



Welcome to the **CT State Marshal Self-Service Portal** tutorial and thank you for taking time to view this tutorial. This tutorial provides an introduction to this new system that will provide the State Marshals access to DMV data so they can perform their duties in accordance with State Statutes and guidelines.



What is the CT State Marshal Self-Service Portal

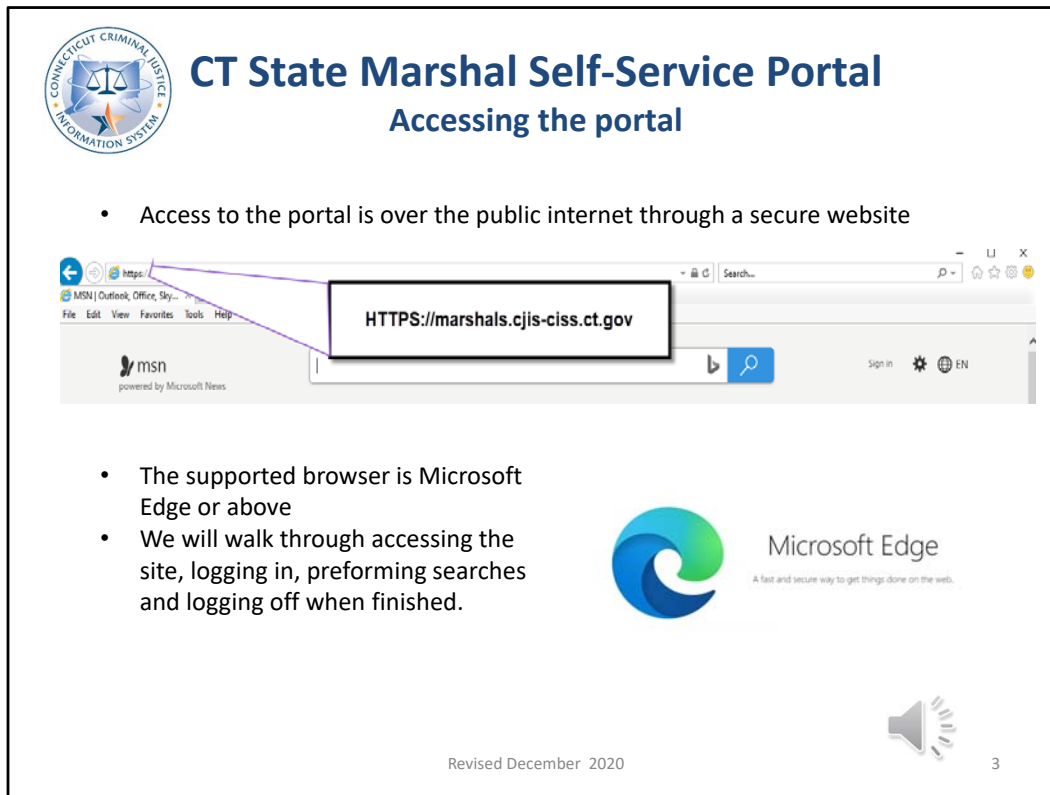
- The **CT State Marshal Self-Service Portal** provides authorized Marshals with access to a search portal for DMV data
- Access will allow authorized users to search DMV data for specific reasons in conjunction with their duties
- Some of these reasons include;
 - Address verification
 - Civil Process
 - Restraining Order
 - Execution
 - And others as required



Revised December 2020

2

The Connecticut state Marshal Self-service portal was developed at the request of DMV to provide the last known address to the State Marshal conducting the inquiry. The purpose of the portals to allow State Marshals to have a 24x7 self-serve application portal that provides the last known address information for people who are the recipients (Served) of legal paperwork generated in the Courts. By Statute the DMV is obligated to provide this information. This portal is meant to fulfill that obligation. The portal will be run and maintained by the CJIS Group in a secured infrastructure. The portal will be available on the internet for State Marshal Access using their own computer.



CT State Marshal Self-Service Portal
Accessing the portal

- Access to the portal is over the public internet through a secure website

[HTTPS://marshals.cjis-ciss.ct.gov](https://marshals.cjis-ciss.ct.gov)

- The supported browser is Microsoft Edge or above
- We will walk through accessing the site, logging in, performing searches and logging off when finished.

