



**Office of  
Mental Health**

# **USER'S MANUAL**

**Missing Person Search Application**  
(Public Mental Health Facilities)  
**Version 1.0.0.9**

**Updated: October 18, 2018**

## ***PREFACE***

The New York State Office of Mental Health (OMH) has developed this document to assist individuals searching for missing persons, who are believed to be receiving services within the public mental health system using this self-service online data entry application.

While there is no specific law that requires a search of mental health facilities for possible missing persons, as a NYS agency, the Office of Mental Health (OMH) aims to assist individuals or organizations searching for a specific person (who is receiving public mental health services) as a service to the citizens of NYS.

This document is not intended to be a complete training manual, but an up-to-date reference guide for a person or an organization accessing the web page to submit an inquiry regarding a missing person to determine this individual may be known to the mental health treatment system.

Due to HIPAA requirements, no response will be provided to the person or organization submitting an inquiry. Should the inquiry for a missing person find a match, the respective OMH facility will be notified. The facility will inform the individual that a person or organization is attempting to reach them. The facility will work with the individual to assist the individual in reaching out to the person or organization who submitted the inquiry.

Periodic updates to this document will be distributed as updates to the functions are added. The current documentation is for version 1.0.0.1. OMH will publish “Release Notes” that describe new or modified functionality for each release. Release Notes will be available through a link on the OMH website – Consumers & Families – Requesting Medical Records -- Missing Persons.

**REVISION HISTORY**

<b>Doc. Version</b>	<b>Date</b>	<b>Revision Description</b>
1.0.0.0	04/16/2018	Document supports initial deployment of the Missing Persons Search Application
1.0.0.8	08/14/2018	Updated documentation for version 1.0.0.8 showing the name change to Missing Person Search application.
1.0.0.9	10/18/2018	Updated documentation for version 1.0.0.9 showing the name change to web page screen shots to be Missing Person Search Request.

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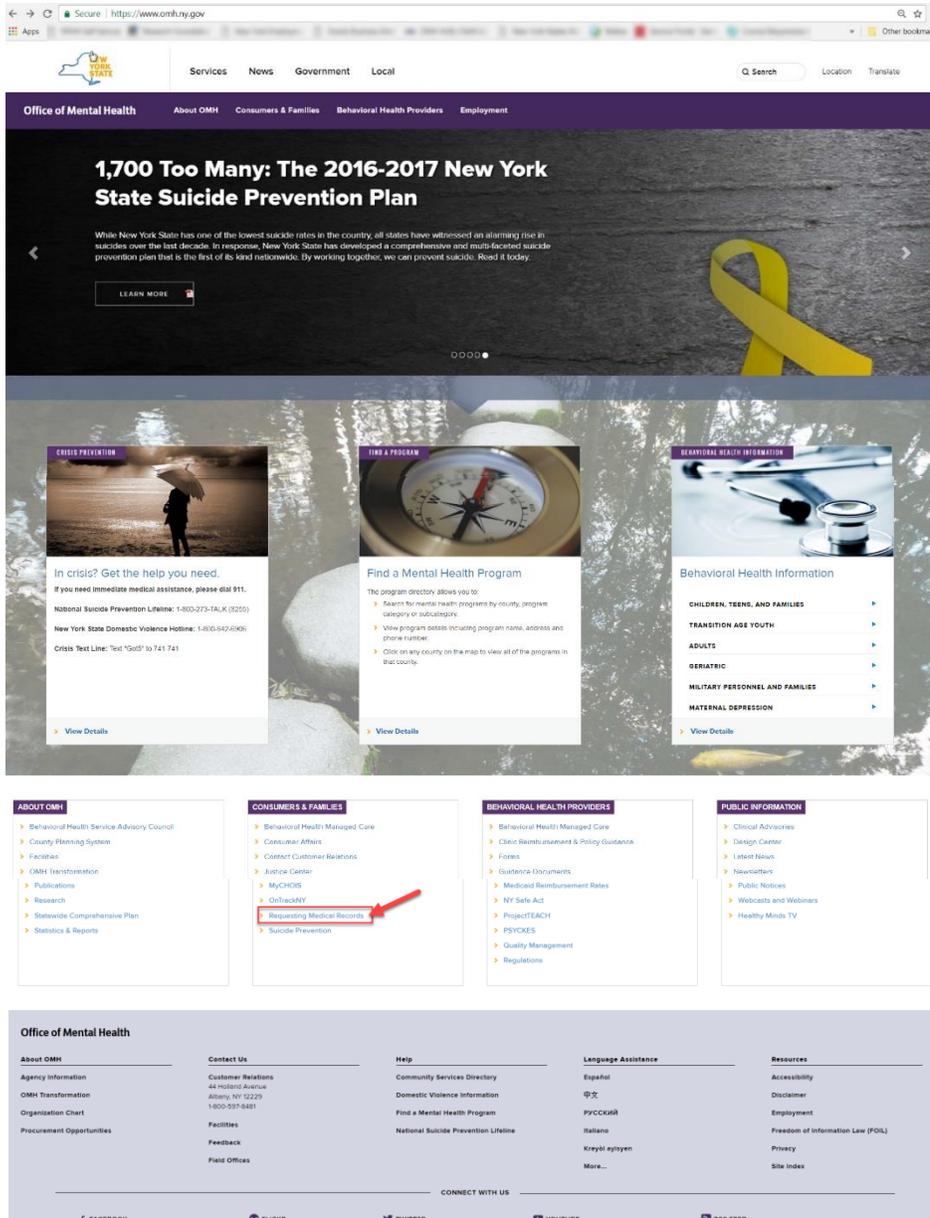
## ***1. MISSING PERSON SEARCH APPLICATION OVERVIEW***

