



TypVault

Taking tips by phone: the call-center screens, step by step

Screens shown are from a demonstration deployment with sample data. The program shown, Capital City Tip Line, is fictional. Retrieval codes are masked.

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Taking tips by phone

Taking a tip by phone means entering what a caller tells you into the same system a tipster would use online. You work as a conduit for the caller's information, not as an investigator — the sections below walk you through each part of the call, in order.

Start here

- [Phone tips, the same floor](#): why a tip taken over the phone inherits the same identity, encryption, and audit floor as one submitted through the form.
- [Conduit mode: your role on the call](#): why you act as a conduit for the caller's tip, not an investigator, and what you must never note down about them.
- [First login and two-factor setup](#): sign in to the call-center screen for the first time and turn on the two-factor check your program requires.
- [Taking a call](#): start a new tip on the call-center screen and enter what the caller tells you as they talk.
- [Searching during a call](#): look up an earlier tip while the caller is still on the line.
- [Read-back and logging](#): read back what you entered so the caller can confirm it, then complete the tip.
- [Handing off the retrieval code](#): give the caller the code they need to check back on their tip later.
- [After the call](#): what happens next, including replies and adding a passphrase.
- [Practice on the demo](#): try the call-center screen on a demo tip line before you take a real call.
- [Agent FAQ](#): quick answers to the questions agents ask most.

If your program used other software

The screens here ask you for nothing about the caller beyond what they choose to say. For comparison, this is what another platform's own account-setup form says, quoted exactly as published:

What another tip platform's own form says

The account-setup page of P3 Global Intel account-setup form is reachable without a login at p3intel.com/auth.htm. It carries a section headed “Session Information Disclosure”, marked “CONFIDENTIAL – NOT FOR PUBLIC DISCLOSURE”. It reads:

P3 is capable of capturing session information from web & mobile tip submissions. By default, this is disabled on all accounts.

When tracking is enabled, the values are stored for a period of up to 90 days -and can be made available to you upon formal request in the event of serious misuse or abuse of our system... such as first person threats against life or property.

You must either Opt-In or Opt-Out of this feature AND declare the number of days for retention.

Below it: a required “IP Tracking?” field and a “Number of Days” field. Archived by the Internet Archive on March 18, 2026 and again on September 10, 2026(web.archive.org/web/20260910062244/https://p3intel.com/auth.htm); observed unchanged September 9, 2026.

Related

- [Submitting a tip](#)
- [Running a tip program](#)
- [Receiving tips at your agency](#)
- [Transparency](#)

If a caller’s situation doesn’t match these steps, follow your program’s call-handling policy.

How phone intake differs: conduit mode

Phone intake differs from typical tip-line software in one way that shapes everything else on this screen: you never learn who the caller is, because the screen gives you nowhere to find out. You work as a conduit, carrying the caller's account into the record. You never keep a record of who they are.

The screen has no caller-identity field

Other call-taking software often has a field for the caller's phone number, a caller ID, or a callback contact. This screen has none of those, on purpose. Everything you fill in — category, narrative, subject details, location — describes the tip itself, never the person calling it in.

A panel on the call screen, labeled “Not captured,” lists four things it does not ask you to type, no matter who's calling or what they say:

- Caller phone number
- IP address
- Caller location
- Call recording or audio

The panel describes what that list is for: “What makes you a conduit, not a record of the caller.” It isn't a setting your program can turn off. It's a fixed description of what this screen can and can't do.

00:00 No active call
Line released

Capture closed for this call

Start call

Search while on call
Surface related prior tips by plate, name, or place

Q e.g. black F-150, Redwood Rd

Type a plate, name, or place to search prior tips.

Matches tip content only — who reported a tip is never searchable.

Not captured
What makes you a conduit, not a record of the caller

- Caller phone number
- IP address
- Caller location
- Call recording or audio

The tip is encrypted the moment you enter it. No link between the caller and this tip is stored — not even by you.

Tip capture
Same structured intake as the web submission — you drive it for the caller

Encrypted on entry

CATEGORY

- Assault or fight
- Domestic violence
- Sexual assault
- Child or elder abuse
- Human trafficking
- Gang-related violence
- Threats against a person
- Threat against a school
- Planned attack on a place / group
- Weapons
- Missing person
- Someone in danger
- Child welfare
- Vulnerable adult
- Drugs or narcotics
- Drug manufacturing
- Theft or burglary
- Vehicle theft
- Vandalism or damage
- Scam or financial fraud
- Identity theft
- Something else

PRIORITY

Standard High Critical

WHAT THE CALLER IS REPORTING

Capture the account in the caller's own words — what's happening, where, and when.

SUBJECT & DETAILS

Suspect Vehicle Victim

Description, name / Make, color, plate # any (optional)

In-call notepad
Your working scratch — just for you

NOT ON TIP

Jot anything you need while the caller talks...

Scratch notes for this call only. Cleared when the call ends — never attached to the tip.

Before you finish
Read the tip back, then hand off the code

- Category
- What was reported
- Subject details
- Location
- Reward interest

Read the tip back, then hand the caller their retrieval code — the only link to this tip.

The call-center screen's “Not captured” panel.

No caller passphrase during the call

A caller submitting a tip online sets their own passphrase along the way. A caller phoning it in does not: you never ask for one, and there's nowhere on this screen to enter one.

Instead, the tip gets a system-generated retrieval code, read aloud once at the end of the call. On its own, that code lets the caller check the tip's status later, nothing more. If they want to read a reply, send one, or collect a reward, they set a passphrase themselves afterward, from the follow-up page, using the same code. That happens after the call, never during it, and never through you.

[Handing off the retrieval code](#) and [After the call](#) cover both sides of that in full.