Revised December 2020

3

The supported browser is Internet Explorer, however should you use another browser like Chrome, Firefox or Safari the portal will display but certain objects such as buttons or links may not display properly and some page formatting issues may show up such as page scaling and objects not displayed fully. If you are using a browser other than Internet Explorer and are experiencing problems please try your access in IE before contacting the helpdesk DOIT CJIS Support Group <CJIS.HelpDesk@ct.gov> or (860) 622-2000

CT State Marshal Self-Service Portal
Accessing the portal

- The URL is <https://marshals.cjis-ciss.ct.gov/>
- On initial access you must choose your “Agency”, Choose CJIS


Sign in with one of these accounts

- Connecticut CJIS
- Judicial Branch, State of CT
- CISS

Revised December 2020

4

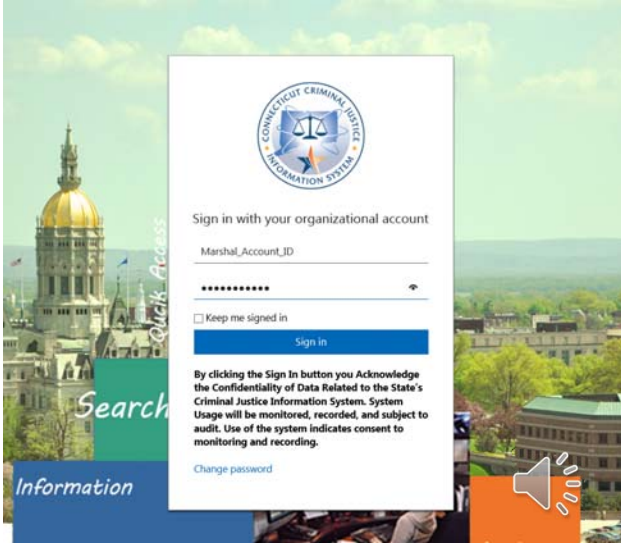
You need to chose an agency if presented with this screen. The choice is CJIS , you will then be taken to the sign in screen where you enter your credentials



CT State Marshal Self-Service Portal

Accessing the portal

- Once on the portal Authorized users must login with their state issued credentials
- On your 1st login you will be prompted to change your password
- This page provides a password change link
- You must read the security warning



Revised December 2020 5

The credentials provided for you upon successful request for access should be entered here. On your 1st login you will be prompted to change your password. This page provides a password change link.



CT State Marshal Self-Service Portal Security & Password Requirements

- There are a number of security requirements surrounding your access to the Portal
- First is the requirement of User Credentials, A User Name and password to gain access to the Portal
- The Password has specific requirements
 - 8 (min) to 15 (Max) characters long
 - Alphanumeric (upper and lowercase letters and numbers)
 - At least one special character (# % * ! \$ @)
 - Change every 90 days and you can't use any of the 10 previous passwords
- You must be authorized once in the portal using your "Name & Badge Number" to be able to search



