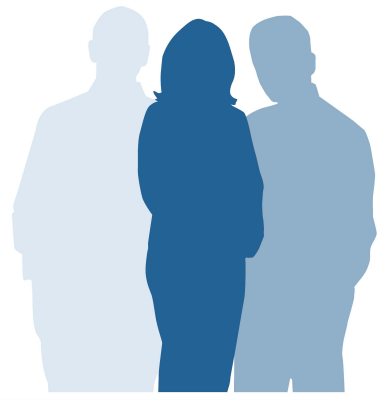


NamUs



National Missing and Unidentified Persons System

NamUs User Guide: Entering a Missing Person Case

NamUs Overview and Case Requirements

NamUs supports long-term missing and unidentified human remains case investigations and provides a central repository of these cases for professional users (e.g., law enforcement, medical examiners, coroners, and allied forensic professionals), families of missing loved ones, and the public.

NamUs' key objectives are to provide:

- Support to law enforcement, medical examiners, and coroners through case consultation and assistance with the collection of biometric information to drive case resolutions.
- No-cost forensic and analytical services with the end goal of finding missing persons and identifying human remains.
- Outreach, training, and technical support to help users identify, review, and enter missing, unidentified, and unclaimed persons cases into the database.

The NamUs program offers personalized assistance to investigators and families of missing loved ones. It was designed to be a complement to the Federal Bureau of Investigation's National Crime Information Center (NCIC) with respect to long-term cases that have exhausted other means of investigation. Each case is curated, maintained, and managed by a regional system administrator (RSA) who works side-by-side with a submitting agency to certify that case details are complete, accurate, and relevant, ensuring that the NamUs database's search functions can make associations to ultimately generate robust investigative leads. While NamUs can be used for any missing person case, our resources provide the most benefit to cases that have been active for greater than 180 days unless there is an imminent risk of bodily harm or death, which may warrant entry prior to the 180-day benchmark.

It should be noted that for every case entered by a professional user, it is NamUs policy that RSA staff must contact the submitting party to complete the record and obtain permission to publish the case, making it available to the public in a limited capacity. Every case must contain complete and accurate information in the following data fields before it can be verified and published:

- | | |
|--------------------------|---|
| 1. First name | 10. Date of last contact |
| 2. Last name | 11. City last seen |
| 3. Sex assigned at birth | 12. State last seen |
| 4. Date of birth | 13. Date of last contact |
| 5. Race/ethnicity | 14. Circumstances of disappearance |
| 6. Height | 15. Missing from tribal land |
| 7. Weight | 16. Investigating agency name |
| 8. Hair color | 17. Investigating agency case number |
| 9. Eye color | 18. Investigating agency contact name and email address |

Without complete and accurate information in the above fields, a case cannot be published and is therefore inaccessible to all other users. Therefore, we recommend users delay entering case information until complete information for all 18 fields is obtained and readily available to quickly move cases forward to publication.

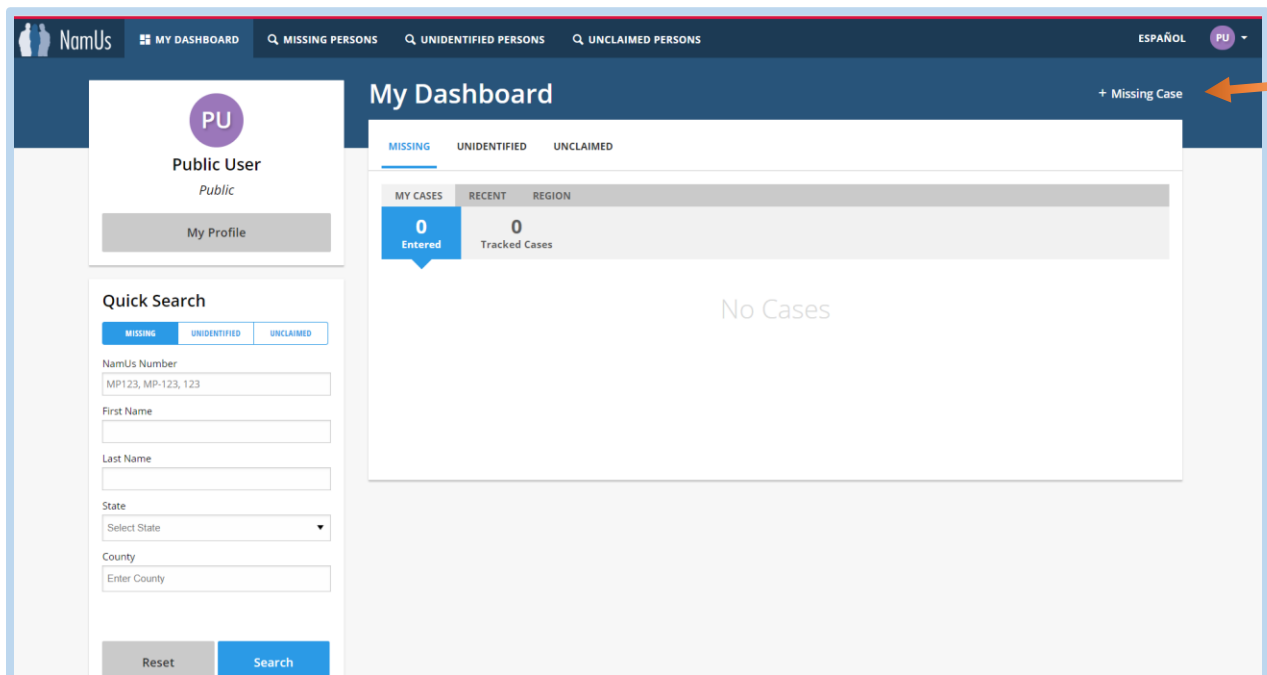
Entering a Missing Person Case

All registered users can enter missing person cases into NamUs. Prior to publication in NamUs, a Regional System Administrator will verify the missing person report with the appropriate law enforcement agency and obtain permission from that agency to publish the case information in NamUs.

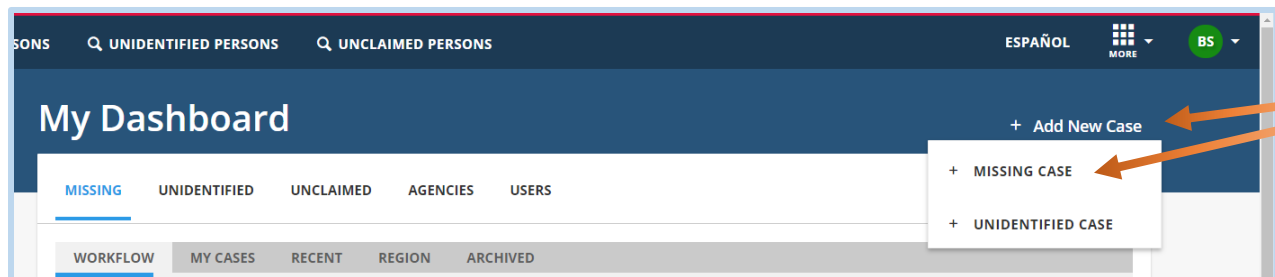
To ensure protection of sensitive case data, some information related to missing persons will be viewable only to NamUs personnel and registered, vetted criminal justice personnel and allied forensic specialists after the case is published. These fields are flagged in NamUs with a badge icon (🛡️) for easy identification.

