

## Tips for Using ScrapTheftAlert.com

(Answers to Frequent Questions Received by the System Administrator)

### User Information

- You can update your information by putting your cursor over and then clicking where your email address is at the top right corner where it says welcome.

### Reporting a Theft

- When filling out this report please do not use all caps.
- The more details provided in the report, the more effective the alert will be for you.

#### Alert Details:

- **Theft of:** refers to the general reason for the report such as copper wire or catalytic converters.
- Do not put the complete description of what you are submitting the report for.
- **Date and Time of Theft:** when you put the time in you must use the colon: -- such as 8:15 or 12:45.

#### Materials section of report

Put in as much identifying information as you can. If you are reporting items such as bronze vases or batteries, please put in the amount taken.

- **Weight (lbs):** This field is for you to list the total of all items reported.
- **Total Dollar Value:** This field is where you list the total value of all items reported. This field does not require an exact amount, but please don't put in \$1.00 as this is not very helpful.
- **Additional Identifying Characteristics:** This field can be used to give detailed information about the items taken, a contact number that you want broadcast to everyone, or any additional information you feel needs to be broadcast.
- **Add Files:** This function allows you to upload photos of the items or similar items taken.
  - The system administrator must be able to open the file and view the photo or it will be rejected and not included in the broadcast.
  - If you are adding a BOLO or flyer in this section, please be sure this information is what is allowed to be broadcast to everyone including the general public.
  - At this time - No names of suspects, no DL of suspects, no book-in photos of suspects, no victim personal information.

## Private Law Enforcement Only Section

- This section allows credentialed and vetted law enforcement to access and share information on suspects that is not currently allowed in the public domain.
- This private section is for active credentialed law enforcement ONLY!!!
- Corporate security is not permitted access to this section. Federal security protocols dictate who is allowed access. Non-credentialed individual registrations for this section will be rejected and moved to the general access portal.

## Law Enforcement Information Section

This section is designed to identify the agency with jurisdiction over the theft. Any law enforcement officer completing this section would presumably enter in his or her own agency information.

### Helpful Hints:

- **Agency Name:** please enter the correct name of the agency you have reported the theft to or for LE - your agency name. If possible, please enter the whole name and not just the initials as there may be multiple agencies with the same initials such as PCSO - Polk, Pinellas, Pasco -- County Sheriff's Office.
- **Phone Number:** this is of the agency you reported the theft to or for LE - your agency number.
- **Email Address:** same as above
- **Officer Name:** this is the contact person at the agency you reported the theft to or for LE - your name.
- **Case Number:** this is the LE agency case number.
- **Broadcast Radius:** the default radius is 100 miles. The system administrator will increase the radius range if the number of recipients would be under 100 in the default radius. Higher dollar value thefts and cargo thefts will be increased up to 500 miles if there are enough identifiers in the report for the materials.
- Comments are not broadcast to the general public. Comments provided in the pop-up box following submitting an alert will not be broadcast. The comments only show up in the History section for administrators to see.

## Contact and Technical Support Information

- The system has two different avenues for assistance based on your needs.
- For immediate answers regarding the content of an alert, contact the ISRI Administrator
- Technical help is available 24/7 through the Appriss Customer First Center

### ISRI Administrator

If you require assistance submitting an alert, or if you have questions or comments about the ScrapTheftAlert.com website, please contact us directly through ISRI:

Email: [TheftAlertHelp@isri.org](mailto:TheftAlertHelp@isri.org)  
Phone: (202) 662-8526

If you want to contact us by postal mail, our mailing address is:

ScrapTheftAlert.com Administrator  
Institute of Scrap Recycling Industries (ISRI)  
1250 H Street, NW, Suite 400  
Washington, DC 20005

### Salient CRGT Customer Support

If you have basic questions regarding functionality and/or issues involving forgotten or expired password, password reset, forgotten username, etc., please call the Salient CRGT Customer Support.

#### Salient CRGT Customer Support

1-877-857-1100

select Option 2

Or email us directly at

[scraptheftalert@salientcrgt.com](mailto:scraptheftalert@salientcrgt.com)

Please note: If you are calling outside of regular business hours and your issue requires additional troubleshooting and/or assistance, a ticket will be created to be addressed the next business day (M-F 8:00 - 5:00 EST)