

**CITIZEN MANUAL
FOR
NATIONAL CYBERCRIME REPORTING
PORTAL**



INDIAN CYBERCRIME COORDINATION CENTRE (I4C)

**USER MANUAL FOR
REPORTING CYBER CRIME
AGAINST WOMEN AND
CHILDREN (CP/RGR)**

Ministry of Home Affairs

MINISTRY OF HOME AFFAIRS

Document Information

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Disclaimer

As per Article 246 of the Constitution of India, Public and Police order is the responsibility of the State. Due to transnational and borderless nature of cybercrimes, this Portal has been developed for facilitating public to report cybercrime complaints online.

All the reported complaints are dealt by respective State/UT police authorities based on the information provided by the complainant for necessary action. This portal has been designed to report complaints related to cybercrimes and should not be treated as an FIR. State /UT authorities are responsible for appropriate action on the complaints reported on the portal. Complainants are advised to take care of the accuracy of information provided by them on the portal.

ABBREVIATIONS

OTP	One Time Password
2FA	Two factor Authentication
EML	Electronic Mail
BTC	Bitcoin
TAU	National Cybercrime Threat Analytics Unit
NCFL	National Cybercrime Forensic Laboratory
NCTC	National Cybercrime Training Centre
NCR&IC	National Cyber Research and Innovation Centre
CP	Child Pornography
R&GR	Rape and Gang Rape

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1. Background

Ministry of Home Affairs, Government of India is implementing a scheme called 'Indian Cyber Crime Coordination Centre (I4C)' to deal with cybercrimes in a coordinated and comprehensive manner. Following are seven components of the centre:

1. National Cybercrime Threat Analytics Unit (TAU)
2. National Cybercrime Forensic Laboratory (NCFL)
3. National Cybercrime Training Centre (NCTC)
4. Cybercrime Ecosystem Management
5. Platform for Joint Cybercrime Investigation Team
6. National Cybercrime Reporting Portal (NCRP)
7. National Cyber Research and Innovation Centre (NCR&IC)

One of the components of I4C is operationalisation of National Cybercrime Reporting Portal to deal with all types of cybercrimes. The earlier Cybercrime Reporting Portal www.cybercrime.gov.in was for filing of cybercrime complaints pertaining to Child Pornography (CP)/ Rape Gang Rape (RGR)/ Obscene Content only, however, the National Cybercrime Reporting Portal facilitates filing of all types of cybercrimes with special focus on the cybercrime against women and children.

2. Introduction

This portal facilitates a person to report cybercrime against women and children related to Child Pornography (CP) -Child Sexual Abuse Material (CSAM), Rape Gang Rape (RGR) - Sexually Abusive Content and Sexually Explicit Content.

- I. Assignment of a reported complaint to a State/UT is done on the basis of the address of the complainant.
- II. In case you are not satisfied with the action taken by police officers you can reach out to grievance officers of your State/UT. Details of grievance officers are under Contact us section of portal.

For Report Anonymous CP/RGR Complaints

- I. By using this option, the complainant does not have to reveal his /her identity.
- II. Only **Child Pornography (CP) - Child Sexual Abuse Material (CSAM), Rape Gang Rape (RGR) - Sexually Abusive Content and Sexually Explicit Content** related complaints can be reported through this option.
- III. The complainant has to mandatorily select the Category of crime and the state where the complainant is residing or crime has taken place to register their complaint.
- IV. The complainant can share a link to CP/ RGR content or upload evidences as attachment (common file types such as images, video's, documents, PDF etc.).

- V. A description column is available for the complainant to add necessary details related to their complaint

For Report & Track CP/RGR Complaints

As a responsible citizen you should use “Report and Track” option for reporting the incident/ crime, since it would help the Law enforcement agencies to contact you for further details. You will need to provide key information such as your name, phone number, email address, details of the incident/ complaint and necessary information supporting the complaint, etc.

- I. Reporting a complaint through the “Report and Track” option, you may either choose your location (If you are victim) or the victim’s location/ state where the incident has happened.
- II. For future tracking of the complaint, the complainant will receive a complaint ID on the registered mobile number and e-mail address. This complaint ID is not an FIR number but is a confirmation of registration of complaint on the portal.
- III. You will get update of action taken by police officers on your registered mobile number and e-mail ID
- IV. By using this option, the complainant will identify himself/ herself by providing his/her mobile number. The complainant will receive an OTP to authenticate and login to the complaint registration page.
- V. Once the complaint is registered, the complainant can access case history and check for update/ action related to the complaint by logging back using the same mobile number. SMS updates are also sent on the complainant’s mobile number as the status of the complaint is updated by the state nodal cyber cell in the cyber police application.
- VI. The complainant must mandatorily select the Category of crime and their State of residence to register their complaint. The phone number of the Complainant is automatically picked as per the number shared during login.
- VII. Complainant also has the option to identify the platform where the content was shared/ noticed- for example, common platforms such as Facebook, YouTube, and Instagram, etc. The complainant will need to add the URL/ ID of account where content was noticed/ shared from or the phone number from where the message was received on instant messaging apps.
- VIII. The complainant can share a link to CP/ CSAM/ RGR content or Obscene content as well as upload artefacts (common file types such as images, video’s, documents, PDF etc.) as evidence.
- IX. A description column is available for the complainant to add necessary details related to their complaint and evidences uploaded.
- X. Once submitted, the complainant will receive a complaint ID number and has the option of download a PDF copy of the complaint filed on the portal.

- XI. The complainant will also receive SMS and e-mail with the complaint ID number along with an acknowledgement of the complaint being registered.

2.1 Purpose

- The purpose of this citizen manual document is to describe the functionalities and workflow that is provided to citizens on the cybercrime portal for reporting cybercrime complaints against women and children pertaining to **Child Pornography (CP) -Child Sexual Abuse Material (CSAM), Rape Gang Rape (RGR) - Sexually Abusive Content and Sexually Explicit Content.**

3. How to report Anonymous CP/RGR Complaint

Type the URL <https://www.cybercrime.gov.in> in the Web browser

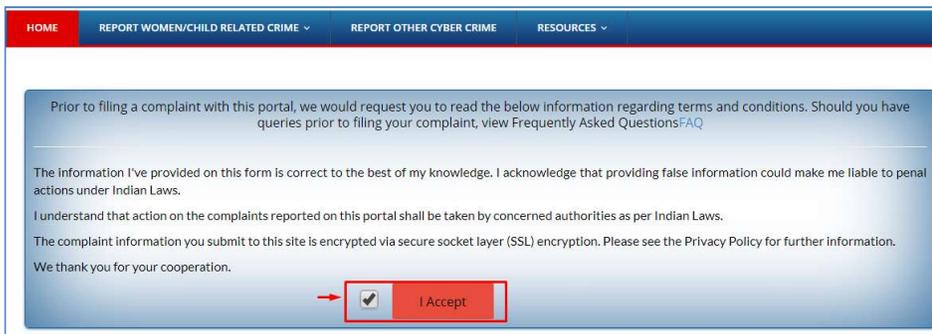
Step 1: Navigate to Report Anonymously complaint section

Select “**Report Anonymously**” option under **Report Women/Child Related Crime**, if you want to report an online **Child Pornography (CP) -Child Sexual Abuse Material (CSAM) or Rape/Gang Rape (RGR) – Sexually Abusive Content** without revealing your identity. However, information related to the incident / complaint should be complete for the police authorities to take necessary action. Following are the steps to report a cyber crime complaint:

- I. Click on “**File a complaint**”



- II. Read the message carefully in the window and check on the “**I Accept**” checkbox.



- iii. Under Report Cyber Crime Related to Women/Child, Click on **“Report Anonymously”** . Also accessed from **“HOME”** page :



Step 2: Provide Complaint & Incident Details

Provide the details as required for complaint reporting under **“Complaint/Incident Details”**

2.1 To report a CP/RGR anonymous complaint, you may keep following information ready before registering your complaint:

- i. If you have received CP/RGR related content on SMS:
 - a. Take the screenshot/s of the SMS (depicting the objectionable content) and sender details (name, ID) as same needs to be provided on the portal as evidence
 - b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal
- ii. If you have received an email related to CP/RGR related content:
 - a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded in the portal as evidence
 - b. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for uploading the same as an evidence on the portal
- iii. If you received or found CP/RGR related content on messaging platform such as WhatsApp, Hike, Skype etc:
 - a. Take the screenshot/s of the chats depicting the objectionable content with sender’s number along with date and time for uploading the same as evidence on the portal

- iv. If you received or found CP/RGR related contents on social media platform/forums/blogs/website such as YouTube, Facebook, WordPress etc.:
 - a. Note down/ Copy (to your device/ desktop) the URL where you have seen such content
 - b. Take the screen shot of the page or save the page (as .pdf) showing abusive content on your device/ desktop for uploading the same as an evidence on the portal

Note2: For further details on above points you may refer to **Annexure A, Help**

2.2 Complaint reporting

- i. Select the “Category of complaint” (**Mandatory**) from the drop-down (three options are available in drop-down – **1. Child Pornography (CP) - Child Sexual Abuse Material (CSAM)**, **2. Rape/ Gang Rape (RGR) – Sexually Abusive Content**, and **3. Sexually Explicit Content**)

The screenshot shows the 'Report Anonymously' form with the following elements:

- Navigation tabs: HOME, REPORT WOMEN/CHILD RELATED CRIME, REPORT OTHER CYBER CRIME, RESOURCE.
- Form title: Report Anonymously
- Form sections: Complaint & Incident Details, Suspect Details, Preview & Save.
- Field: Category of complaint: * (highlighted with a red box)
- Dropdown menu: Select Category (expanded to show three options: Child Pornography (CP)-Child Sexual Abuse Material (CSAM), Rape/Gang Rape (RGR)-Sexually Abusive Content, Sexually Explicit Content).
- Field: Complaint / Incident Details (with a note: Kindly fill in the below form with details of the incident).