Revised May 2022

6

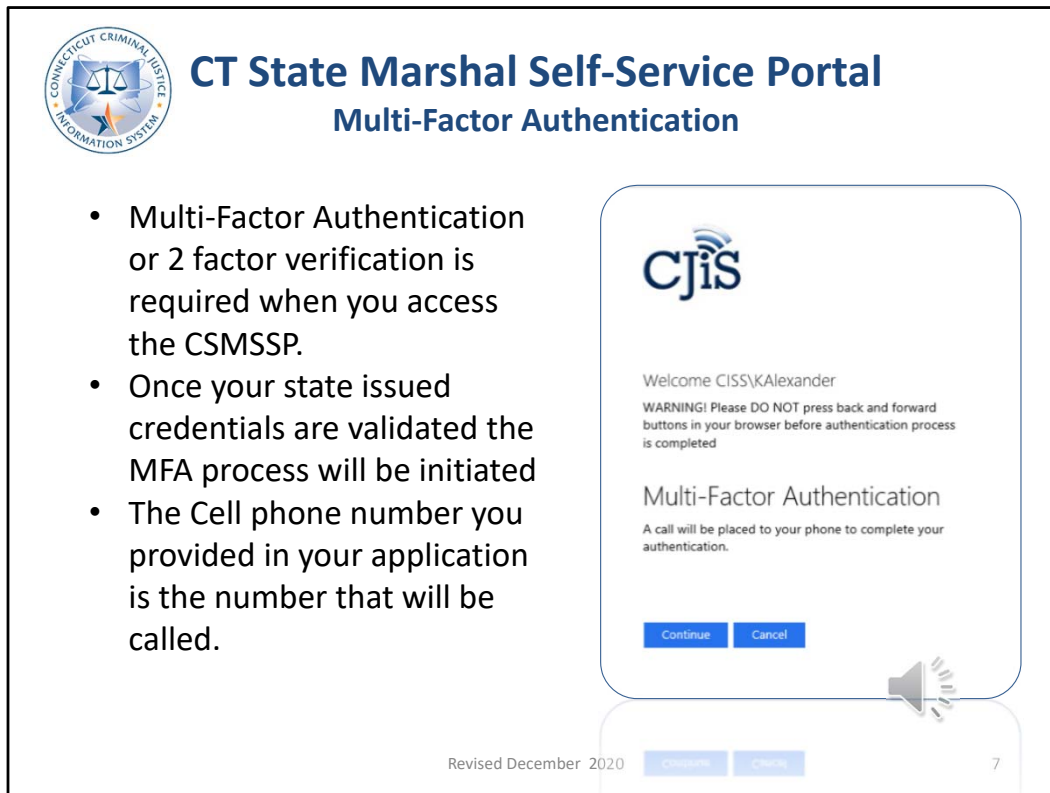
There are a number of security requirements surrounding your access to the Portal, There is an authentication which allows you to access the portal, then you must be authorized to search


The first requirement of your User Credentials, This is your issued User Name and password to gain access to the Portal

The Password has specific security requirements;

- The password must be 8 (min) to 15 (Max) characters long
- The password must be Alphanumeric (upper and lowercase letters and numbers)
- The password must have at least one special character (# % * ! \$ @)
- The password must be changed every 90 days
- The password can't use any of the 10 previous password

Once you have been authenticated to the portal then you enter your name and badge number to be authorized to search within the portal



 **CT State Marshal Self-Service Portal**
Multi-Factor Authentication

- Multi-Factor Authentication or 2 factor verification is required when you access the CSMSSP.
- Once your state issued credentials are validated the MFA process will be initiated
- The Cell phone number you provided in your application is the number that will be called.

Welcome CISS\KAlexander
WARNING! Please DO NOT press back and forward buttons in your browser before authentication process is completed

Multi-Factor Authentication
A call will be placed to your phone to complete your authentication.