Nine rules keep you a conduit

All of this comes down to nine rules. None of them are settings, and none of them bend for a specific caller or case:

1. Never type anything that could identify the caller — a name, a phone number, or anything similar — anywhere on this screen, including the notepad.
2. Never write down the caller's retrieval code yourself. The caller keeps it; you don't.
3. Never keep a personal note that maps a caller to a case number.
4. Never keep an off-system copy of tip content: no separate document, message, or file with what the caller told you.
5. Treat the in-call notepad as scratch for this call only. It's never sent anywhere, and it clears the moment you end the call.
6. Search by tip content only. It's never a way to look up who reported a tip.
7. Read the retrieval code aloud once, and have the caller read it back to confirm it. Don't keep a copy of it anywhere else.
8. There's no field for a caller's phone number, IP address, location, or a recording of the call. Don't improvise one elsewhere.
9. Treat nothing as saved until you've confirmed and logged the tip. Until then, nothing you've typed has gone anywhere.

These rules aren't a one-time checklist. They apply the same way on every call, whether the tip is routine or critical.

What you don't keep, even to help yourself later

Nothing about the caller follows you past the call, not even a note meant only to jog your own memory. You never retain:

- the caller's retrieval code
- any caller identity fragment, anywhere, including in a local notepad
- any personal mapping between a caller and a case number
- any off-system copy of tip content

If it would let someone connect a caller to a tip later, it doesn't get written down, typed anywhere, or kept in any other system, not for a minute, and not "just this once."

Note

A demo deployment shows a persistent banner marking every screen as sample data, and every tip you log there is automatically tagged as a demo tip, never sent to a real case or a real caller.

Related

- [Taking a call](#)
- [Handing off the retrieval code](#)
- [After the call](#)
- [Searching during a call](#)

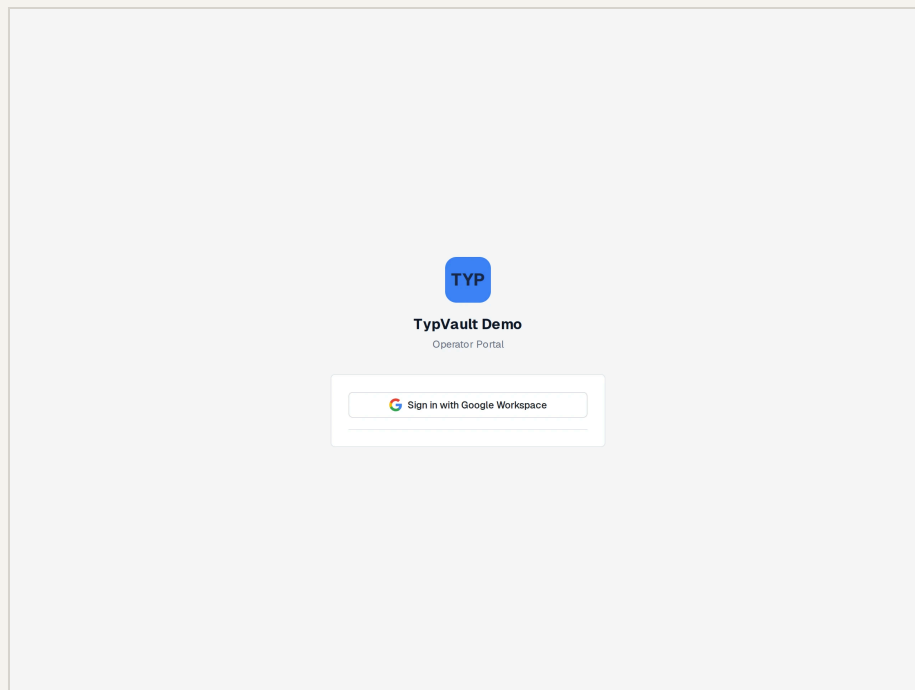
If a caller's situation doesn't match these rules, follow your program's call-handling policy before improvising.

First login and required two-factor setup

The first time you sign in, you set up a second factor before you can reach the call-center screen. Every operator account requires this. There's no way to skip it, and no role is exempt.

Sign in

1. Go to the sign-in page for the call-center screen.
2. You'll land on a screen titled with your program's name, under the heading "Operator Portal." Select the sign-in option your program has set up for you. Most programs use **Sign in with Google Workspace**. If you see more than one option, or you're not sure which applies to you, ask your supervisor: this is set per program and isn't something you can tell just by looking at the screen.
3. Whichever option you use, TypVault checks the account against your program's operator list before letting you in.



The sign-in screen as it appears on the demonstration deployment.

Set up your second factor

This only happens once, the first time you sign in. After that, see “Every sign-in after this one” below.

1. You’ll see a screen with this instruction: “Operator accounts require a second factor. Set up an authenticator app to continue.” Click “**Set up authenticator app.**”
2. Open an authenticator app on your phone — Google Authenticator, 1Password, Authy, or similar — and scan the QR code on the screen. Can’t scan it? Type in the manual entry key next to it instead.
3. Enter the 6-digit code your app now shows, then click “**Verify.**”
4. You’ll see your backup codes: ten of them, shown once.
5. Save them somewhere safe right now. This screen won’t appear again.
6. Check “**I’ve saved these codes,**” then click “**Continue.**”

Caution

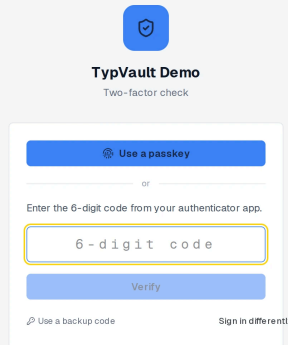
This step is not optional and there’s no coming back to it later. Budget a couple of minutes for it the first time you sign in.

