



NamUs 2.0 User Guide:

Entering a Missing Person Case

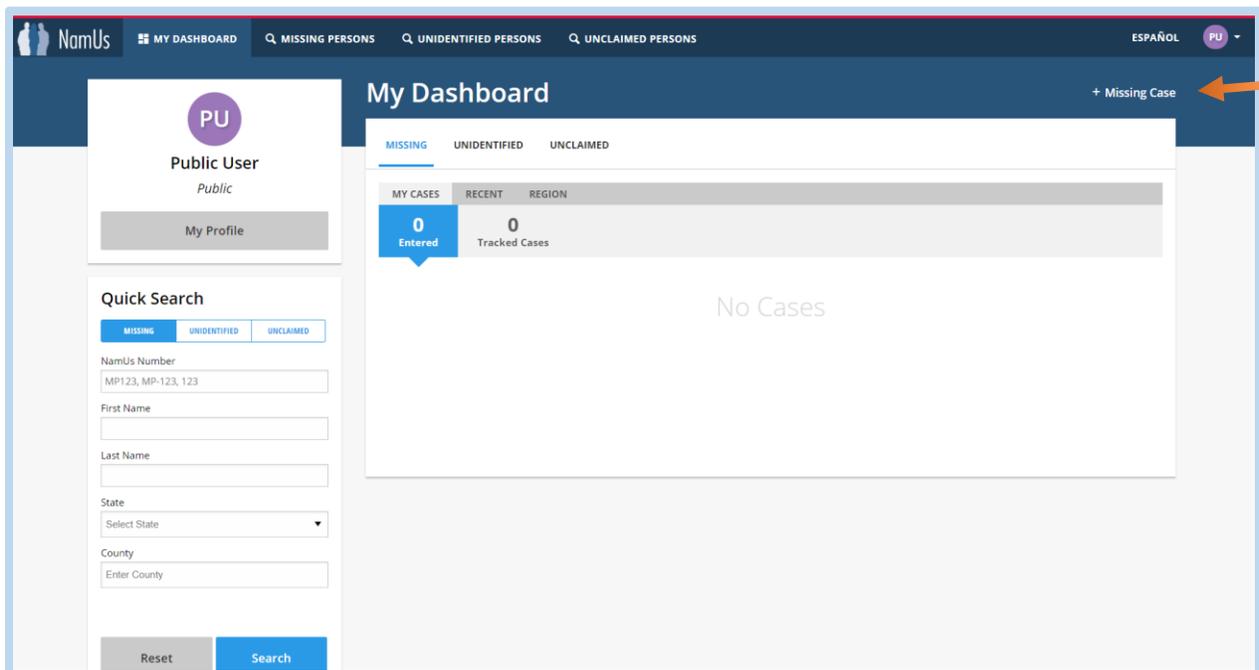
Entering a Missing Person Case

All registered users can enter missing person cases into NamUs. Prior to publication in NamUs, a [Regional Program Specialist](#) will verify the missing person report with the appropriate law enforcement agency and obtain permission from that agency to publish the case information in NamUs.

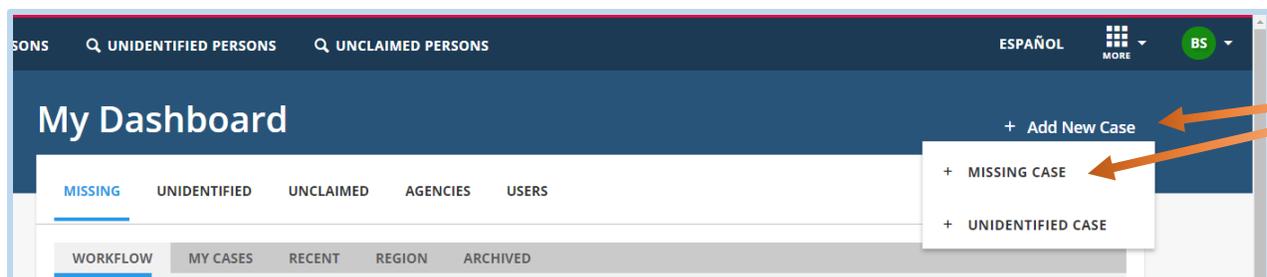
To ensure protection of sensitive case data, some information related to missing persons will be viewable only to NamUs personnel and registered, vetted criminal justice personnel and allied forensic specialists after the case is published. These fields are flagged in NamUs with a badge icon (🛡️) for easy identification.

When completing a NamUs entry, please provide all known details, including demographic and other descriptive information, investigating agency information, and the availability of biometric information such as dental records, fingerprint cards, and/or samples or relatives available as DNA references.

To begin entering a missing person case, log into your registered user account and click the “+ Missing Case” from your dashboard.



Note that if you are a professional user with the ability to also enter unidentified person cases, you must first hover over “+ Add New Case” to access the link to enter a missing person case.



Clicking “+ Missing Case” opens a short form to begin your case entry. Fill this form out with as much information as possible, then click “Create Draft” to continue adding details about your case. Step-by-step instructions can also be found in the sidebar of the initial case entry form.

Create a Missing Persons Case

What is your relationship to the missing person?

Demographics

First Name Middle Name Last Name

Date of Birth

Sex

Race / Ethnicity (select all that apply)

- White / Caucasian
- Black / African American
- Hispanic / Latino
- Asian
- Native American / Alaskan Native
- Hawaiian / Pacific Islander
- Other
- Uncertain

Circumstances

Date of Last Contact

Last Known Location

City State ZIP Code

County

Circumstances of Disappearance
Describe the circumstance of disappearance

Physical

Height (Feet/Inches) ft in - ft in Weight (lbs) lbs - lbs

Hair Color

Eye Color

Specify Each Eye Separately

Create and submit a Missing Persons case

[Privacy Act Statement](#)

- 1. Begin**
Complete this form with all available information.
- 2. Create**
Click the "Create Draft" button. You will be able to enter additional information on the following page.
- 3. Submit**
After creating your draft, the following fields will be required to submit your case.
 - Relationship to missing person
 - First Name
 - Last Name
 - Sex
 - Race / Ethnicity
 - Date of Last Contact
 - City
 - State
 - County
 - Circumstances of Disappearance
 - Height
 - Weight
 - Hair Color
 - Eye Color
- 4. After Submission**
A Regional Program Specialist RPS will review your case entry for accuracy and completeness. All cases will be verified with the appropriate investigating agencies prior to publication in NamUs.

