword in "Your Keywords".

Click the keyword to submit your report. After submitting a report, you will be provided with a case number. You can store this case number in the app by copying the case number provided, clicking on the edit icon for the keyword and pasting it into the 'Enter Case Number' field. If you provided a PIN during report submission, check the 'This case number has a PIN' checkbox. There is no field to save your PIN; you will still need to remember it. Select 'Save' to store the case number.

FOLLOWING UP ON A PREVIOUS REPORT

To follow up on a specific report, select the case number below the keyword on the dashboard page.

If a PIN was required during report submission, the Case Management System portal page will be displayed with the case number pre-populated. You'll need to enter the report's PIN to access the report through the portal.

If a PIN was not required during report submission, your company's or organization's anonymous web reporting page will be displayed. On that page, click the submit button labeled "Don't have a PIN" under the 'Already Made a Report Selection'. This will take you to your organization's web reporting page. Scroll down and click "Don't have a PIN" under "Already Made a Report?"

MANAGE KEYWORDS

To manage keywords, select the gear icon in the lower right of the dashboard page. The Manage Keywords page will allow you to enter additional keywords or delete existing keywords. Note, when a keyword is deleted all associated case numbers will be deleted on the app only. This does not delete the reports themselves.