



Submitting Images to be Reviewed for Identified Children

The National Center for Missing & Exploited Children (NCMEC) and its federal law enforcement partners¹ are working together to assist U.S. law enforcement agencies and prosecutors with determining if images/videos contain children who have been identified by law enforcement in past investigations.

Maintaining a law enforcement chain of custody is critical in submitting a case for review. Following are the guidelines for preparing a package for mailing:

- Only **copies of files possibly containing children** should be sent. Please do not send original evidence.
- Both movie and image files may be sent on CD, DVD, or VHS tape. For very large submissions, thumb drives and hard drives are encouraged; however, the content on these drives should still be restricted only to copies of files possibly containing children and the following formatting is still required.
- All image files should be zipped up into a zip (compression) file, *no larger than 1.5 GB. If submission is larger than 1.5GB, multiple zip files may be used.* Please do not send Encase reports or other Word, RTF or PDF documents. (See following document for guidance on how to extract files from these documents.)
- Please include any known email addresses and screen names of the target as NCMEC may have relevant CyberTipline reports to the case. Include name of related Operation if applicable.
- If any of the hash values from this case were run through NCMEC's Law Enforcement Services Portal (LESP) Hash Search function, please list the case reference for that report.
- Please include the number of image and movie files submitted for review. For submissions over 100,000 images or over 5,000 videos, please notify NCMEC CVIP via phone before mailing to discuss the timeline for the review.
- Federal law enforcement partner agencies should submit via their agency's liaison at NCMEC. Local, state and other federal law enforcement agencies should mail the package to:
Inspector Linda Jensen
USPIS/NCMEC
Post Office Box 320401
Alexandria, VA 22320-4401
- The package should be sent via *Express Mail, Certified or Registered mail*. Please do not send via UPS or FedEx.
- Each submission should be accompanied by a brief statement on a piece of agency letterhead, including agency name, officer/agent name, address, phone number, email address, and a brief description of case with case number and subject's name.

¹ Federal law enforcement partner agencies include: Federal Bureau of Investigation; U.S. Postal Inspection Service; DHS Immigration & Customs Enforcement; the U.S. Secret Service; U.S. Marshals Service; and Military Criminal Investigative Organization.

Contraband received will be controlled and secured by a law enforcement officer and provided to a NCMEC analyst for review and analysis. Once received by the Postal Inspector at NCMEC, the case will be assigned a Technical Assistance Request number and you will be notified via email that your case has been received. Please contact NCMEC if you have not received the notification after two weeks.

NCMEC strives to provide the fastest service possible to requesting agencies. Cases will be processed in the order in which they are received. We ask for your patience while we review your submitted images/videos. Processing times may vary depending on the volume of submissions. Should you need to have your submission expedited, please contact NCMEC directly at the number listed below. If your submission is needed for a specific court hearing, please include the date and type of court hearing on the submission letter.

Digital submissions to NCMEC will be destroyed following analysis. If needed, hard drive submissions may be returned to the agency. Please notify NCMEC of this request upon submission. The submitted media will remain under law enforcement control and be destroyed on-site by Inspector Jensen upon completion of review.

For any questions or comments please contact Inspector Jensen or NCMEC staff per the information below.

Linda Jensen, Postal Inspector
U.S. Postal Inspection Service
(703) 837-6317
lmjensen@uspis.gov
ljensen@ncmec.org

National Center for Missing & Exploited Children
Child Victim Identification Program
(877) 446-2632, ext. 6705
cvip@ncmec.org

How to Extract Images from Word, RTF or PDF Files

Numerous computer forensic tools create reports which embed files of interest into Word, RTF or PDF formats in order to produce a clear and easy-to-read forensic report. Unfortunately, these types of submissions are incompatible with NCMEC's Child Recognition and Identification System

Therefore in order to process these submissions, NCMEC requires that image and video files associated with the above mentioned formats be extracted before submission.