You will be contacted by your NamUs RPS if additional information is needed.

Please be aware that for security reasons, users will be logged out of the NamUs 2.0 system after 30 minutes of inactivity. You will receive a warning prior to being logged out. At any time during your initial case entry, you may click “create draft” to save your work. If your session times out for inactivity prior to creating your draft, your case will not be saved in NamUs.

On the initial case entry form, indicate your relationship to the missing person by selecting the appropriate category from the picklist, then enter the missing person's name, demographic information, and circumstances of disappearance. When you have completed all known information, click "Create Draft" to continue.

The options indicating your relationship to the missing person will appear in a picklist. If you do not see an appropriate options, select "other".

- Father
- Mother
- Brother
- Sister**
- Son
- Daughter
- Grandfather
- Grandmother
- Cousin
- Aunt
- Uncle
- Husband
- Wife
- Boyfriend
- Girlfriend
- Friend
- Landlord
- Concerned Citizen
- Law Enforcement
- NamUs Staff
- NMCMC Case Manager
- NMCMC Assistant Case Manager
- State Clearinghouse
- Other

You are not limited to choosing a single race/ethnicity category. Multiple combinations can be entered by checking each box that applies.

Demographics

What is your relationship to the missing person?

First Name: Middle Name: Last Name:

Date of Birth:

Sex:

Race / Ethnicity (select all that apply)

- White / Caucasian
- Black / African American
- Hispanic / Latino
- Asian
- Native American / Alaskan Native
- Hawaiian / Pacific Islander
- Other
- Uncertain

Circumstances

Date of Last Contact:

Last Known Location

City: State: ZIP Code:

County:

Circumstances of Disappearance

Physical

Height (Feet/Inches): - ft in

Weight (lbs): - lbs

Hair Color:

Eye Color:

Specify Each Eye Separately

- Select Hair Color
- Brown
 - Black
 - White
 - Sandy
 - Gray or Partially Gray
 - Red/Reddish**
 - Blond/Strawberry
 - Blue
 - Green
 - Orange
 - Pink
 - Purple
 - Unknown or Completely Bald

- Select Eye Color
- Black
 - Blue
 - Brown
 - Gray
 - Green
 - Hazel
 - Maroon
 - Pink
 - Unknown or Missing

After clicking "Create Draft", you are taken to the full case file, where you can add additional case details. Your case is in "Draft" status until you complete your entry and submit to NamUs. Submitting your case will ensure prompt review by your NamUs Regional Program Specialist.

To enter additional details in your draft case, click the “Edit” link in any case section to open a modal that allows you to enter or edit information.

The screenshot shows the NamUs web interface for a draft case (MP98450). The case is for John Quincy Smith, a 44-year-old male, missing since November 30, 2010, from Nashville, Tennessee. The interface includes a navigation bar with options like 'MY DASHBOARD', 'MISSING PERSONS', 'UNIDENTIFIED PERSONS', and 'UNCLAIMED PERSONS'. The main content area is titled 'Case Information' and contains two subsections: 'Case Numbers' and 'Demographics'. The 'Demographics' subsection has an 'Edit' link highlighted in blue. An orange arrow points from this 'Edit' link to the 'Edit Demographics' modal shown in the next screenshot.

The 'Edit Demographics' modal form contains the following fields and options:

- First Name:** John (highlighted in orange)
- Middle Name:** Quincy
- Last Name:** Smith (highlighted in orange)
- Maiden Name:** (empty field)
- Nickname/Alias:** (empty field)
- Date of Birth:** 01/01/1973 (highlighted in orange)
- Place of Birth:** (empty field)
- Birthdate Unknown?
- Sex:** Male (highlighted in orange)
- Race / Ethnicity (select all that apply):**
 - White / Caucasian
 - Black / African American
 - Hispanic / Latino
 - Asian
 - Native American / Alaskan Native
 - Hawaiian / Pacific Islander
 - Other
 - Uncertain
- Blood Type:** (empty dropdown)
- Height (Feet/inches):** 6 ft 0 in (highlighted in orange)
- Weight (lbs):** 180 lbs (highlighted in orange)

Buttons: Cancel, Save

Fields highlighted in orange indicate data that is required to submit your completed case to NamUs.

When entering the circumstances of a missing person’s disappearance, you have the option of entering a specific street address, the intersection of two streets, or a general location, such as a missing person who was last seen hiking in a national forest or boating in open waters.

To edit the address in circumstances, first indicate the address type.

Edit Circumstances

Indicates fields that are required to submit this case

Date of Last Contact
11/30/2010

Suspected Foul Play
 Yes No Possibly Uncertain

Last Known Location
 Street Address Intersection General Location

Address
2804 Opryland Drive

Address 2

City
Nashville

State
Tennessee

County
Davidson County

ZIP Code
37214

Circumstances of Disappearance
John was last seen with some of his friends at the Grand Old Opry in Nashville. John said he was planning to go to Omaha Nebraska, even though there was a blizzard in the area. He drove a White Dodge pickup truck.

Cancel Save

Enter as much descriptive information as possible to increase the likelihood of locating potential matches to your missing person in NamUs. To add additional descriptors – such as scars, marks, and tattoos – scroll to the “Physical Description” section of the case file, or click “Physical Description” from the left hand menu in the case file.