When completing a NamUs entry, please provide all known details, including demographic and other descriptive information, investigating agency information, and the availability of biometric information such as dental records, fingerprint cards, and/or samples or relatives available as DNA references.

To begin entering a missing person case, log into your registered user account and click the “+ Missing Case” from your dashboard.



Note that if you are a professional user with the ability to also enter unidentified person cases, you must first hover over “+ Add New Case” to access the link to enter a missing person case.



Clicking “+ Missing Case” opens a short form to begin your case entry. Fill this form out with as much information as possible, then click “Create Draft” to continue adding details about your case. Step-by-step instructions can also be found in the sidebar of the initial case entry form.

The screenshot shows a web form titled "Create a Missing Persons Case". At the top, there is a dropdown menu labeled "What is your relationship to the missing person?". Below this are sections for "Demographics", "Circumstances", and "Physical". The "Demographics" section includes fields for First Name, Middle Name (Optional), Last Name, Date of Birth (MM/DD/YYYY), Sex, and Race/Ethnicity (with checkboxes for White/Caucasian, Black/African American, Hispanic/Latino, Asian, Native American/Alaskan Native, Hawaiian/Pacific Islander, and Other). The "Circumstances" section includes Date of Last Contact (MM/DD/YYYY), Last Known Location (City, State, ZIP Code, County), and a text area for "Circumstances of Disappearance". The "Physical" section includes Height (Feet/Inches) and Weight (lbs) fields, and dropdowns for Hair Color and Eye Color, with a checkbox for "Specify Each Eye Separately". At the bottom right, there are "Cancel" and "Create Draft" buttons. An orange arrow points from the top right towards the "Create Draft" button. On the right side of the form, there is a sidebar titled "Create and submit a Missing Persons case" with a "Privacy Act Statement" link and four numbered steps: 1. Begin, 2. Create, 3. Submit, and 4. After Submission. Each step contains brief instructions and a list of required fields.

Please be aware that for security reasons, users will be logged out of the NamUs 2.0 system after 30 minutes of inactivity. You will receive a warning prior to being logged out. At any time during your initial case entry, you may click “create draft” to save your work. If your session times out for inactivity prior to creating your draft, your case will not be saved in NamUs.

On the initial case entry form, indicate your relationship to the missing person by selecting the appropriate category from the picklist, then enter the missing person's name, demographic information, and circumstances of disappearance. When you have completed all known information, click "Create Draft" to continue.

The options indicating your relationship to the missing person will appear in a picklist. If you do not see an appropriate options, select "other".

- Father
- Mother
- Brother
- Sister
- Son
- Daughter
- Grandfather
- Grandmother
- Cousin
- Aunt
- Uncle
- Husband
- Wife
- Boyfriend
- Girlfriend
- Friend
- Landlord
- Concerned Citizen
- Law Enforcement
- NamUs Staff
- NMCMC Case Manager
- NMCMC Assistant Case Manager
- State Clearinghouse
- Other

You are not limited to choosing a single race/ethnicity category. Multiple combinations can be entered by checking each box that applies.

Demographics

What is your relationship to the missing person?

First Name: Middle Name: Last Name:

Date of Birth:

Sex:

Race / Ethnicity (select all that apply)

- White / Caucasian
- Black / African American
- Hispanic / Latino
- Asian
- Native American / Alaskan Native
- Hawaiian / Pacific Islander
- Other
- Uncertain

Circumstances

Date of Last Contact:

Last Known Location

City: State: ZIP Code:

County:

Circumstances of Disappearance

John was last seen with friends at the Grand Old Opry in Nashville. John said he was planning to go to Omaha, Nebraska, even though there was a blizzard in the area. He drove a white Dodge pickup truck.

Physical

Height (Feet/Inches): - ft in

Weight (lbs): - lbs

Hair Color:

Eye Color:

Specify Each Eye Separately

- Select Hair Color
- Brown
 - Black
 - White
 - Sandy
 - Gray or Partially Gray
 - Red/Auburn
 - Blond/Strawberry
 - Blue
 - Green
 - Orange
 - Pink
 - Purple
 - Unknown or Completely Bald

- Select Eye Color
- Black
 - Blue
 - Brown
 - Gray
 - Green
 - Hazel
 - Maroon
 - Pink
 - Unknown or Missing

After clicking "Create Draft", you are taken to the full case file, where you can add additional case details. Your case is in "Draft" status until you complete your entry and submit to NamUs. Submitting your case will ensure prompt review by your NamUs Regional System Administrator.

To enter additional details in your draft case, click the “Edit” link in any case section to open a modal that allows you to enter or edit information.

The screenshot shows the NamUs web interface for a draft case (MP98450) for John Quincy Smith. The interface includes a navigation bar with 'MY DASHBOARD', 'MISSING PERSONS', 'UNIDENTIFIED PERSONS', and 'UNCLAIMED PERSONS'. The main content area displays case information, including a profile picture, name, date of last contact, missing from location, missing age, current age, matches, and exclusions. A sidebar on the left lists various case information categories. The 'Case Information' section is expanded, showing 'Case Numbers' and 'Demographics' subsections. An orange arrow points from the 'Edit' link in the 'Demographics' subsection to the 'Edit Demographics' modal shown below.

The 'Edit Demographics' modal form contains the following fields and options:

- Indicates fields that are required to submit this case**
- First Name:** John
- Middle Name:** Quincy
- Last Name:** Smith
- Maiden Name:** (empty)
- Nickname/Alias:** (empty)
- Date of Birth:** 01/01/1973
- Place of Birth:** (empty)
- Birthdate Unknown?
- Sex:** Male
- Race / Ethnicity (select all that apply):**
 - White / Caucasian
 - Black / African American
 - Hispanic / Latino
 - Asian
 - Native American / Alaskan Native
 - Hawaiian / Pacific Islander
 - Other
 - Uncertain
- Blood Type:** (empty)
- Height (Feet/inches):** 6 ft 0 in
- Weight (lbs):** 180 lbs

Buttons: Cancel, Save

Fields highlighted in orange indicate data that is required to submit your completed case to NamUs.

When entering the circumstances of a missing person’s disappearance, you have the option of entering a specific street address, the intersection of two streets, or a general location, such as a missing person who was last seen hiking in a national forest or boating in open waters.

To edit the address in circumstances, first indicate the address type.