Every sign-in after this one

You’ll land on a screen titled “Two-factor check.” Enter a fresh 6-digit code from your authenticator app each time, not your backup codes. Backup codes are only for when you’ve lost access to the app itself, not a routine sign-in method.

If your account also has a passkey set up, you may be offered that as a faster option: your device’s own fingerprint, face, or security-key prompt, instead of typing a code. Ask your supervisor if you’re not sure whether your program uses this.

Too many incorrect codes in a row locks the attempt for a short time. Wait it out, or use a backup code if you have one saved.



The two-factor check you see on every sign-in after setup.

If you're locked out or need a reset

You can't reset your own second factor. A program admin has to do that for you. Contact your supervisor if you've lost your phone, lost your backup codes, or the screen won't accept a code you're sure is right.

Related

- [Conduit mode: your role on the call](#)
- [Taking a call](#)
- [Practice on the demo](#)
- [Signing in and two-factor authentication](#)

If your screen doesn't match these steps, ask your supervisor before you take a call.

Taking a call: the Call Center screen

Go to **Call Center** in the left-hand navigation to take a call. Nothing on the screen is active until you click **Start call**. There's nothing to fill in yet, because there's no caller yet.

Start the call

Click **Start call** at the top right. The status bar switches to its live state, a timer starts counting up, and the message next to it changes to:

“Capturing anonymously — the caller stays anonymous, even to you.”

Open the call the way your program always has. This screen doesn't script your greeting or your anonymity explanation, and it isn't a substitute for your program's life-safety protocol if a caller describes an emergency in progress.

Nothing you enter is sent anywhere, or becomes part of any record, until you confirm and log the tip at the end of the call. If the caller hangs up before that, close out with **End call**. There is nothing left over to clean up.

00:00 No active call
Line released

Capture closed for this call

Start call

Search while on call

Surface related prior tips by plate, name, or place

Type a plate, name, or place to search prior tips.

Matches tip content only — who reported a tip is never searchable.

Not captured

What makes you a conduit, not a record of the caller

Caller phone number

IP address

Caller location

Call recording or audio

The tip is encrypted the moment you enter it. No link between the caller and this tip is stored — not even by you.

Tip capture

Same structured intake as the web submission — you drive it for the caller

Encrypted on entry

CATEGORY

Assault or fight

Domestic violence

Sexual assault

Child or elder abuse

Human trafficking

Gang-related violence

Threats against a person

Threat against a school

Planned attack on a place / group

Weapons

Missing person

Someone in danger

Child welfare

Vulnerable adult

Drugs or narcotics

Drug manufacturing

Theft or burglary

Vehicle theft

Vandalism or damage

Scam or financial fraud

Identity theft

Something else

PRIORITY

Standard

High

Critical

WHAT THE CALLER IS REPORTING

Capture the account in the caller's own words — what's happening, where, and when.

SUBJECT & DETAILS

Suspect

Vehicle

Victim

Description, name /

Make, color, plate

any (optional)

In-call notepad

NOT ON TIP

Your working scratch — just for you

Jot anything you need while the caller talks...

Scratch notes for this call only. Cleared when the call ends — never attached to the tip.

Before you finish

Read the tip back, then hand off the code

Category

What was reported

Subject details

Location

☒ Reward interest

Read the tip back, then hand the caller their retrieval code — the only link to this tip.

The screen before a call. Nothing is being captured yet.

The console while a call is live

Once you're live, the screen splits into three panels: **search and the anonymity guardrail** on the left, **tip capture** in the center, and your **notepad and checklist** on the right. Until a call is live, all three stay dimmed and locked, and there's nothing to click.

The left panel's search box, **Search while on call**, lets you check whether a plate, name, or place the caller mentions matches an earlier tip. It's covered in full in [Searching during a call](#).

00:01 Live call
Inbound · connection good

Capturing anonymously — the caller stays anonymous, even to you

End call

Type a plate, name, or place to search prior tips.

Matches tip content only — who reported a tip is never searchable.

Not captured
What makes you a conduit, not a record of the caller.

- Caller phone number
- IP address
- Caller location
- Call recording or audio

The tip is encrypted the moment you enter it. No link between the caller and this tip is stored — not even by you.

Category

- Assault or fight
- Domestic violence
- Sexual assault
- Child or elder abuse
- Human trafficking
- Gang-related violence
- Threats against a person
- Threat against a school
- Planned attack on a place / group
- Weapons
- Missing person
- Someone in danger
- Child welfare
- Vulnerable adult
- Drugs or narcotics
- Drug manufacturing
- Theft or burglary**
- Vehicle theft
- Vandalism or damage
- Scam or financial fraud
- Identity theft
- Something else

PRIORITY

Standard High Critical

WHAT THE CALLER IS REPORTING

Caller says a grey van has been parking behind the hardware store on Elm after closing, three nights this week. Two men carry boxes out the side door around 11pm.

SUBJECT & DETAILS

Suspect **Vehicle** **Victim**

Description, name / alias Make, color, plate If any (optional)

LOCATION

Behind the hardware store on Elm Street, near 4th

Before you finish
Read the tip back, then hand off the code

- Category
- What was reported
- Subject details
- Location
- Reward interest

Read the tip back, then hand the caller their retrieval code — the only link to this tip.

✓ New call started — capturing anonymously ✕

A live call: the timer runs and the capture form is open.

Fill in the tip capture form

As the caller talks, fill in the center panel. Nothing here has to happen in a set order, and you can change any of it until you log the tip.

- **Category:** click the chip that fits best: Assault or fight, Domestic violence, Sexual assault, Child or elder abuse, Human trafficking, Gang-related violence, Threats against a person, Threat against a school, Planned attack on a place / group, Weapons, Missing person, Someone in danger, Child welfare, Vulnerable adult, Drugs or narcotics, Drug manufacturing, Theft or burglary, Vehicle theft, Vandalism or damage, Scam or financial fraud, Identity theft, Something else. You can pick only one, and you can switch it any time before you log the tip.
- **Priority:** Standard, High, or Critical. Pick whichever matches the urgency of what you're hearing.
- **What the caller is reporting:** the narrative box. Write what the caller tells you, in their own words: what's going on, where, and when. This is the core of the tip.