- 1.1.** This application cannot be used to submit for a newly missing person. Your local law enforcement agency is the first point-of-contact for reporting a newly missing person.
- 1.2.** Implementation of an automated process, is to assist in the due diligence search for individuals, who may be been missing for a period of time. Information may be submitted for matching to NYS OMH historical and current records.
- 1.3.** This application is to assist family members, legal representatives, and/or organizations to search and locate someone who has been missing for a period of time. There is a myriad of reasons that the family member, legal representative, or organization will have for locating the missing individual. Some examples are: a) searching for a missing relative, b) a collection agency search, c) an estate executor search for beneficiaries of a will, d) a child welfare organization with or without a court order, or e) some other reason not mentioned above.
- 1.4.** This user manual is only for assisting someone submitting information on an individual who is missing.

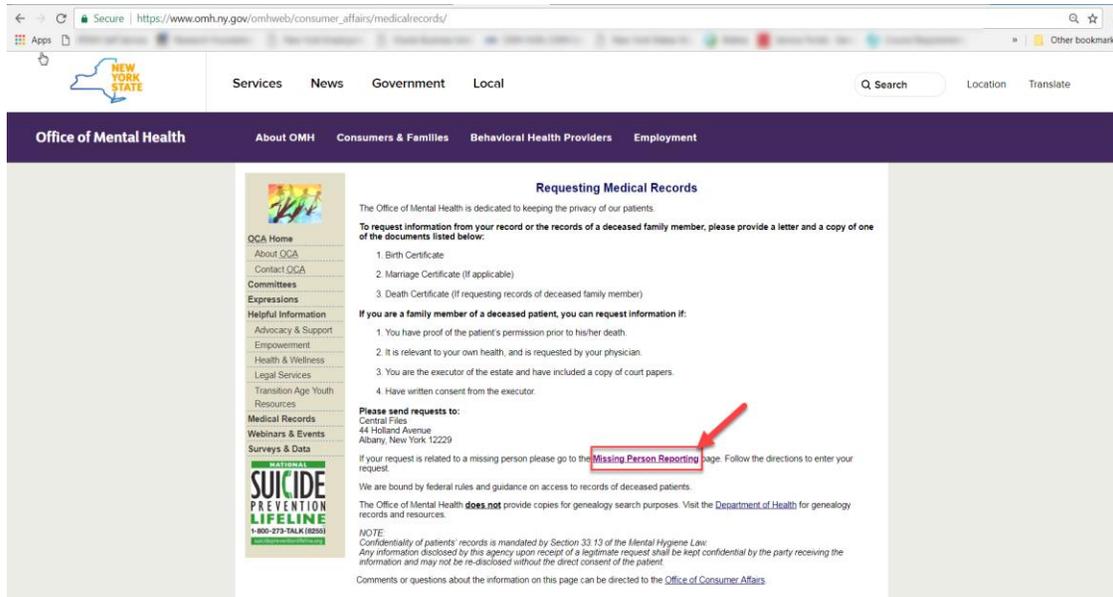
## 2. MISSING PERSON SEARCH APPLICATION - GETTING STARTED

### 2.1. Missing Person – Accessing the Application

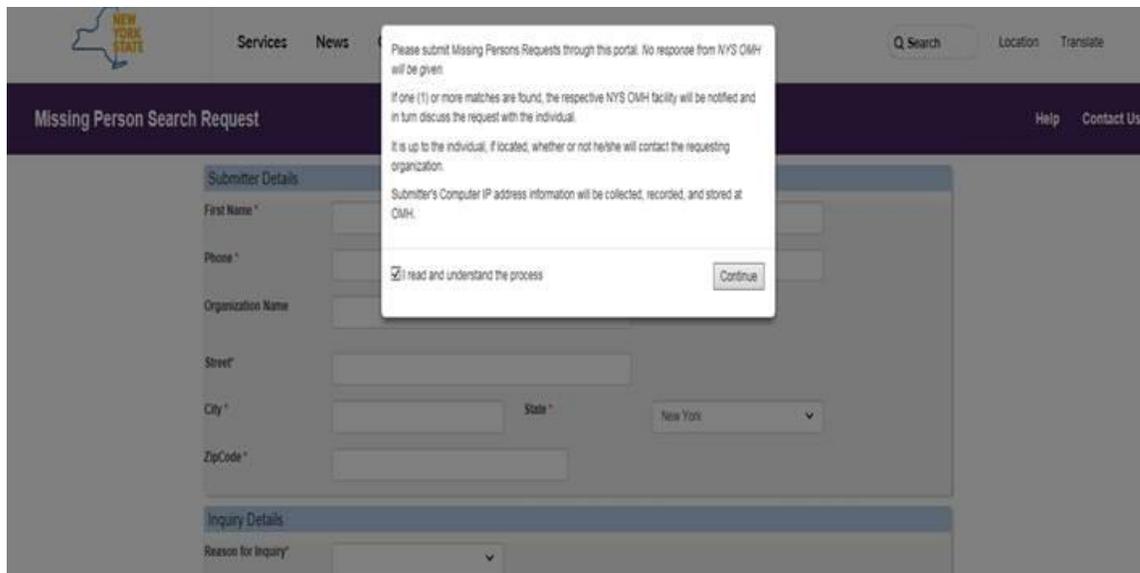
**2.1.2.** The application can be accessed in one of two ways, through the OMH home page at <http://www.omh.ny.gov>. Locate the “**Consumers & Families**” section at the bottom of the page. Select the “**Requesting Medical Records**” link, then select the “**Missing Persons Reporting Page**” link (see screen shot below).