Edit Circumstances

Indicates fields that are required to submit this case

Date of Last Contact: 11/30/2010

Suspected Foul Play: Yes No Possibly Uncertain

Last Known Location: Street Address Intersection General Location

Address: 2804 Opryland Drive

City: Nashville

State: Tennessee

County: Davidson County

Circumstances of Disappearance: John was last seen with some of his friends at the Grand Old Opry in Nashville. John said he was planning to go to Omaha Nebraska, even though there was a blizzard in the area. He drove a White Dodge pickup truck.

Buttons: Cancel, Save

Enter as much descriptive information as possible to increase the likelihood of locating potential matches to your missing person in NamUs. To add additional descriptors – such as scars, marks, and tattoos – scroll to the “Physical Description” section of the case file, or click “Physical Description” from the left hand menu in the case file.

Draft Case MP98450 [Submit Case](#)

Missing Person / NamUs #MP98450 **PENDING**

John Quincy Smith, Male, White / Caucasian

Date of Last Contact: November 30, 2010

Missing From: Nashville, Tennessee

Missing Age: 37 Years

Current Age: 44 Years

Matches: 0

Exclusions: 0

Physical Description [Edit](#)

Hair Color: Red/Auburn

Head Hair Description: --

Body Hair Description: --

Facial Hair Description: --

Left Eye Color: Brown

Right Eye Color: Brown

Eye Description: --

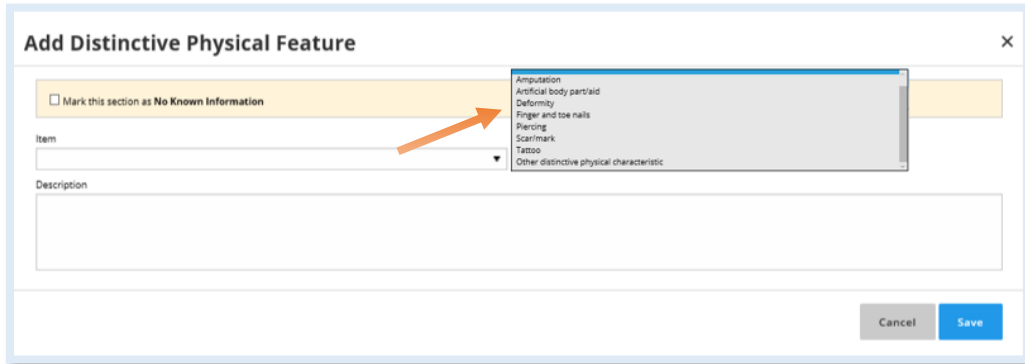
Distinctive Physical Features

No Information Entered

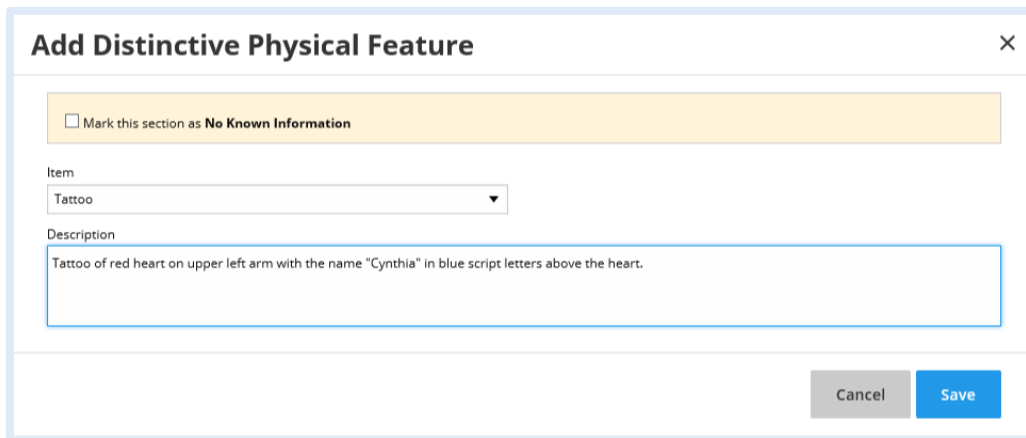
[+ Add Distinctive Physical Feature](#)

Click “+ Add Distinctive Physical Features” to add this additional data to your case file. This will open a modal where you can choose the appropriate category for the descriptor, such as a piercing or tattoo,

then enter additional details in the “Description” box. Please note that the more description you provide, the more likely your case will appear in searches performed by other users.



The screenshot shows the 'Add Distinctive Physical Feature' form. At the top, there is a checkbox labeled 'Mark this section as No Known Information'. Below this is the 'Item' dropdown menu, which is currently open, showing a list of options: Amputation, Artificial body part/aid, Deformity, Finger and toe nails, Piercing, Scar/mark, Tattoo, and Other distinctive physical characteristic. An orange arrow points to the 'Tattoo' option. Below the dropdown is a large text area for the 'Description'. At the bottom right, there are 'Cancel' and 'Save' buttons.



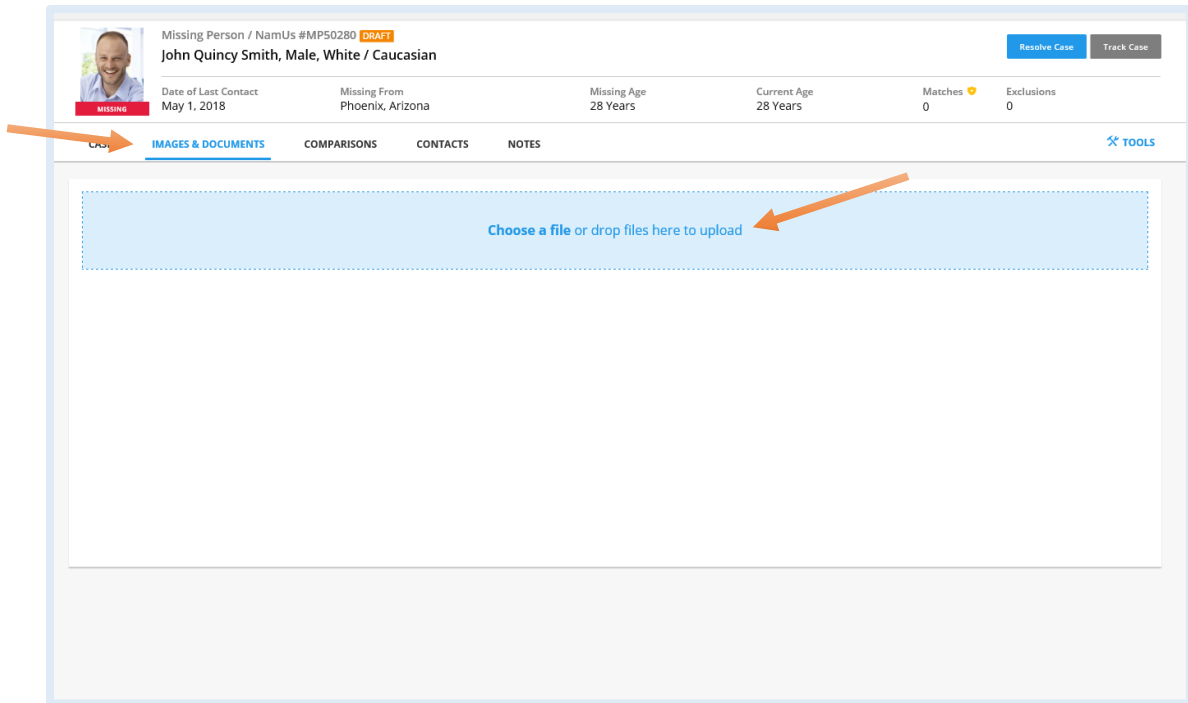
The screenshot shows the 'Add Distinctive Physical Feature' form with 'Tattoo' selected in the 'Item' dropdown. The 'Description' text area contains the text: 'Tattoo of red heart on upper left arm with the name "Cynthia" in blue script letters above the heart.' At the bottom right, there are 'Cancel' and 'Save' buttons.

