The San Bernardino County Sheriff's Department has developed this registration portal for the use by San Bernardino County residents to collect information (data, picture, and contact information) about individuals with special needs, e.g. people with autism, Alzheimer's patients etc. San Bernardino County residents should use this web page to register a person with special needs. So in cases where the special needs person is contacted by law enforcement, the system can assist in providing identification and emergency contact information to ensure their safe return home.

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Creating an Account:

www.sbcounty.gov/sheriff/safereturn

Sign up for Safe Return

Using the SIGN UP button create a user account. NOTE: if you are a facility or organization (i.e. Senior Living facility or group home) that will be entering and/or deleting participants, it is a good idea to use a facility "generic email" that all staff can utilize for entry and updates. Update information will be sent yearly from the Sheriff to the creator's email account. Facilities should refrain from using personal accounts, because if an employee email is used that is no longer employed at the facility, Inattention to update information could run the risk of a participant being deleted from the database.

Create a new account

Email

Password

Password must be:

- Minimum of 6 characters
- Requires at least 1 digit
- Requires at least 1 lower case letter
- Requires at least 1 upper case letter
- Requires at least 1 non-alpha numeric character

Confirm password

Register

Please note the password requirements

You are now ready to begin to register an individual into the system, and to update and/or delete those records regularly. Please keep your account information and password on file for future reference.

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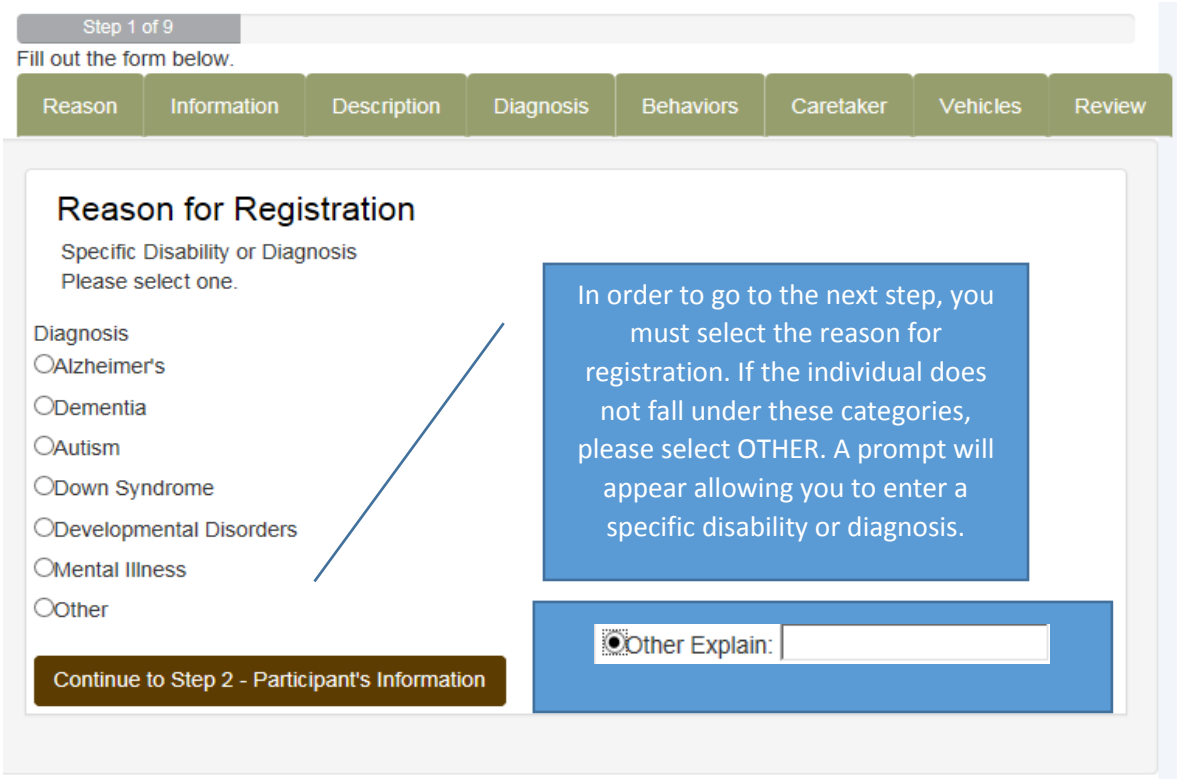
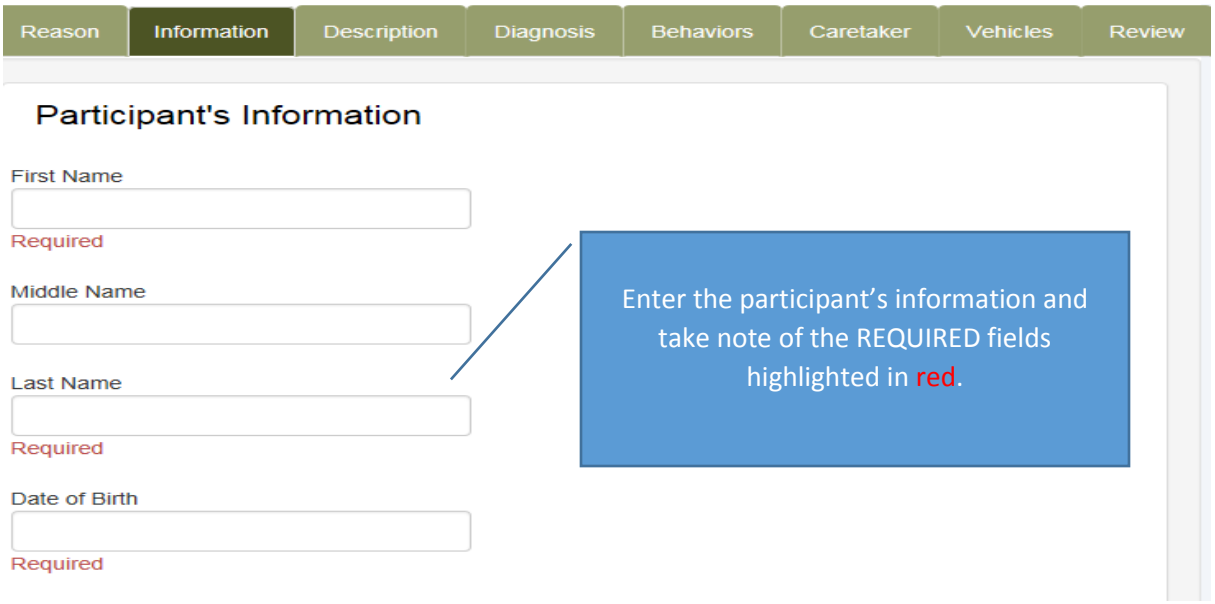
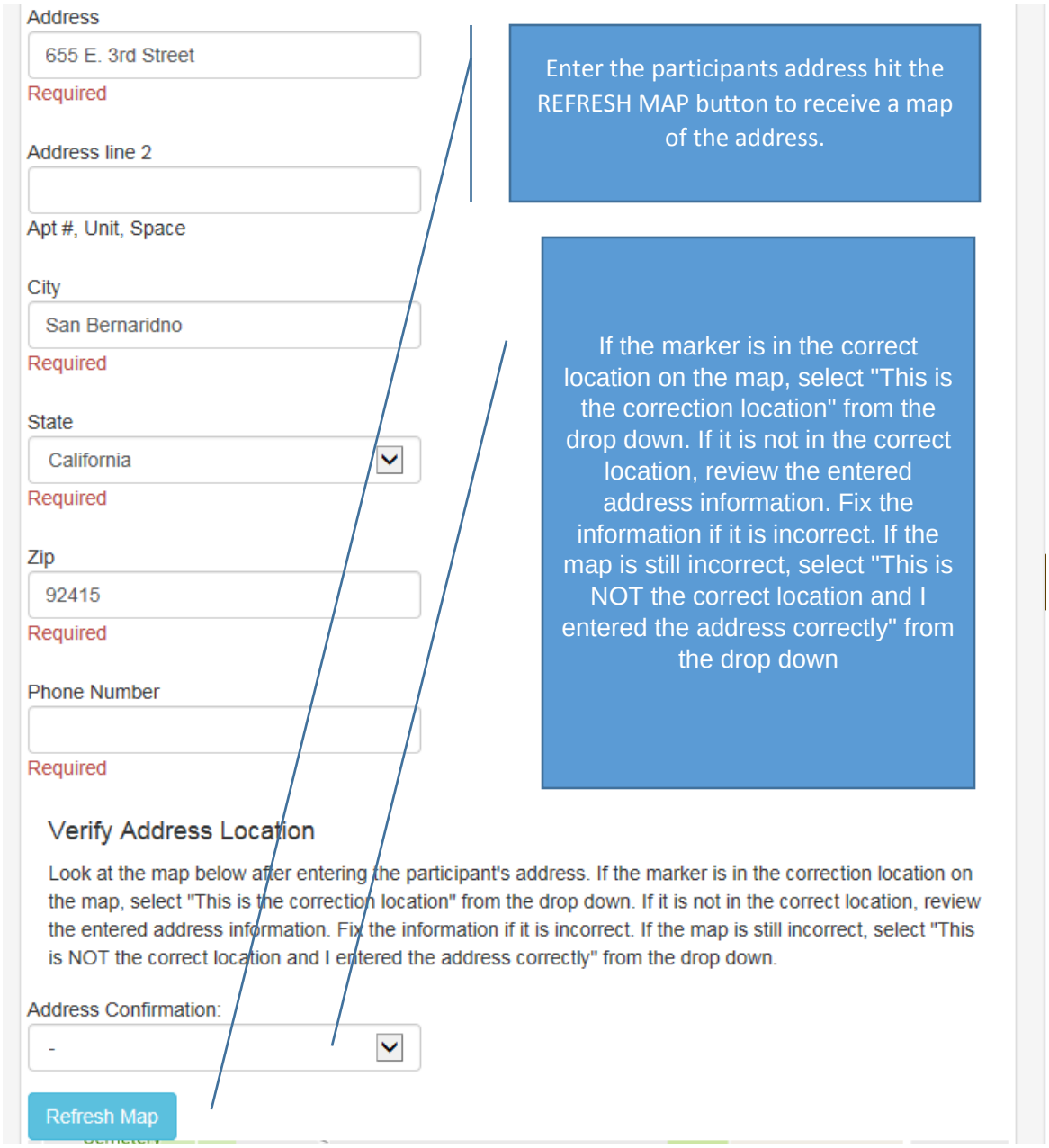