- ii. Select “Approximate Date and Time of incident/receiving/viewing of content” (**Mandatory field**)
 - iii. Select “State/UTs” (**Mandatory field**) –Select the victim’s location if known or wherein incident happened.
 - iv. Select “District” (**Mandatory field**)
 - v. Select Police Station
 - vi. Select the “Where did the incident occur?” (**Mandatory field**) - Select from the dropdown the source of evidence like social media platform (Facebook, twitter, Instagram etc.), messaging platform (WhatsApp, hike etc.), e-mail, website, URL or other
- (**Note:** For help on uploading evidence refer to **Annexure A Help**)

Reason for delay in reporting :

Where did the incident occur? :*

Please provide any additional information about the incident :*

Select Information Source

Select Information Source

Email

Facebook

Hike

Instagram

Snapchat

TikTok

Twitter

WhatsApp

Website URL

WeChat

Youtube

LinkedIn

Telegram

Other

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Towards a new dawn

- vii. Upload evidence if any (*Maximum allowable limit is 5 MB*). (Mandatory field)
- viii. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). (Mandatory field)
- ix. Click on **Save & Next** for proceed

Complaint / Incident Details

Kindly fill in the below form with details of the crime.

Approximate date & time of Incident/receiving/viewing of content * **HH:** **MM:** **AM:**

Reason for delay in reporting :

State / UTs : *

District :*

Police Station :

Where did the incident occur? :*

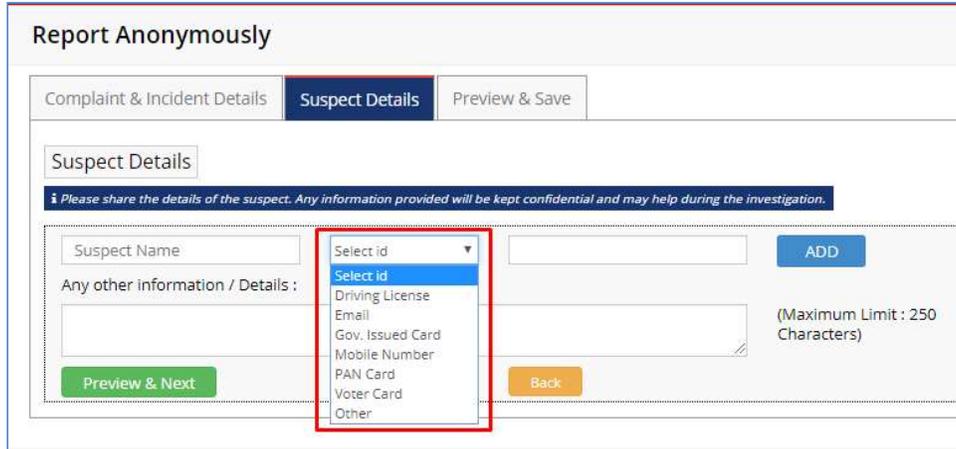
S.No.	Description	Text Information	Supporting Evidence	
1	Suspect's WhatsApp Phone number	9891893093	card.jpg	<input type="button" value="Delete"/>

Please provide any additional information about the incident :*

Maximum of 1500 characters - characters left

Step 3: Provide Suspect Details

- Share the suspect details if suspect is known
- i. Enter "Suspect Name"
 - ii. Select ID – Provide suspect's ID e.g. (Driving License, Email, Gov. Issued Card, Mobile Number, PAN Card, Voter Card and Other) then click **Add** and subsequently add the selected details
 - iii. Provide **Any other information/ Details** about the suspect (which you think can be included in the complaint and could help in investigation).



Report Anonymously

Complaint & Incident Details | **Suspect Details** | Preview & Save

Suspect Details

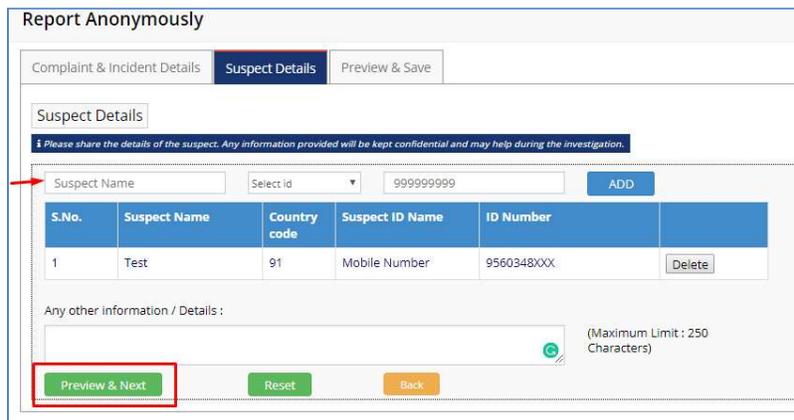
Please share the details of the suspect. Any information provided will be kept confidential and may help during the investigation.

Suspect Name: Select id: **Select id** (dropdown menu open) ADD

Any other information / Details : (Maximum Limit : 250 Characters)

Preview & Next (highlighted) | Back

iv. Click on **Preview & Next**



Report Anonymously

Complaint & Incident Details | **Suspect Details** | Preview & Save

Suspect Details

Please share the details of the suspect. Any information provided will be kept confidential and may help during the investigation.

Suspect Name: Select id: 999999999 ADD

S.No.	Suspect Name	Country code	Suspect ID Name	ID Number	
1	Test	91	Mobile Number	9560348XXX	Delete

Any other information / Details : (Maximum Limit : 250 Characters)

Preview & Next (highlighted) | Reset | Back

Step 4: Preview & Submit

Click on **“Preview & Submit”** tab to review the information you provided before submission of the complaint

- a. Click **“Back”**, if you want to edit the filled information, or
- b. Click **“Confirm & Submit”** to submit the complaint

Report Anonymously

Complaint & Incident Details | Suspect Details | **Preview & Submit**

Category of complaint: * Child Pornography (CP)-Child Sexual Abuse Material (CSAM)

Complaint / Incident Details

Approximate date & time of Incident/receiving/viewing of content: 18/06/2019 HH: N/A MM: N/A : N/A

Reason for delay in reporting: N/A

State / UTs: HARYANA

District: KARNAL

Police Station: KUNJPURA

Supporting Evidence

S.No.	Source of Information	Suspect's Information	Supporting Evidence	Date
1	Other Media	dsdsadsad	Report.jpg	

Please provide any additional information about the incident: dsdfsasdfsad

Suspect Details

No record found.

Please Upload Any Photograph of Suspect's:

Any other information / Details: dsdfsdfsda

20 + 12 = ? Enter Sum

I acknowledge that providing false information could make me liable to penal action under Indian laws.

I Agree.

Confirm & Save | Reset | Download PDF | Back

Answer to the puzzle and press “ I Agree “ radio button to proceed.

On submission of the complaint, a complaint submission message will be displayed on the portal and complaint would be worked upon by the respective State/UT police authorities.

Step 5: Generate PDF of reported complaint

Once you click on the “**Download PDF**” option, details of the complaint reported gets downloaded in PDF format, which could be used for further reference. Following are the sample of downloaded complaint.



Anonymous Complaint

Category of complaint : Child Pornography (CP)-Child Sexual Abuse Material (CSAM)

Complaint / Incident Details:

Complaint Type : Report Anonymously

Approximate Date : 19/08/2019 HH : N/A MM : N/A NA :

Reason for delay in reporting : N/A

State : HARYANA

District : KARNAL

Police Station : KUNJIPURA

Supporting Evidence :

Description	Text Information	Supporting Evidence
Other Media	deleted	Report.jpg

Please provide any additional information about the incident: deleted

Suspect Details:

Suspect Name	ID Type	Country Code	ID Number
N/A	N/A	N/A	N/A

Please Upload Any Photograph of Suspect's: N/A

Any other information / Details : deleted

Uploaded File Information:

Number of Uploaded File : 1

(1). File Name : Report.jpg

Binary Hash of File(SHA256) : D4ED41D08F94977E2C5512FC7438C5AE5797F0B482F001FE042861E4488E0A80

Binary Hash of File(MD5) : 8FFe3FFD0182E5C18F8A84792E1B8807



4. How to Report and Track a CP/RGR Complaint

Type the URL <https://www.cybercrime.gov.in> in the Web browser

Step 1: Navigate to Report & Track section

Select “**Report & Track**” option under **Report Crime Related to Women/Child** if you want to report an online Child Pornography (CP) -Child Sexual Abuse Material (CSAM), Rape/Gang Rape (RGR) - Sexually Abusive Content and Sexually Explicit Content. Following are the steps to report a complaint:

- I. Click on “**File a complaint**”



- II. Read the message carefully in the window and check on the “**I Accept**” checkbox.