When you have completed the entry of each descriptive item, click “Save” to view the Distinctive Physical Features in your missing person case file.

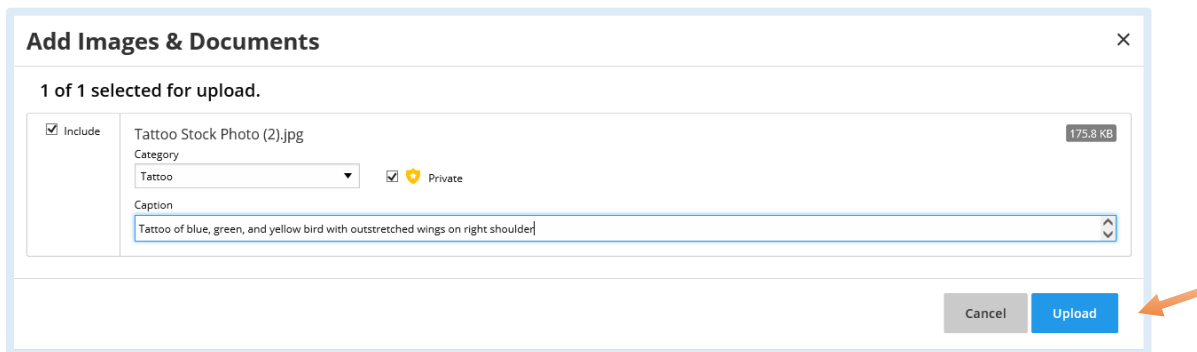


Distinctive Physical Features		
Item	Description	
Tattoo	Tattoo of red heart on upper left arm with the name "Cynthia" in blue script letters above the heart.	Delete Edit
Tattoo	Tattoo of blue, green, and yellow bird with outstretched wings on right shoulder.	Delete Edit
+ Add Distinctive Physical Feature		

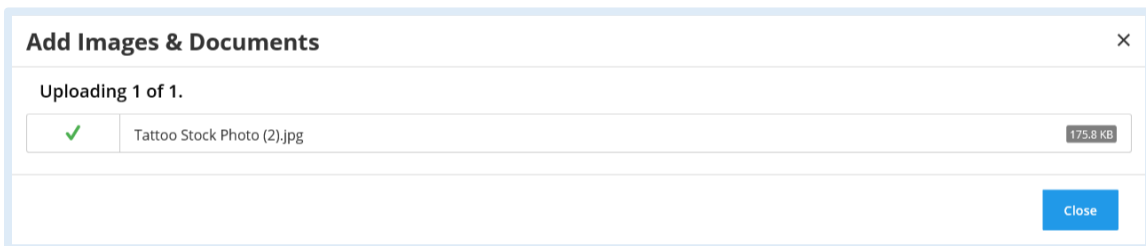
You may also add images of distinctive physical features, in addition to facial photographs, dental charts, fingerprint cards, or other images associated with your case. To add images, click the “Images & Documents” link at the top of the case file, then drag and drop, or click “Choose a file”, to upload one or more images to your case file.



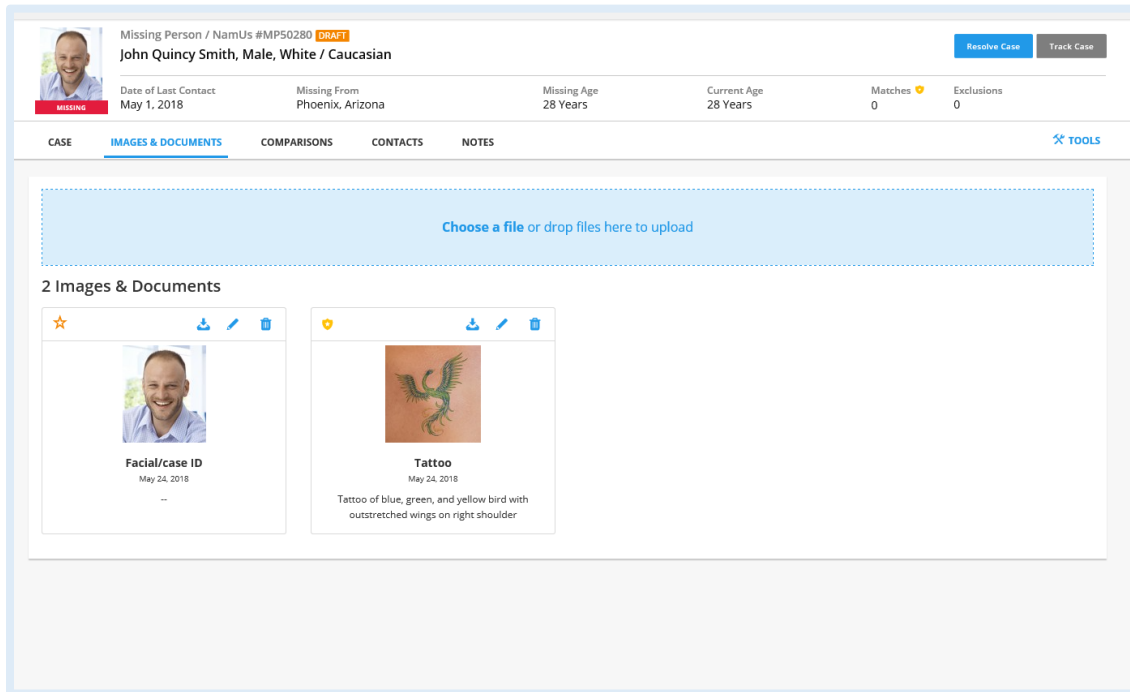
If you have clicked “Choose a file”, navigate to the image you would like to upload, select the appropriate image category (e.g., facial photo or tattoo), and enter a “caption” that describes your image. You may also click the “Private” checkbox if an image is sensitive and should be restricted to professional users, such as images related to medical treatment. Certain image categories cannot be made publicly viewable, such as fingerprint cards, dental radiographs, or other medical images.