While entering the information for the participant you will be forced to verify the address as being a valid location.



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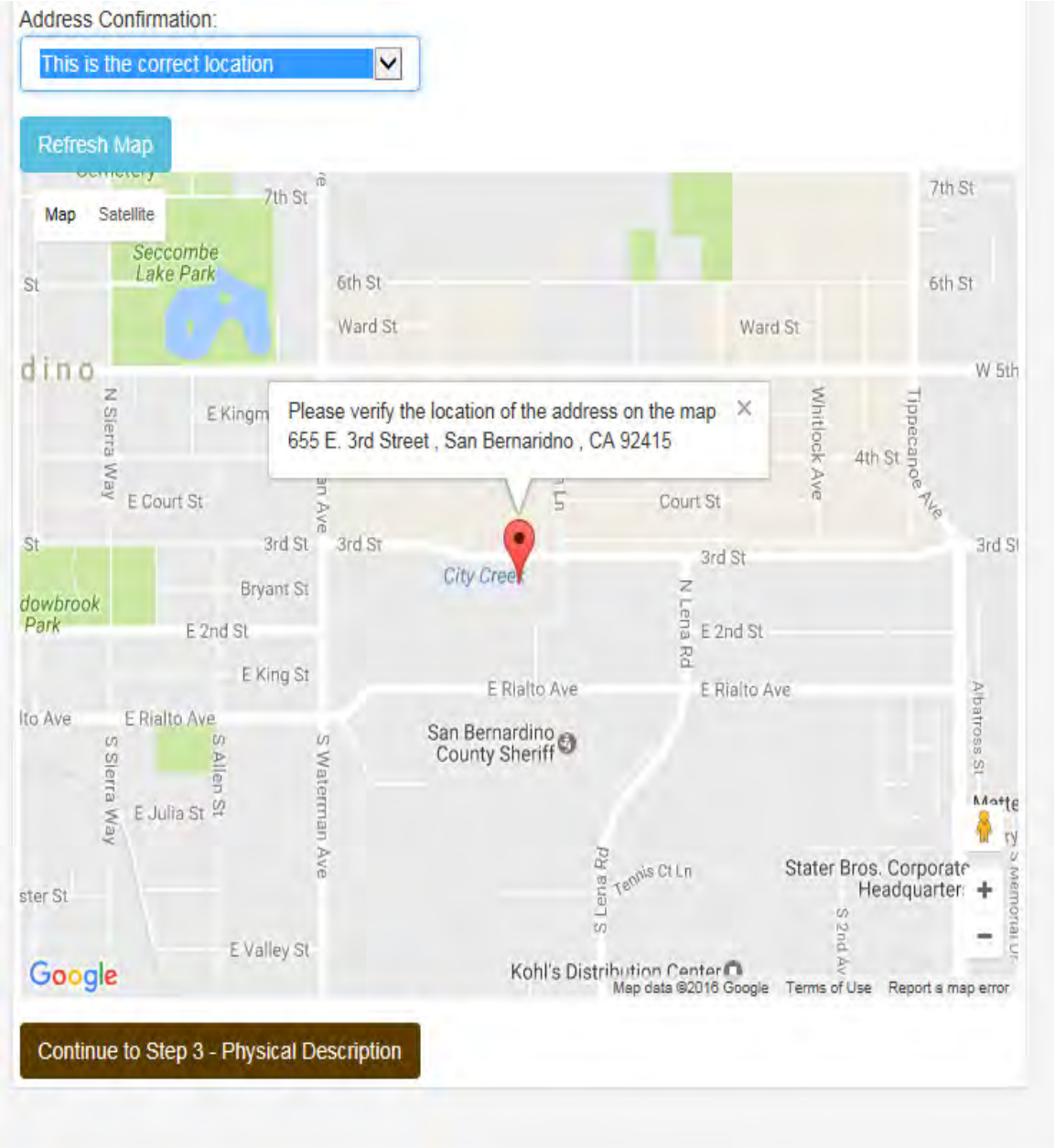


Step 3 of 9

Fill out the form below.

Reason | Information | Description | Diagnosis | Behaviors | Caretaker | Vehicles | Review