- **Subject & details:** three separate boxes: **Suspect** (description, name, or alias), **Vehicle** (make, color, plate), and **Victim** (if there is one). Leave any of them blank if it doesn't apply.
- **Location:** the address, cross streets, or general area the caller describes.
- **Reward:** a toggle for "Caller wants to be considered for a reward." Turn it on only if the caller says so. They'll use their retrieval code to follow up on it. No identity needed.

Before you finish: the checklist

A checklist on the right tracks five things as you go: Category, What was reported, Subject details, Location, and Reward interest.

Reward interest always shows as done, whether or not the caller wants one. There's nothing to complete either way, since the toggle is optional. The other four tick off as you fill in the matching field.

This list is a visual reminder only. It doesn't stop you from logging the tip with something still blank.

Conduit-mode rules for this screen

A few rules apply to this screen specifically, on every call:

1. Never type anything that could identify the caller — a name, a phone number, or anything similar — anywhere on this screen, including the notepad.
2. Never write down the caller's retrieval code yourself. The caller keeps it; you don't.
3. Never keep a personal note that maps a caller to a case number.
4. Never keep an off-system copy of tip content: no separate document, message, or file with what the caller told you.
5. Treat the in-call notepad as scratch for this call only. It's never sent anywhere, and it clears the moment you end the call.
6. Search by tip content only. It's never a way to look up who reported a tip.

7. Read the retrieval code aloud once, and have the caller read it back to confirm it. Don't keep a copy of it anywhere else.
8. There's no field for a caller's phone number, IP address, location, or a recording of the call. Don't improvise one elsewhere.
9. Treat nothing as saved until you've confirmed and logged the tip. Until then, nothing you've typed has gone anywhere.

For the reasoning behind these rules, see [Conduit mode: your role on the call](#).

Nothing is saved until you confirm the tip

Everything above lives only in your browser tab while you're on the call. None of it reaches the server, and none of it becomes part of the tip, until you open the read-back window and confirm the tip is accurate. Logging it at that point is what creates the record, generates the retrieval code, and encrypts the tip on the way in.

Note

Ending the call clears your notepad right away. The capture form itself — category, narrative, and the rest — clears the next time you click **Start new call** for a new caller, not the instant this one ends. Until then the screen stays dimmed and locked, so there's nothing exposed in the meantime.

If the caller hangs up before you log the tip, nothing has been created. There's nothing to undo, and no partial tip left behind. You'd start over with **Start new call** if they reach you again.

The read-back window, the hand-off screen, and what happens to the tip afterward are their own steps: see [Read-back and logging](#) and [Handing off the retrieval code](#).

Related

- [Conduit mode: your role on the call](#)

- [Searching during a call](#)
- [Read-back and logging](#)
- [After the call](#)

If a caller's situation doesn't match these steps, follow your program's call-handling policy.

Searching prior tips while on a call

While a call is live, you can search other tips already in the system for a name, an alias, a phone number, or a vehicle detail the caller gives you, right from the same screen you're capturing the call on. It's optional, and using it doesn't touch anything you've already typed into this call.

When to use it

Try it any time a caller mentions something specific enough to check: a suspect's name or alias, a vehicle's make, model, color, or year, or a phone number. You don't need to wait until the rest of the capture form is filled in, and searching doesn't interrupt or change anything you've already entered for this call.

How to search

1. Find the search box in the panel on the left side of the call screen and type in the detail the caller gave you.
2. Wait a moment. Results come back on their own once you've typed a couple of characters. There's no search button to click and nothing to submit.
3. Read what comes back. Each result shows a staff case reference, the tip's category, a short description, and how long ago it was logged.

What the search does and doesn't find

It matches against specific details already entered on other tips: a name or alias, a phone number, or a vehicle's make, model, color, or year. It never matches a full account of what an earlier tip says happened, and never anything about who reported it. The panel is direct about that boundary: matches are on tip content only, and who reported a tip is never searchable.

A plate you type in here isn't guaranteed to turn up a match. The dedicated plate lookup used elsewhere in the console isn't part of this panel. And if nothing comes back at all, that doesn't rule out a connection. It just means no one has entered a matching detail on another tip yet, not that nothing relates to what the caller told you.

Marking a match as related

If a result looks like the same person, vehicle, or situation the caller is describing, select **Link as related** on it.

This mark doesn't outlast the call

Link as related is a working aid for you, right now, during this call only. It is not saved to the tip you're building, and it does not persist after the call. It disappears the moment you start your next call. If the connection genuinely matters to the investigation, it has to go somewhere that does become part of the tip: write it into the narrative, so the investigator who picks up the case sees it there.

What not to write down while you search

None of this is something the search panel enforces on its own. It's discipline every agent carries into every call, searching or not. Never write down the caller's retrieval code anywhere, for any reason, including to note that it matched something you found here. Never write down any fragment of the caller's identity anywhere — their name, their phone number, anything that would identify them — including in the in-call notepad, even just to explain why you searched. Never keep your own note connecting a specific caller to a specific case number, on paper or anywhere else off this system. And never copy a prior tip's content out of the console — its narrative, a suspect's details, anything else — to compare it against this call.

Related

- [Taking a call](#)
- [Conduit mode: your role on the call](#)
- [Read-back and logging](#)
- [Entities and entity search](#)

If this panel behaves differently from what's described here, tell your supervisor. The version your program runs may not match this page yet.