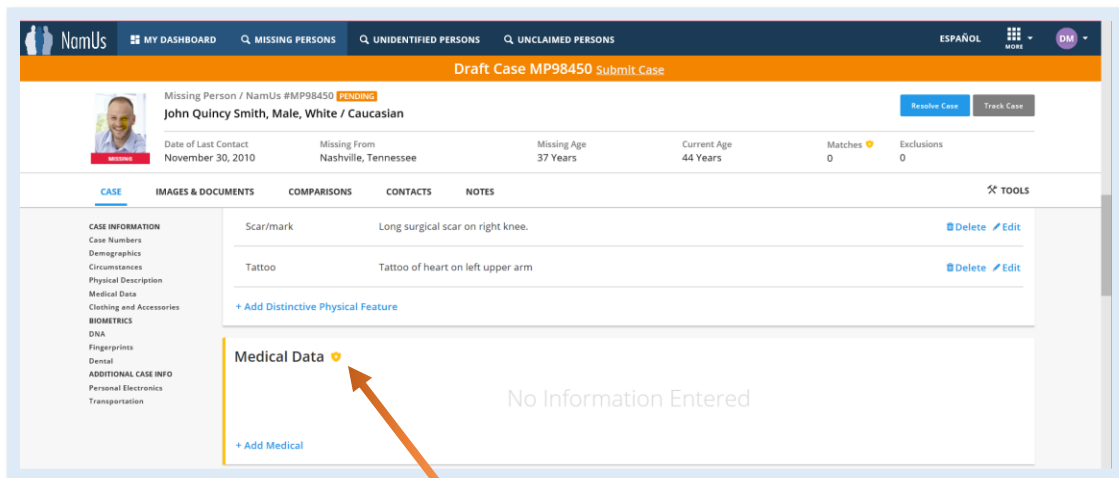
Once your images have successfully selected, click “Upload”. You will receive confirmation that your image(s) has/have successfully uploaded.



When you have finished uploading your images, click “Close” and you will see your images successfully uploaded to your case file.

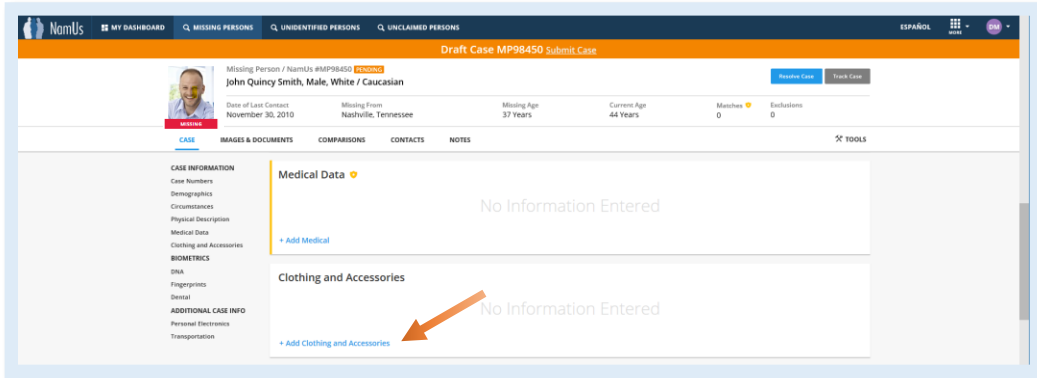


If there is known medical data for the missing person, such as prior surgeries, skeletal information, known allergies, drug addictions, or other information, this can be entered into the “Medical Data” section by clicking “+ Add Medical”. Note that any information in this section will be viewable only to professional users once a case is accepted and published in NamUs.



Indicates professional view only.

To add information on the missing person’s clothing and accessories, click “+ Add Clothing and Accessories”.

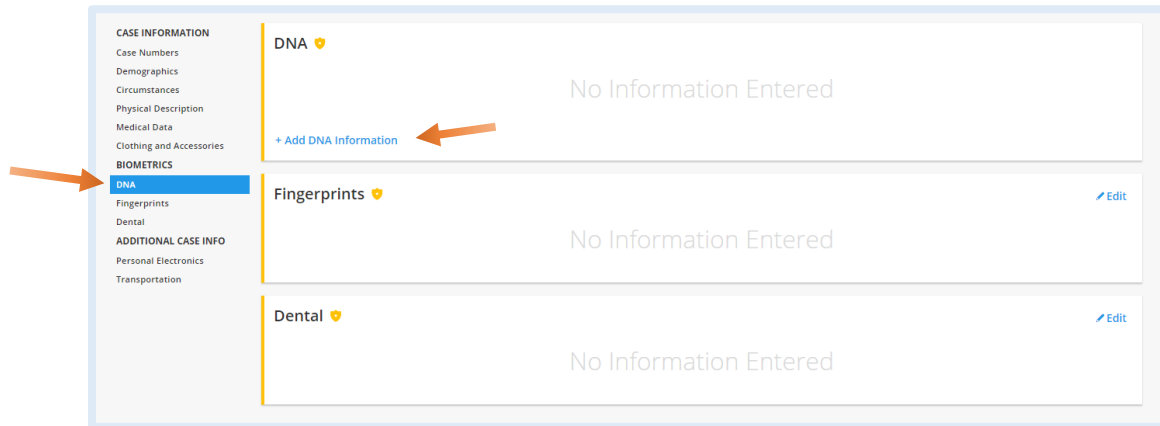


Choose the appropriate category from the pick list and enter as much descriptive information as you have available for the missing person’s clothing, footwear, jewelry, accessories, and/or eyewear.



Once you have entered thorough descriptions of each item of clothing or accessory, click “Save” to add this information to your case file.

NamUs case files contain sections for the following biometrics: DNA, dental, and fingerprint information. Click “+ Add DNA Information” to indicate if a DNA sample or profile is available for the missing person, or a relative of the missing person.



When the “Add DNA Sample” modal opens, enter information related to any known DNA samples or profiles available for the missing person, or for relatives of the missing person. You will add one DNA entry for each known sample or relative.

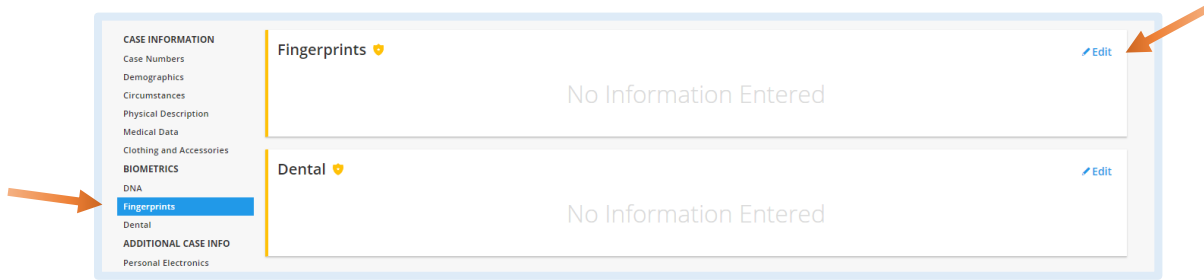
The 'Add DNA Sample' modal form contains the following fields and options:

- Mark this section as No Known Information
- Sample Status: Select Status (dropdown)
- Relationship: Select Relationship (dropdown)
- Lab Location: Select Lab (dropdown)
- Reference Number: Reference Number (text input)
- DNA Technology Tested:
 - mtDNA
 - STR
 - Y-STR
- Sample Was Collected But Not Tested

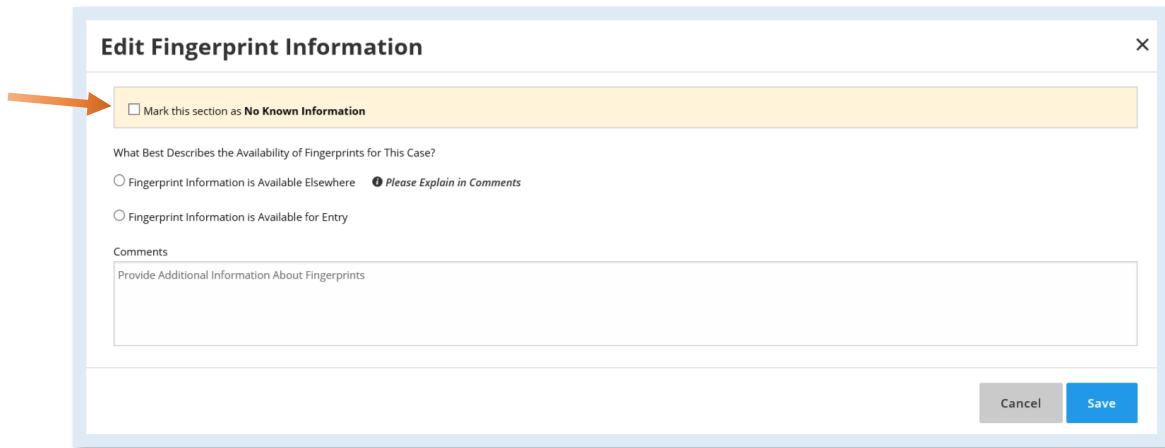
Buttons: Cancel, Save

Click “Save” to save the DNA information you have entered and return to the case file. You may then click “Add DNA Sample” again if you have additional DNA information to enter.

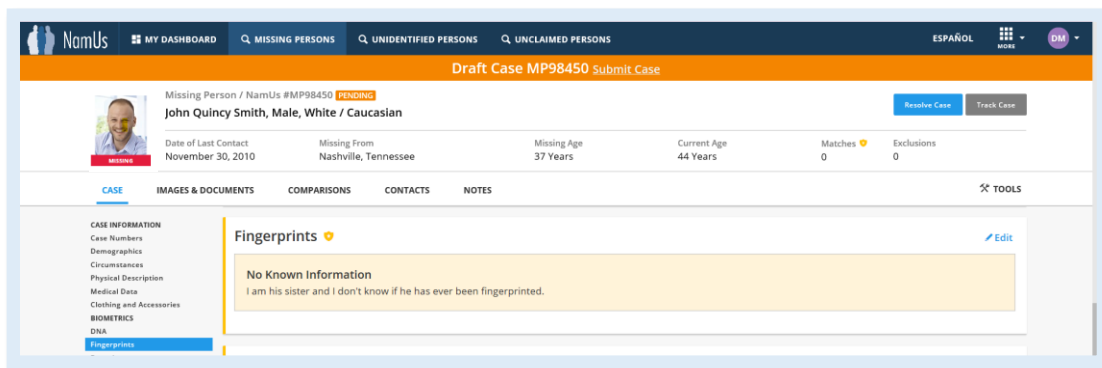
To enter fingerprint information or note the availability of fingerprint information, click “Edit” in the “Fingerprints” section of the case file.



Note that you may check the “No Known Information” checkbox if the missing person has no fingerprint records available for comparison. A “comments” box allows you to elaborate on any biometric. For example: Missing person had no arrest history and was never fingerprinted.



When “No Known Information” is selected and saved, the biometric section of the NamUs case file will display the comment indicating why this information is not available.



When fingerprint data is available for the missing person, click the “Fingerprint Information is Available for Entry” radial button, which will surface fields to enter fingerprint classifications and/or comments. Note that NamUs provides free fingerprint services to assist agencies with the classification and entry of this information into case files.

The screenshot shows a modal window titled "Edit Fingerprint Information" with a close button (X) in the top right corner. At the top, there is a yellow banner with the text "Mark this section as No Known Information" and a checkbox. Below this, a question asks "What Best Describes the Availability of Fingerprints for This Case?". There are two radio button options: "Fingerprint Information is Available Elsewhere" (with a note "Please Explain in Comments") and "Fingerprint Information is Available for Entry" (which is selected). Under "Fingerprint Information is Available for Entry", there are two sections: "NCIC Classification" and "IAFIS Classification". Each section has a "Convert NCIC to IAFIS" button and two rows of five input boxes labeled "RT" and "LT". At the bottom of the modal, there is a "Comments" text area and two buttons: "Cancel" and "Save".

To enter dental information, click “Edit” in the dental section of the case file.

The screenshot shows a case file interface with a sidebar on the left and a main content area. The sidebar has sections for "CASE INFORMATION" (Case Numbers, Demographics, Circumstances, Physical Description, Medical Data, Clothing and Accessories), "BIOMETRICS" (DNA, Fingerprints, Dental), and "ADDITIONAL CASE INFO" (Personal Electronics, Transportation). The "Dental" item in the sidebar is highlighted with a blue bar and an orange arrow pointing to it. The main content area has a "Dental" section with a yellow heart icon and an "Edit" link with a pencil icon, also indicated by an orange arrow. Below the "Dental" section is an "Additional Case Info" section with a yellow heart icon and a note "Indicates information not viewable by the public". Under "Additional Case Info", there is a "Personal Electronics" section with a yellow heart icon and a "No Information Entered" message. At the bottom of this section is a link "+ Add Personal Electronic Device".

When the “Edit Dental Information” modal appears, you may enter dental coding, anecdotal dental information, comments, and/or contact information for the missing person’s dentist, should he/she need to be contacted to acquire dental information. The type and amount of dental information available will vary by case.

Note that NamUs provides free forensic odontology services to assist agencies with the coding and entry of dental information into case files.