- III. Under Report Cyber Crime Related to Women/Child, Click on “**Report And Track**”. Also accessed from “**HOME**” page :



Step 2: Login for reporting a complaint

You will need to register yourself using your mobile number. You will receive a One Time Password (OTP) that will be used to verify your phone number. The OTP is valid for 30 minutes. Once you successfully register your mobile number on the portal, you will be able to report the complaint.

You required fill the following details (**mandatory**) to login into the portal to report your complaint.

- i. Enter your name in **User Name** field
- ii. Enter your **Mobile Number**
- iii. Click on **Get OTP**
- iv. Enter the OTP (received on mobile number)
- v. Enter the security answer for authentication in the field provided
- vi. Click on **Submit** button

Step 3: Provide Incident Details

3.1 To report a CP/RGR report & track complaint, you may keep following information ready before registering your complaint:

- i. If you have received CP/RGR related content on SMS:
 - a. Take the screenshot/s of the SMS (depicting the objectionable content) and sender details (name, ID) same need to be updated in the portal as evidence
 - b. Note the date and time when you have received the SMS and same need to be updated in the Incident description field while you report your complaint on the portal
- ii. If you have received an email related to CP/RGR related content:
 - a. Save the received e-mails in pdf or .eml format or take the screenshot/s of the received e-mail and the same needs to be uploaded in the portal as evidence
 - b. If the received e-mails had an attachment/s, then keep the attachment/s ready on your desktop/ device for updating the same as an evidence on the portal
- iii. If you received or found CP/RGR related content on messaging platform such as WhatsApp, Hike, Skype etc:
 - a. Take the screenshot/s of the chats depicting the objectionable content with sender's number along with date and time for uploading the same as evidence on the portal
- iv. If you received or found CP/RGR related contents on social media platform/forums/blogs/website such as YouTube, Facebook, WordPress etc.
 - a. Note down/ Copy (to your device/ desktop) the URL where you have seen such content
 - b. Take the screen shot of the page or save the page (as .pdf) showing abusive content on your device/ desktop for uploading the same as an evidence on the portal

Note1: In all above cases, you must preserve the original evidence i.e. do not delete SMSs, emails, attachment, messenger Chats, website URLs, screenshots etc. as these could be needed by law enforcement agency as evidence for prosecuting the offender.

Note2: For further details on above points you may refer to **Annexure A, Help**

3.2 Complaint reporting

Provide the details as required for complaint reporting under “**Incident Details**”.

- I. Select the “Category of complaint” (**Mandatory**) from the drop-down (three options are available in drop-down – **1. Child Pornography (CP) - Child Sexual Abuse Material (CSAM), 2. Rape/ Gang Rape (RGR) – Sexually Abusive Content, and 3. Sexually Explicit Content**)



- II. Select “Approximate Date and Time of incident/receiving/viewing of content” **(Mandatory field)**
- III. Select the “Where did the incident occur?” **(Mandatory field)**- Select from the dropdown the source of evidence like social media platform (Facebook, twitter, Instagram etc.), messaging platform (WhatsApp, hike etc.), e-mail, website, URL or other **(Note: For help on uploading evidence refer to Annexure A Help)**
- IV. Upload evidence if any *(Maximum allowable limit is 5 MB)*. **(Mandatory field)**
- V. Provide any additional information about the incident (which you think can be included in the complaint and could help in investigation). **(Mandatory field)**
- VI. Click on **Save and Next** to proceed

Step 4: Provide Suspect Details

Share the suspect details if suspect is known

- a. Enter “**Suspect Details**” to help in investigation

- i. Enter “Suspect Name”
- ii. Select ID – Provide suspect’s ID e.g. (Driving License, Email, Gov. Issued Card, Mobile Number, PAN Card, Voter Card and Other) then click **Add** and subsequently add the selected details

The screenshot shows the 'Report & Track' interface. At the top, there are buttons for 'Update Mobile Number', 'Report Cyber Crime', and 'Check Status'. Below these are tabs for 'Incident Details', 'Suspect Details', 'Complainant Details', and 'Preview & Save'. The 'Suspect Details' tab is active. A message states: 'Please share the details of the suspect. Any information provided will be kept confidential and may help during the investigation.' The form includes fields for 'Suspect Name', 'Select ID' (with a dropdown menu open showing options like Driving License, Email, Gov. Issued Card, Mobile Number, PAN Card, Voter Card, and Other), 'Id Number', and an 'ADD' button. Below these are fields for 'House No.', 'Street Name', 'Colony', 'Country' (set to INDIA), 'Select State', and 'Select District'. A question 'Do you want to share address of suspect?' is followed by 'Yes' and 'No' radio buttons.

- b. You may share the suspect’s address for correspondence if known (Click on **Yes** and fill the below details)

- i. Type house no., street name, colony, village/town/city, tehsil details
- ii. Select “Country”
- iii. Select “State”
- iv. Select “District”
- v. Select “Police Station”
- vi. Enter “Pin code” number
- vii. Click **Save & Next**

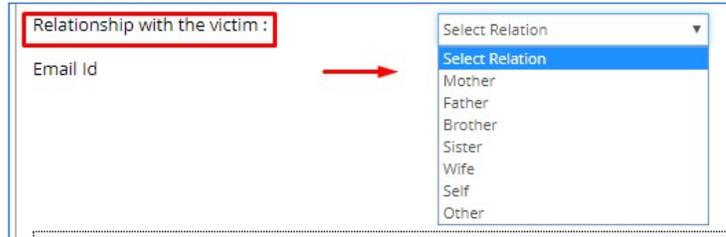
The screenshot shows the 'Do you want to share address of suspect?' form. The 'Yes' radio button is selected. The form is filled with the following details: House No. C-34, Street Name 136, Chawla ext par, Colony, Vill/Town/City NEW DELHI, Tehsil, Country INDIA, State, District, Police Station, and Pincode 110071. The 'Save & Next' button is highlighted with a red box.

Step 5: Provide Complainant Details

Click on “**Complainant Details**” tab to provide the details of complainants

- a. Fill the complainant details

- i. Enter the “Gender”, “DOB”, “Father/Mother/Spouse Name-(Mandatory field)” details
- ii. Select “Relationship with the victim”



- iii. Provide your email id if any, for further communication during the investigation
- iv. “Upload victim National ID (voter ID/ PAN card/ Driving License or any Govt. issued card)” - (Mandatory field)

Incident Details	Suspect Details	Complainant Details	Preview & Submit
------------------	-----------------	---------------------	------------------

Complainant Details

Name :	<input type="text" value="Select"/>	<input type="text" value="jit"/>
Mobile No. :	<input type="text" value="11111111111"/>	
Gender :	<input type="text" value="Select Gender"/>	
DOB :	<input type="text" value="dd/mm/yyyy"/>	
Father/Mother/Spouse Name*	<input type="text" value="Father"/>	<input type="text" value="Father/Mother/Spouse name"/>
Relationship with the victim :	<input type="text" value="Select Relation"/>	
Email Id	<input type="text" value="Your Email Id"/>	
Please Upload Any National ID of victim:*	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="Upload"/>

- b. Provide the complainant’s address for correspondence
 - i. Type House no., Street Name, Colony, Tehsil details
 - ii. Type Village/Town/City
 - iii. Select “Country” (By default India)
 - iv. Select “State” – (Mandatory field)
 - v. Select “District” - (Mandatory field)
 - vi. Select “Police Station”
 - vii. Enter “Pin-code” number
 - viii. Click **Save & Preview**

Please Choose Nationality: INDIAN ▼

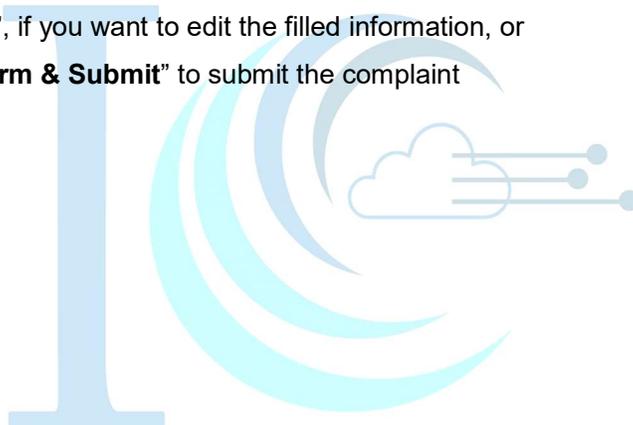
House No.	<input type="text"/>	Country	INDIA ▼
Street Name	<input type="text"/>	State *	Select State ▼
Colony	<input type="text"/>	District*	Select District ▼
Vill/Town/City	<input type="text"/>	Police Station	Select Police Station ▼
Tehsil	<input type="text"/>	Pincode	<input type="text"/>

Back
Reset
Save & Preview

Step 6: Preview & Submit

Click on **“Preview & Submit”** tab to review the information you provided before submission of the complaint

- a. Click **“Back”**, if you want to edit the filled information, or
- b. Click **“Confirm & Submit”** to submit the complaint