Physical Description

Gender
-
Required

Ethnicity
-
Required

Hair Color
-
Required

Eye Color
-
Required

Height
-
Required

feet
-
Required

inches

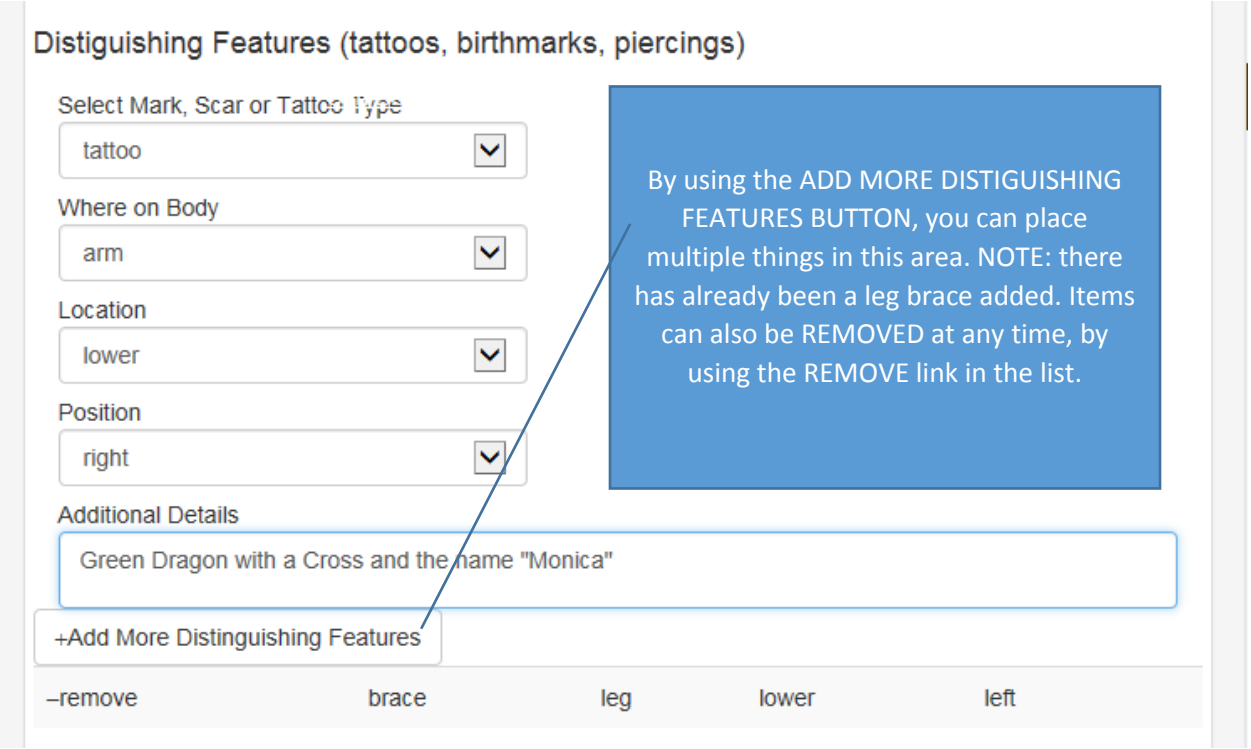
Weight

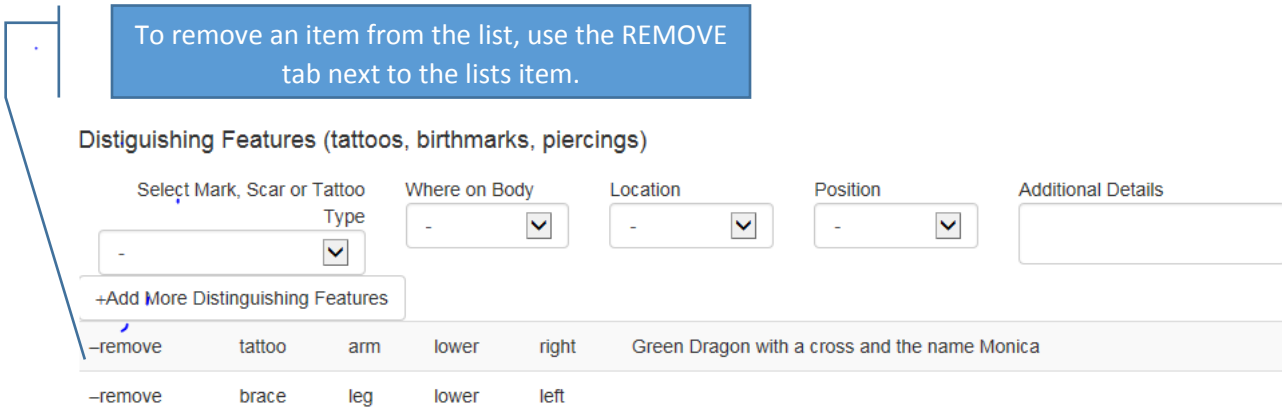
Required

Using the drop downs provided, fill in all required fields within the Physical Description tab.

Distinguishing Features:

When completing this feature, you can place multiple variations of scars, marks, tattoos, etc. by using the drop downs provided.



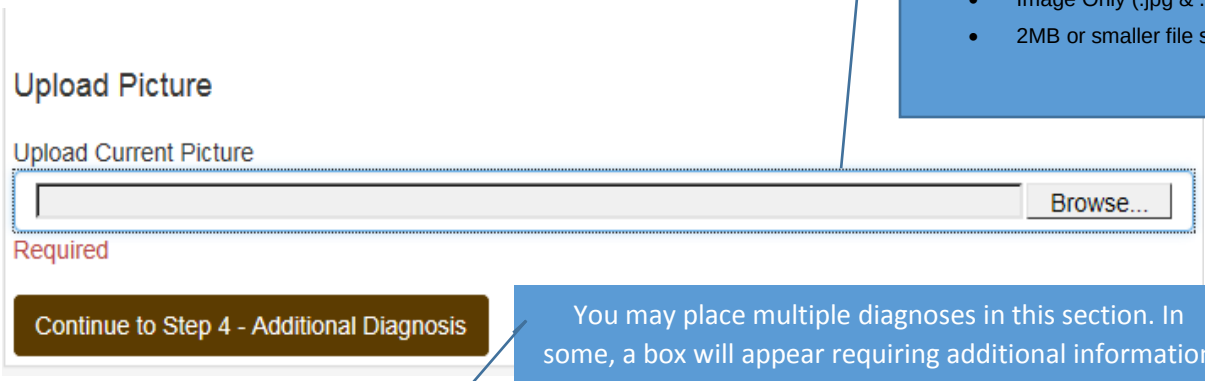


Upload a Picture:

See further instructions on uploading photos from the table of Content.

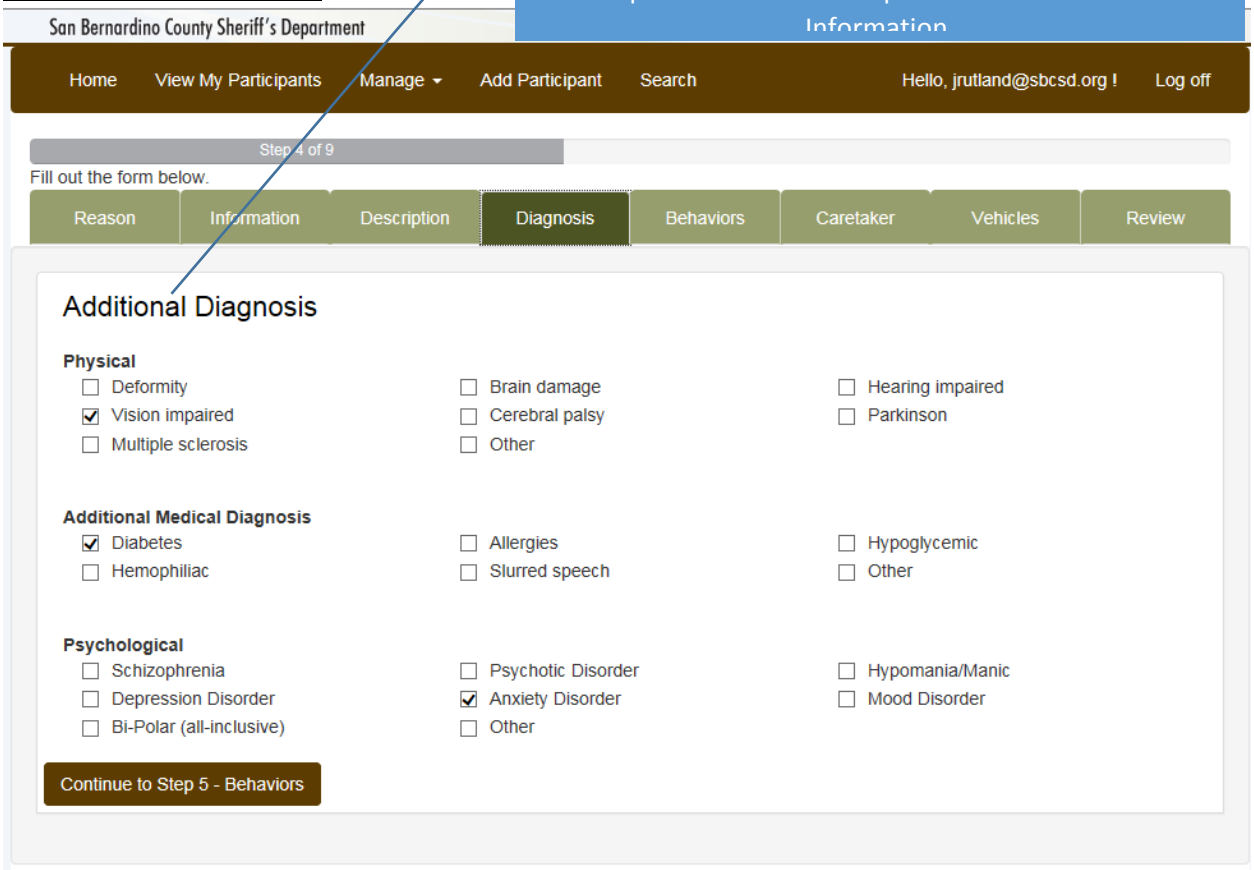
Upload a Photo (required) Photo Guidelines:

- Front facing picture
- Clearly visible eyes
- Image Only (.jpg & .gif)
- 2MB or smaller file size



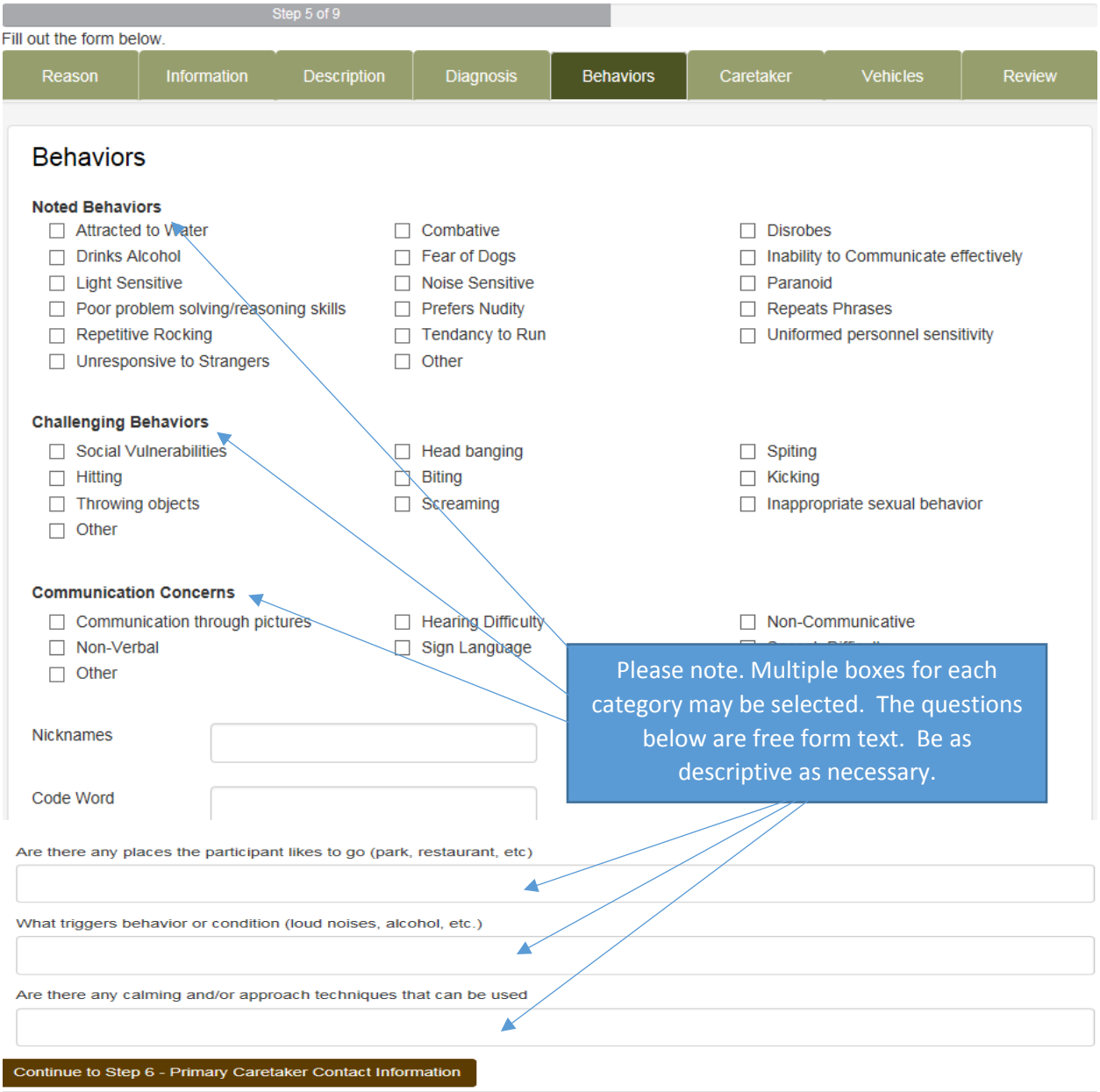
Additional Diagnosis

You may place multiple diagnoses in this section. In some, a box will appear requiring additional information i.e. "Deformity." Anytime you use "OTHER" an explanation box will be provided for additional information