Read-back and logging the tip

You read back everything you've captured in a confirmation window, get the caller's agreement that it's right, then click one button that encrypts the tip and adds it to the queue. Nothing you've entered is saved anywhere before that click.

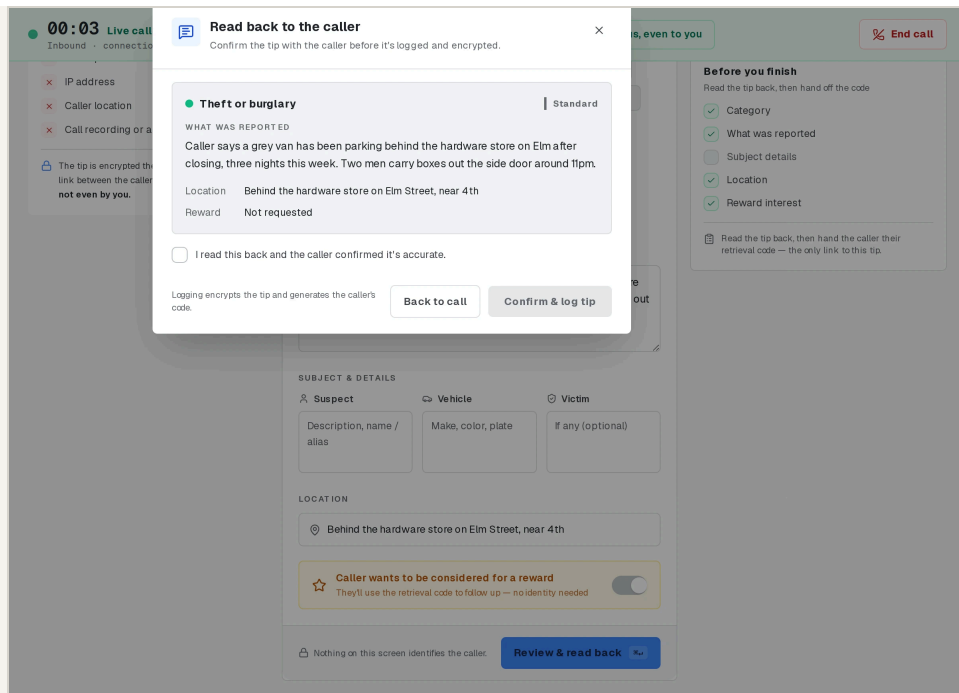
Open the read-back window

1. Once you have at least a category and the narrative filled in, click **Review & read back** at the bottom right of the capture panel, or press Ctrl+Enter (Cmd+Enter on a Mac).
2. The button stays dimmed, and the shortcut does nothing, until both of those are filled in. Subject, vehicle, victim, location, and the reward toggle are all optional at this point.

What the window shows you

A window titled "Read back to the caller" opens, with the note "Confirm the tip with the caller before it's logged and encrypted." It lays out exactly what's on the capture screen right now:

- Category and priority, together at the top
- "What was reported": the narrative, exactly as you wrote it
- Suspect, Vehicle, and Victim, each shown only if you filled it in
- Location, or a dash if you left it blank
- Reward: either "Caller wants to be considered for a reward" or "Not requested"



The read-back window, before the confirmation box is checked.

Read it back, then confirm

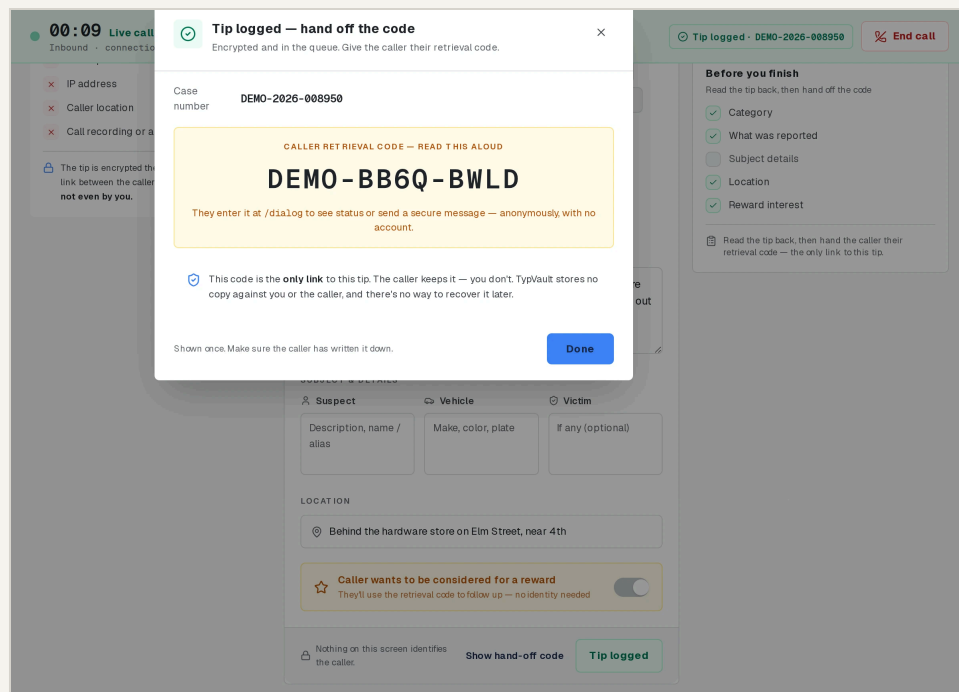
1. Read this back to the caller, in your own words. The window shows you what to cover. It doesn't script how you say it.
2. Once the caller confirms it's right, check the box: "I read this back and the caller confirmed it's accurate."
3. The window's footer reminds you what's about to happen: "Logging encrypts the tip and generates the caller's code."
4. Click **Confirm & log tip**. This button stays dimmed until the confirmation box above it is checked.