Incident Details | Suspect Details | Complainant Details | **Preview & Submit**

Complaint / Incident Details

Category of complaint: Sexually Explicit Content

Approximate date & time of incident (screening/showing of content): 18/06/2019 HH N/A MM N/A AM

Reason for delay in reporting: N/A

Supporting Evidence

S.No.	Description	Text Information	Supporting Evidence
1	Suspect's Email ID	jit@gmail.com	Report.jpg

Please provide any additional information about the incident:

Suspect Details

We Don't know Suspect Name:

Please Upload Any Photograph of Suspect's:

Suspect Address

Name: N/A Country: INDIA
 No.: N/A State: N/A
 Street Name: N/A District: N/A
 Colony: N/A Police Station: N/A
 Vill/Town/City: N/A Pincode: N/A

Complainant Details

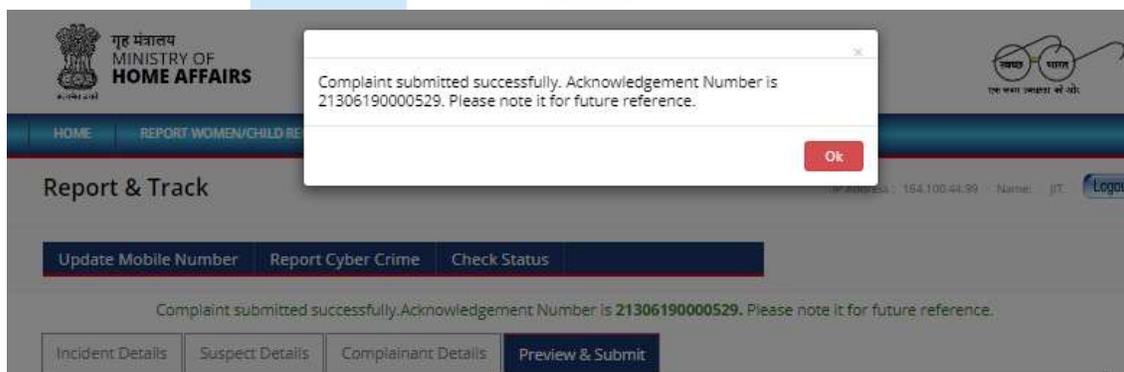
Name: JI
 Mobile No.: 1111111111
 Gender: Select Gender
 DOB:
 Father Name: Father Relationship with the victim: N/A
 Email id:
 National ID of victim: Report.jpg

Complainant Address

Nationality: INDIAN Country: INDIA
 Name: N/A State: HARYANA
 Street Name: N/A District: MAHERBORGAMI
 Colony: N/A Police Station: N/A
 Vill/Town/City: N/A Pincode: N/A

I acknowledge that providing false information could make me liable to penal action under Indian laws. I Agree.

On submission of the complaint, a complaint submission confirmation message with 'Complaint ID' will be displayed on the portal along with the pop-up.



You will also receive a message and e-mail on the registered mobile number and e-mail ID once the complaint is successfully submitted in the portal.

Step 7: Generate PDF of reported complaint

If you want to download the complaint, click on the "Download PDF" option, details of the complaint reported gets downloaded in PDF format, which could be used for further reference.

- a. You need to fill the following details (**Mandatory**) to login into the system
 - i. Provide **User Name** – which is given during reporting the complaint
 - ii. Type **Mobile Number**
 - iii. Enter OTP (received on mobile number)
 - iv. Type security answer for authentication
 - v. Click **Submit** button

- b. Click on “**Check Status**” option and select date to search for your registered complaint. Also, progress of the reported complaint would be notified to the registered mobile number and email

5. Additional Features

5.1 Recover Your Username

If You forgot your username, follow the following steps

- i. Click on “**Forget User name**”
- ii. Type security answer for authentication
- iii. Click **Submit** button

5.2 Update Mobile Number

Following are the steps for updating your mobile number

- I. In case, you want to update your registered mobile number, click on “**Update Mobile Number**” after logging
- II. Enter your new mobile number in “**New Mobile Number**” field
- III. Enter the OTP received in updated mobile number.
- IV. Type security answer for authentication
- V. Click **Submit** button

All the cases registered on the old mobile number will be mapped to new mobile number.



Update New Mobile Number

Update Mobile Number Report Cyber Crime Check Status

Current Mobile Number: 9560344XXX

New Mobile Number : * 91 9560349258 Get OTP

Enter OTP : Your OTP Number

21 + 13 = ? 34

Submit

An OTP has been sent to your Mobile Number. Please enter that number into the above text box

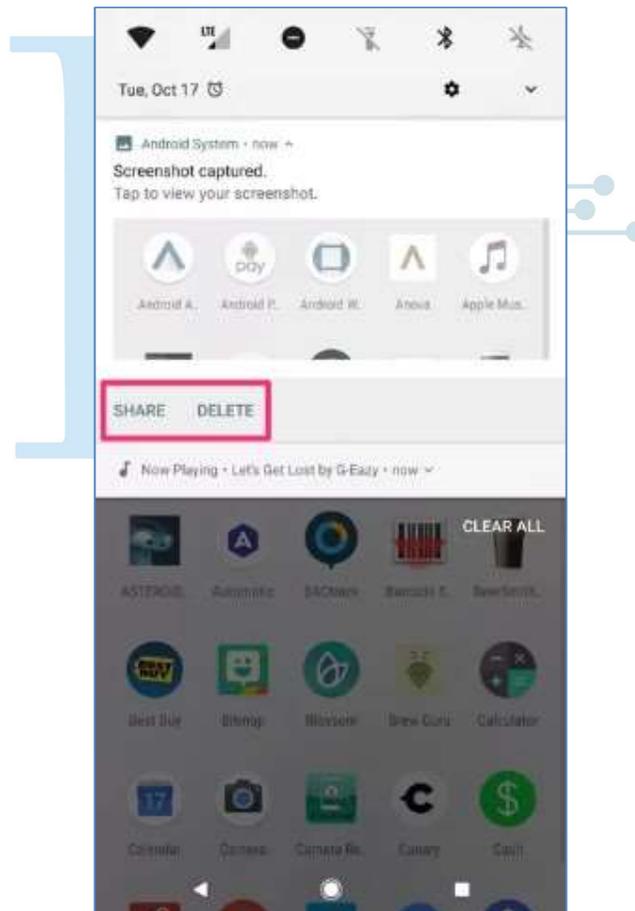
Annexure A : Help

1. How to take a screenshot on Smartphone device

1.1 Android screenshot

Following are the steps to take screenshot from your android smartphone:

- I. Navigate to the screen you want to take a picture of.
- II. Hold the Power button down for a few seconds.
- III. Press “Screenshot” on your phone screen.
- IV. If that doesn’t work, hold the Power and Volume buttons at the same time for a few seconds.
- V. If you see an animation of your screen shrinking, your phone has taken a picture of your screen and saved it in your photos app.
- VI. You can find the image in the Screenshots folder under Gallery app.
- VII. Attach the screenshot as evidence on attachment.



Screenshot: Android phone

1.2 iPhone screenshot

Following are the steps to take screenshot from your iPhone:

- I. Open the app or screen you want to capture.

- II. Set up everything exactly the way you want it for the shot.
- III. Press and hold the Side button on the right side of iPhone X, iPhone XS, iPhone XS Max, or iPhone XZR.
- IV. Click the Volume Up button at the exact same time. (This replaces the Home button step from previous iPhones.)
- V. The screen will flash white and you will hear the camera shutter sound (if your sound is enabled).



Screenshot: Iphone

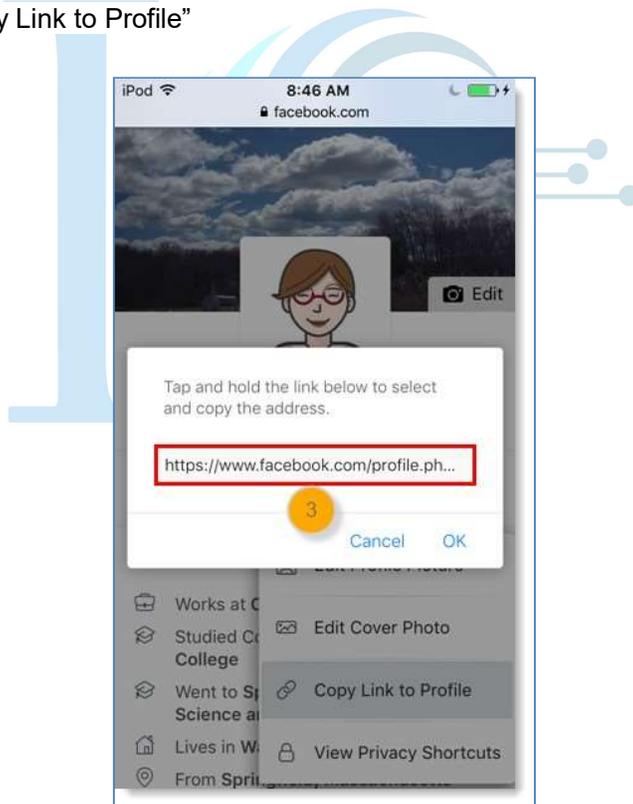
2. How to view and copy Facebook URL/Link:

- 2.1 From desktop or laptop View
 - I. Click on the image/video/post whose URL you want to view.
 - II. The full URL will be seen on the address bar
 - III. Copy the Facebook Profile URL/Page/Post in the address bar of your browser into a file or document. (Ex: Facebook Profile URL facebook.com/profile.php?id=123456)



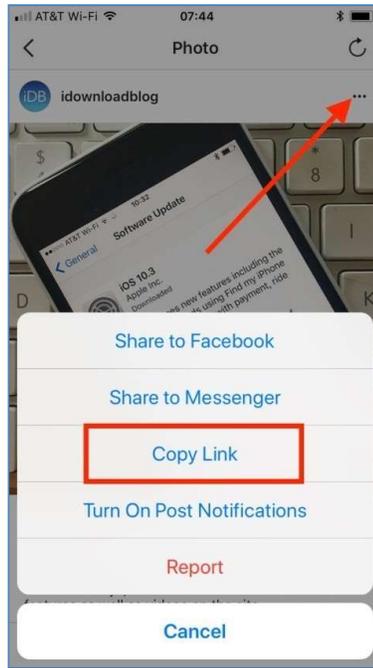
Screenshot: Facebook Profile URL

- 2.2 From mobile view
 - I. Open Facebook on your mobile device, navigate to the profile page, and click More.
 - II. Select “Copy Link to Profile”



Screenshot: How to Copy Facebook User Profile from mobile

- III. Click on “Copy the link”.