Draft Case MP98450 [Submit Case](#)

Missing Person / NamUs #MP98450 **PENDING**

John Quincy Smith, Male, White / Caucasian

Date of Last Contact: November 30, 2010 | Missing From: Nashville, Tennessee | Missing Age: 37 Years | Current Age: 44 Years | Matches: 0 | Exclusions: 0

Physical Description [Edit](#)

Hair Color: Red/Auburn

Head Hair Description: --

Body Hair Description: --

Facial Hair Description: --

Left Eye Color: Brown | Right Eye Color: Brown

Eye Description: --

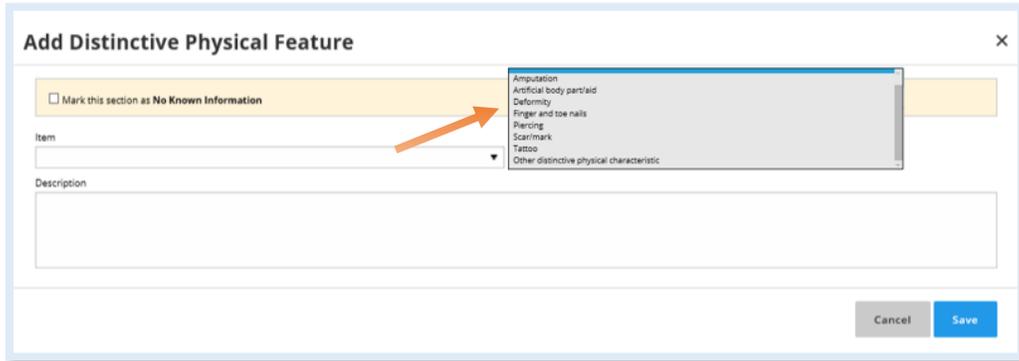
Distinctive Physical Features

No Information Entered

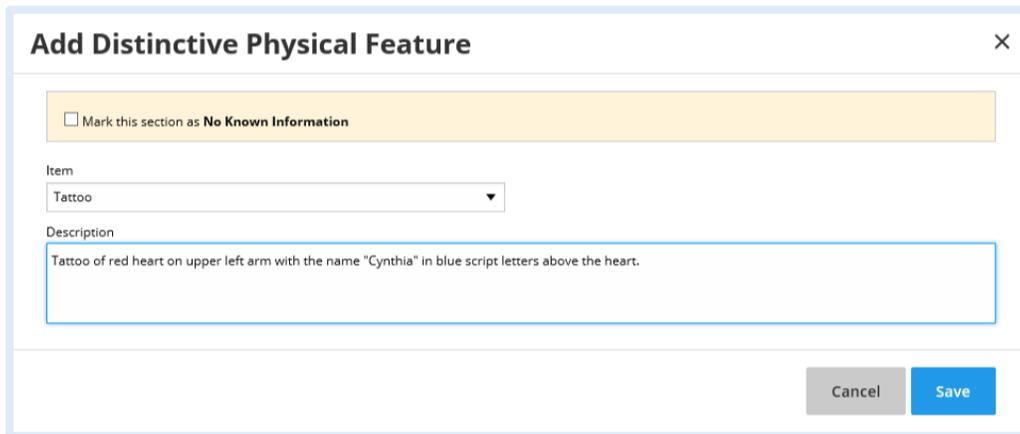
[+ Add Distinctive Physical Feature](#)

Click “+ Add Distinctive Physical Features” to add this additional data to your case file. This will open a modal where you can choose the appropriate category for the descriptor, such as a piercing or tattoo,

then enter additional details in the “Description” box. Please note that the more description you provide, the more likely your case will appear in searches performed by other users.



The screenshot shows the 'Add Distinctive Physical Feature' form. At the top, there is a checkbox labeled 'Mark this section as No Known Information'. Below this is the 'Item' dropdown menu, which is currently open, showing a list of options: Amputation, Artificial body part/aid, Deformity, Finger and toe nails, Piercing, Scar/mark, Tattoo, and Other distinctive physical characteristic. An orange arrow points to the 'Tattoo' option. Below the dropdown is a large text area for the 'Description'. At the bottom right, there are 'Cancel' and 'Save' buttons.



The screenshot shows the 'Add Distinctive Physical Feature' form with the 'Tattoo' option selected in the 'Item' dropdown. The 'Description' text area contains the text: 'Tattoo of red heart on upper left arm with the name "Cynthia" in blue script letters above the heart.' At the bottom right, there are 'Cancel' and 'Save' buttons.

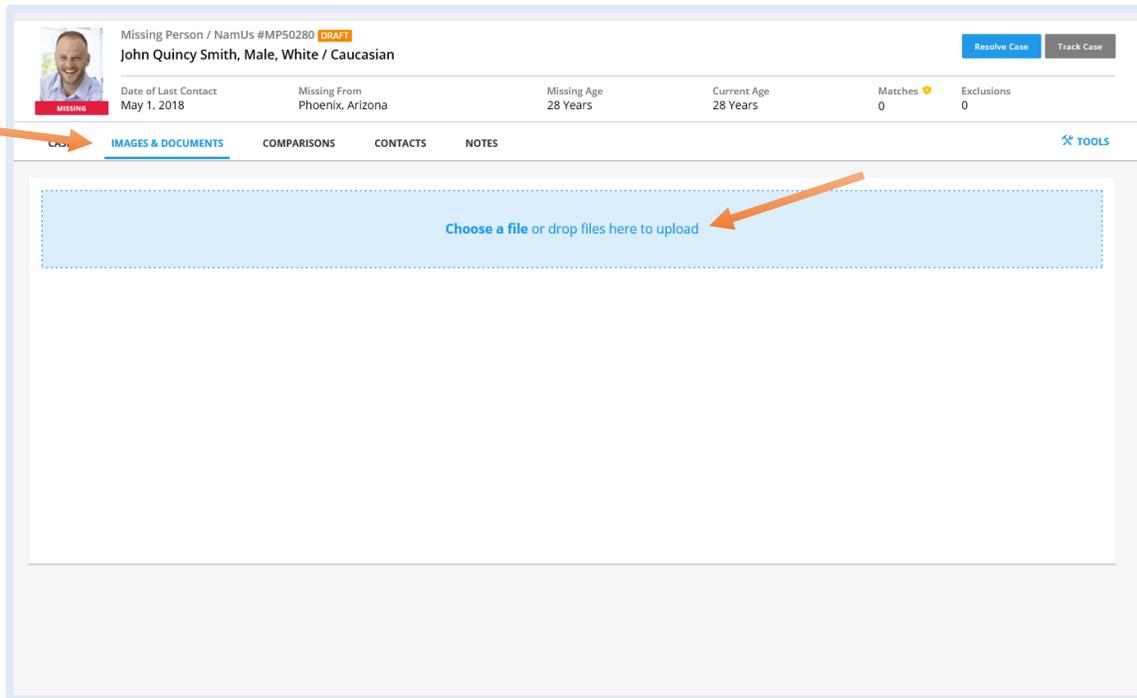
When you have completed the entry of each descriptive item, click “Save” to view the Distinctive Physical Features in your missing person case file.



