Thank you for your interest in Wildlife Sentinel – the Crime Stoppers International (CSI) anti-wildlife trafficking mobile app, designed for use by members of the aviation industry globally.

This app was made possible by the US Agency for International Development (USAID) Reducing Opportunities for Unlawful Transport of Endangered Species (ROUTES) partnership, along with the guidance of the International Air Transport Association (IATA). We would like to extend our thanks to our partners, including Ninja Software based in Perth, Australia, for turning the vision of our app into a reality.

CSI is a global not-for-profit organisation that oversees a sophisticated network of more than 800 Crime Stoppers programs in 29 nations. Our mission is to mobilise the world to report crime anonymously, assisting law enforcement with community engagement, information sharing and developing safer societies. In addition to our provision of anonymous reporting platforms, we undertake projects with law enforcement and other government agencies, as well as corporate partners, that contribute to our core mission of reducing criminal activity and the impact of crime.

This app represents the latest tool developed in the fight to reduce transnational crime and we are grateful for your involvement in making that a reality!

What is Wildlife Sentinel?

The Wildlife Sentinel app is a mobile version of a secure reporting form developed exclusively for aviation sector personnel to provide information to CSI. It is designed as an easy-to-use form, with in-built security. If a reporter chooses to remain anonymous, their details are not provided to CSI.
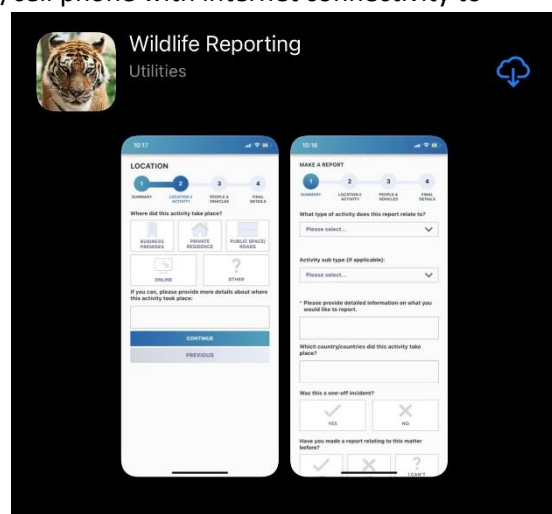
Information received by CSI from the app is reviewed, triaged and prioritised, before being put into reports and passed to our law enforcement partners. The partner we choose to send the information to will depend on the nature of the activity being reported, the location and the severity. We anticipate the majority of reports received will be disseminated to INTERPOL.

Installation

In order to use the mobile app, you will need a mobile/cell phone with internet connectivity to download Wildlife Sentinel from either the Apple App Store if you are using an iOS device, or from the Google Play store if you are using an Android device.

To locate the app in either store, search for 'Wildlife Reporting' and look for the distinctive tiger icon. The developer should show as Ninja Software. Once installed, you will see a tiger icon named Wildlife Sentinel on your phone screen.

 If you do not have a mobile/cell phone, then you can still submit any reports via CSI's web platform at https://reports.csiworld.org/report/summary

Creating a User Account

To ensure the anonymity of those submitting reports via Wildlife Sentinel, no user accounts or registration is required.

Creating a Report

IMPORTANT

Before creating a report, consider whether the matter:

- *requires immediate law enforcement intervention*
- *relates to an emergency; or*
- *is about a potentially life-threatening situation.*