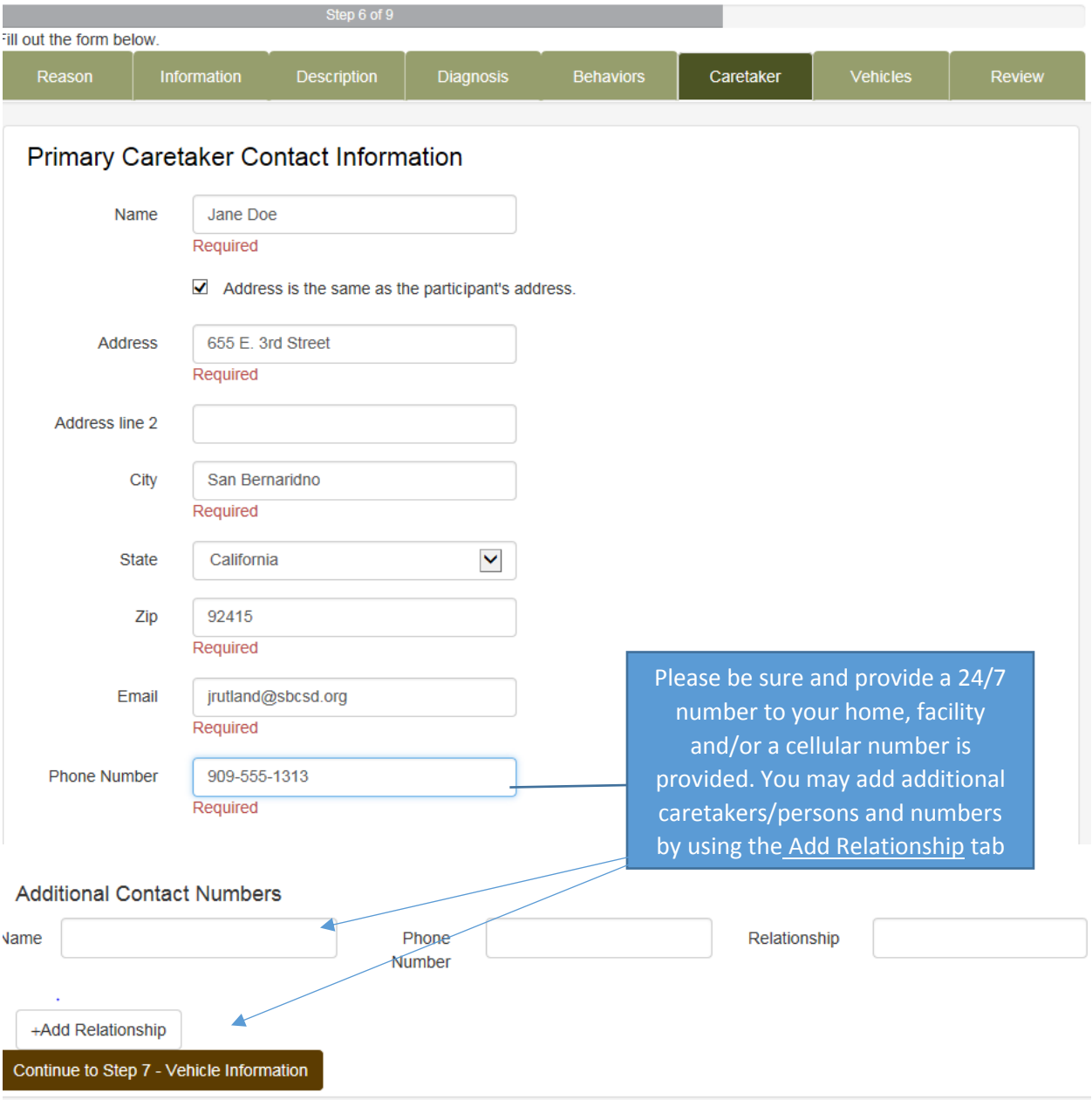


Behaviors

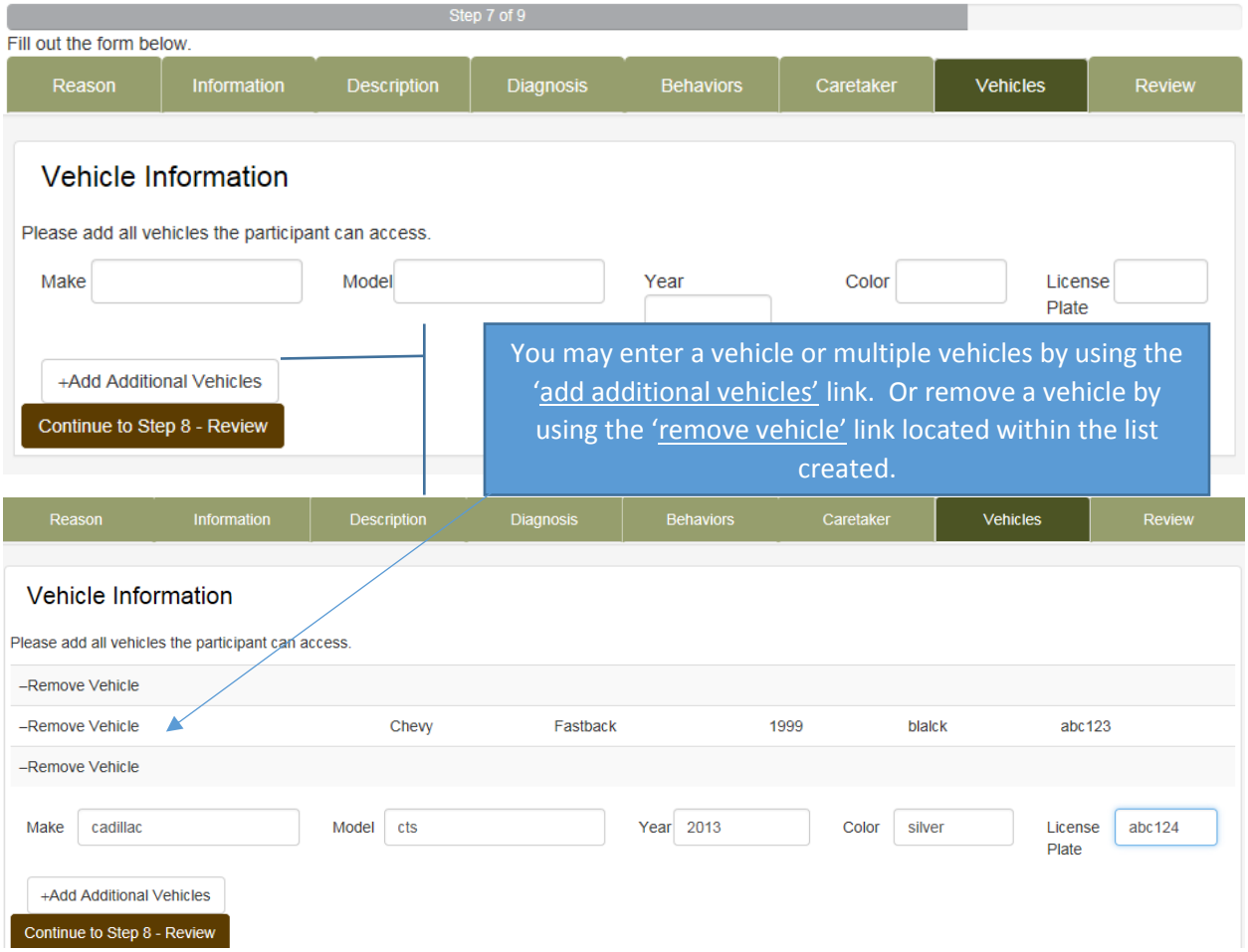
This section provides a place for noted behaviors and/or triggers that Law Enforcement should know about. Providing an area to place not only challenging behaviors or communication concerns, but also their "nickname" or "code words." It provides an area to give additional insight for those known to walk away, such as where they may tend to go, likes, dislikes and/or calming techniques.