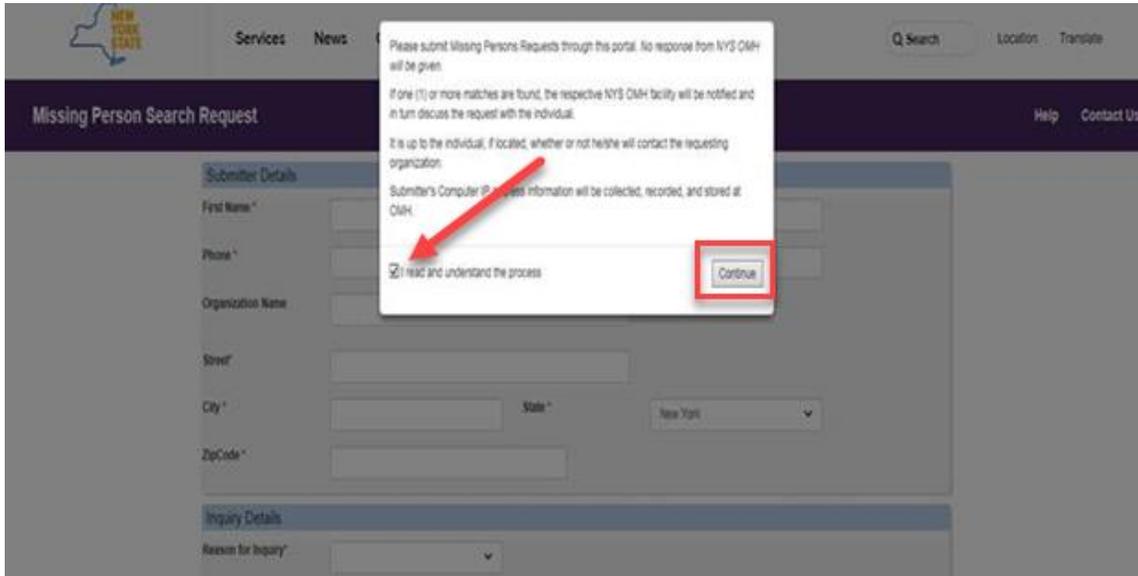
2.1.3. The Missing Person Search Application can also be accessed directly using the following web address: <https://missingpersons.omh.ny.gov>.



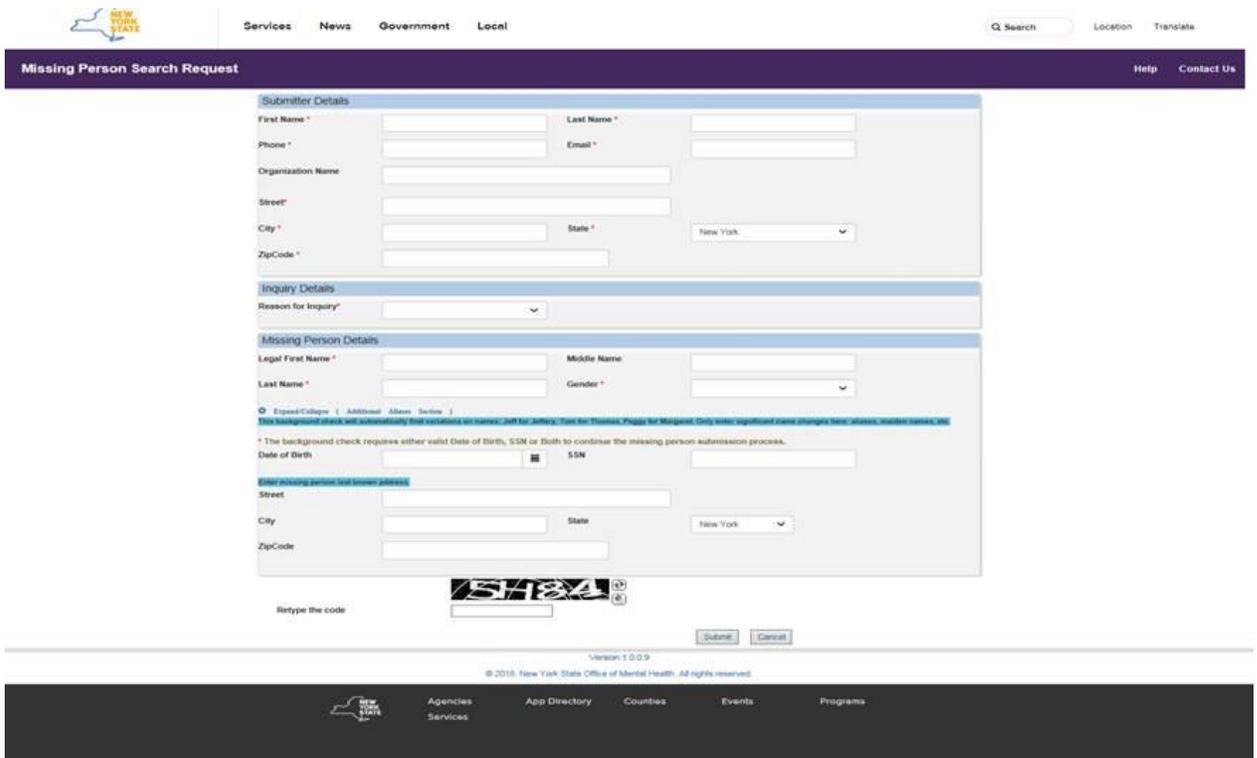
2.1.4. The web page will then display a message stating that the user is expected to read and confirm that they understand the process for submissions using the portal.