1. Open the PDF or Word file in the appropriate application.
2. Click on File and select the "**Save As**" option.
3. Select the location you wish save the content.
4. Beneath the "File Name:" field you will find "**Save as type:**" Select the type of file as "**Web Page (*.htm; *.html)**"
5. Click the "Save" button.
6. Access the location you selected to save the content.
7. You will find an .htm or .html file which has been created.
 - In addition, you will find a **folder** which lists the same file name.
Access this folder to locate all of the images previously embedded in the Word document or PDF.
8. Document the files according to your agency regulations.
9. Submit the image and/or video files to NCMEC for review.



Submission Requirements for Newly Identified Victims

If a case leads to the identification of a child seen in sexually exploitative images and/or videos, it is crucial that the National Center for Missing & Exploited Children (NCMEC) is notified for two important reasons. First, NCMEC maintains law enforcement point of contacts for identified children seen in such images. This information will be used to assist law enforcement agencies and prosecutors with determining if submitted images contain children who have been identified in past investigations. Second, NCMEC analysts are continually working with law enforcement to identify children in these files who may still be at risk. Knowing the child in your case is identified allows efforts to be focused on the at-risk children.

The information you provide on cases resulting in identified children seen in sexually exploitative images and/or videos will be included in NCMEC's Child Victim Identification Program (CVIP). Once processed by NCMEC, all case information will be to the U.S. Department of Homeland Security's Immigration and Customs Enforcement (ICE) Cyber Crime Center. ICE will retain your submission unless you request it be returned.

"Does my case qualify?" NCMEC's system is not based on arrests, convictions or sentences. There may be cases of self-production, unknown offenders, and other instances where the juvenile is identified but no charges have been filed. NCMEC asks that cases meet three requirements:

- law enforcement has seen/seized sexually exploitative images/videos of the child(ren)
- the images/videos qualify as "sexually exploitative" in the jurisdiction's court; and
- there is a law enforcement officer who has met the child and can serve as a point of contact for that series

If your agency has a case meeting these criteria, we would appreciate your assistance by providing us with the items and information below. Template submission forms are available for your use if you prefer. Please provide:

- Digital copies of the pornographic images of the known child (do not send originals)
- Name of investigating agency and case number
- Specific contact information of the *primary* investigating law enforcement officer or agent who met the child and the preferred method of contact (email, telephone, mailing address, etc). In addition, *alternate* points of contact (POCs) who are qualified and willing to serve as a point of contact for that series may be listed. The contact information for the alternate POCs will be listed in the Child Identification Reports along with primary POC. Finally, you may provide *secondary* POCs who serve as back-ups to the primary POC (meaning only in cases where the primary is unreachable should the secondary be contacted). The contact information for the secondary POCs will not be listed in the Child Identification Reports.
- Suspect's name and relationship to child
- Suspect's photo if available
- Email addresses and screen names of the suspect, as NCMEC may have relevant CyberTipline reports to the case
- If any of the hash values from this case were run through NCMEC's Law Enforcement Services Portal, please list the case reference for that report
- Information regarding possible image distribution

- Age range of the child when the images were produced
- Date range of when images were produced
- Approximate number of images in series
- Media format of series (i.e. digital images, videotapes, Polaroid)
- Additional case information

**Note: Please do not include the names of children or the names of juvenile offenders. For their privacy and protection, we do not include names of minors in the CVIP systems.

The following information is requested and will be used for internal records only:

- Date of birth of child
- Ethnicity of child(ren) and suspect(s)

Please see formatting guidelines as detailed in "Submitting Images to be Reviewed for Identified Children". In addition, within the media submission please list each child separately and which files denote the identified child(ren).

Federal law enforcement partner agencies¹ should submit their cases via their agency's liaison at NCMEC. Local, state, and other federal law enforcement agencies should send their packages via **U.S. MAIL ONLY** to Inspector Linda Jensen, USPIS/NCMEC, Post Office Box 320401, Alexandria, VA 22320-4401. Images should be sent via Express, Certified or Registered mail, based on the requirements of your agency. If necessary, you may request the assistance of your local Postal Inspector to assist with the mailing.

Once received by the Postal Inspector at NCMEC, the case will be assigned a Technical Assistance Request number and you will be notified via email that your case has been received. Please contact NCMEC if you have not received the notification after two weeks.

For questions, please contact:

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