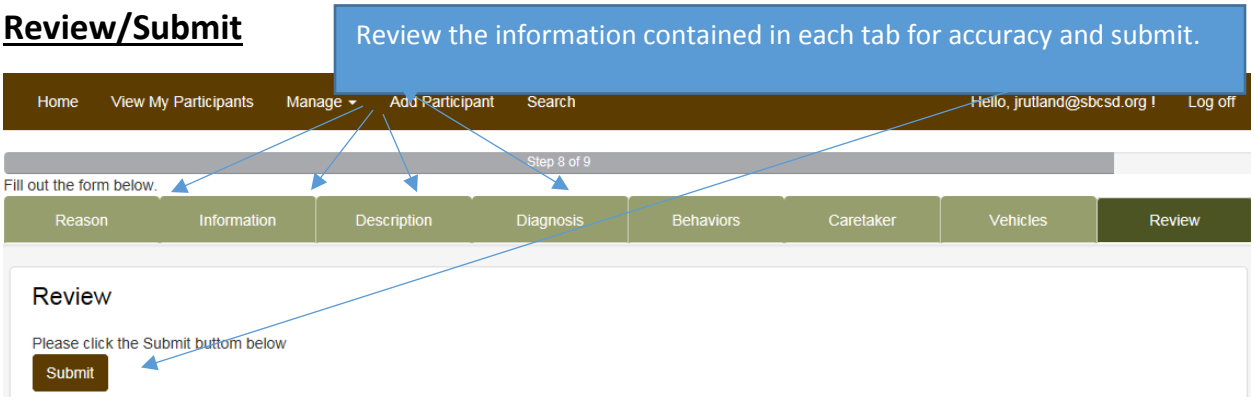
Primary Caretaker Contact Information

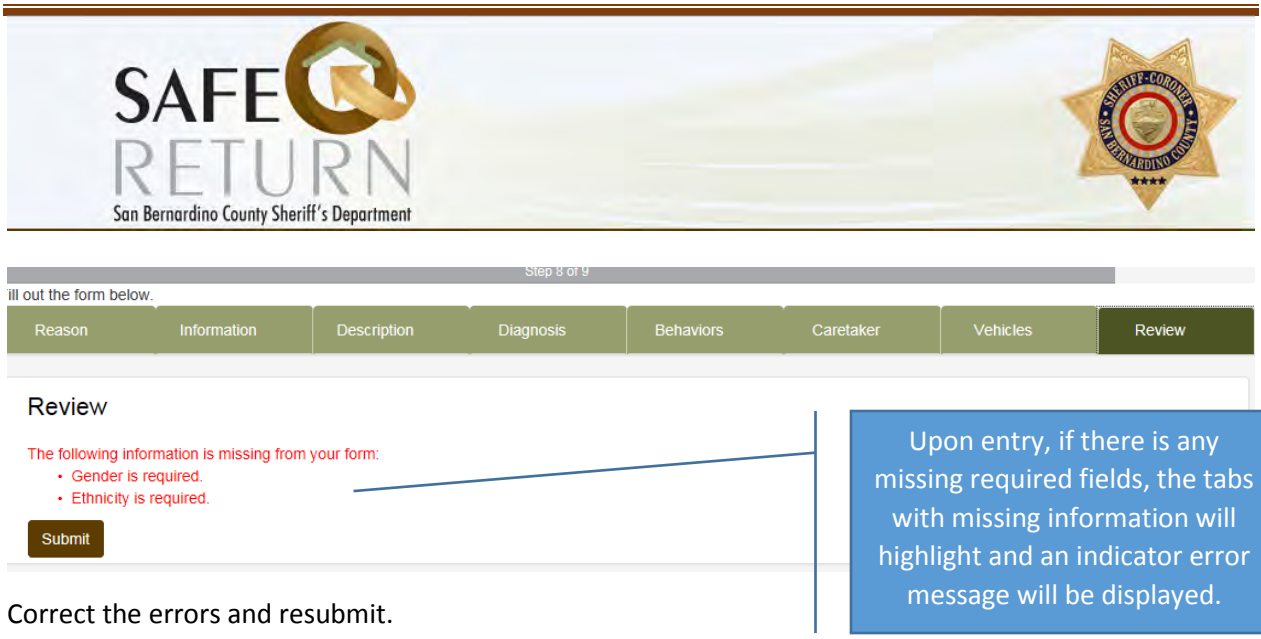


Vehicle Information



Review/Submit



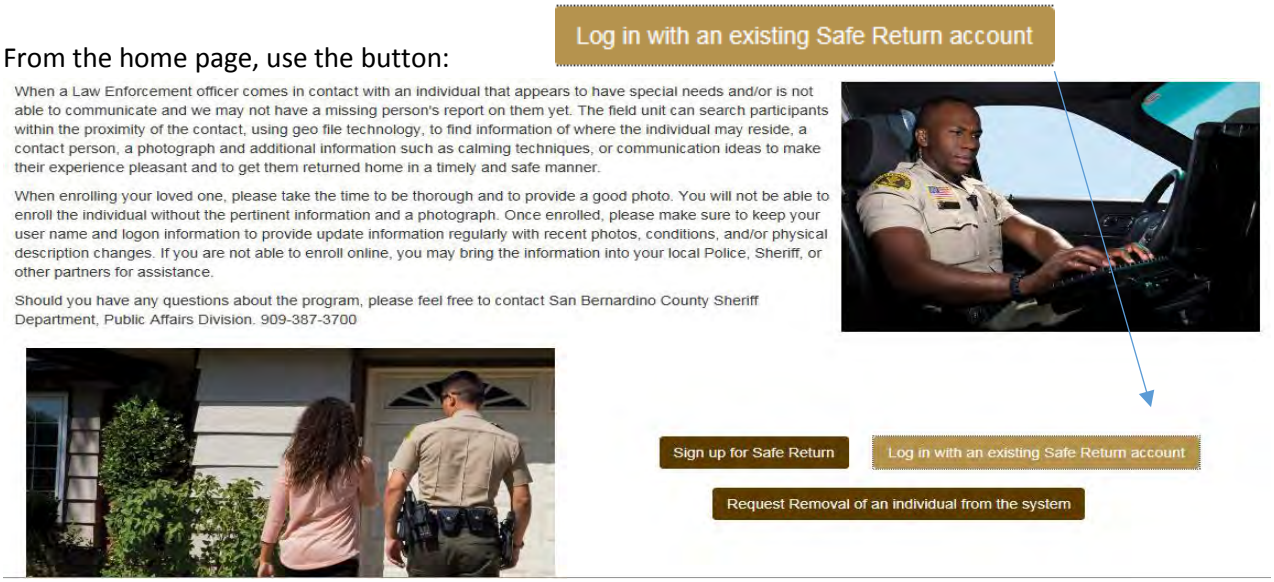


Upon entry, if there is any missing required fields, the tabs with missing information will highlight and an indicator error message will be displayed.

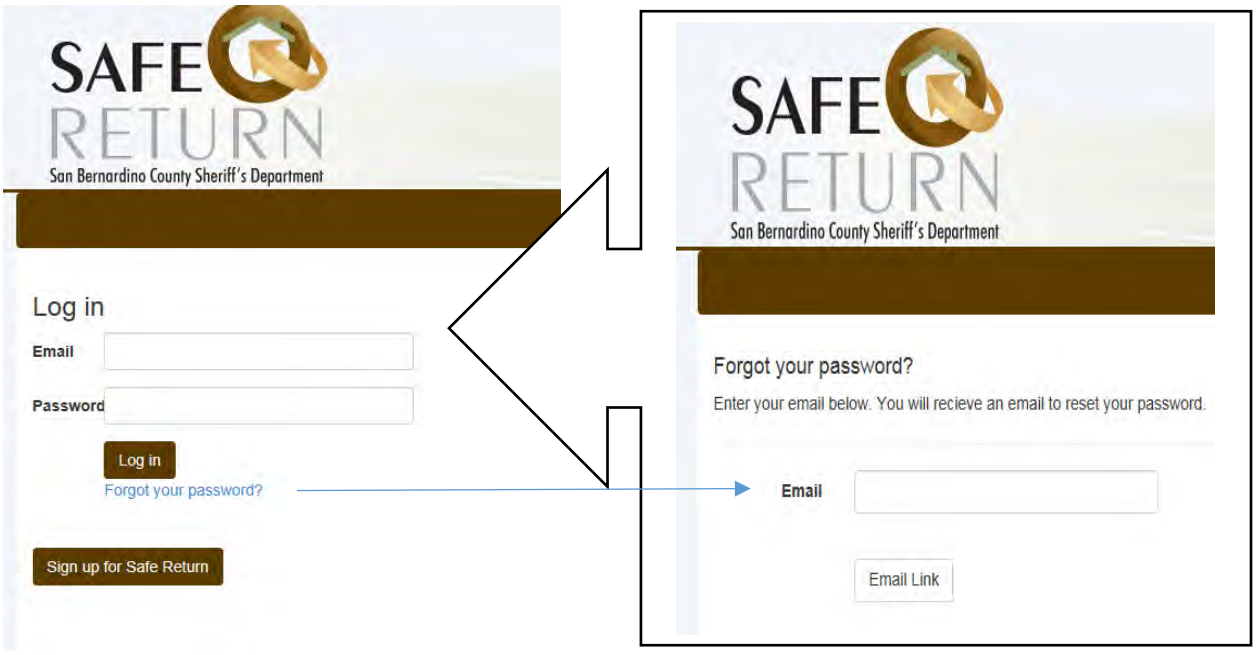
Correct the errors and resubmit.

Forgot your Password

From the home page, use the button:



When the log on screen appears, use the Forgot your password? link just under the Log in button, a prompt will appear to submit your email address.

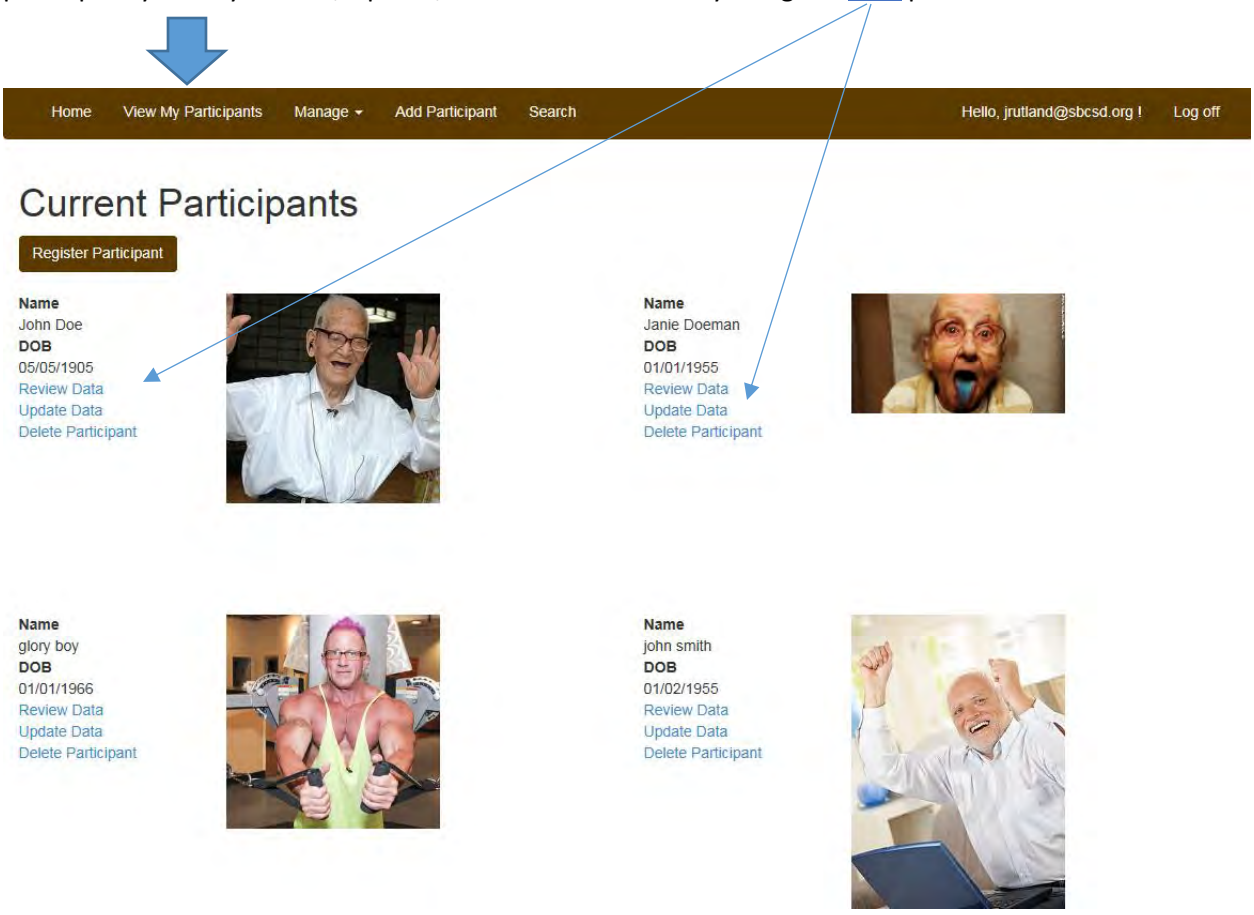


Recovering a Password

An email will be sent to you with information for resetting your password. If you are not aware of the email account used, but you would like to make changes or update a record, you will need to contact us by using the contact us button on the home page.