2.1.5. Submitters must select the box confirming that they have read and understand the process and then select the continue button.



2.1.6. The system will then display a blank inquiry page data entry screen in the user's web browser as shown below.



**2.2. Data Entry Screen:** This data entry inquiry screen is divided into the following three (3) sections

**2.2.1. Submitter Details:** Information about the person who is submitting the search request.

Submitter Details			
First Name *	<input type="text"/>	Last Name *	<input type="text"/>
Phone *	<input type="text"/>	Email *	<input type="text"/>
Organization Name	<input type="text"/>		
Street*	<input type="text"/>		
City *	<input type="text"/>	State *	<input type="text" value="New York"/>
ZipCode *	<input type="text"/>		

**2.2.2. Inquiry Details:** Reason for background check information.

Inquiry Details	
Reason for Inquiry*	<input type="text"/>

**2.2.2.1.** There are five (5) Reasons for Inquiry:

**2.2.2.1.1** Missing Relative

**2.2.2.1.2.** Collection Agency

**2.2.2.1.3.** Estate Executor

**2.2.2.1.4.** Child Welfare Agency – no court order or with a court order

**2.2.2.1.5.** Other

### 2.2.3. Missing Person Details: Information about the person who is missing

Missing Person Details

Legal First Name \*  Middle Name

Last Name \*  Gender \*

[Expand/Collapse \( Additional Aliases Section \)](#)

This background check will automatically find variations on names: Jeff for Jeffery, Tom for Thomas, Peggy for Margaret. Only enter significant name changes here: aliases, maiden names, etc.

\* The background check requires either valid Date of Birth, SSN or Both to continue the missing person submission process.

Date of Birth   SSN

Enter missing person last known address.

Street

City  State

ZipCode

**CR4N9B**

Retype the code

2.2.3.1. By selecting the plus (+) Expand/Collapse (Additional Alias Section) button, extra fields will appear to be able to add additional alias names

Missing Person Details

Legal First Name \*  Middle Name

Last Name \*  Gender \*

Alias First Name	Alias Middle Name Or Initial	Alias Last Name	Actions
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Insert"/>

[Expand/Collapse \( Additional Aliases Section \)](#)

This background check will automatically find variations on names: Jeff for Jeffery, Tom for Thomas, Peggy for Margaret. Only enter significant name changes here: aliases, maiden names, etc.

2.2.3.2. The next section allows the submitter to enter the missing person's date of birth or social security number or both if known

[Expand/Collapse \( Additional Aliases Section \)](#)

This background check will automatically find variations on names: Jeff for Jeffery, Tom for Thomas, Peggy for Margaret. Only enter significant name changes here: aliases, maiden names, etc.

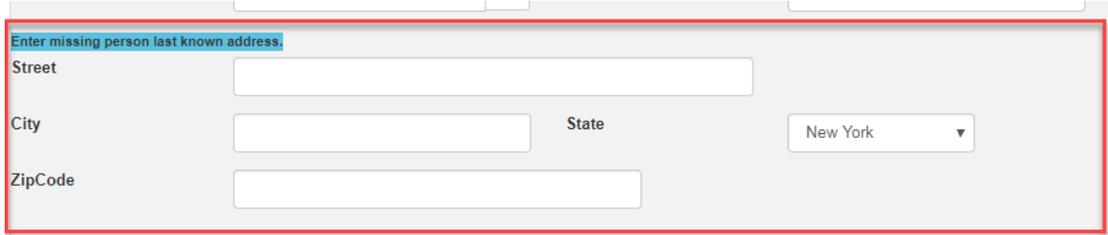
\* The background check requires either valid Date of Birth, SSN or Both to continue the missing person submission process.

Date of Birth   SSN

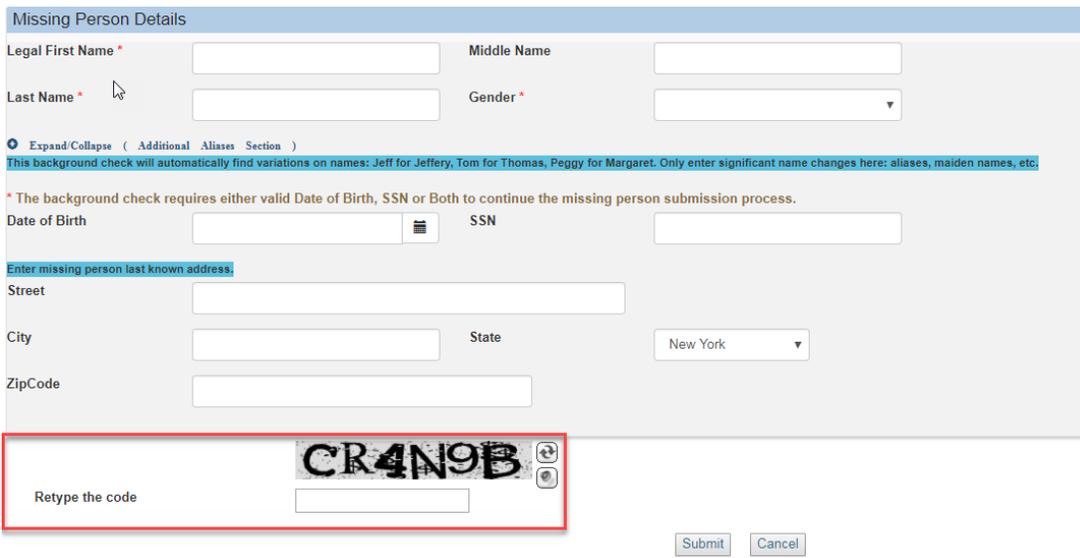
Enter missing person last known address.

