



# End-to-End Cybercrime Reporting Process Flow



## Step 1: Report Submission

- A **Guest User** or **Registered User** initiates a **report**.
  - They access a **form** to provide:
    - Type of cybercrime
    - Incident description
    - Time/date of occurrence
    - Attachments (evidence, screenshots, etc.)
    - Etc ...
  - User submits the form via:
    - **Anonymous submission** (Guest)
    - **Authenticated submission** (Registered)
- 



## Step 2: Input Validation

- System checks:
    - Required fields are filled with an appropriate format
    - No malicious content (e.g., XSS or SQL injection, malicious links ...)
    - Valid file types and size
  - If input is invalid:
    - The user is notified to correct and resubmit
-

### **Step 3: Store and Acknowledge**

- Valid report is saved into the **Incident Database**
  - A unique **Tracking ID** is generated
  - The system sends:
    - A confirmation message
    - A copy of the tracking ID
    - Instructions for follow-up (if needed)
- 

### **Step 4: Officer Review and Categorization**

- An **Officer** retrieves the report
  - Officer:
    - Reviews content
    - Classifies the case (e.g., phishing, fraud, ransomware)
    - Sets priority (e.g., urgent, low-risk)
- 

### **Step 5: Admin/Officer Case Assignment**

- The case is assigned to a specific **investigator**
  - Status is updated in the **Case History Logs**
  - The investigator is notified via the system
- 

### **Step 6: Request for More Information (Optional)**

- If data is missing or unclear:
    - The officer sends a follow-up question
    - User is notified via email or app
    - User responds, and the response is recorded
- 



## Step 7: Investigation & Status Updates

- The investigator works on the case
  - Periodic updates are:
    - Entered into the system (e.g., “In Progress,” “Under Review”)
    - Visible to the **Registered User** via the **Track Status** feature
- 



## Step 8: Case Resolution

- When resolved:
  - Final remarks are logged
  - Case status is marked "**Closed.**"
  - Reporter (if registered) is notified (Through **Recomandations**)
  - The case is archived in the **Case History Logs**