



Reunification Request Process

1. Agents will select **Reunification for Assistance Requested**.
2. Agents will select **Information Provided – Closed** for the **Assistance Request Status**.
3. The agent will then provide the caller with the following website to complete the webform:
redcross.org/get-help.

If the caller is unable to complete the web form, the agent will select the **Reunification Requests** tab and complete the form on behalf of the caller.

Overview Event Map Event Tracking Duplicates **Reunification Requests**

The agent must document **one of the following statements** in the dispatcher notes:

- Provide [Redcross.org/get-help](https://redcross.org/get-help) to the caller to complete webform
- or
- Completed the webform on behalf of the caller.
 - **A web form must be completed for each Sought Person.**