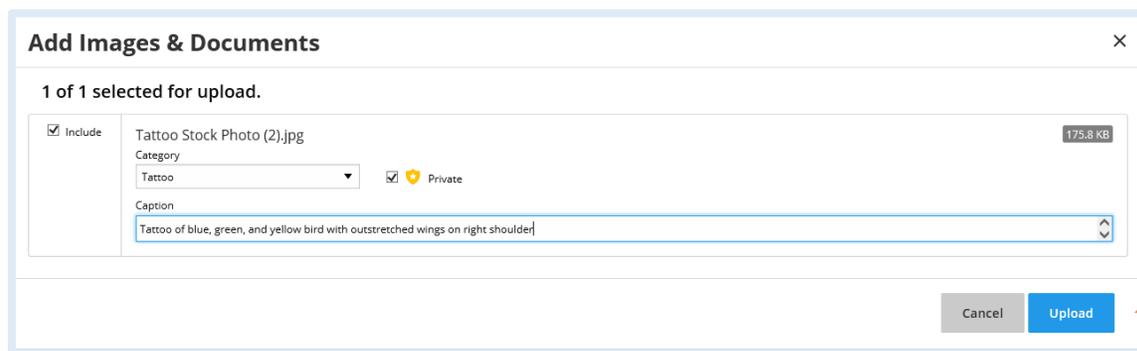
Distinctive Physical Features		
Item	Description	
Tattoo	Tattoo of red heart on upper left arm with the name "Cynthia" in blue script letters above the heart.	Delete Edit
Tattoo	Tattoo of blue, green, and yellow bird with outstretched wings on right shoulder.	Delete Edit

[+ Add Distinctive Physical Feature](#)

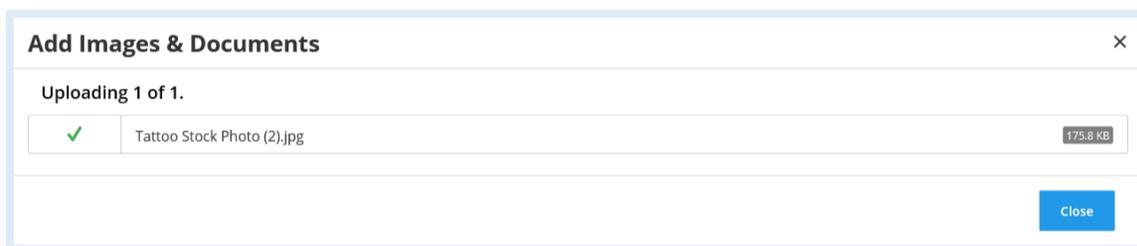
You may also add images of distinctive physical features, in addition to facial photographs, dental charts, fingerprint cards, or other images associated with your case. To add images, click the “Images & Documents” link at the top of the case file, then drag and drop, or click “Choose a file”, to upload one or more images to your case file.



If you have clicked “Choose a file”, navigate to the image you would like to upload, select the appropriate image category (e.g., facial photo or tattoo), and enter a “caption” that describes your image. You may also click the “Private” checkbox if an image is sensitive and should be restricted to professional users, such as images related to medical treatment. Certain image categories cannot be made publicly viewable, such as fingerprint cards, dental radiographs, or other medical images.



Once your images have successfully selected, click “Upload”. You will receive confirmation that your image(s) has/have successfully uploaded.



When you have finished uploading your images, click “Close” and you will see your images successfully uploaded to your case file.

Missing Person / NamUs #MP50280 **DRAFT**
John Quincy Smith, Male, White / Caucasian Resolve Case Track Case

Date of Last Contact: May 1, 2018
Missing From: Phoenix, Arizona
Missing Age: 28 Years
Current Age: 28 Years
Matches: 0
Exclusions: 0

CASE **IMAGES & DOCUMENTS** COMPARISONS CONTACTS NOTES TOOLS

Choose a file or drop files here to upload

2 Images & Documents

- Facial/case ID**
May 24, 2018
--
- Tattoo**
May 24, 2018
Tattoo of blue, green, and yellow bird with outstretched wings on right shoulder

If there is known medical data for the missing person, such as prior surgeries, skeletal information, known allergies, drug addictions, or other information, this can be entered into the “Medical Data” section by clicking “+ Add Medical”. Note that any information in this section will be viewable only to professional users once a case is accepted and published in NamUs.

NamUs MY DASHBOARD MISSING PERSONS UNIDENTIFIED PERSONS UNCLAIMED PERSONS ESPAÑOL DM

Draft Case MP98450 Submit Case

Missing Person / NamUs #MP98450 **PENDING**
John Quincy Smith, Male, White / Caucasian Resolve Case Track Case

Date of Last Contact: November 30, 2010
Missing From: Nashville, Tennessee
Missing Age: 37 Years
Current Age: 44 Years
Matches: 0
Exclusions: 0

CASE **IMAGES & DOCUMENTS** COMPARISONS CONTACTS NOTES TOOLS

CASE INFORMATION
Case Numbers
Demographics
Circumstances
Physical Description
Medical Data
Clothing and Accessories
BIOMETRICS
DNA
Fingerprints
Dental
ADDITIONAL CASE INFO
Personal Electronics
Transportation

Scar/mark: Long surgical scar on right knee. Delete Edit

Tattoo: Tattoo of heart on left upper arm. Delete Edit

[+ Add Distinctive Physical Feature](#)