Edit Dental Information

Mark this section as No Known Information

Dental Information

X-Rays Models Photographs

Baby/Primary Teeth Present Implants

Upper Jaw Has No Teeth Filling or Crown Present

Braces Lower Jaw Has No Teeth

Removable Dentures Retainer

Root Canal Bridge Work

Dental Charting

Dental Charting is Available Elsewhere Please Explain in Comments

NGC Chart

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17

X = Tooth Has Been Removed or Did Not Develop
M = Mesial Surface Restored
D = Distal Surface Restored
L = Lingual Surface Restored
R = Root Canal

V = Tooth is Unrestored or No Information (Default Code)
O = Occlusal/Intral Surface Restored
F = Facial or Buccal Surface Restored
C = Lab Processed or Prefabricated Restoration
/ = Tooth Present with Endodontic Treatment but Clinical Crown Missing (i.e., Fractured, Caries)

NamUs Chart

[Expand NDC to NamUs](#)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17

N = Natural Teeth, No Filling
C = Crown or Cap
R = Root Canal
I = Impacted

F = Filling, Inlay, Onlay, or Veneer
B = Bridge Work
A = Amalgam Loss (Healed Socket)
O = Other Features (Describe in Dental Comments)

Comments

Dental Information Comments

Dentist Information

First Name:

Last Name:

Address:

City:

State:

ZIP Code:

Phone:

Tabor:

Address 2:

Email:

If you have any information regarding any of the missing person's electronic devices, such as a wireless telephone or other mobile device, you may enter that information into the "Personal Electronics" section, which is viewable only to professional users.

NamUs MY DASHBOARD MISSING PERSONS UNIDENTIFIED PERSONS UNCLAIMED PERSONS

ESPAÑOL

Draft Case MP98450 Submit Case

Missing Person / NamUs #MP98450 **ACTIVE**

John Quincy Smith, Male, White / Caucasian

Date of Last Contact: November 30, 2010 Missing From: Nashville, Tennessee Missing Age: 37 Years Current Age: 44 Years Matches: 0 Exclusions: 0

CASE IMAGES & DOCUMENTS COMPARISONS CONTACTS NOTES TOOLS

Additional Case Info ⚠ Indicates information not viewable by the public

Personal Electronics ⚠

No Information Entered

[+ Add Personal Electronic Device](#)

CASE INFORMATION
Case Numbers
Demographics
Circumstances
Physical Description
Medical Data
Clothing and Accessories
BIOMETRICS
DNA

Select the type of device from the picklist, then enter a detailed description which may contain, but is not limited to: cellular phone number, serial number of device, and description of device.

Add Personal Electronic Device

Device: Phone

Description: It's an I-phone, but he just changed the number. I don't know it.

Cancel Save

The “Transportation” section is used to describe a vehicle the missing person was last seen driving, or notes surrounding other transportation methods, such as bus or airline travel at the time of the disappearance.

NomUs MY DASHBOARD MISSING PERSONS UNIDENTIFIED PERSONS UNCLAIMED PERSONS

Draft Case MP98450 Submit Case

John Quincy Smith, Male, White / Caucasian

Case of Last Contact: November 30, 2010 | Missing From: Nashville, Tennessee | Missing Age: 37 Years | Current Age: 44 Years | Matches: 0 | Exclusions: 0

Personal Electronics

Device	Description	
Phone	It's an I-phone, but he just changed the number. I don't know it.	Delete Edit

Transportation

No Information Entered

+ Add Vehicle

Transportation Notes

+ Add Note

Add as much detail as you have regarding the missing person’s transportation, such as the year, make, model, VIN, tag number, description, etc.

Add Vehicle

Vehicle Information

Make: Model:

Year: Style:

Color: VIN:

Tag Information

Tag State:

Tag Number: Tag Expiration Year:

Vehicle Comments

Vehicle Comments:

When you click “save”, the information will appear in the case file.

NamUs MY DASHBOARD MISSING PERSONS UNIDENTIFIED PERSONS UNCLAIMED PERSONS

Draft Case MP98450 Submit Case

Missing Person / NamUs #MP98450 **John Quincy Smith, Male, White / Caucasian**

Date of Last Contact: November 30, 2010 Missing From: Nashville, Tennessee Missing Age: 37 Years Current Age: 44 Years Matches: 0 Exclusions: 0

CASE IMAGES & DOCUMENTS COMPARISONS CONTACTS NOTES TOOLS

CASE INFORMATION

- Case Numbers
- Demographics
- Circumstances
- Physical Description
- Medical Data
- Clothing and Accessories

BIOMETRICS

- DNA
- Fingerprints
- Dental

ADDITIONAL CASE INFO

- Personal Electronics
- Transportation**

Transportation

Dodge

Style: Pickup Color: White VIN: --

State: -- License Plate: -- Expiration Year: --

Comments: --

[+ Add Vehicle](#)

Transportation Notes

[+ Add Note](#)

Additional information or notes can be added at any time by clicking “Add Note”.

After entering all case details and images, click “Contacts”, then “Add Investigating Agency” to enter any information you have about the agency and/or investigator assigned to the missing person case.

The screenshot shows the 'Draft Case MP50280' interface. At the top, there is a header with 'Draft Case MP50280' and a 'Submit Case' button. Below the header, there is a profile card for 'John Quincy Smith, Male, White / Caucasian' with a 'MISSING' status and a 'Resolve Case' button. The main content area has tabs for 'CASE', 'IMAGES & DOCUMENTS', 'COMPARISONS', 'CONTACTS', and 'NOTES'. The 'CONTACTS' tab is active, showing 'Investigating Agencies' and 'Case Contributors' sections, both with 'No Information Entered' and a '+ Add Investigating Agency' link. A blue arrow points to the 'CONTACTS' tab, and an orange arrow points to the '+ Add Investigating Agency' link.

Select the state and county, then the name of the investigating agency from the “Agency” picklist. If you do not see the correct agency listed, click “+ Add New Agency” to enter your agency information. If you have added a new agency, it will be validated and made available in the picklist for future entries and users.

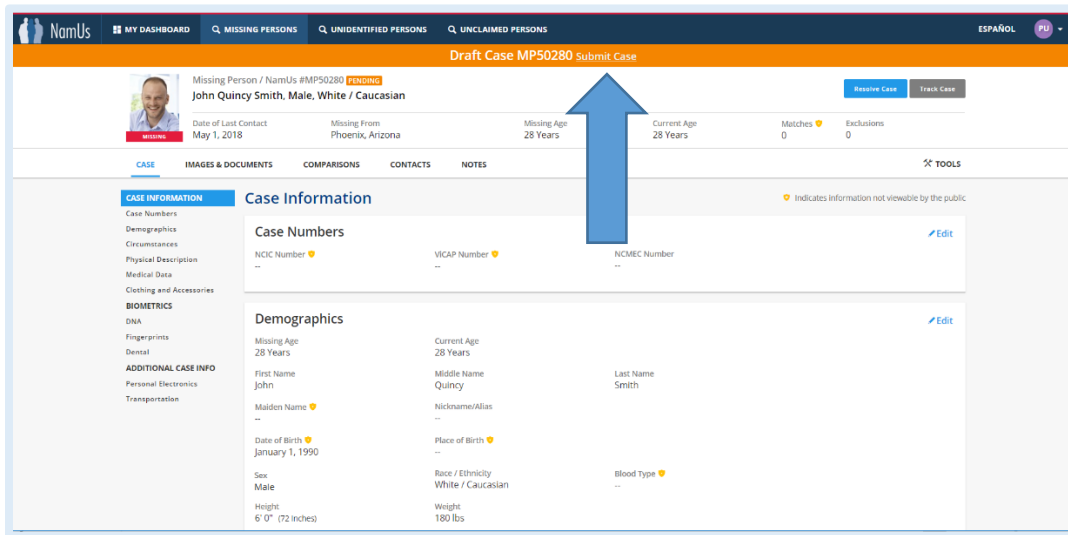
The 'Add Investigating Agency' form contains the following fields:

- Investigating Agency:** State (Texas), County (Tarrant County), Agency (Please select an agency), and a '+ Add New Agency' link.
- Investigative Contact:** A checkbox for 'No Investigator', a 'Contact' dropdown (Select a contact), and a 'Date Reported' field (MM/DD/YYYY).
- Case Number:** A text input field.