Screenshot: Facebook Copy Link

- IV. To see the URL, you have to paste it on notepad or any text editor

3. How to view and copy YouTube URL/Link:

- 3.1 From desktop or laptop view
 - I. Click on the video whose URL you want to view.
 - II. The full URL will be seen on the address bar
 - III. Copy the YouTube URL in the address bar of your browser into a file or document

Ex: YouTube URL ([youtube.com/watch?v=-qACQjC5J0w](https://www.youtube.com/watch?v=-qACQjC5J0w))



Screenshot: How to copy YouTube URL

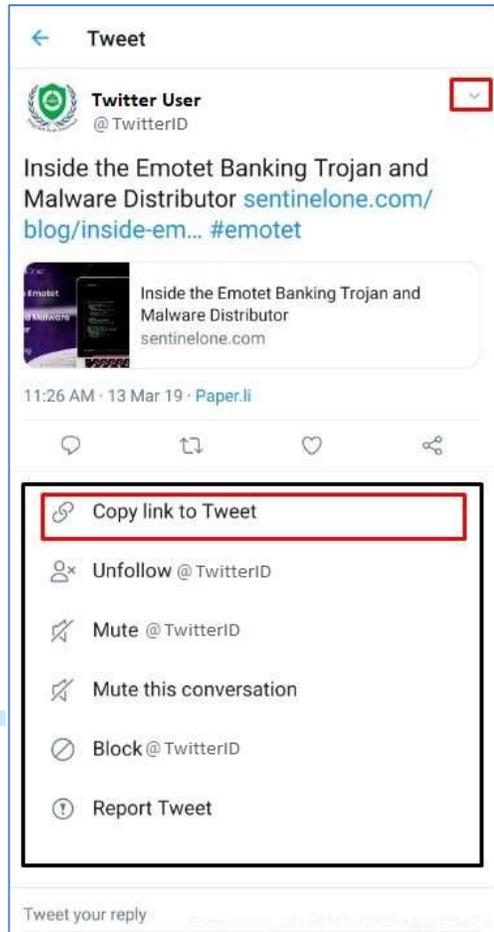
- 3.2 From mobile view
 - I. Open the YouTube app on mobile
 - II. Look or search for the video you want to copy
 - III. Find the tripe vertical dots on the top right corner of the video thumbnail or details
 - IV. Tap on it and select “Share”



- V. You will see a new Share window, select “**Copy link**”
- VI. Simply paste the link it on notepad or any text editor

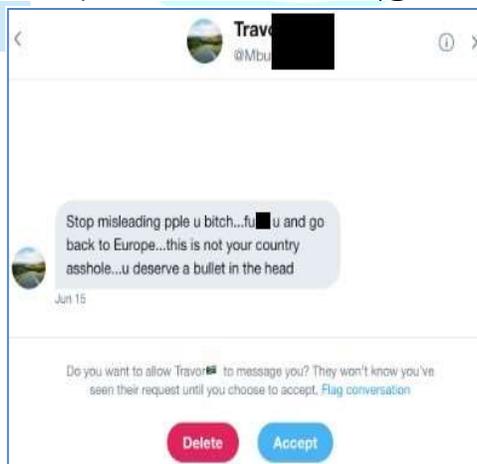
4. How to copy Twitter Post URL

- I. Navigate to the Tweet you’d like the URL of.
- II. Tap the drop-down arrow
- III. Select **Copy link to Tweet**. The URL should now be copied to your clipboard.



Screenshot: Copy twitter tweet link

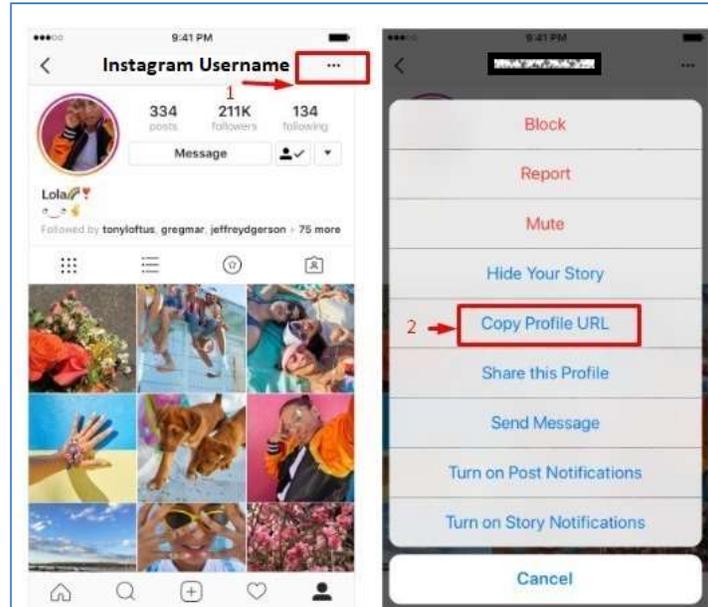
- IV. To take a screenshot of twitter message, navigate to the inbox chat message and take screenshot. It will also capture the twitter user ID (@TwitterID).



Twitter Message Snapshot

5. How to copy Instagram User profile URL

In the Instagram app, find the photo or video you want to copy the URL. When you have found it, tap on the” ...” icon above it. This will bring up several options. Select **Copy Profile URL** Link



Screenshot: Instagram Profile URL

As well, navigate to the Instagram message inbox and take a screenshot of the chat



Screenshot: Instagram Chat/User Profile

6. How to export WhatsApp chat

Following are the steps for WhatsApp Application chat

6.1 WhatsApp chat screenshot

- I. Navigate to the chat screen for the individual or group you want to take a picture of. (Provide the name and number of the sender/group)

- II. You can find the image in the Screenshots folder under Gallery app.

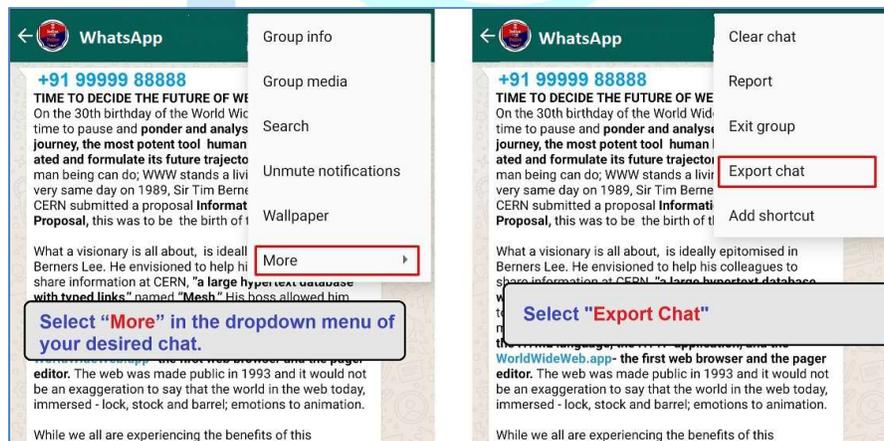


WhatsApp IM Chat screenshot

6.2 Export Chat from Android

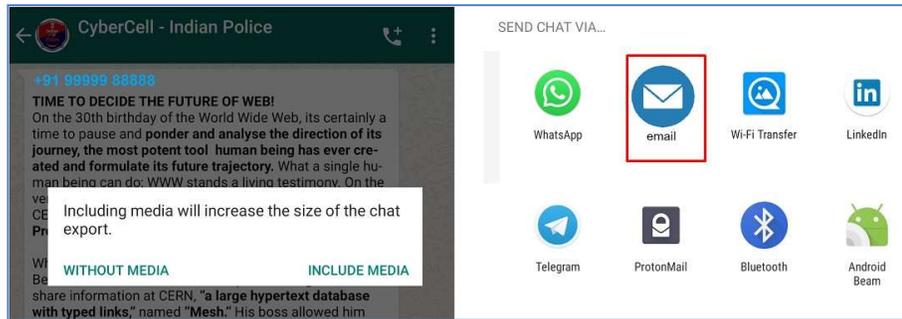
To export a copy of the history of an individual chat or group, use the Export chat feature:

- I. Navigate to the chat screen for the individual or group you want to take a picture of.
- II. Tap More options
- III. Tap More.
- IV. Tap Export chat.