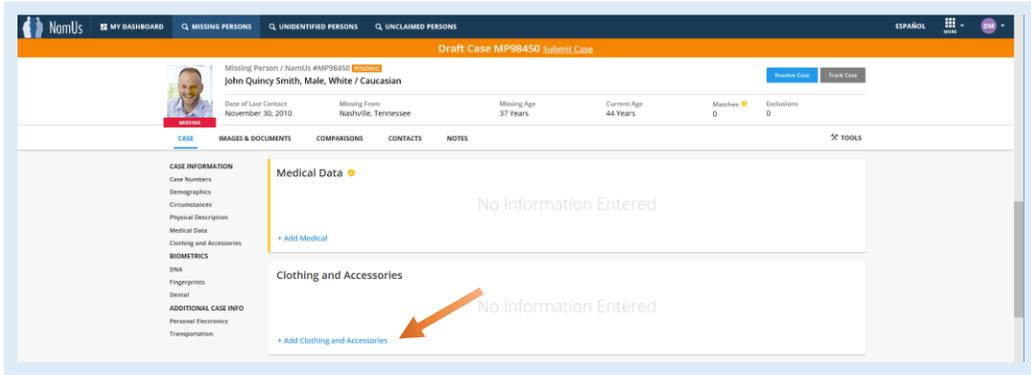
Medical Data Star Icon
No Information Entered

[+ Add Medical](#)

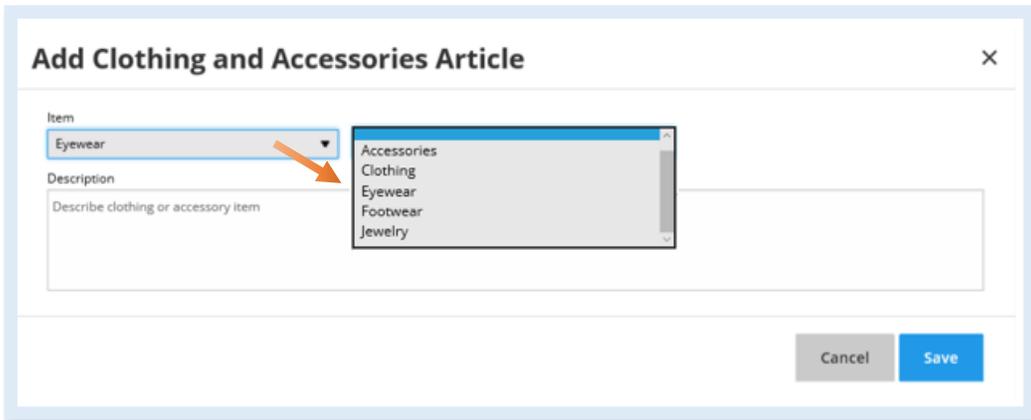


Indicates professional view only.

To add information on the missing person’s clothing and accessories, click “+ Add Clothing and Accessories”.

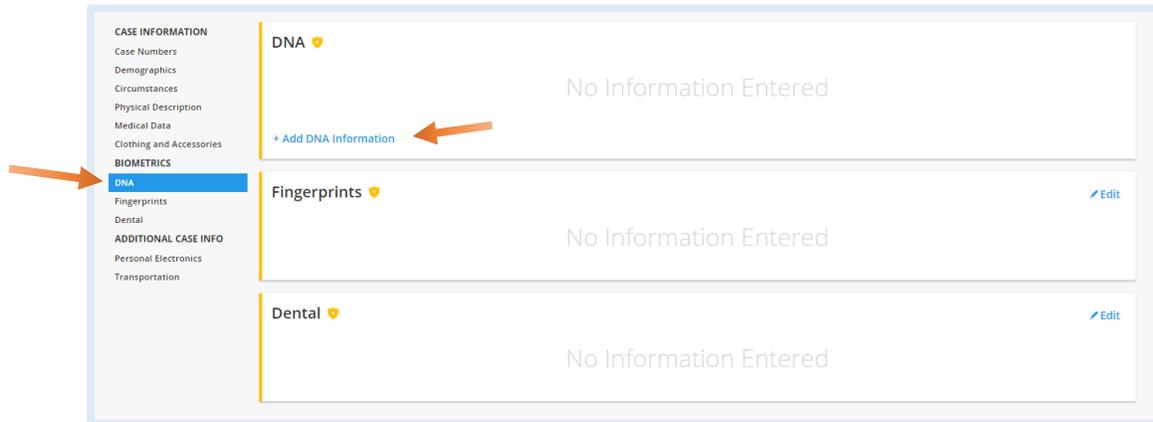


Choose the appropriate category from the pick list and enter as much descriptive information as you have available for the missing person’s clothing, footwear, jewelry, accessories, and/or eyewear.



Once you have entered thorough descriptions of each item of clothing or accessory, click “Save” to add this information to your case file.

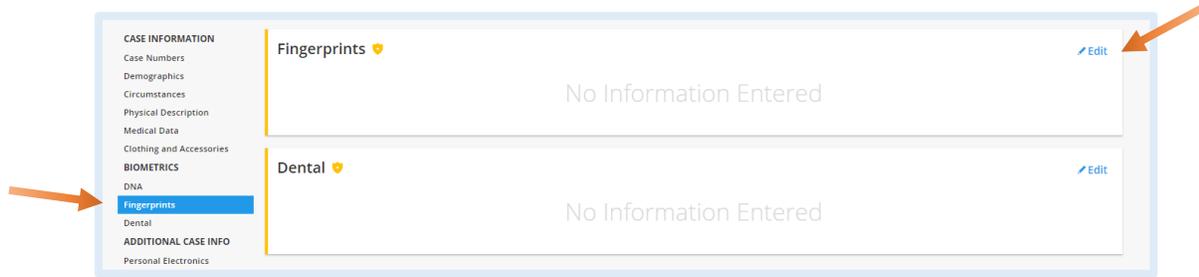
NamUs case files contain sections for the following biometrics: DNA, dental, and fingerprint information. Click “+ Add DNA Information” to indicate if a DNA sample or profile is available for the missing person, or a relative of the missing person.