What clicking confirm does

Clicking **Confirm & log tip** encrypts the tip where you're sitting, before it's sent anywhere, using a key only your program holds to open it later, unless the tip is later referred to another program, whose investigators can then read it too. The tip is then added to the queue, and the system mints the caller's retrieval code.

A brief confirmation — “Tip logged” followed by the case number — appears once it goes through. The **Review & read back** button relabels to **Tip logged**, and a **Show hand-off code** link appears beside it, in case you close the hand-off screen and need to see the code again before you’re off the phone.

Reading the code to the caller, and everything that goes with that moment, is its own step: see [Handing off the retrieval code](#).



After the tip is confirmed: the case number and the retrieval code, shown once. The code is masked in this picture.

If you catch a mistake before you confirm

Nothing is final until you click **Confirm & log tip**. If the read-back window is open and you notice something wrong — the wrong category, a detail to add — click **Back to call** to close the window without logging anything. Fix it on the capture screen, then open the read-back window again when you’re ready.

If the confirm step doesn’t go through

If something goes wrong when you click **Confirm & log tip** — a connection problem, for example — the window shows an error in place of the confirmation, and nothing has been logged. Nothing you typed is lost. Wait a moment and try again.

Once it's confirmed, that's final

There's no undo on this screen once you click **Confirm & log tip**. What to do if you catch a mistake after that point is a question for your program, not this screen. Ask your supervisor what your program's correction procedure is.

Privacy discipline through this step

The rules that shaped the rest of the call still apply while you're reading back and confirming. Don't write anything from the read-back window down anywhere outside it. Treat the case number, once it appears, as staff-only: it's for your program's records, never something you read to the caller. Nothing you're reading back — the narrative, the subject details, the location — leaves this screen as a separate copy of its own.

You never retain, at this step or any other:

- the caller's retrieval code
- any caller identity fragment, anywhere, including in a local notepad
- any personal mapping between a caller and a case number
- any off-system copy of the tip's content

Related

- [Taking a call: the Call Center screen](#)
- [Handing off the retrieval code](#)
- [Conduit mode: your role on the call](#)
- [After the call](#)

If a caller's situation doesn't match these steps, follow your program's call-handling policy.

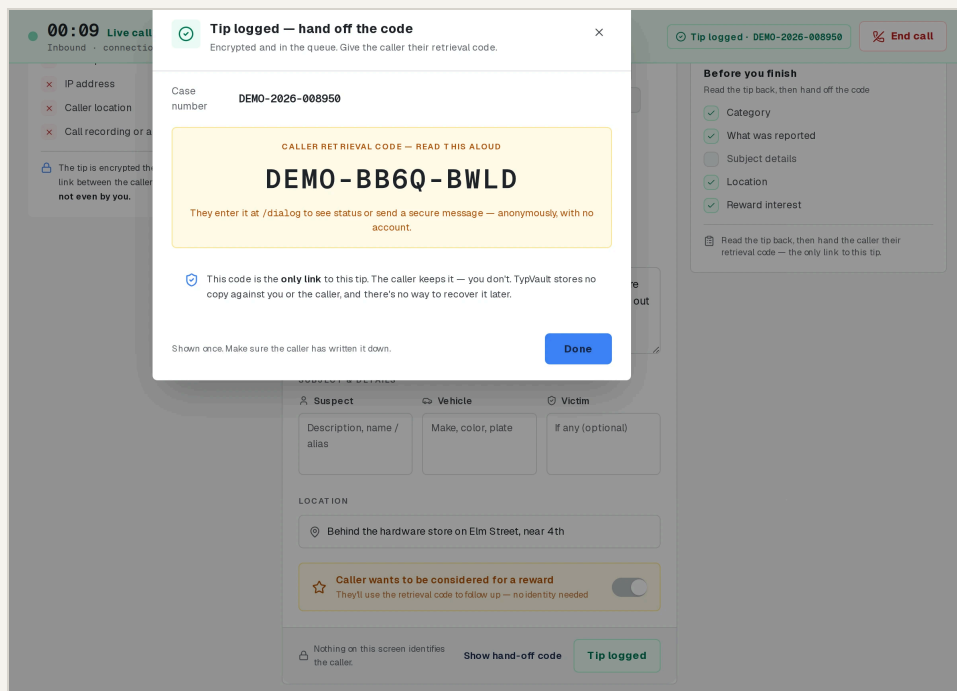
Handing off the retrieval code

You hand off the retrieval code by reading it aloud to the caller once, right after you log the tip, and by never writing it down yourself.

This is the one moment on the call you cannot redo. Once you’ve read the code and hung up, the caller’s own copy is the only way back into that tip: not yours, not your program’s, and not anyone else’s.

What appears on screen

When you click **Confirm & log tip** in the read-back window, a new screen opens headed “Tip logged — hand off the code.” A case number sits near the top: that’s for your program’s records, and you never read it to the caller. Below it, in large print, is the code itself, under a heading telling you to read it aloud.



The hand-off screen. The retrieval code is masked in this picture.

Read this to the caller, in order

Use your own words for the rest of the call. This software doesn't script your greeting or how you explain anonymity. At this one moment, read something close to the script below, in this order:

"Your tip is logged and it's encrypted now. I'm going to read you a code. This is the only way either of us can ever look this tip up again, and if you lose it, nobody can recover it for you, including me. Please write it down right now:" [read the code slowly, in groups, for example, "A-B-C... one-two-three-four... five-six-seven-eight"] "There's no password attached to this call, so you don't need to remember anything else. That code alone lets you check your tip's status anytime: go to your program's site, then /dialog, and enter it. But if you ever want to read a reply, send a follow-up message, or come back for a reward, you'll first need to set a passphrase yourself, from that same /dialog page, whenever you're ready. There's no account, no login, and no way for me to look any of this up for you afterward without that code."