Screenshot: Export WhatsApp Chat

Choose whether to Include Media or not.



Screenshot: Export WhatsApp chat on Mail

An email will be composed with your chat history attached as a .txt document.

Note:

- If you choose to attach media, the most recent media sent will be added as attachments.
- When sending with media, you can send up to 10,000 latest messages. Without media, you can send 40,000 messages. These constraints are due to maximum email sizes.

6.3 Export chat from iPhone

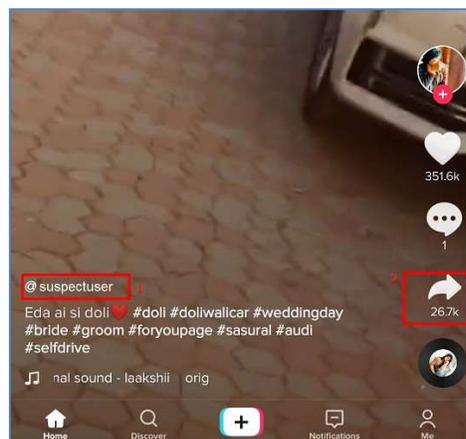
You can email yourself a chat history if you'd like to save a chat:

- I. Open the WhatsApp chat you want to email.
- II. Tap the contact's name or group subject.
- III. Tap Export Chat.
- IV. Select "Include Media" if you want to attach media or email the chat without media.
- V. Tap the Mail app. You can also tap More for additional options.
- VI. Enter your email address and tap Send.

7. How to copy Tik Tok video URL

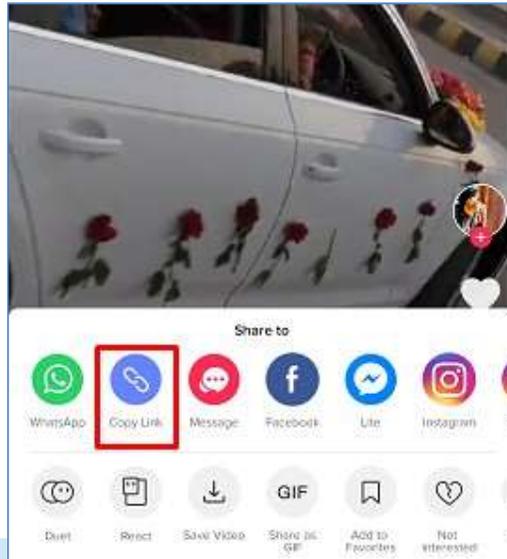
Tik Tok app is a social media platform for creating, sharing and discovering short music videos, think Karaoke for the digital age. Following are the steps to copy Tik Tok profile or social media post using a smartphone

- I. Open Tik Tok on your phone; Open the video and take a screenshot as well copy of the suspect Tik Tok user ID. Ex. @suspectuser



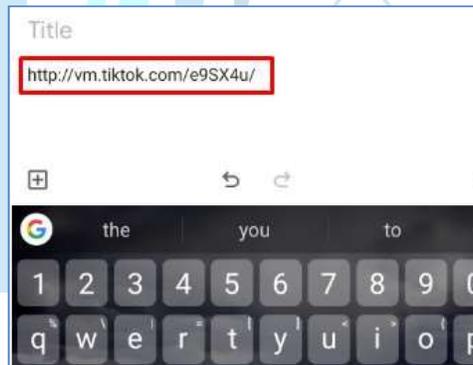
Screenshot: TikTok UserID

- II. You can copy the video link by clicking on share link option, after that it will open new windows via any email, messaging, or social media app in the list. This opens a new message or post in the selected app.



Screenshot: Copy Link of Tiktok Video

- III. Click on the Copy link and paste it on any file or document.

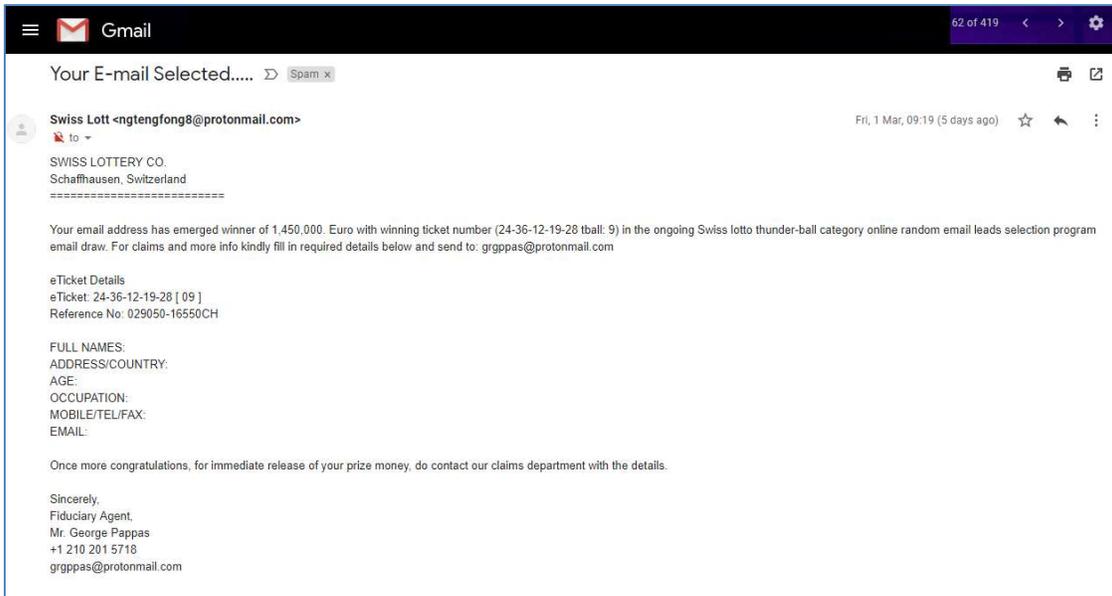


Screenshot: Example of TikTok Video URL

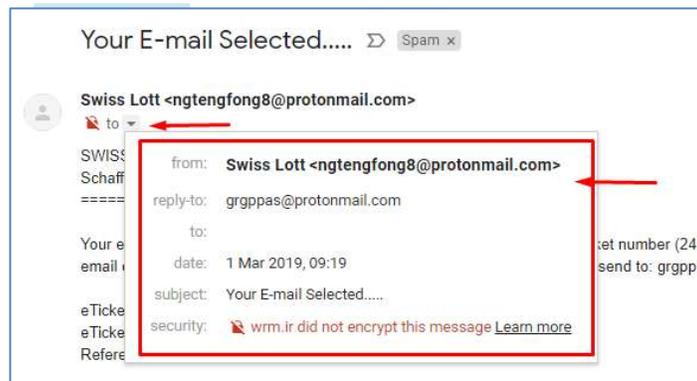
8. How to export and copy E-mail Header

Following are the steps for how to copy and save email headers:

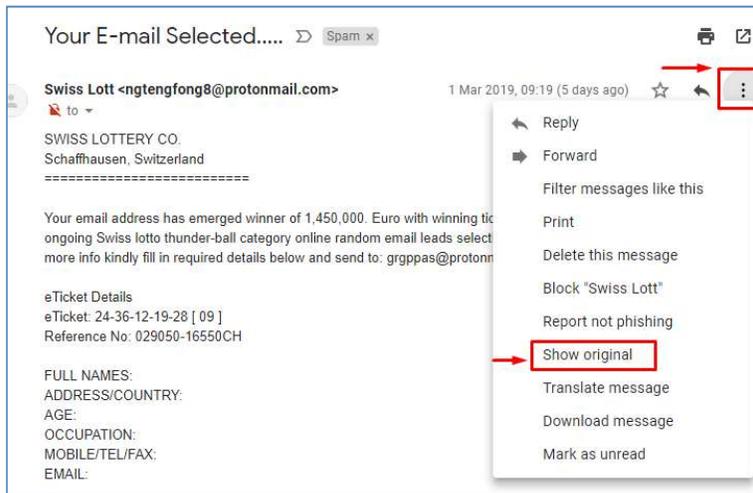
- 8.1 Gmail email header
 - I. To get an email header from Gmail, open the email within your web browser.