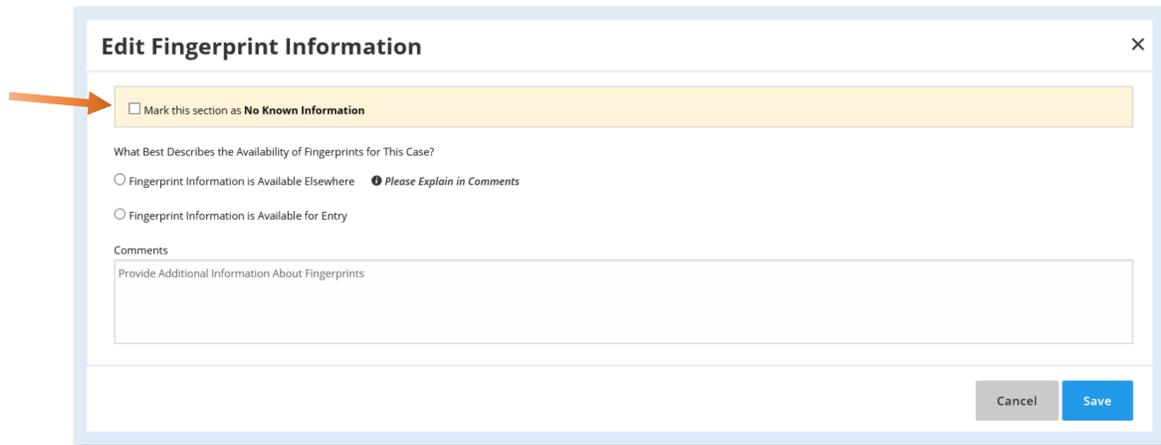
When the “Add DNA Sample” modal opens, enter information related to any known DNA samples or profiles available for the missing person, or for relatives of the missing person. You will add one DNA entry for each known sample or relative.

Click “Save” to save the DNA information you have entered and return to the case file. You may then click “Add DNA Sample” again if you have additional DNA information to enter.

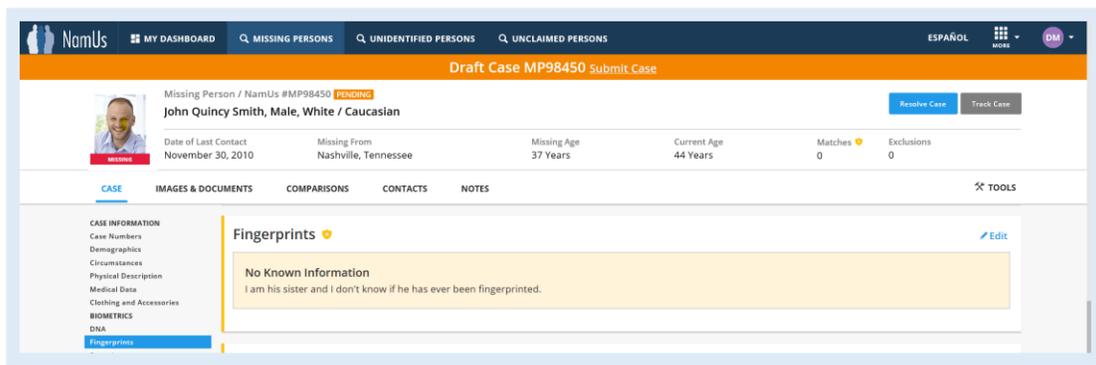
To enter fingerprint information or note the availability of fingerprint information, click “Edit” in the “Fingerprints” section of the case file.



Note that you may check the “No Known Information” checkbox if the missing person has no fingerprint records available for comparison. A “comments” box allows you to elaborate on any biometric. For example: Missing person had no arrest history and was never fingerprinted.



When “No Known Information” is selected and saved, the biometric section of the NamUs case file will display the comment indicating why this information is not available.



When fingerprint data is available for the missing person, click the “Fingerprint Information is Available for Entry” radial button, which will surface fields to enter fingerprint classifications and/or comments. Note that NamUs provides free fingerprint services to assist agencies with the classification and entry of this information into case files.

The screenshot shows a modal window titled "Edit Fingerprint Information" with a close button (X) in the top right corner. At the top, there is a yellow banner with the text "Mark this section as No Known Information" and a checkbox. Below this, a question asks "What Best Describes the Availability of Fingerprints for This Case?". There are two radio button options: "Fingerprint Information is Available Elsewhere" (with a note "Please Explain in Comments") and "Fingerprint Information is Available for Entry" (which is selected). Under "Fingerprint Information is Available for Entry", there are two sections for classification: "NCIC Classification" and "IAFIS Classification". Each section has a "Convert NCIC to IAFIS" button and two rows of five input boxes labeled "RT" and "LT". At the bottom of the modal, there is a "Comments" text area and two buttons: "Cancel" and "Save".

To enter dental information, click “Edit” in the dental section of the case file.

The screenshot shows a case file interface with a sidebar on the left and a main content area. The sidebar has sections for "CASE INFORMATION" (Case Numbers, Demographics, Circumstances, Physical Description, Medical Data, Clothing and Accessories), "BIOMETRICS" (DNA, Fingerprints, Dental), and "ADDITIONAL CASE INFO" (Personal Electronics, Transportation). The "Dental" item in the sidebar is highlighted with a blue bar and an orange arrow pointing to it. The main content area has a "Dental" section with a yellow heart icon and an "Edit" link with a pencil icon, also indicated by an orange arrow. Below this is an "Additional Case Info" section with a yellow heart icon and a note "Indicates information not viewable by the public". Underneath is a "Personal Electronics" section with a yellow heart icon and a "+ Add Personal Electronic Device" link. Both the "Dental" and "Personal Electronics" sections currently display "No Information Entered".

When the “Edit Dental Information” modal appears, you may enter dental coding, anecdotal dental information, comments, and/or contact information for the missing person’s dentist, should he/she need to be contacted to acquire dental information. The type and amount of dental information available will vary by case.

Note that NamUs provides free forensic odontology services to assist agencies with the coding and entry of dental information into case files.