Street

**2.2.3.3.** The next section allows the submitter to enter the missing persons last known address. These fields are optional for the submitter to enter and are not required if unknown.



**2.2.3.4.** The final section requires the submitter to retype the code that appears above the field that is case-sensitive.



2.2.3.5. Once the missing person details has been entered into the form, the submitter can select the “Submit” button to send the form.

Missing Person Details

Legal First Name \*  Middle Name

Last Name \*  Gender \*

Expand/Collapse ( Additional Aliases Section )

This background check will automatically find variations on names: Jeff for Jeffery, Tom for Thomas, Peggy for Margaret. Only enter significant name changes here: aliases, maiden names, etc.

\* The background check requires either valid Date of Birth, SSN or Both to continue the missing person submission process.

Date of Birth  SSN

Enter missing person last known address.

Street

City  State

ZipCode

CR4N9B

Retype the code

Submit Cancel

2.2.3.6. Selecting the “Cancel” button will allow the submitter to clear the information entered and exit from the form.

Missing Person Details

Legal First Name \*  Middle Name

Last Name \*  Gender \*

Expand/Collapse ( Additional Aliases Section )

This background check will automatically find variations on names: Jeff for Jeffery, Tom for Thomas, Peggy for Margaret. Only enter significant name changes here: aliases, maiden names, etc.

\* The background check requires either valid Date of Birth, SSN or Both to continue the missing person submission process.

Date of Birth  SSN

Enter missing person last known address.

Street

City  State

ZipCode

CR4N9B

Retype the code

Submit Cancel

**2.2.3.7.** After the “Cancel” button has been selected, the thank you message will appear and the information that was entered will be cleared or deleted from the form. Select the “Close” button to be able to navigate to another screen.

The screenshot displays a web form for a missing person search. A white modal dialog box is centered on the screen, titled "Thank You". The text inside the dialog reads: "Thank You for your Missing Person submittal(s) to New York State. Your data has now been cleared." At the bottom right of the dialog is a "Close" button, which is highlighted by a red arrow. The background form is dimmed and includes sections for "Inquiry Details", "Missing Person Details", and a CAPTCHA challenge labeled "YDDC4".

### 2.3. Balloon Help

**2.3.1.** The Missing Person Request Application is designed to guide users in filling out the needed information completely as possible. To accomplish this, the form has “balloon help” feature to assist submitters in completing the form.

**2.3.2.** Balloon help displays directions in a box offering guidance on how a field should be filled out. The Balloon help feature does not perform validation; it merely provides guidance to the user of the form.

The screenshot shows a yellow balloon help box overlaid on the "Reason for Inquiry" dropdown menu. The text inside the balloon help box is: "Inquiry Details Required Reason for Background Check Information". The background shows the form fields for "ZipCode" and "Reason for Inquiry".

### **3. DATA ENTRY FOR SUBMITTERS**

#### **3.1. Navigation Tips**

**3.1.1.** Submitters can enter data into a field by first navigating to that field by either clicking in to it, or using the tab key to move the cursor into it. The recommended method is to tab in to the field, which places the cursor at the beginning of the field.

**3.1.2.** Press the “Tab” key to move the cursor forward through the form fields

**3.1.3.** Press “Shift + Tab” (press the shift key first and press the tab key while still holding down the shift key) to move the cursor backwards through the form fields

**3.1.4.** The Date of Birth column can either be entered once the cursor is in the field or the calendar icon be selected to select a specific date.

**3.1.5.** Fields such as State, Reason for Inquiry and Gender can either use the “Tab” key to move the cursor forward into the field or the arrow on the right side of the field can be selected to scroll through the options available.

### 3.2. Submitter Details

#### 3.2.1. First Name – (Required Field)

**3.2.1.1.** If the first name field is left blank or contains all spaces, the system will pop-up an error message.

**3.2.1.2.** Numeric values are not allowed and cannot be entered. The First Name may only contain the values “A-Z”, “a-z”, a single quote (apostrophe), dash and spaces. The first character must be a letter.

**3.2.1.3.** For any invalid entries, the system will display an error message

**3.2.1.4.** As the submitter tabs out of the first name field, any invalid data entry will prompt the system to display a red “Valid First Name Required” just after the text box, indicating that First Name is in error.

**3.2.1.5.** When the submitter re-enters a valid first name, the red “Valid First Name Required” will disappear.

### 3.2.2 Last Name – (Required Field)

**3.2.2.1.** Last Name is a required field. If the field is left blank or contains all spaces, the system will pop-up an error message.

The screenshot shows a form section with a dark purple header bar. Below it is a light blue bar. The main form area has a label "Last Name \*" and an empty text input field. A yellow error message box is displayed above the input field, containing the text: "Contact Last Name Required. Contact Last Name may only contain A-Z, a-z, apostrophes, dashes and spaces with first character a letter".

**3.2.2.2.** Numeric values are not allowed. The Last Name may only contain the values “A-Z”, “a-z”, quotes, dash and spaces. The first character must be a letter. Any invalid data entries will prompt the system to display an error message.

The screenshot shows the same form section as above. The text input field now contains the characters "P|". The same yellow error message box is displayed above the input field, containing the text: "Contact Last Name Required. Contact Last Name may only contain A-Z, a-z, apostrophes, dashes and spaces with first character a letter".

