

## 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.

### **1. So who can apply?**

Anyone from your agency can apply at <https://register.consumersentinel.gov>, but 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 of the applying division or agency.

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

No, you can apply just for a subdivision 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 for the bureau. So the approving authority signing the agreement would be the bureau manager.

### **3. I'm being asked for an organization Administrator. What's that?**

Your Administrator is the point of contact with Sentinel support staff and the keeper of your organization's passcode. When new users from your organization apply for access to the Network, the FTC e-mails the Administrator, who then provides approved individual users with the passcode.

### **4. How do I get my organization's e-mail domain name?**

Your IT support staff can help you with that. 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. Examples are [uspis.gov](mailto:uspis.gov), or [dot.state.nc.us](mailto:dot.state.nc.us).

### **5. How do I get a token?**

You need a token to access Sentinel: you may either have a software token in the browser or a physical hardware one we'll mail to you. If you want a software token, either you or your organization's IT support staff must download the RSA SecurID software to users' computers. Otherwise, we'll send you a hardware token free of charge. To prevent unauthorized access to Consumer Sentinel data, all users must log on the website with a user ID, password, and Secure RSA token. If your organization does not permit software installation, it may have chosen a hardware token instead.

### **6. I need help with this process.**

Please contact the **Help Desk** at **877-701-9595** or [registrationhelp@consumersentinel.gov](mailto:registrationhelp@consumersentinel.gov).

### **7. I now have access to Sentinel. How do I use this system?**

There are tutorials located under the "Help Desk" tab when you log in. If you want to join a training session, you can contact us at the **Help Desk** at **877-701-9595** or [registrationhelp@consumersentinel.gov](mailto:registrationhelp@consumersentinel.gov), and we'll get you into the next training session, which is conducted via Internet.