For the best experience, it is recommended using Google Chrome or Microsoft Edge when visiting the Kentucky Child/Adult Protective Services Reporting System.

How to determine the web browser version

The URL below can be used to determine the web browser and version.

https://www.whatismybrowser.com/

Q: I submitted my report but I received an error. What should I do?

A: 1). Ensure you have a stable internet connection and try to re-enter your report.

2). If you are unable to successfully submit the report, please call the Child/Adult Abuse Hotline at 1-877-597-2331.

Q: Why am I receiving an error when I use the Back/Forward buttons on the web browser?

A: Using the Back/Forward buttons could possibly result in an error while using this website. For the best experience, please use the *Previous* and *Save & Continue* buttons to navigate through the screens.

Q: I submitted my report but I did not receive a confirmation message and the screen is blank. What should I do?

A: Your pop-ups blocker may need to be turned off.

Q: I have changed my browser settings and the information I entered is no longer there. What should I do?

A: You will need to re-enter your information after you changed your settings.

Q: On the Report Status Search page I entered my ID# but received a message that said "No Information Found'. What should I do?

A: Make sure you have selected the correct *Search By* value and try your search again. If you still receive the message, you can call 1 (877) 597-2331 Monday through Friday during the hours of 8:00am until 4:30pm to check the status of your report.