CONSUMER SENTINEL NETWORK
Law enforcement's source for consumer complaints

Consumer Sentinel Network Preregistration Checklist

Welcome to the registration process. Your organization must register **in a single session**, so this checklist can help you collect the required information before you get started. If you have any concerns or questions, please contact Sentinel Customer Support at customersupport@consumersentinel.gov.

1. Who can apply?

If your organization is a government law enforcement agency with civil or criminal power, you can apply for access. You can check the current roster of agencies to see if you are already registered. If not, anyone from your agency can apply at register.consumersentinel.gov.

2. Do I have to apply for my entire agency?

No, you can apply just for a subgroup if that's the only area that will use Sentinel. For example, if you work in a police department and only want access for the detectives' bureau, you can apply just for the bureau.

3. I'm being asked for an Organization Administrator. What's that?

Your Organization Administrator is the point of contact with Sentinel support staff and the keeper of your organization's passcode. The Administrator can preapprove new organization members for Sentinel accounts.

4. I'm being asked for an Approving Authority. What's that?

You need an approving authority to sign the confidentiality agreement between the FTC and your agency. That's the person with legal authority to sign the confidentiality agreement for your organization or subgroup. It's usually the manager or assistant manager of the applying division or agency.

5. What and where are the Amendments to the Consumer Sentinel Network Confidentiality and Data Security Agreement?

The [Amendments](#) update some definitions, technical items, and clarify some rules. If your agency registered for Sentinel prior to 2023, you will need to agree to the Amendments. When you see the pop-up screen in Sentinel, you'll be asked to agree to them, like software terms of service. Please note that by clicking Agree, you're agreeing to abide by the Amendments. Doing so is mandatory to maintain your Sentinel access.

6. What information do I need from my I.T. Department?

You will need your domain name and Internet Protocol ranges. (And you'll want to collect this information before applying.) To ensure secure access, all Sentinel users in your organization must have a matching domain name, which is the part of your email address that comes after the @ sign, like @uspis.gov. You will also need your Internet Protocol range. This is a numerical range used to identify computers or devices within a network. Providing this information helps us maintain network security.

7. Help me.

Certainly. Please contact the **Help Desk** at **877–701–9595** or at customersupport@consumersentinel.gov.

8. I now have access to Sentinel. How do I use this system?

Upon registration, you will receive information on future live training sessions. You can also find immediate help resources within Sentinel, such as instructional videos.