Have the caller read the code back to you before you hang up, so you both know it's right.

There is no way back in without it

If the caller loses the code, the tip is not gone. But nobody, including you and your program, can get back into it without that code. There is no reset and no lookup. Tell them this plainly, as part of the script, rather than let them find out later.

Do not write it down

Don't write the code on paper, in your notepad, in a ticket, or anywhere else, not even to finish out the call. The caller keeps the only copy; you don't keep one at all.

Click **Done**, then click **End call** once you're off the phone. Ending the call clears your notepad and resets the screen for the next caller.

What the code gets the caller back into

At /dialog, the code alone opens a status view: no name, no account, nothing else to enter.

If the caller wants to message you back, or collect a reward later, they set a passphrase themselves from that same page, whenever they're ready. You don't collect it, and you don't need it.

That's covered in full in [After the call](#). For this step, all the caller needs is the code, read once.

The nine rules behind this moment

Everything above rests on nine rules. None of them bend, and none of them are settings you or your program can turn off:

1. Never type the caller's name, phone number, or any other identifying detail into any field on this screen. None of them are built to hold it.
2. Never write anything that could identify the caller into the in-call notepad. It's local and it clears when the call ends, but it still isn't built to hold that.
3. Never use the Suspect, Vehicle, or Victim boxes for the caller's own details. Those describe who the tip is about, never who is calling it in.
4. Never treat anything as saved before you log the tip: the timer, the notepad, and every capture field live only in your browser until you confirm and log.
5. Never search for, or act on, who placed a call: the search panel matches tip content only.
6. Never read the case number to the caller: it's for your program's records, not theirs.
7. Never write the retrieval code down anywhere yourself, at any point, for any reason.
8. Read the retrieval code aloud to the caller exactly once, and only to the caller.
9. Never look the tip up for the caller afterward. You have no way to, and saying so is part of the hand-off.

What you don't keep

Nothing about the caller follows you past the call. You never retain:

- the caller's retrieval code
- any caller identity fragment, anywhere, including in a local notepad
- any personal mapping between a caller and a case number
- any off-system copy of tip content

If it would let someone connect a caller to a tip later, it doesn't get written down, typed anywhere, or kept in any other system, not for a minute, and not "just this once."

If the call drops before the tip is saved

Nothing is saved until you click **Confirm & log tip**. If the caller hangs up before that, the tip doesn't exist, and there's no code to hand off. The caller would need to call back and start over.

Related

- [Read-back and logging](#)
- [After the call](#)
- [Conduit mode: your role on the call](#)
- [Anonymity, in full](#)

If a caller's situation doesn't match these steps, follow your program's call-handling policy.

After the call: workspace, replies, and the passphrase gate

Once you end the call, the tip from that call sits in Workspace with every other tip in the queue. If it needs a reply, the caller cannot read it until they set a passphrase of their own.

Where the tip lands

The tip you took is not set apart from a tip someone submitted online. It sits in the same queue, under the same tabs, and opens to the same case view.

- Find it under **All** or **Active**, or search for it.
- Open it the way you would any other case.

Two things happen on their own once the call ends, with nothing for you to trigger: the tip is checked against other tips for a possible connection, and it goes through an automated safety check. Neither one is a person reviewing the tip while you were still on the phone. Both run afterward, on their own.

The screenshot displays a case management interface. On the left, a 'QUEUE' sidebar lists several tips with their status (e.g., 'Active', 'Pending Assignment') and filters. The main area shows a detailed view of a tip titled 'DEMO-2026-008914'. It includes a progress bar with stages: Received, Routed, Under review, Actionable, and Closed. Below this, there's a section for 'AI READOUT' with a 'Re-run' button. The 'NARRATIVE' section contains a report from a 'REPORTER'S ACCOUNT' describing a grey sedan suspected in a car theft. The 'LOCATION' section shows 'FROM 1188 Harborview Rd, Harbor Bay, UT'. On the right, a sidebar contains 'ASSIGNED TO' (Unassigned), 'EXTERNAL CASE #', 'WORKFLOW ACTIONS' (Set sub-status, Set priority, Route this tip, Refer to another program, Log reward, Close, Close as noise, Pause reporter dialog), 'ACTIVITY' (Both, Comments, Audit), 'ROUTING HISTORY', and 'STATUS HISTORY'.

Where a phoned-in tip lands: the workspace, with the tip open.

Sending a reply

If the case needs a reply — a follow-up question, a request for more detail, anything your program wants to tell the caller — send it from inside the case, not from anywhere else.

1. Open the tip in Workspace.
2. Find the **Dialog** section, or use **Messages** in the left navigation. It shows the same thread.
3. Type your reply and send it.

Why the caller might not answer

This is the part that's easy to miss on a phone-in tip: because the caller never set a passphrase during the call, they cannot read your reply, or send one back, until they add a passphrase themselves, at /dialog, using the retrieval code you gave them.

Until they do that, the code they hold shows them only the tip's status. Your reply is not lost, and it is not bounced. It waits, unread, for as long as it takes. The same rule covers a reward: if the caller wants to collect one, they need a passphrase, not just the code.

Don't chase this. There's nothing to fix on your end. If the caller calls back, tell them how to add a passphrase: the same `/dialog` page, using their code.

Privacy discipline doesn't end at hang-up

The conduit-mode rules that shaped the call still hold once you're working the case afterward:

- Never keep the caller's retrieval code, anywhere. If you need the tip again, find it in Workspace by category, date, status, or case number: never by trying to remember who called.
- Never write any fragment of the caller's identity anywhere, including a local notepad.
- Never keep a personal mapping between a caller and a case number, even to jog your own memory for a callback.
- Never keep an off-system copy of a tip's content: no pasted narrative, no saved screenshot, no forwarded note.