**3.2.2.4.** As the submitter tabs out of the last name field, any invalid data entry will prompt the system to display a red “Valid Last Name Required” just after the text box, indicating that Last Name is in error.

**3.2.2.5.** When the submitter re-enters a valid last name, the red “Valid Last Name Required” will disappear.

### 3.2.3. Phone – (Required Field).

**3.2.3.1.** Phone Number is a required field. If it is missing or invalid, the system will display an appropriate error message.

**3.2.3.2.** Phone Number should be entered in the standard format (999) 999-9999

The screenshot shows a form section titled "Submitter Details" with a light blue header bar. Below it is a light blue bar. The main form area has labels "First Name \*" and "Phone \*". The "Phone \*" label is above a text input field that contains the characters "( ) - ". A yellow error message box is displayed above the input field, containing the text: "Please enter a 10 digit telephone number starting with the area code".

### 3.2.4. Email – (Required Field)

3.2.4.1. Email is a required field. If it is missing, the system will display an error message.

The screenshot shows a form with two fields: 'Last Name \*' and 'Email \*'. The 'Email \*' field is empty. A yellow tooltip with the text 'Please enter valid email address' is positioned above the empty email field.

3.2.4.2. A valid email address should be entered in the standard format. For any invalid entry, the system will display error messages, as shown below.

The screenshot shows a form with two fields: 'Last Name \*' and 'Email \*'. The 'Email \*' field contains the text 'ujnj\$eone.com'. A red tooltip with the text 'Invalid Email Address' is positioned below the email field.

### 3.2.5. Organization Name – (Optional Field)

3.2.5.1. Organization Name is not a required field. If it is missing or invalid, the system will **not** display an error message.

The screenshot shows a form titled 'Submitter Details' with three fields: 'First Name \*', 'Phone \*', and 'Organization Name'. The 'Organization Name' field is empty. A yellow tooltip is positioned over the 'Organization Name' field, containing the text: 'If you are representing an organization, please enter the organization's name. Organization Name may only contain letters, numbers, apostrophes, dashes and spaces'.

**3.2.6. Submitters Address** – (Required fields if address is known):

The submitter must enter the street address, city name, and zip code. All fields should be valid entries. Any missing or invalid entries for the address will generate error messages.

**3.2.6.1. City:** This field will display an error message if special characters are entered in the field; only letters, apostrophes, dashes and spaces are valid city entries.

**3.2.6.2. Street:** This field will display an error message if special characters are entered in the field; only letters, numbers, apostrophes, dashes, periods, or spaces may be entered.

**3.2.6.3. State:** New York State is selected by default and can be changed as users should only search for individuals who may have been in a NYS OMH Public Mental Health facility.

**3.2.6.4. Zip Code:** Enter a valid Zip Code that are between 5 and 9 digits. This field will not accept letters, special characters, or spaces.

The screenshot shows a web form with the following fields: Phone \*, Organization Name, Street\*, City \*, State \*, and ZipCode \*. A yellow tooltip is positioned over the Street\* field, containing the text: "Street Details Required" and "Street may only contain letters, numbers, apostrophes, dashes, periods and spaces". The State\* dropdown menu is set to "New York".

This screenshot shows the same form as above, but with a red error message displayed below the Street\* field. The error message reads: "Street may only contain letters, numbers, apostrophes, dashes, period and spaces". The tooltip is no longer visible.

### 3.3. Inquiry Details

#### 3.3.1. Reason for Inquiry – (Required Field)

ZipCode \*

Inquiry Details

Reason for Inquiry \*

Inquiry Details Required  
Reason for Background Check  
Information

**3.3.1.1.** There are five (5) options from which the submitter must select. For all choices, a form text explanation is required to be entered to describe the reason for the missing person check.

- 3.3.1.1.1.** Missing Relative
- 3.3.1.1.2.** Collection Agency
- 3.3.1.1.3.** Estate Executor
- 3.3.1.1.4.** Child Welfare Agency

**3.3.1.1.4.1.** Must indicate whether or not there is a Court Order for this search

**3.3.1.1.4.2.** No, court order – go to reason for missing person check.

**3.3.1.1.4.3.** Yes, court order – additional required fields – see screen shot below:

Inquiry Details

Reason for Inquiry \* Child Welfare Agency

Is there a Court Order \*  Yes  No

\* Please fill the Court Order details

Court Name \*

Street Address1 \*

Street Address2

City \* State \* New York

ZipCode \*

Court Order Identifier \*

Please fax court order to: 518-474-6275? \*  Yes  No

Please Provide Details \*

**3.3.1.1.5.** Other

**3.3.1.1.6.** Please Provide Details -- Be sure to enter information in the “Please Provide Details” box.

### 3.4. Legal First Name – (Required Field)

**3.4.1.** Legal First Name is a required field. If it is left blank or contains all spaces, an error message will appear.

**3.4.2.** Numeric values are not allowed and cannot be entered. The Legal First Name may only contain the values “A-Z”, “a-z”, a single quote (apostrophe), dash and spaces. The first character must be a letter.

**3.4.3.** For any invalid entries, the system will display an error message.

The screenshot shows a web form with three sections: 'Reason for Inquiry\*', 'Missing Person Details', and 'Legal First Name \*'. A yellow tooltip box is positioned over the 'Legal First Name' field, containing the text: 'Legal First Name Required. Use the full legal first name. It may contain A-Z, a-z, apostrophes, dashes and spaces with first character a letter'. Below the text box, a red error message reads 'First Name is Required'.