Click on drop-down arrow and see the senders & reply-to email

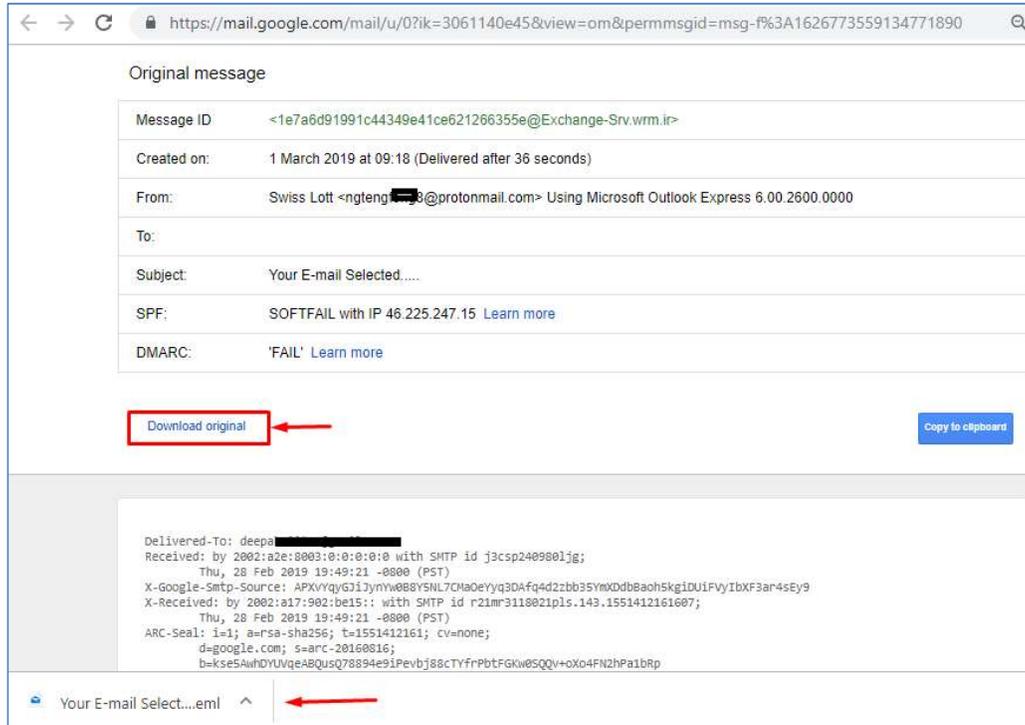


Click the drop-down arrow (more) next to the reply button and choose "Show Original".



Once the new page opens then click on **“Copy to Clipboard”** then paste the copied content in notepad or any text editor.

Otherwise you can download the email by clicking on **“Download Original”**, all email content including header will get download as **.eml** format. Attach this (.eml) downloaded file as evidence.



Download Email in (.eml) format

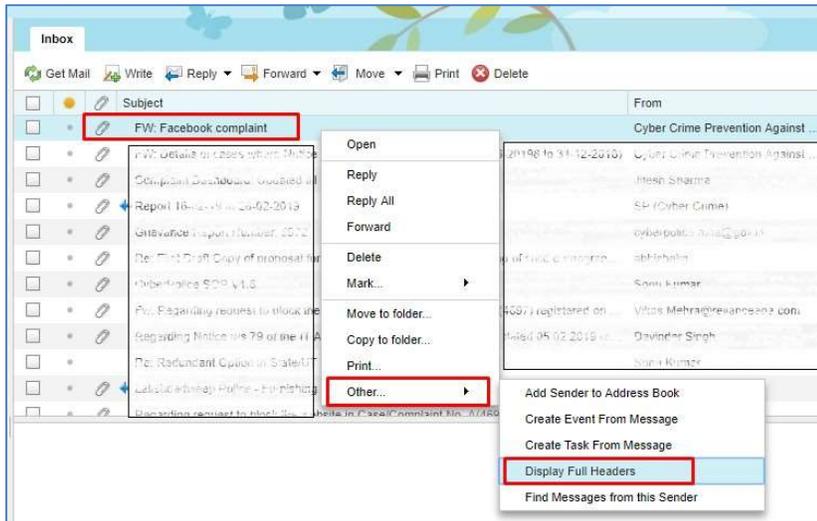


Gmail email.eml

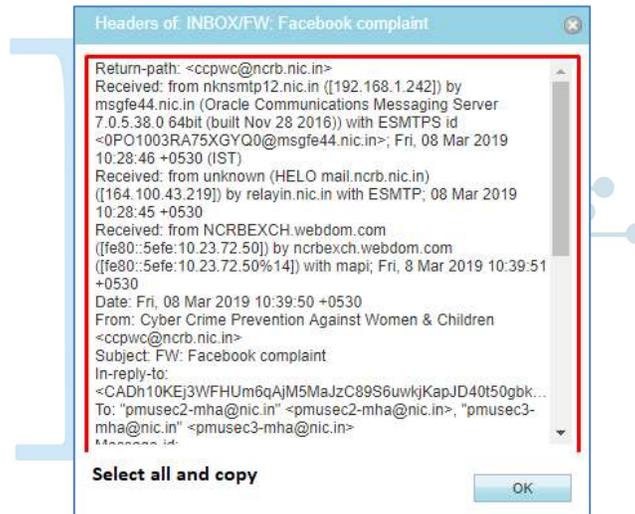
8.2 NIC mail Header

Following are the steps to copy email header of NIC mails

- I. Open the NIC email within your web browser.
- II. Right click on mail and navigate to **Other→Display Full Headers**



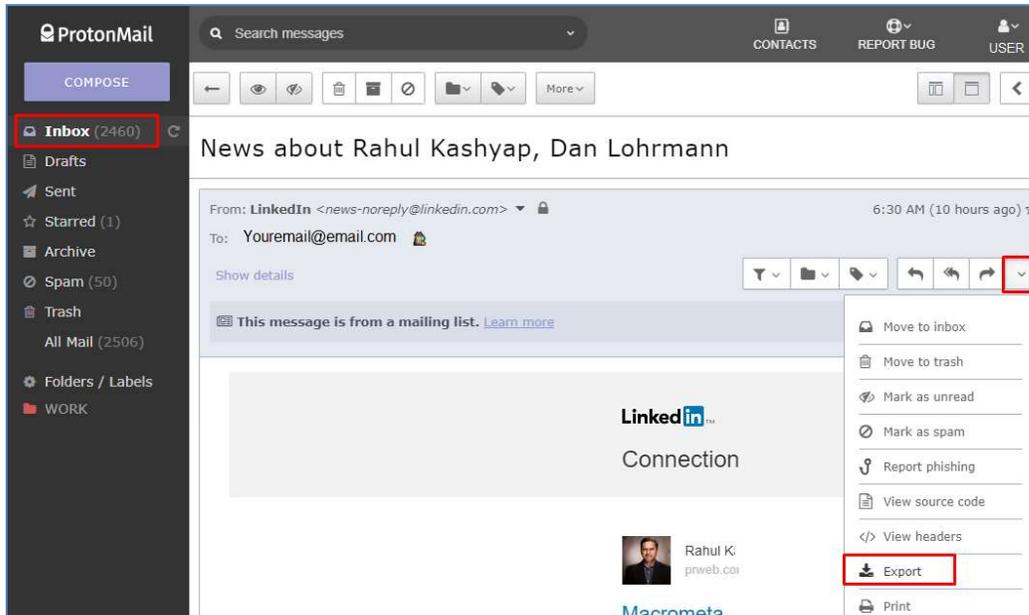
- III. After clicking on **Display Full Headers**, a pop-up window will appear. Then scroll down and copy all email headers; paste on notepad or any document.



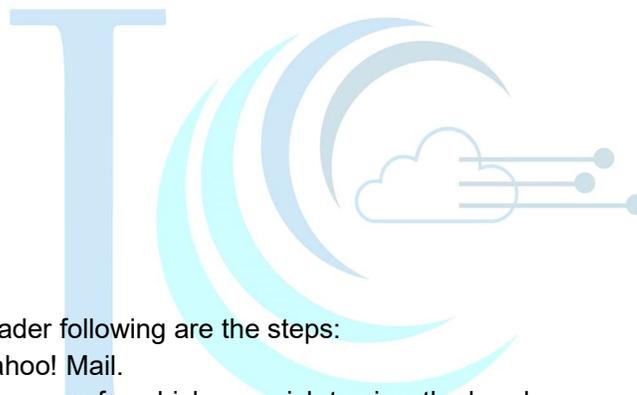
8.3 Protonmail email Header

Following are the steps to export Protonmail email headers in (.eml) format

- I. Open the email within your web browser.
- II. Click on drop-down arrow and see the senders & reply-to email
- III. Click the drop-down arrow (more) next to the reply button and choose "Export".



After click on “Export”, email header data will download as **.eml** format then send as attachment.



For Yahoo Mail Header following are the steps:

- I. Log in to Yahoo! Mail.
- II. Open the message for which you wish to view the headers.
- III. Click the More (gear) icon above the message pane.
- IV. In the menu, select View Raw Message. A new tab opens containing your message's headers, which you can now copy and paste.

For Outlook Mail Header following are the steps:

- I. Login into your account
- II. Select Inbox from the left-side menu
- III. Open the message you want to see the header and click file tab
- IV. The full headers will appear in a new window.