Continue Cancel

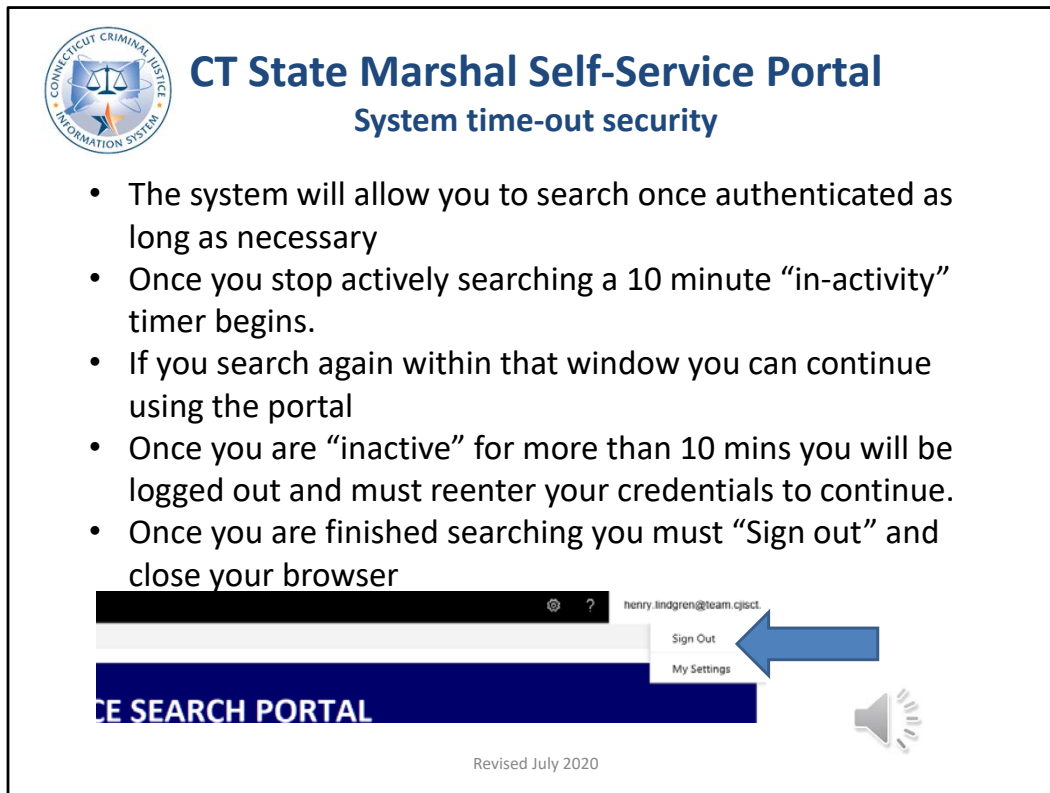
Revised December 2020

MFA or 2 factor verification in the simplest terms is “something you know, and Something you have. When your credentials (User name and password are current and valid) then the system will initiate the MFA process. The cellphone number you provided on your application will be called. Once answered you follow the prompts and you access will be granted.



The screenshot displays the CT State Marshal Self-Service Portal. At the top left is the logo for the Connecticut Criminal Justice Information System. The main heading reads "CT State Marshal Self-Service Portal" and "Site messages and Alerts". A message states: "Upon your entry into the site, you may see alerts or informational messages posted on the page. These may relate to scheduled maintenance Issues or outages". Below this is a dark blue banner with the text "STATE MARSHAL SELF-SERVICE PORTAL". A red alert message follows: "The site will be down for a scheduled maintenance and no searches can be performed from 12/11/2020 8 p.m to 12/14/2020 8 a.m. Sorry for the inconvenience." Underneath is a "State Marshal's User Authorization" form with fields for "Last Name", "First Name", and "Badge #". A "NOTICE TO ALL CJIS STATE MARSHAL SELF-SERVICE PORTAL USERS" is displayed in a box, warning that unauthorized access is prohibited and subject to penalties. A speaker icon is visible on the right side of the page.

Messages regarding the site will be posted on the site page and will be visible once you have logged in. This information is provided for planned maintenance and planned outages so you can appropriately plan for these events. If an outage delays service this will allow you to document the delay in service of a court document or order.



The slide features the Connecticut Criminal Justice Information System logo in the top left corner. The main title is "CT State Marshal Self-Service Portal" in a large blue font, with the subtitle "System time-out security" below it. A bulleted list of six points explains the system's inactivity timer and sign-out requirements. Below the text is a screenshot of the portal's user interface, showing a navigation menu with "Sign Out" and "My Settings" options, and a blue arrow pointing to the "Sign Out" button. A speaker icon is located in the bottom right corner of the screenshot area. The text "Revised July 2020" is centered at the bottom of the slide.

CT State Marshal Self-Service Portal
System time-out security

- The system will allow you to search once authenticated as long as necessary
- Once you stop actively searching a 10 minute “in-activity” timer begins.
- If you search again within that window you can continue using the portal
- Once you are “inactive” for more than 10 mins you will be logged out and must reenter your credentials to continue.
- Once you are finished searching you must “Sign out” and close your browser

henry.lindgren@team.cjisct

Sign Out

My Settings

CT STATE MARSHAL SELF-SERVICE PORTAL

Revised July 2020

System Time-out, Once in the portal you are authorized to search as long as necessary, however there is an “Inactivity Timer” for security/ Once you have stopped searching this timer begins, after a period of 10 minutes with no activity you will be logged out and will need to re=enter your user credentials and complete the MFA process to continue searching. to continue searching. Once you are finished searching you must “Sign-out” of the application and close your browser. This will be covered in more detail further into this tutorial.

CT State Marshal Self-Service Portal
Accessing the portal

STATE MARSHAL SELF SERVICE SE

State Marshal's User Authorization

* Indicates required fields

*Last Name :

*First Name :

*Badge # :

NOTICE TO ALL CJIS STATE MARSHAL SELF-SERVICE PORTAL USERS

Access to and use of the CJIS State Marshal Self-Service Portal system or its contents is subject to monitoring, documenting, and audit. The unauthorized access to or use of the CJIS State Marshal Self-Service Portal system or its contents, and/or the causing of the unauthorized access to or use of the CJIS State Marshal Self-Service Portal system or its contents, is prohibited. Any such unauthorized access or use is subject to federal and state statutes designed to protect the confidentiality and integrity of the Department of Motor Vehicle related data. Unauthorized access to or use of CJIS State Marshal Self-Service Portal is subject to criminal and civil sanctions, including, but not limited to, Connecticut General Statutes, Sections 53a-251, et seq. and C.G.S. Sections 53-451, et seq. and may result in the imposition of penalties, fines, and/or imprisonment.