**3.4.4.** As the submitter tabs out of the legal first name field, any invalid data entry will prompt the system to display a red “Valid First Name Required” message under the text box, indicating the first name entered is an error.

This screenshot is similar to the previous one, showing the 'Legal First Name' field with the same yellow tooltip. However, the red error message below the text box now reads 'Valid First Name Required'.

**3.4.5.** When the submitter re-enters a valid Legal First Name, the red “Valid First Name Required” will disappear.

### 3.5. Middle Name – (Optional Field)

3.5.1. The Middle Name is an optional field.

3.5.1.1. The full name may be entered or

3.5.1.2. The middle initial may be entered or

3.5.1.3. The field may be left blank.

The screenshot shows a form titled "Missing Person Details". It has two input fields: "Legal First Name \*" and "Middle Name". A yellow tooltip box points to the "Middle Name" field with the text: "Middle Name may only contain A-Z, a-z, periods, apostrophes, dashes, and spaces".

3.5.2. Numeric values are not allowed. The Middle Name may only contain the values “A-Z”, “a-z”, quotes, dash and spaces. The first character must be a letter.

3.5.3. For any invalid entries, the system will display an error message

The screenshot shows the "Middle Name" field with the value "3489" entered. Below the field, a red error message reads: "Valid Middle Name Required". Below this, the "Gender \*" field is visible as a dropdown menu.

3.5.4. As the submitter tabs out of the middle name field, any invalid data entry will prompt the system to display a red “Valid Middle Name Required” under the text box, indicating that the Middle Name entered is in error.

3.5.5. When the submitter re-enters a valid middle name, the red “Valid Middle Name Required” will disappear.

### 3.6. Last Name – (Required Field)

**3.6.1.** Last Name is a required field. If it is left blank or contains all spaces, the system will have an error message appear.

**3.6.2.** Numeric values are not allowed. The Last Name may only contain the values “A-Z”, “a-z”, quotes, dash and spaces. The first character must be a letter.

**3.6.3.** For any invalid entries, the system will display an error message.

**3.6.4.** As the submitter tabs out of the last name field, any invalid data entry will prompt the system to display a red “Valid Last Name Required” under the text box, indicating that the Last Name is entered in error.

**3.6.5.** When the submitter re-enters a valid last name, the red “Valid Last Name Required” will disappear.

### 3.7. Gender – (Required Field)

**3.7.1.** Gender is a required field. If none of the options from the drop down are selected, it will prompt the system to display an error message.

### 3.8. Alias First/Middle Name or Initial/Last Name – (Optional Field)

3.8.1. By selecting the plus (+) Expand/Collapse (Additional Alias Section) button, extra fields will appear to be able to add additional alias names

3.8.2. Numeric values are not allowed. They all may only contain the values “A-Z”, “a-z”, quotes, dash and spaces. The first character must be a letter.

3.8.3. Once the alias name has been entered, the submitter must select the “**Insert**” button to add the name(s) to the Missing Person Details form.

**3.8.4.** To delete alias names from the Missing Person Details portion of the form, select the “Delete” button to remove any name(s).

The screenshot shows the 'Missing Person Details' section of the application. It includes input fields for 'Legal First Name', 'Middle Name', 'Last Name', and 'Gender'. Below these is a table for aliases:

Alias First Name	Alias Middle Name Or Initial	Alias Last Name	Actions
John	R	Smith	<input type="button" value="Insert"/> <input type="button" value="Delete"/>

A red arrow points to the 'Delete' button in the actions column for the alias 'John R Smith'. Below the table, there is a link to 'Expand/Collapse ( Additional Aliases Section )' and a note: 'This background check will automatically find variations on names: Jeff for Jeffery, Tom for Thomas, Peggy for Margaret. Only enter significant name changes here: aliases, maiden names, etc.'

**3.9. Date of Birth** – (Requires that either the Date of Birth or SSN or both are provided)

**3.9.1.** Date of Birth is a required field. If it is missing or invalid, the system will display appropriate error messages.

**3.9.2.** If the age is not in the correct format of MM/DD/YYYY or a valid date, the system will display an error message.

This screenshot shows a 'Date of Birth' field with a placeholder 'MM/DD/YYYY'. A yellow tooltip says 'Please provide a valid Date of Birth (format: mm/dd/yyyy)'. A red error message above the field reads: '\* The background check requires either valid Date of Birth, SSN or Both to continue the missing person submission process.' The SSN field is empty.

**3.9. SSN** – (Requires that either the Date of Birth or SSN or both are provided)

**3.9.1.** The submitter must enter the missing persons SSN, if known. For any invalid entry, the system displays an error message.

This screenshot shows the 'SSN' field. A yellow tooltip says 'Please provide a valid SSN'. A red error message above the field reads: '\* The background check requires either valid Date of Birth, SSN or Both to continue the missing person submission process.' The Date of Birth field is empty. Below the SSN field, there is a red box with the text 'Valid SSN Required'.

**3.10. Missing Person Address** – (Optional Field): The submitter must enter the missing persons last known address, if known. All fields should be valid entries. Any missing or invalid entries for street will also generate error messages.

**3.10.1. City:** This field will display an error message if special characters are entered in the field; only letters, apostrophes, dashes and spaces are valid city entries.

**3.10.2. Street:** This field will display an error message if special characters are entered in the field; only letters, numbers, apostrophes, dashes, periods, or spaces may be entered.

**3.10.3. State:** New York State is selected by default and can be changed as submitters should only search for individuals having been in a NYS OMH Public Mental Health facility.