Edit Dental Information

Mark this section as No Known Information

Dental Information

X-Rays Models Photographs
 Baby/Primary Teeth Present Implants
 Upper Jaw Has No Teeth Filling or Crown Present
 Braces Lower Jaw Has No Teeth
 Removable Dentures Retainer
 Root Canal Bridge Work

Dental Charting

Dental Charting is Available Elsewhere Please Explain in Comments

NGC Chart

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17

X = Tooth Has Been Removed or Did Not Develop
 M = Mesial Surface Restored
 D = Distal Surface Restored
 L = Lingual Surface Restored
 R = Root Canal
 V = Tooth is Unrestored or No Information (Default Code)
 O = Occlusal/Incisal Surface Restored
 F = Facial or Buccal Surface Restored
 C = Lab Processed or Prefabricated Restoration
 / = Tooth Present with Endodontic Treatment but Clinical Crown Missing (i.e., Fractured, Caries)

NamUs Chart

[Expand NDC to NamUs](#)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17

N = Natural Teeth, No Filling
 C = Crown or Cap
 R = Root Canal
 I = Impacted
 F = Filling, Inlay, Onlay, or Veneer
 B = Bridge Work
 A = Amalgam Loss (Healed Socket)
 O = Other Features (Describe in Dental Comments)

Comments

Dental Information Comments

Dentist Information

First Name:
 Last Name:
 Address:
 City: State: ZIP Code:
 Nashville, Tennessee
 Phone: Email:

Cancel Save

If you have any information regarding any of the missing person's electronic devices, such as a wireless telephone or other mobile device, you may enter that information into the "Personal Electronics" section, which is viewable only to professional users.

NamUs MY DASHBOARD MISSING PERSONS UNIDENTIFIED PERSONS UNCLAIMED PERSONS

ESPAÑOL DM

Draft Case MP98450 Submit Case

Missing Person / NamUs #MP98450 **UNCLOSED**

John Quincy Smith, Male, White / Caucasian

[Review Case](#) [Track Case](#)

Date of Last Contact: November 30, 2010
 Missing From: Nashville, Tennessee
 Missing Age: 37 Years
 Current Age: 44 Years
 Matches: 0
 Exclusions: 0

CASE IMAGES & DOCUMENTS COMPARISONS CONTACTS NOTES TOOLS

Additional Case Info

CASE INFORMATION
 Case Numbers
 Demographics
 Circumstances
 Physical Description
 Medical Data
 Clothing and Accessories
 BIOMETRICS
 DNA

Personal Electronics

No Information Entered

[+ Add Personal Electronic Device](#)

Indicates information not viewable by the public

Select the type of device from the picklist, then enter a detailed description which may contain, but is not limited to: cellular phone number, serial number of device, and description of device.

Add Personal Electronic Device

Device: Phone

Description: It's an I-phone, but he just changed the number. I don't know it.

Cancel Save

The “Transportation” section is used to describe a vehicle the missing person was last seen driving, or notes surrounding other transportation methods, such as bus or airline travel at the time of the disappearance.

NomUs MY DASHBOARD MISSING PERSONS UNIDENTIFIED PERSONS UNCLAIMED PERSONS

Draft Case MP98450 Submit Case

John Quincy Smith, Male, White / Caucasian

Case of Last Contact: November 30, 2010 | Missing From: Nashville, Tennessee | Missing Age: 37 Years | Current Age: 44 Years | Matches: 0 | Exclusions: 0

Personal Electronics

Device	Description	
Phone	It's an I-phone, but he just changed the number. I don't know it.	Delete Edit

Transportation

No Information Entered

+ Add Vehicle

Transportation Notes

+ Add Note

Add as much detail as you have regarding the missing person’s transportation, such as the year, make, model, VIN, tag number, description, etc.

Add Vehicle

Vehicle Information

Make: Model:

Year: Style:

Color: VIN:

Tag Information

Tag State:

Tag Number: Tag Expiration Year:

Vehicle Comments

Vehicle Comments:

When you click “save”, the information will appear in the case file.

NamUs MY DASHBOARD MISSING PERSONS UNIDENTIFIED PERSONS UNCLAIMED PERSONS

Draft Case MP98450 Submit Case

John Quincy Smith, Male, White / Caucasian

Date of Last Contact: November 30, 2010 Missing From: Nashville, Tennessee Missing Age: 37 Years Current Age: 44 Years Matches: 0 Exclusions: 0

TRANSPORTATION

Dodge [Delete](#) [Edit](#)

Style: Pickup	Color: White	VIN: --
State: --	License Plate: --	Expiration Year: --
Comments: --		

[+ Add Vehicle](#)

Transportation Notes

[+ Add Note](#)

Additional information or notes can be added at any time by clicking “Add Note”.

After entering all case details and images, click “Contacts”, then “Add Investigating Agency” to enter any information you have about the agency and/or investigator assigned to the missing person case.

The screenshot shows the 'Draft Case MP50280' interface. At the top, there is a header with the case title and a 'Submit Case' button. Below the header, there is a profile card for 'John Quincy Smith, Male, White / Caucasian' with a 'MISSING' status. The card includes fields for 'Date of Last Contact' (May 1, 2018), 'Missing From' (Phoenix, Arizona), 'Missing Age' (28 Years), and 'Current Age' (28 Years). There are also 'Matches' (0) and 'Exclusions' (0) counts. A navigation bar below the card includes 'CASE', 'IMAGES & DOCUMENTS', 'COMPARISONS', 'CONTACTS' (highlighted with a blue arrow), and 'NOTES'. On the left side, there is a 'Contact NamUs' section with contact information for Dustin Driscoll and 'Agency Links' for DOJ, OJP, and NJ. The main 'Contacts' section has two sub-sections: 'Investigating Agencies' and 'Case Contributors', both showing 'No Information Entered'. An orange arrow points to the '+ Add Investigating Agency' link in the 'Investigating Agencies' section.

Select the state and county, then the name of the investigating agency from the “Agency” picklist. If you do not see the correct agency listed, click “+ Add New Agency” to enter your agency information. If you have added a new agency, it will be validated and made available in the picklist for future entries and users.

