



# Philadelphia Regional Computer Forensic Laboratory

201 King of Prussia Rd. Suite 300 Radnor, PA 19087 (610) 975-3691

## Service Request Guide

This guide will explain the process of filling out the Service Request Form.

The submitting Agency must provide this Service Request Form and appropriate legal authority before the case can be accepted by the PHRCFL. Evidence will not be accepted without proper documentation.

**Requestor Information:** This section contains required information that is needed to start the documentation and tracking of your service request.

**Service Type:** An examination request is requesting derivative information from the evidence items in accordance with the legal authority.

A technical request is performing supportive processes such as making copies or wiping an evidence item.

**Case Information:** This section contains information that will assist with the documentation and handling of your service request.

**RCFL Personnel Consulted:** An RCFL examiner can provide assistance with the submission of the service request and help identify information that may be needed for your legal authority and/or case specifics. An RCFL examiner can also provide assistance during a field search with onsite imaging or with guidance on evidence handling. Prior consultation is strongly recommended for all submissions.

**Service Request Information:** This section allows for search details to be included, what type of evidence is being submitted, and some additional handling information, if applicable.

**Requested Service:** This section specifies what services/results are being requested from PHRCFL. Please specify in detail what is being searched for. Use a continuation sheet if necessary.

Helpful Tips:

- Avoid requesting “any/all information”, the amount of information gathered can be very large and not specifically useful.
  - Instead be detailed and request “Documents, Spreadsheets, Emails, User/System Information, Internet History, Chat logs, and Pictures”
- Include any identifiers for the evidence item, such as a Serial Number, IMEI, and/or 1B numbers.
- Include the name of the victim(s) and/or suspect(s), and any nicknames, email addresses, online user account names, and phone numbers that might be helpful.
- Include any searchable terms or words that may identify items of interest.
- Provide all PINs and possible PINs to help assist unlocking devices.
- For locked devices, include birthdays and/or passcodes from other devices to assist with unlocking.

All evidence submitted to the PHRCFL is treated as “**LAW ENFORCEMENT SENSITIVE**”, unless otherwise stated.



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## Philadelphia RCFL Intake Policy

The Philadelphia RCFL accepts digital evidence from law enforcement agencies with the following guidelines:

**No more than 5 evidence items will be accepted per request without prior approval from the PHRCFL Director. Prioritize your items in your request form when submitting multiple items.**

To submit a request, bring the PHRCFL Service Request Form, legal authority (if the digital evidence is not specifically listed on the search warrant, documentation listing the evidence items were seized from the search location is required), a non-participating letter if applicable, and the digital evidence to the PHRCFL during business hours. It is preferred to contact the PHRCFL at 610-975-3691 to coordinate dropping off and picking up evidence. Paperwork can be hand-carried to the lab or sent electronically to [PHRCFL.submission@fbi.gov](mailto:PHRCFL.submission@fbi.gov).

**Participating Agencies:** FBI, Bucks County District Attorney's Office, Chester County District Attorney's Office, Delaware County District Attorney's Office, Montgomery County District Attorney's Office, Pennsylvania Attorney General, Philadelphia Police Department, Radnor Police Department and the U.S. Fish and Wildlife Service.

The FBI will accept all digital evidence from participating agencies.

**Mobile Devices:** Participating agencies are strongly encouraged, but not mandated, to use the Cell Phone Kiosk instead of submitting these items to the PHRCFL.

**Loose Media (DVDs, CDs, and Floppy Disks):** All loose media will not be accepted without prior approval from the PHRCFL Director. These items should be processed using the Loose Media Kiosk.

**Locked Devices:** Participating agencies may submit locked devices. If the PHRCFL is unable to unlock the device, it may be referred to CART headquarters' lab for further analysis. All JTAG service requests must acknowledge that the device may be damaged.

**Non-Participating Agencies:** The PHRCFL may accept digital evidence from non-participating agencies at the sole discretion of the PHRCFL Director. A Non-Participating Agency Letter must be included when submitting a request.

**Mobile Devices:** All non-participating agencies must process the mobile device through the Cell Phone Kiosk before making a request to the PHRCFL for an examination of that mobile device.

**Loose Media (DVDs, CDs, and Floppy Disks):** All loose media must be processed using the Loose Media Kiosk.

**Audio/Visual Enhancements:** No request will be accepted for any audio/visual enhancements.

**Locked Devices:** Requests will be accepted for any locked devices, including JTAG services, on a case-by-case basis only.

The requestor will list what services/results they would like to be performed; the RCFL staff will determine the best methods for achieving those results.