Related

- [Handing off the retrieval code](#)
- [Conduit mode: your role on the call](#)
- [Messaging a tipster](#)
- [Practice on the demo](#)

If a reply looks stuck, or you're not sure a passphrase was ever set, your program admin can check the case from their side.

Practice exercises on the demo

Run these three exercises on your program’s demo deployment before you take a real call. Every tip you create there is automatically marked as a demo tip. That’s expected, and it’s what a demo deployment is for.

Caution

Do this on the demo deployment only, never on a live one. A live deployment logs a real tip for a real program.

Before you start: the discipline still applies

None of what follows is real, but the point of practicing is to build the habit correctly, so treat every exercise below exactly like a live call.

- Never type anything that could identify a “caller” you’re role-playing — a name, a phone number, anything similar — anywhere on the screen, including the notepad.
- Never write down a retrieval code yourself, even a practice one.
- Never keep a personal note mapping a practice caller to a case number.
- Never keep an off-system copy of anything you type into a practice tip.

If a habit is wrong here, it’s wrong on a real call too. There’s no separate, looser standard for the demo.

Nothing about the caller ever follows you past a call, practice or real. You never retain:

- the caller’s retrieval code
- any caller identity fragment, anywhere, including a local notepad
- any personal mapping between a caller and a case number
- any off-system copy of tip content

Exercise 1: a straightforward tip, then check it as the caller

1. Click **Start call**.
2. Fill in the capture form: category **Vehicle theft**, priority **Standard**, a short narrative describing a suspicious vehicle, and the **Vehicle** box filled in: for example, “dark gray sedan, partial plate ABC123.” Leave **Suspect** and **Victim** blank. Add a **Location**. Leave the reward toggle off.
3. Click **Review & read back**, check the confirmation box, then click **Confirm & log tip**.
4. Write down the retrieval code exactly as you’d read it to a caller.
5. Open a private or incognito browser tab and go to /dialog. Enter the code, leave the passphrase field blank, and click **Check status**.
6. Confirm you land on a status view, with nothing asking you for a passphrase.

This is the core promise of a phone-in tip’s code: on its own, it’s enough to check status.

Exercise 2: a reward-interested tip, followed through to a reply

1. Click **End call** to close out this exercise.
2. Click **Start new call**.
3. Fill in the form: category **Domestic violence**, priority **Critical**, both the **Suspect** and **Victim** boxes filled in, a **Location**, and turn the reward toggle on.
4. Log the tip the same way as Exercise 1, and get the retrieval code.
5. In your “caller” tab, go to /dialog and enter the code. This time, use **Add a passphrase**.
6. Once the passphrase is set, switch to the operator side. Open the tip in Workspace or Messages and send a reply.
7. Switch back to the “caller” tab and confirm the reply appears.

Add a passphrase explains itself on screen: a passphrase protects access to messages, and it's also what's needed to collect a cash reward. Most callers don't need one. The code alone still checks status.

Exercise 3: search mid-call, and a dropped call

1. Click **End call** to close out this exercise.
2. Click **Start new call**.
3. Before filling in the capture form, use **Search while on call** to look up something from Exercise 1: try the vehicle's description ("gray sedan") rather than the plate. A plate alone isn't guaranteed to turn up a match through this panel, so a color-or-type match is a more reliable test of it. Confirm the panel either shows a result or tells you no prior tips match that signal. Both are expected outcomes here.
4. Fill in a tip: category **Missing person**, priority **High**, the **Victim** box filled in, no reward.
5. This time, instead of clicking **Review & read back**, click **End call** directly.
6. Click **Start new call** again for a new caller and confirm every field in the capture form is empty.

This demonstrates the rule behind everything above: nothing is saved until you explicitly confirm and complete the tip.

Related

- [Taking a call](#)
- [Searching during a call](#)
- [Handing off the retrieval code](#)
- [After the call](#)

If any exercise doesn't behave the way this page describes, tell your supervisor before you take a real call. The version your program runs may not match this page yet.

Agent FAQ

Quick answers to the questions agents ask most on the call-center screen. If your question isn't here, or the answer doesn't match what you're seeing, it belongs in its own article. Flag it to your program so the guidance can catch up.

What if the caller hangs up before the tip is confirmed?

Nothing is saved until you click **Confirm & log tip** in the read-back window. If the call drops before that, the tip doesn't exist: there's nothing left to finish or delete. You'd need the caller to call back and start over. Whether your program wants a different practice here, such as logging a partial tip anyway, is a call for your program to make: this screen doesn't support that either way right now.

Can I correct a tip after it's confirmed?

There's no undo on this screen once a tip is logged. What counts as a correction, and how to make one, is set by your program. Ask your supervisor or program admin what the correction process is on your deployment.

What if the caller doesn't want a reward but changes their mind later?

They can go to /dialog at any time with their retrieval code and set a passphrase themselves. That's also what's needed to collect a reward later. You don't need to reopen the call for this.

What if I pick the wrong category by accident, before I click “Review & read back”?

Click a different category chip. Nothing is final until you confirm and log the tip.

Does the caller ever see a case number?

No. The case number shown to you in the hand-off window — sometimes called the investigator reference — is for your program’s records only. The only thing you read to the caller is the retrieval code.

What am I not allowed to keep, anywhere?

Never write down or keep, anywhere, including in your own notes: the caller’s retrieval code; any fragment of the caller’s identity, including in a local notepad; any personal mapping between a caller and a case number; or any off-system copy of a tip’s content. These are rules for how you work, not something the software enforces on your behalf.

Related

- [Conduit mode: your role on the call](#)
- [Taking a call](#)
- [Handing off the retrieval code](#)
- [After the call](#)

If a caller’s situation doesn’t match any of these answers, follow your program’s call-handling policy.