If so, do not use the app. Instead contact your local law enforcement agency using the appropriate existing emergency channels.
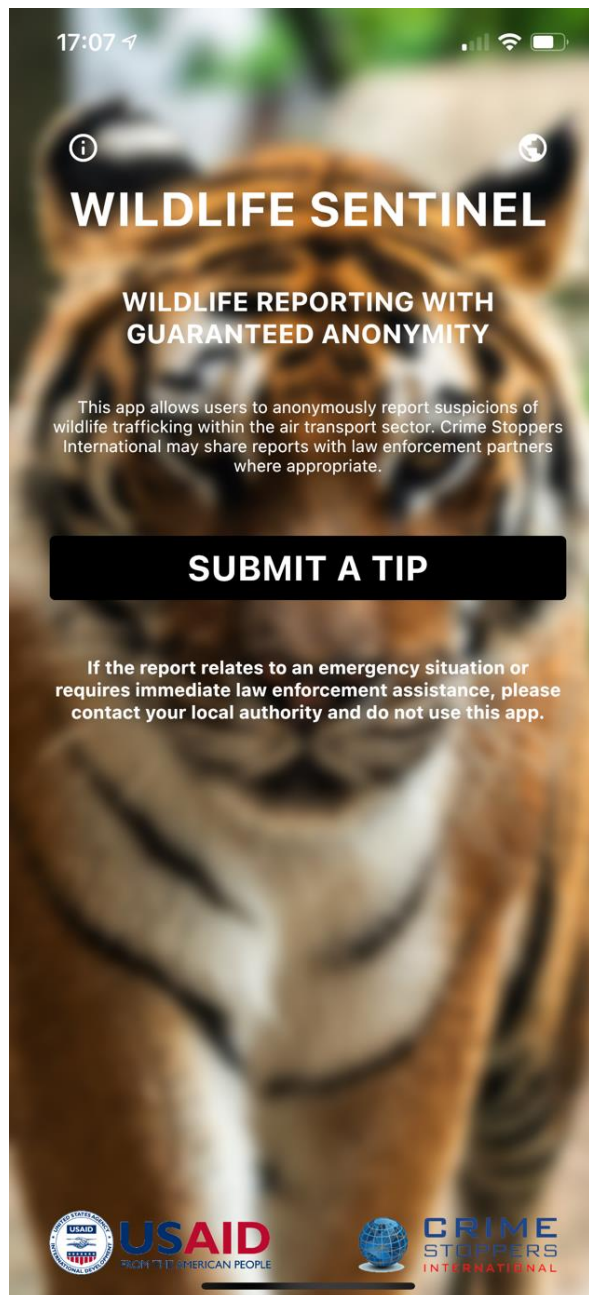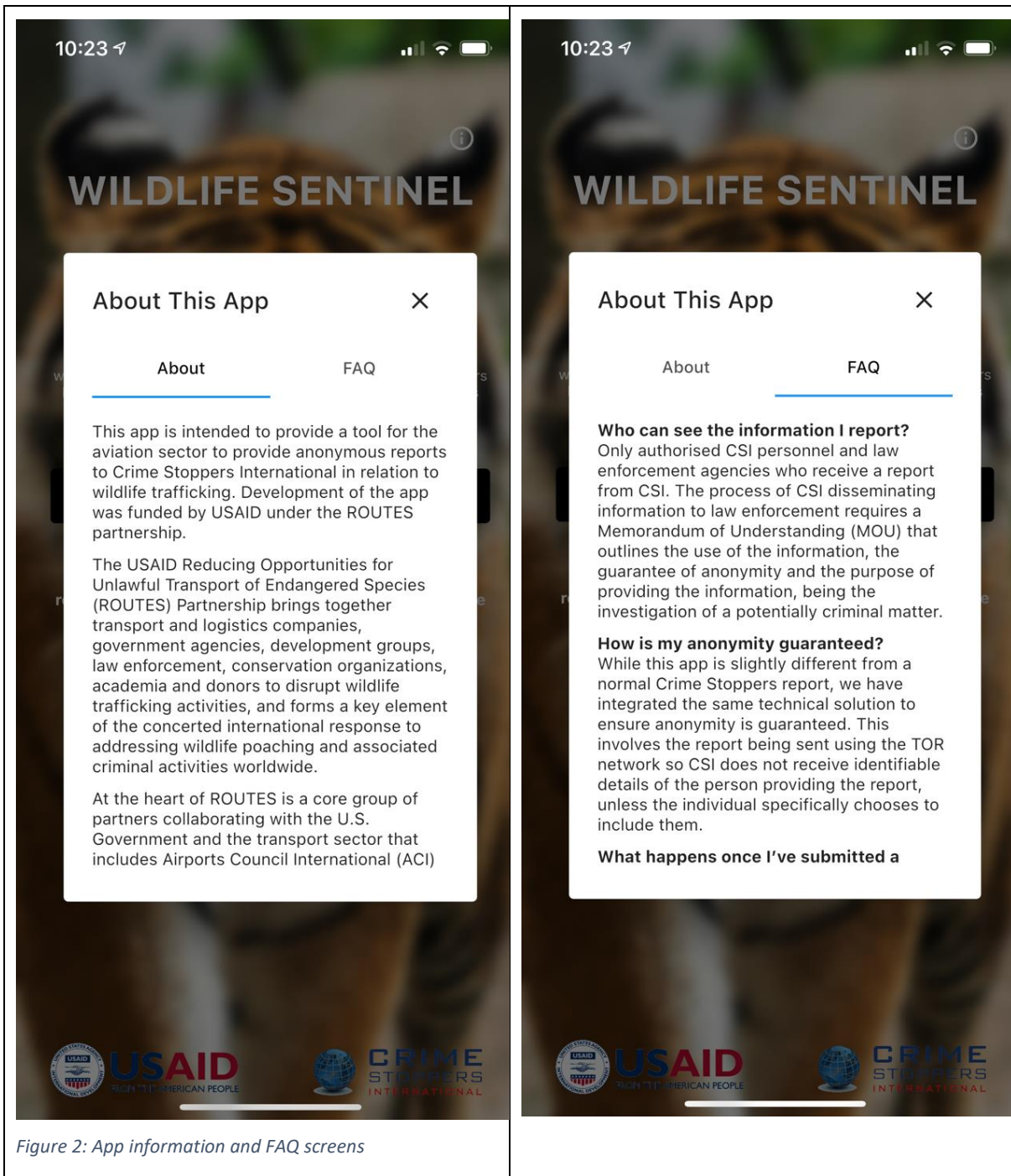