**3.10.4. Zip Code:** Enter a valid Zip Code that are between 5 and 9 digits. This field will not accept letters, special characters, or spaces.

\* The background check requires either valid Date of Birth, SSN or Both to continue the missing person submission process.

Date of Birth

Street may only contain letters, numbers, apostrophes, periods, dashes and spaces

Enter missing person last known address:

Street

City  State

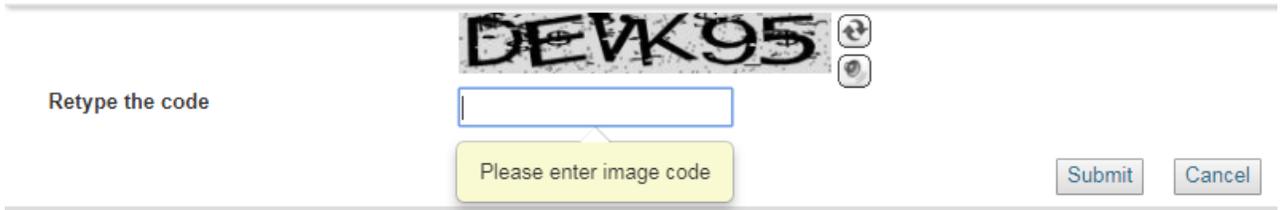
ZipCode

#### 4. SUBMISSION AND SEARCHING

##### 4.1. Security & Submit – (Required Action)

4.1.1. This is a required action for security check.

4.1.2. Enter the CAPTCHA security code exactly as shown and click on the “Submit” button.



Retype the code

DEVK95

Please enter image code

Submit Cancel

4.1.3. If the CAPTCHA security code is not entered, the system will display the following message: “Please enter image code”



Retype the code

DEVK95

Please enter image text

Please enter image code

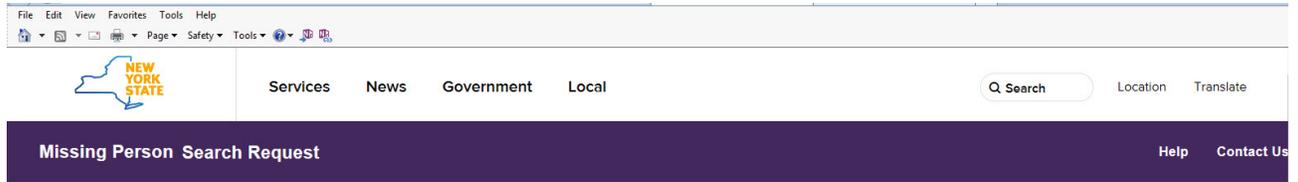
Submit Cancel

4.1.4. If the submitter is unable to read the Captcha code, they can click on this refresh button to receive a new one: 

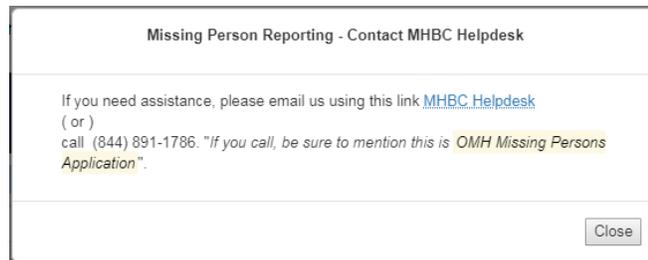
4.1.5. If the submitter is unable to read the Captcha code due to visual impairment or other reasons, they can click the “speaker” icon to listen to an audio version of the CAPTCHA code: 

## 5. “CONTACT US” OPTIONS

### 5.1. Contact us for further Assistance - (Optional Action)

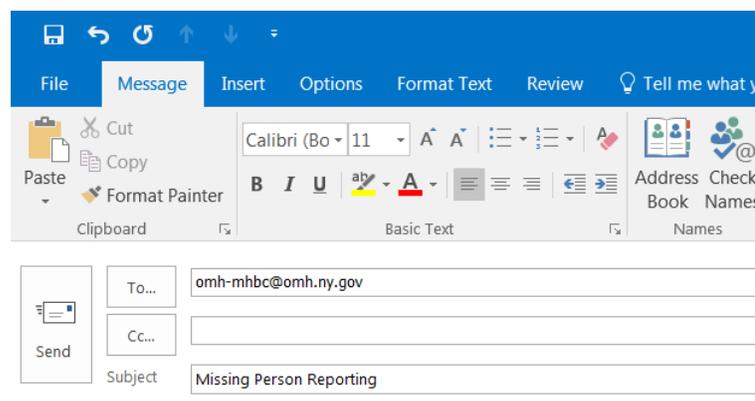


**5.1.1.** Missing Persons submitters needing further assistance can click on the “[Contact Us](#)” link. The system will then display the following window with information on calling the MHBC Helpdesk and a clickable link to send an email to the “[MHBC Helpdesk](#).”



**5.1.2.** Clicking on the “[MHBC Helpdesk](#)” link will open a mail message window (see below), for users to enter their issues along with their name, email, and a description of the issue.

**5.1.3.** When using the phone number, users should mention that the phone call is regarding the OMH Missing Persons application.



**IMPORTANT:** This message is sent by unsecure mail, therefore, visitors should **NOT** transmit personal or medical information about themselves or other persons using this “Contact the HelpDesk” function.

**OMH CANNOT GUARANTEE THE PROTECTION/ INACCESSIBILITY BY OTHERS OF INFORMATION INCLUDED ON THIS FORM AND SENT TO OMH.**