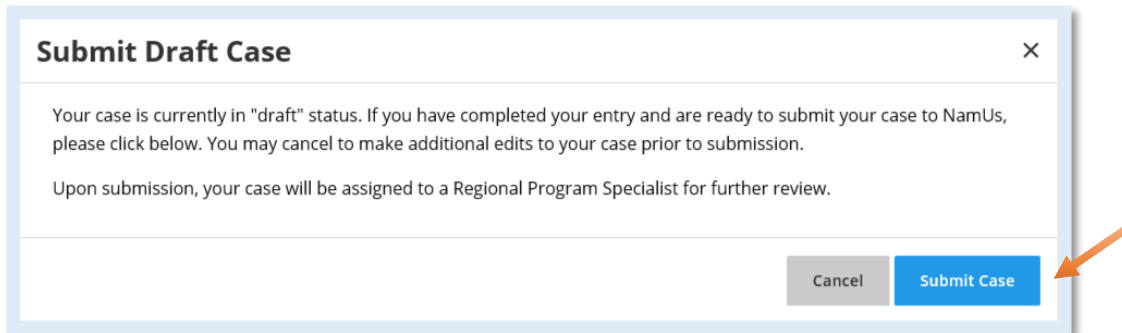
Buttons for 'Cancel' and 'Save' are located at the bottom right.

Complete the investigating agency section by entering the assigned investigator, case number, and date the missing person report was filed, if known.

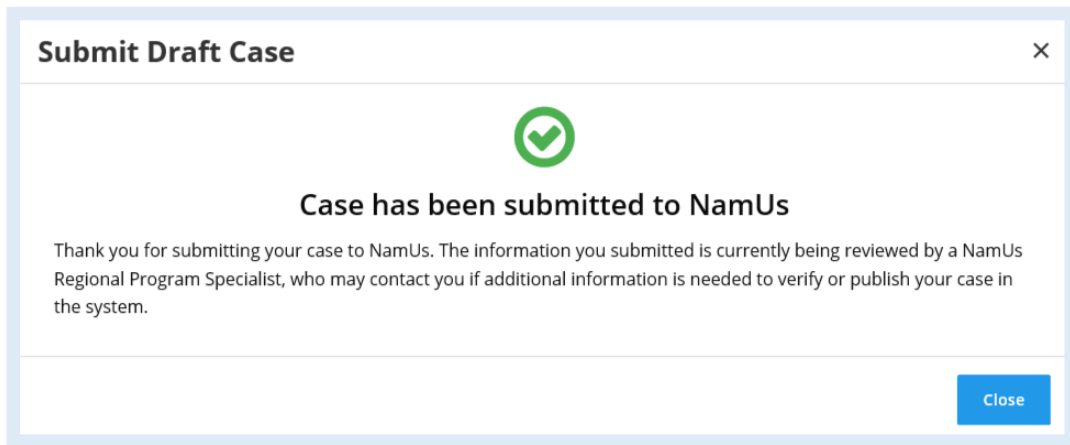
When you have completed all known information in the NamUs entry, click “Submit Case”. Your case will now be reviewed by a Regional System Administrator and if/when approved by the investigating agency, the case will be published in NamUs.



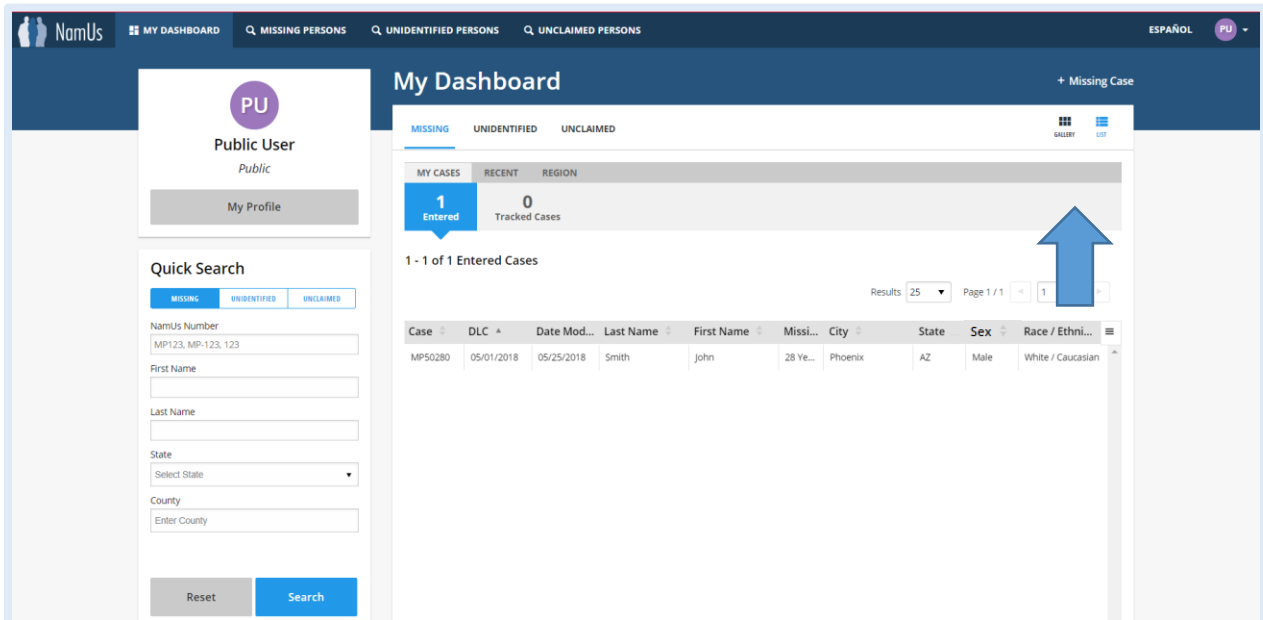
When you click “Submit Case”, you will be asked to confirm your submission.



You will then receive confirmation that your case has been submitted for review by NamUs.



After submitting your case to NamUs, you can return at any time and find your case entry in the “Entered” queue of your NamUs dashboard.



Please note that once accepted by the NamUs Regional System Administrator, public users may no longer edit case entries, therefore, please ensure that your case entry is complete prior to submitting to NamUs. Professional users are granted access to continue editing and managing their case entries as a Case Contributor, as appropriate.