For other mail refer to <https://mxtoolbox.com/public/content/emailheaders/>

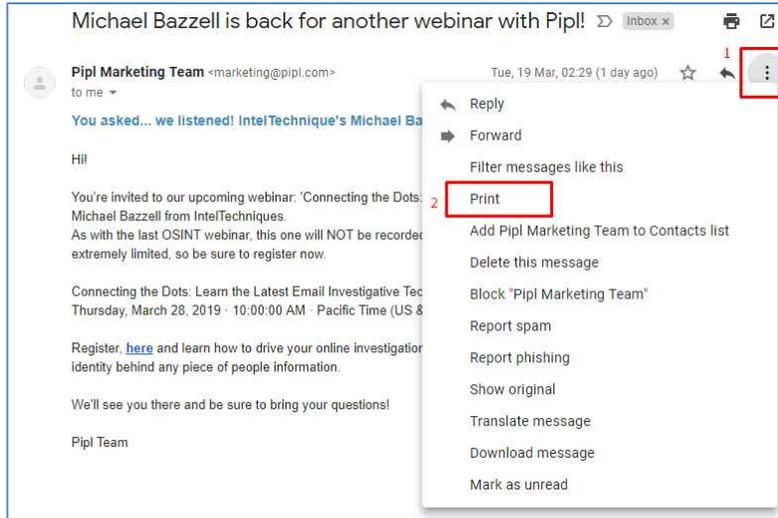
8.4 How to save email in PDF

8.4.1 To save Gmail email in pdf

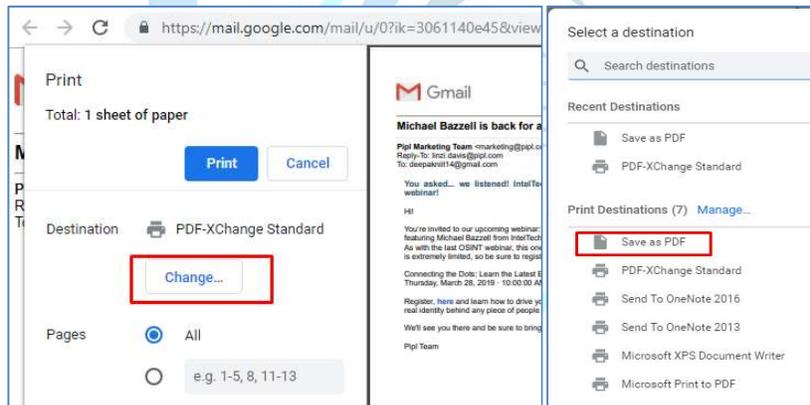
- I. To save a Gmail email in PDF format, open the email within your web browser.



- II. Click the drop-down arrow (more) next to the reply button and choose **"Print"**.
Or Click the printer icon. It's near the top-right corner of the message.
- III. Click **"Print"**. The Gmail Print screen will appear.

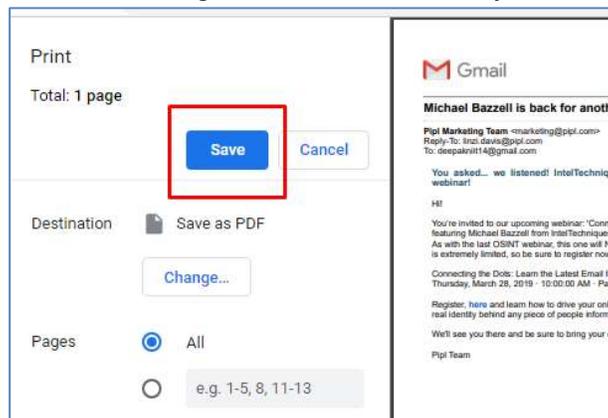


- IV. Click **Change**. It's beneath the printer in the left column of the print screen. Click Save as **"PDF"**

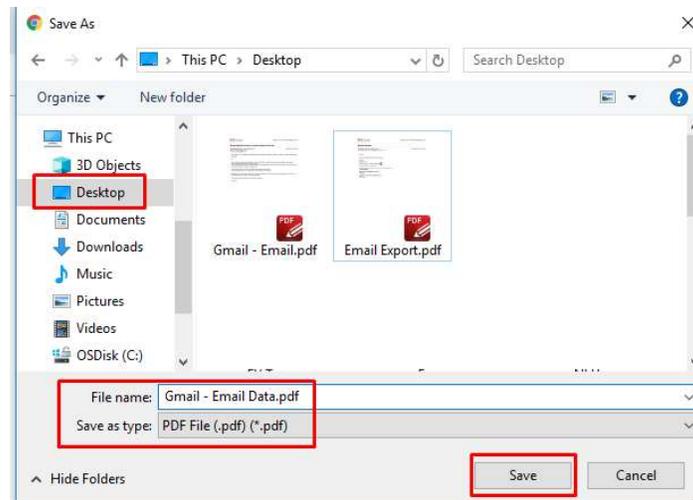


Screenshot: Save as PDF

- V. Click Save. The email message will now download to your computer as a PDF file.



Screenshot: Click on save



Screenshot: Save Email As PDF

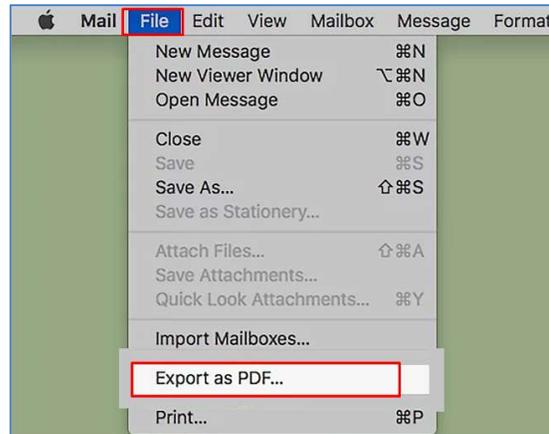
8.4.2 Using the Mail App on a Mac

- I. Open the Mail app. It's the icon of a stamp with an eagle inside. You'll usually find it on the Dock and on the Launchpad.



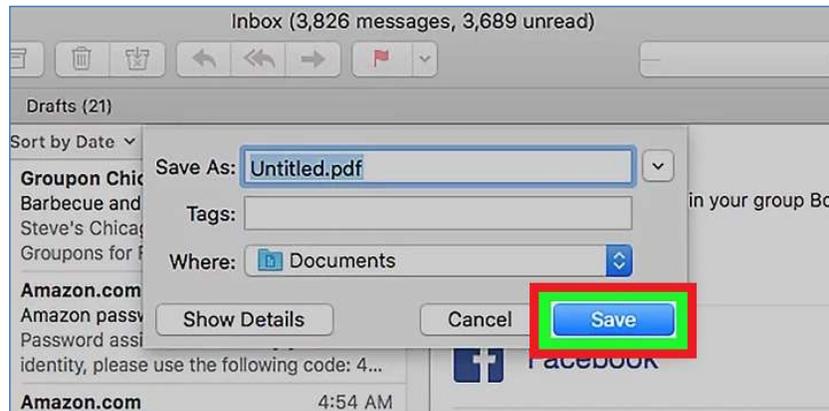
Screenshot: Open Mail App

- II. Click the message you want to download as a PDF.
- III. Click the File menu. It's in the menu bar near the top-left corner of the screen.



Screenshot: Export mail as PDF

- IV. Click Export as PDF. Select a saving location.
- V. Click Save. The PDF is now saved to the selected folder.



Screenshot: Save Mail in PDF

9. How to upload any evidence on the portal

Navigate to Supporting option under Incident Details, click on "Choose File".

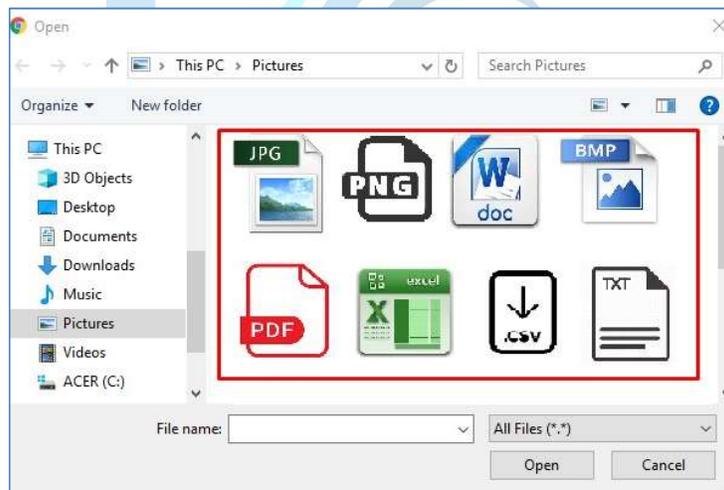
The screenshot shows the 'Incident Details' form with the following fields:

- Category of complaint*: Hacking
- Sub-Category of complaint*: Unauthorised Access/Data Breach
- What was hacked /Breached: Email Account Server Other
- Approximate date & time of incident/receiving/viewing of content: (24 hours format): 13/03/2019
- Where did the incident occur?*: Facebook
- Facebook Account ID/ Account URL*: facebook.com/fraudpage
- Supporting Evidence*: No file chosen
- Please provide any additional information about the incident:*

Buttons: Save & Next, ADD (Maximum Limit: 250 Characters)

Screenshot: Upload evidence

Note:Select the evidence for the attachment. This upload feature accepts .txt .png .jpeg .jif .rtf .jpg .dib .gif .doc .ppt .docx .pptx .pdf .epub .bmp .avi .wmv .3gp .mp4 .mkv .mov .flv .mpg. webm file types and the maximum file size of 5 mb.



After selecting the evidence then click on **Add** button.

Supporting Evidence (Upload Media/Image/Pdf.)* No file chosen

S.No.	Description	Text Information	Supporting Evidence	Date	Hash	
1	Facebook Account ID/ Account URL	facebook.com/fraudpage	123567.jpg			Delete