Figure 1: Landing page of Wildlife Sentinel app

When you first open the app, you will see this landing page – Figure 1 (left).

The button represented by an 'I' in a circle is the app information and frequently asked questions (FAQ) page.

The button represented by a small globe is the translation button and allows the user to select the app to be in English, Spanish or Portuguese.

Click the '**SUBMIT A TIP**' button to proceed to the first Information Reporting screen – Figure 2 (below).

Figure 2: App information and FAQ screens

Figure 3: First Information Reporting Screen on Wildlife Sentinel

*Required Step: Select whether the report relates to corruption or issues with Government officials.

Optional Step: Select one of the options for where your report relates to, being either People and/or Baggage or Cargo.

Optional Step: Once selected, a new menu will appear for you to select the relevant indicator of crime. This list will be different depending on whether you picked People and/or Baggage, or Cargo.

*Required Step: In the 'Please provide detailed information on what you would like to report' box, enter the details of your report. The more detail you can provide, the more effective our action is able to be. Try to provide details about Who, What, Where, When, Why and How or list the sequence of events to explain what happened.

Optional Step: In the next box, 'Which country/countries did this activity take place?' enter the relevant details.

Optional Step: Select either 'Yes' or 'No' in answer to 'Was this a one-off incident?'

Optional Step: If you have reported on this matter before, select 'Yes' under 'Have you made a report relating to this matter before?', and enter the previous report ID number if you have it. Otherwise, select 'No' or 'I can't remember'.

Optional Step: At the bottom of the form, you can choose to upload a photo or file to your report. Please note the list of file types that can be accepted. You can also choose 'Take Photo' to access your device's camera and include an image.