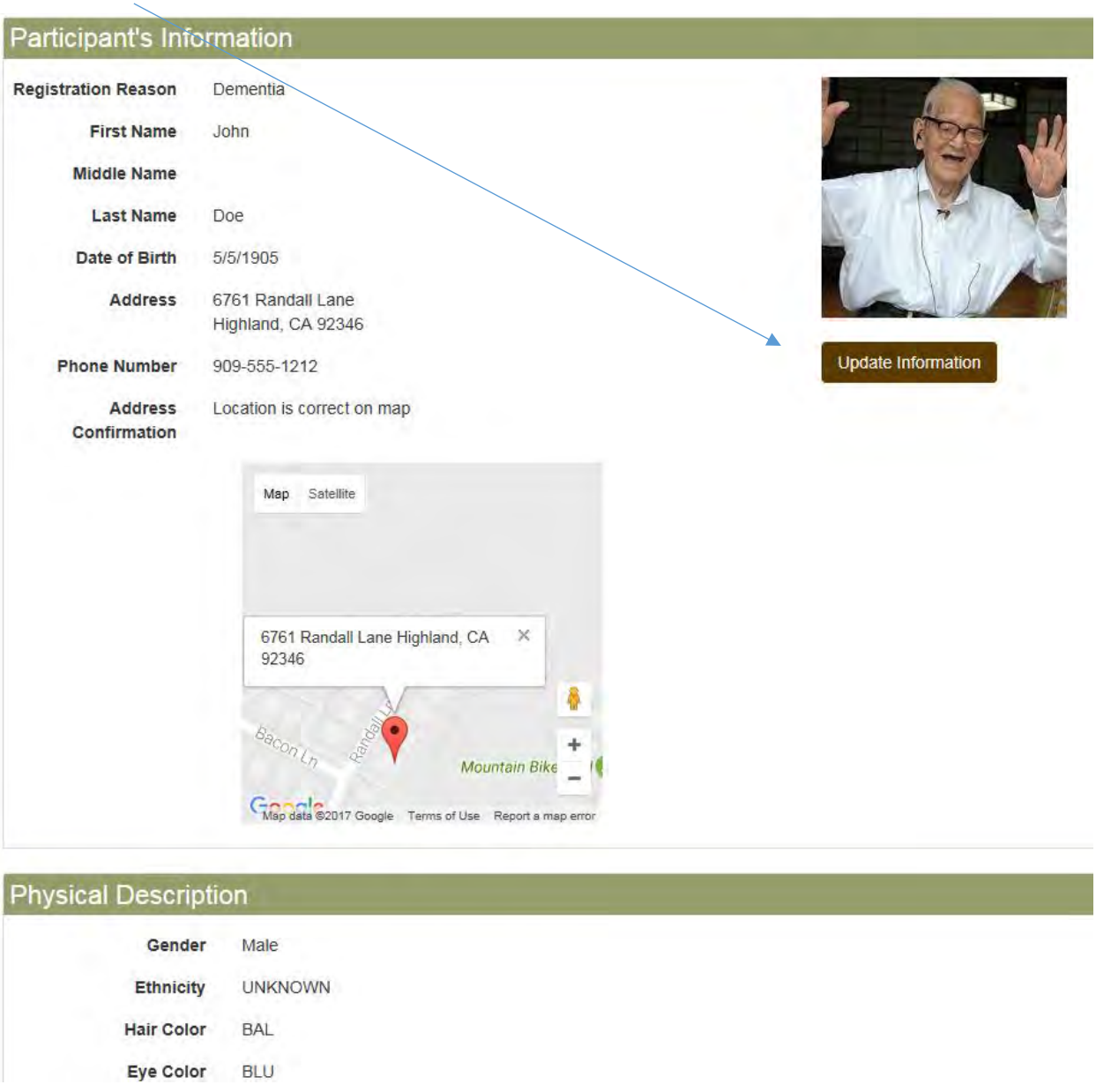
Editing or Deleting a Registered Person

When logging in to the system with a known valid email address and using the **View my Participants** tab, all participants entered and administered under that email account will appear. Under each participant you may Review, Update, or delete the record by using the links provided.



Reviewing a Record

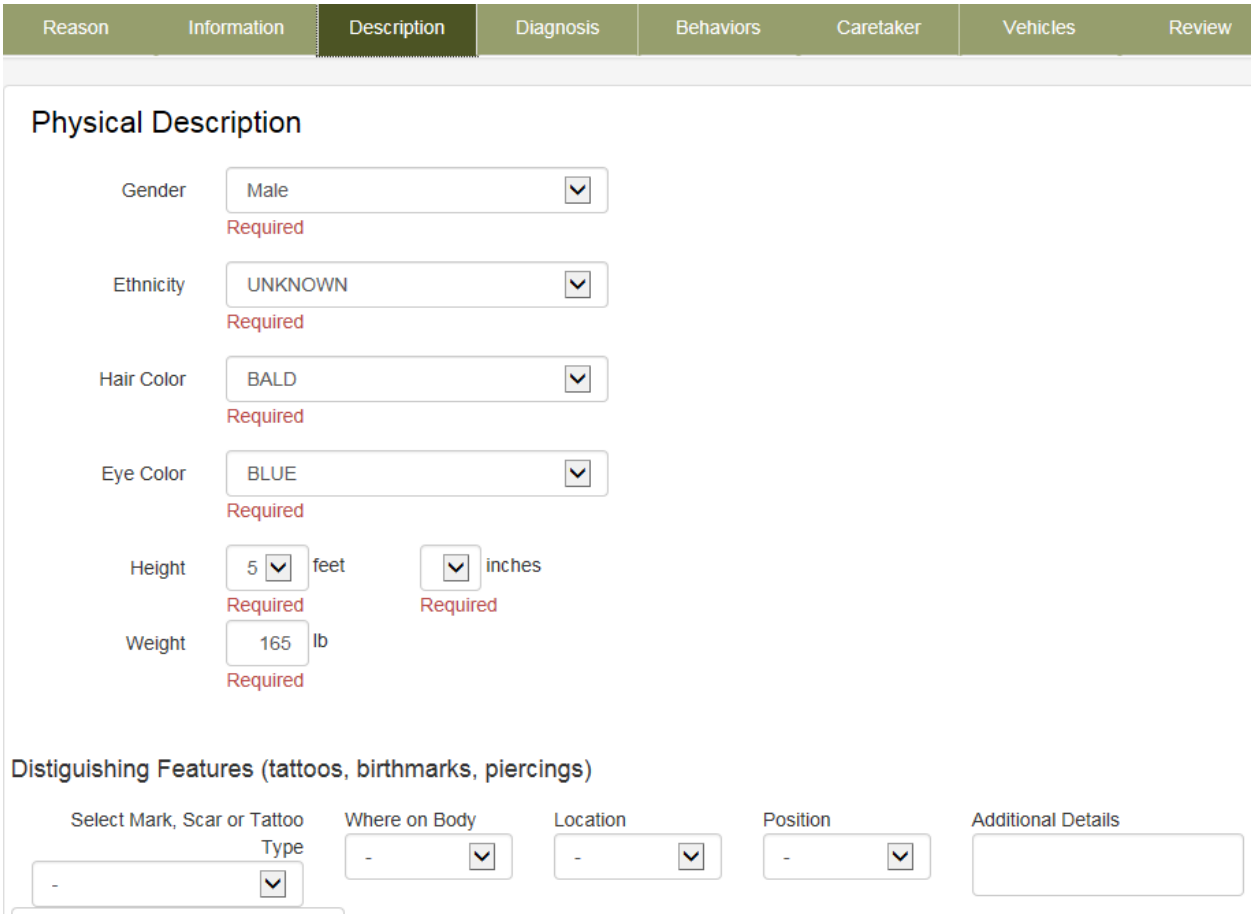
The individual record will appear and will allow you to move through each tab of information. You may also update the record from here as well.