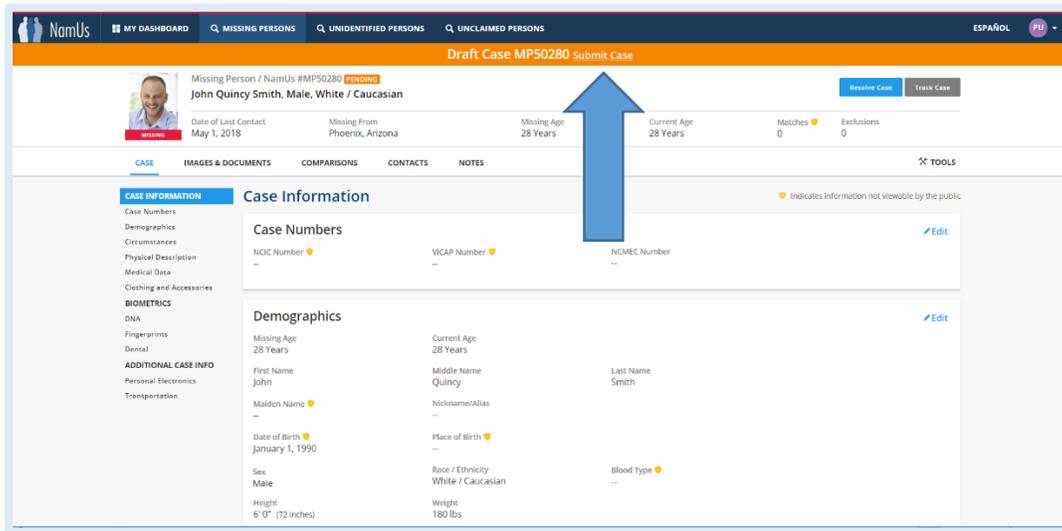
The 'Add Investigating Agency' form is displayed in a modal window. It contains the following fields and sections:

- Investigating Agency:** Includes 'State' (Texas) and 'County' (Tarrant County) dropdown menus, and an 'Agency' dropdown menu with the text 'Please select an agency'. Below this is a '+ Add New Agency' link.
- Investigative Contact:** Includes a checkbox for 'No Investigator' (unchecked), a 'Contact' dropdown menu with the text 'Select a contact', and a 'Date Reported' field with a date input (MM/DD/YYYY).
- Case Number:** A text input field.

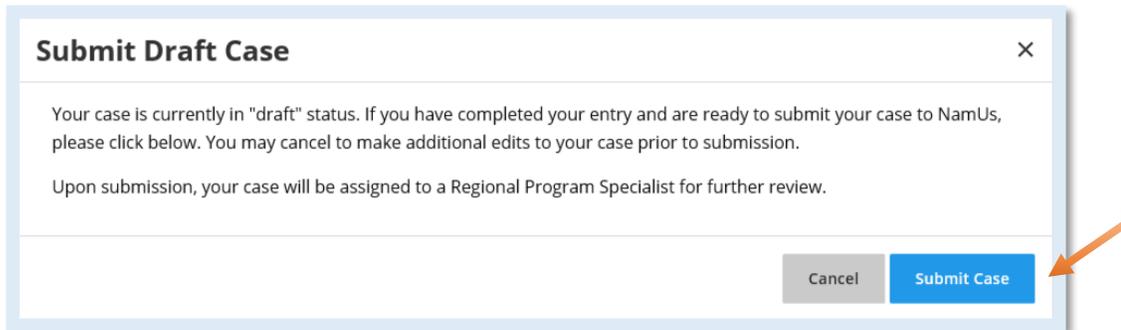
At the bottom right of the form, there are 'Cancel' and 'Save' buttons.

Complete the investigating agency section by entering the assigned investigator, case number, and date the missing person report was filed, if known.

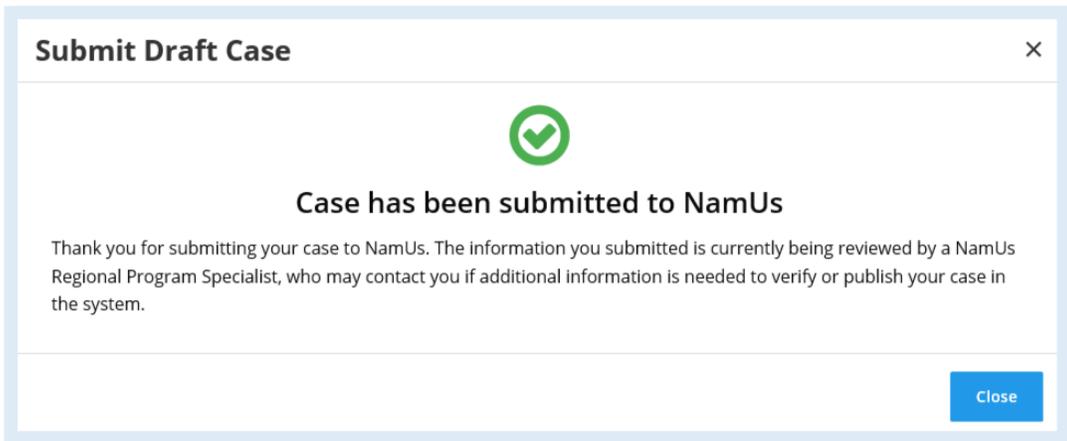
When you have completed all known information in the NamUs entry, click “Submit Case”. Your case will now be reviewed by a Regional Program Specialist and if/when approved by the investigating agency, the case will be published in NamUs.



When you click “ Submit Case”, you will be asked to confirm your submission.



You will then receive confirmation that your case has been submitted for review by NamUs.



After submitting your case to NamUs, you can return at any time and find your case entry in the “Entered” queue of your NamUs dashboard.

The screenshot shows the NamUs 'My Dashboard' interface. On the left, there is a user profile for a 'Public User' with a 'My Profile' button. Below the profile is a 'Quick Search' section with fields for 'NamUs Number', 'First Name', 'Last Name', 'State', and 'County', along with 'Reset' and 'Search' buttons. The main dashboard area is titled 'My Dashboard' and has tabs for 'MISSING', 'UNIDENTIFIED', and 'UNCLAIMED'. Under 'MY CASES', there is a '1 Entered' button and a '0 Tracked Cases' button. A blue arrow points to the '1 Entered' button. Below this, there is a table with one case entry:

Case	DLC	Date Mod...	Last Name	First Name	Missi...	City	State	Sex	Race / Ethni...
MP50280		05/01/2018	Smith	John	28 Ye...	Phoenix	AZ	Male	White / Caucasian

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