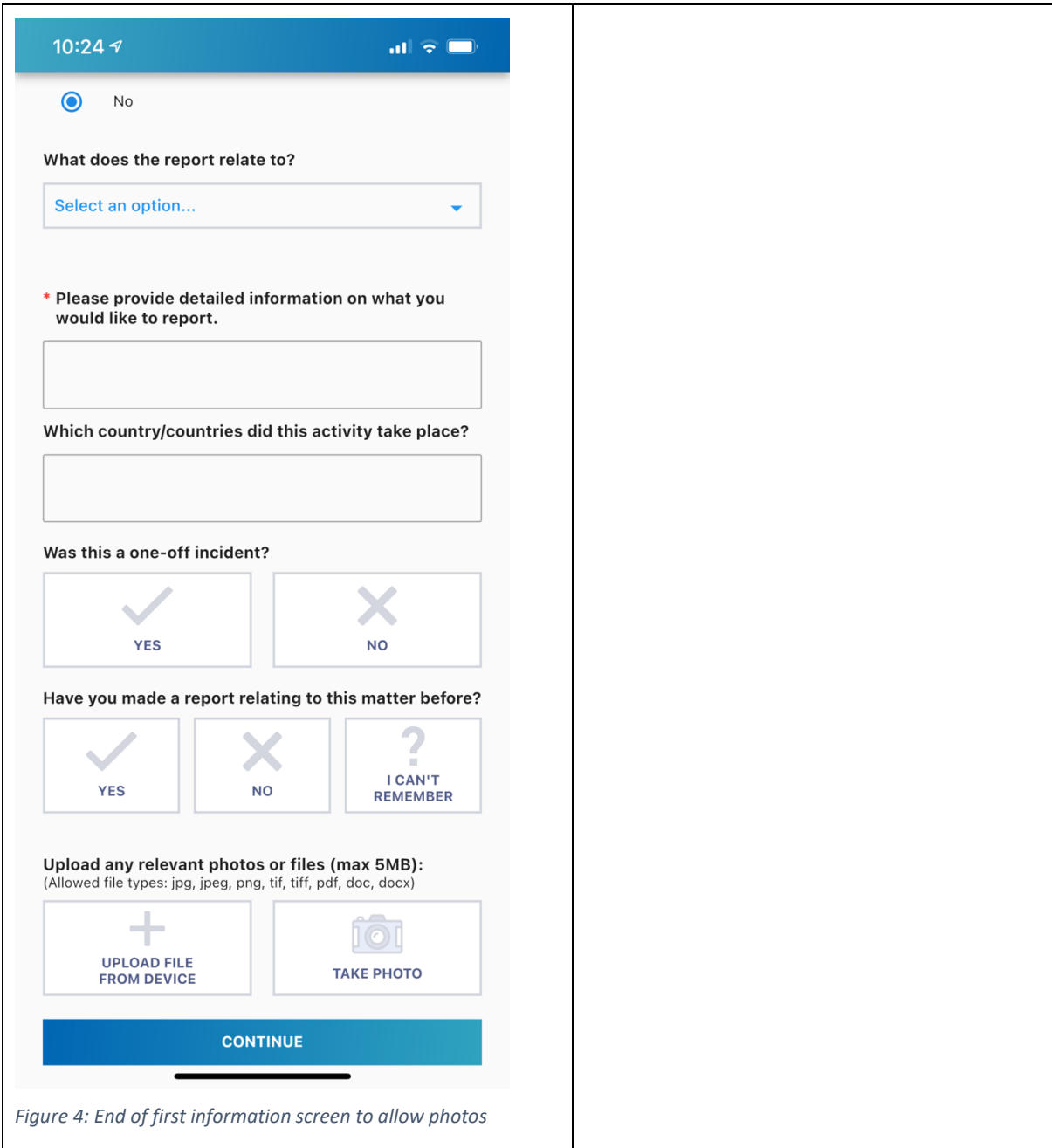Press **CONTINUE** to progress to the second Information Screen.

Figure 4: End of first information screen to allow photos

Figure 5: Location Page of Reporting on Wildlife Sentinel

This screen is all about the **Location** of the activity – Figure 3 (left).

Optional Step: Select one of the location types for where the activity took place, and enter as many details about the location as possible in the box below.

Press **CONTINUE** to progress to the third Information Screen – Figure 5 (below).

NOTE: on this screen and all remaining screens, you can use the 'PREVIOUS' button to return to the previous page if you need to change or add to information you have already entered.

Figure 6: People Page of Reporting on Wildlife Sentinel

Optional Step: Enter the name of any individual associated with your report. Please note the option at the bottom of the screen '+ Add Another' if you have information about multiple people. Add any details you might know, including passport number, ticket number, flight number and flight description if known.

Press **CONTINUE** to progress to the fourth and final Information Screen – Figure 7 below.

Figure 7: Reporter's Page of Reporting on Wildlife Sentinel

Optional Step: Select from one of two options:

- I am happy to provide my details to Crime Stoppers staff and police investigators (complete the details in the below fields).
- I want to remain completely anonymous (the information fields will disappear).

Optional Step: Provide any feedback points about your use of the app to help us improve the Wildlife Sentinel reporting experience.

Press '**SUBMIT REPORT**' to lodge your report with Crime Stoppers International.