Updating Information

When using the update information link from the 'view my participants' page, it brings you to the screen to update each tab independently by going through each Step.

Simply move to the tab you wish to update, change the information and RESUBMIT in the review section.

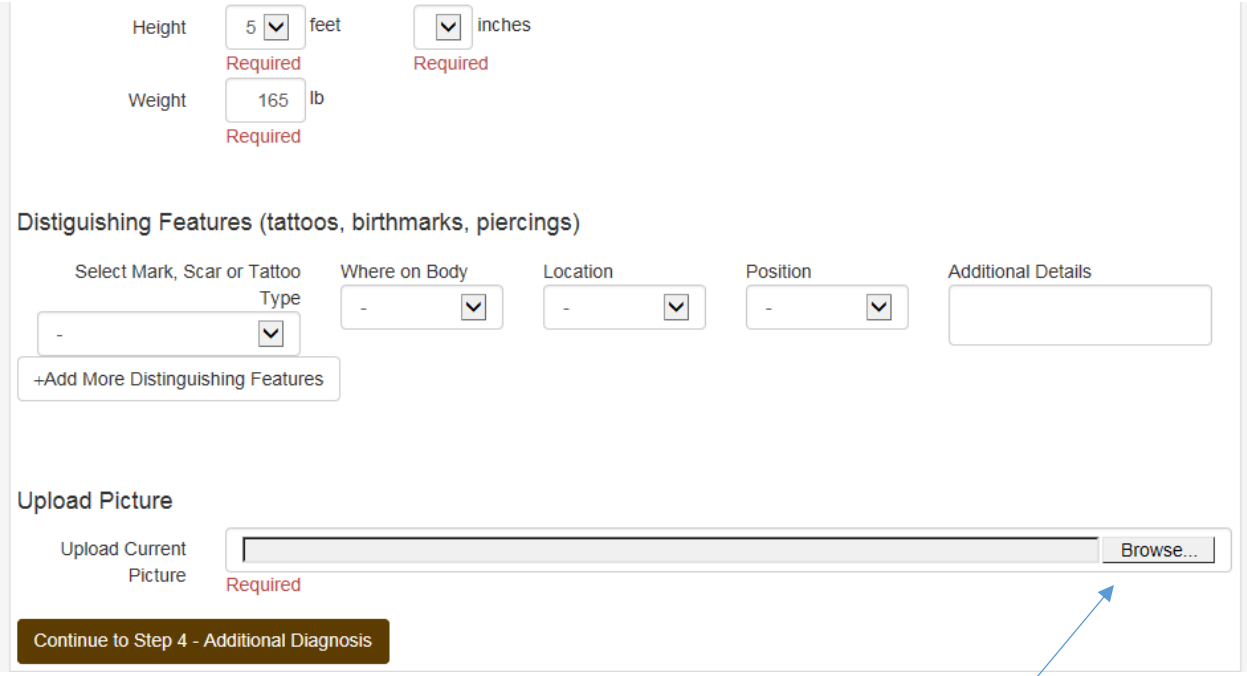


Upload a Photo – Instructional Guide

Windows PC

How to Upload or Update a photo from a Windows PC using Internet Explorer:

When in the Description tab:



Use a digital camera to take a photo of the person you want to register, and then download the photo to a location on your hard drive. Make sure you remember where to find the file, or the name of the file saved to the PC.

If you already have a photo on the PC you can skip this step.

Click “Browse” or “choose File” to find your photo.

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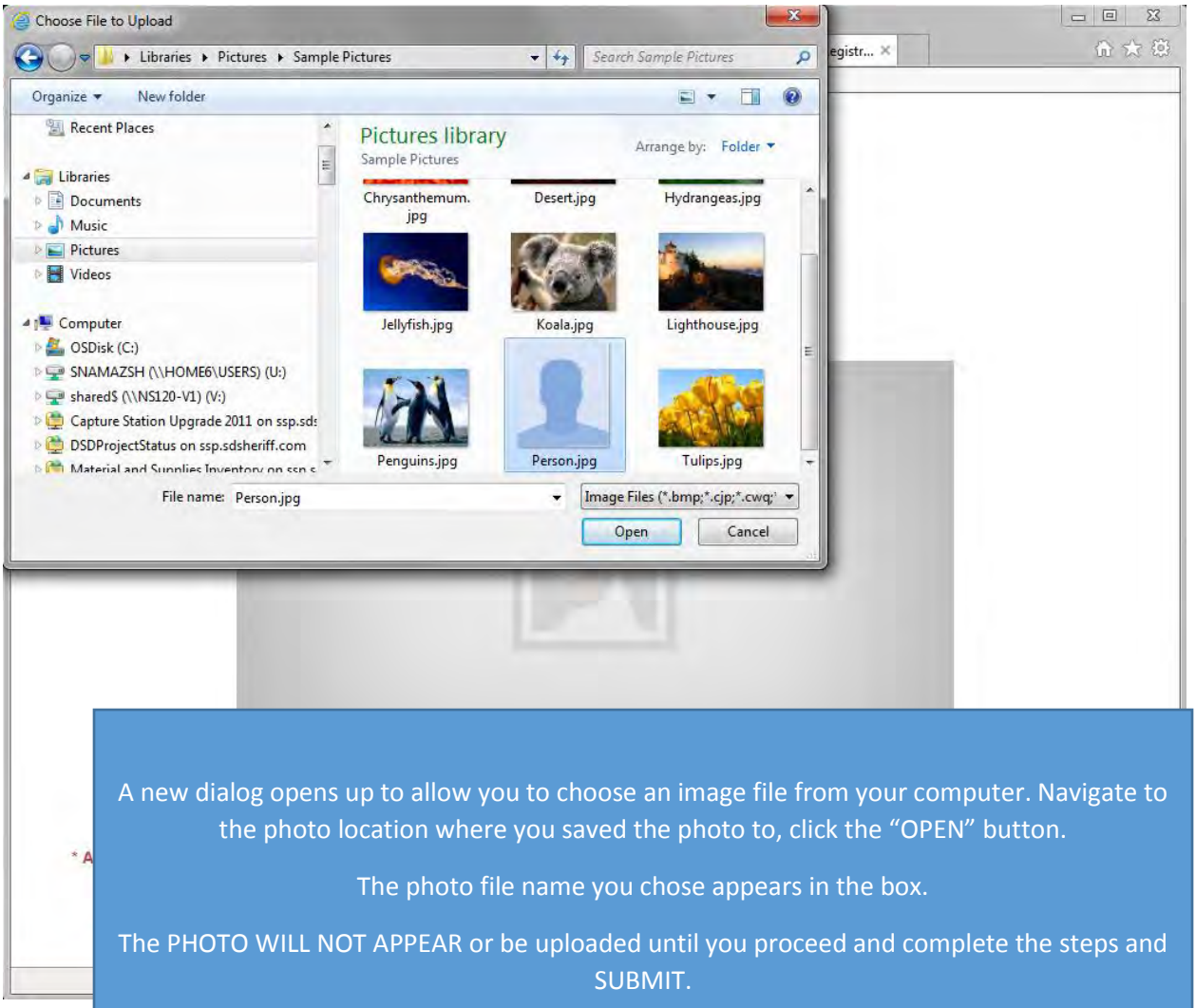

A new dialog opens up to allow you to choose an image file from your computer. Navigate to the photo location where you saved the photo to, click the "OPEN" button.

The photo file name you chose appears in the box.

The PHOTO WILL NOT APPEAR or be uploaded until you proceed and complete the steps and SUBMIT.