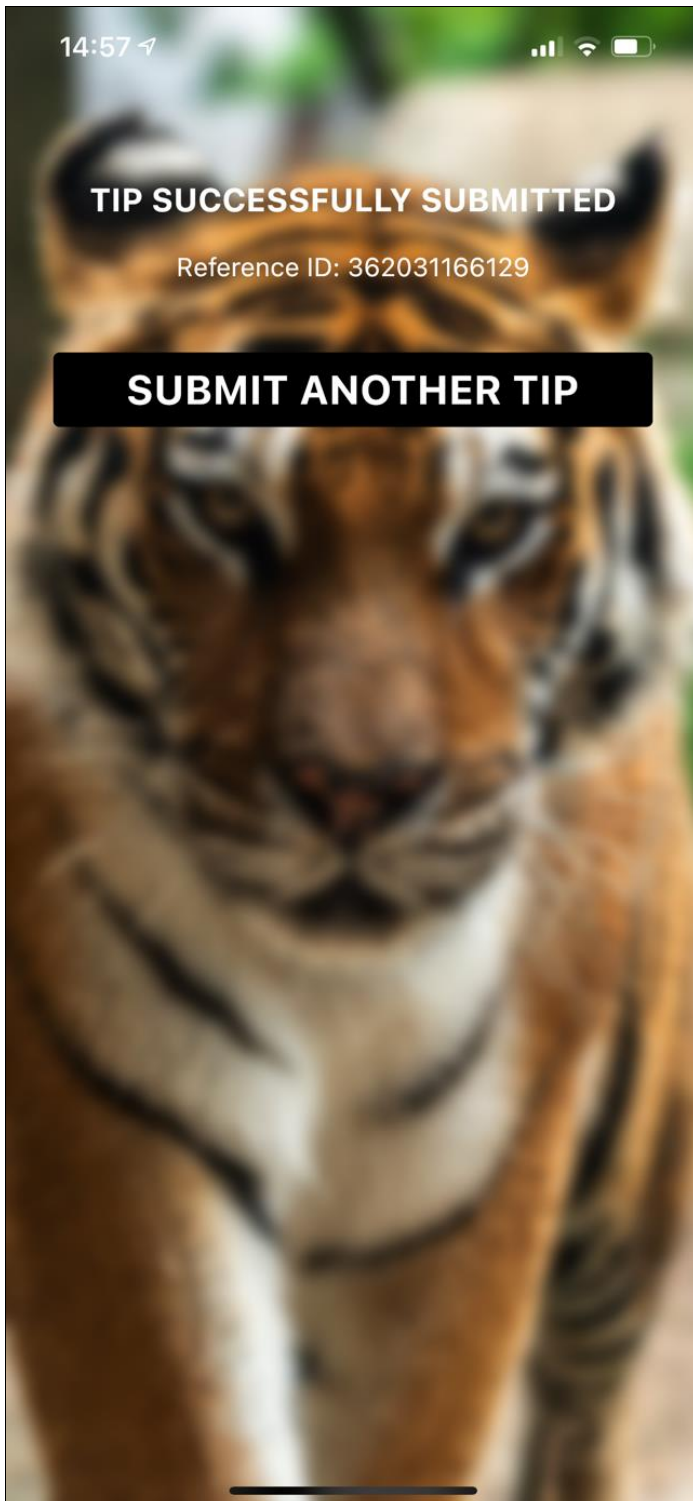*Figure 8: Tip Submitted Page on Wildlife Sentinel*

This will bring you to a page stating, Tip Successfully Submitted and giving you a Reference ID number – Figure 6 (below).

Take note of this reference ID, because you might want to add further information to the report at a later date. If you wish to remain anonymous, please store the reference ID in a secure way that does not disclose you as a reporter.

Frequently Asked Questions (FAQs)

Who can see the information I report?

Only authorised CSI personnel and law enforcement agencies who receive a report from CSI. The process of CSI disseminating information to law enforcement requires a Memorandum of Understanding (MOU) that outlines the use of the information, the guarantee of anonymity and the purpose of providing the information, being the investigation of a potentially criminal matter.

How is my anonymity guaranteed?

While this app is slightly different from a normal Crime Stoppers report, we have integrated the same technical solution to ensure anonymity is guaranteed. This involves the report being sent using the TOR network so CSI does not receive identifiable details of the person providing the report, unless the individual specifically chooses to include them.

What happens once I've submitted a report?

CSI will review the information, triage and prioritise against other information received, and if appropriate, distribute to the most relevant law enforcement agencies we have an agreement with. It will then be a matter for those agencies to conduct their own assessment and any subsequent investigative activity. The more detail provided in a report, the more likely a law enforcement agency will be able to action the matter.

Can I receive feedback on my report?

Within the Wildlife Sentinel app, we do not currently have the function to interact with the reporter in order to protect their anonymity. This may be an additional feature in future releases.

How can I provide feedback on the app?

Please email csi@csiworld.org noting Wildlife Sentinel Feedback in the subject line.

Do I have to register to use the app?

Yes. You must create an account in order to use the app to verify you are an aviation sector employee. Your account is not linked to any reports you may make unless you choose to provide us with your contact details.

What if I want to report criminal activity that is not wildlife related?

Please visit https://reports.csiworld.org/report/summary