Please be advised that, in addition to any criminal prosecution, misuse of this system in any way will lead to discipline by the State Marshal Commission after a duly noticed hearing up to and including revocation of badge pursuant to Regs. of Connecticut State Agencies ss. 6-38b-6 (1), (2),(10),(11),(12) & (20) and 6-38b-8 (c).

Clear Validate

Revised December 2020

- User's enter "Last Name, First Name and Badge #
- Once login verified and access granted the Marshal must validate their authorization to use the search portal

Once you have been verified to access the State Marshal Self-Service Portal you need to validate your authorization by entering your Last Name, First Name and Badge number in the respective fields. Just enter your First and Last name, no middle name or initial or suffix is necessary and will result in a login failure. The security disclaimer is presented each time you login

NOTICE TO ALL CJIS STATE MARSHAL SELF-SERVICE PORTAL USERS

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The unauthorized access to or use of the CJIS State Marshal Self-Service Portal system or its contents, and/or the causing of the unauthorized access to or use of the CJIS State Marshal Self-Service Portal system or its contents, is prohibited. Any such unauthorized access or use is subject to federal and state statutes designed to protect the confidentiality and integrity of the Department of Motor Vehicle related data. Unauthorized access to or use of CJIS State Marshal Self-Service Portal is subject to criminal and civil sanctions, including, but not limited to, Connecticut General Statutes, Sections 53a-251, et seq. and C.G.S. Sections 53-451, et seq. and may result in the imposition of penalties, fines, and/or imprisonment.

Please be advised that, in addition to any criminal prosecution, misuse of this system in any way will lead to discipline by the State Marshal Commission after a duly noticed hearing up to and including revocation of badge pursuant to Regs. of Connecticut State Agencies ss. 6-38b-6 (1), (2),(10),(11),(12) & (20) and 6-38b-8 (c).

CT State Marshal Self-Service Portal
Accessing the portal

STATE MARSHAL SELF SERVICE SEARCH PORTAL

State Marshal's User Authorization

* Indicates required fields

*Last Name :

*First Name :

*Badge # :

Last name, First name and Badge number are required to begin searching in the portal

NOTICE TO ALL CJS STATE MARSHAL SELF-SERVICE PORTAL USERS
Access to and use of the CJS State Marshal Self-Service Portal system or its contents is subject to monitoring, documenting, and audit. The unauthorized access to or use of the CJS State Marshal Self-Service Portal system or its contents, and/or the causing of the unauthorized access to or use of the CJS State Marshal Self-Service Portal system or its contents, is prohibited. Any such unauthorized access or use is subject to federal and state statutes designed to protect the confidentiality and integrity of the Department of Motor Vehicle related data. Unauthorized access to or use of CJS State Marshal Self-Service Portal is subject to criminal and civil sanctions, including, but not limited to, Connecticut General Statutes, Sections 53a-251, et seq. and C.G.S. Sections 53-451, et seq. and may result in the imposition of penalties, fines, and/or imprisonment.

Note the security notice!

Please be advised that, in addition to any criminal prosecution, misuse of this system in any way will lead to discipline by the State Marshal Commission after a duly noticed hearing up to and including revocation of badge pursuant to Regs. of Connecticut State Agencies ss. 6-380-6 (1), (2), (10), (11), (12) & (20) and 6-380-8 (c).

Click "Validate" to enter

- Once verified and access granted the Marshal must validate their authorization to use the search portal
- Users enter "Last Name, First Name and Badge # to have the search portal presented

Revised December 2020 11

Once required login fields are entered click "Validate" to verify your access and enter the self-service search portal

On the left are the search fields, on the right will be the results

Revised December 2020

12

Once in the portal you will see the portal is divided with the search fields on the left and the results fields on the right. Search fields are designated as mandatory or optional

CT State Marshal Self-Service Portal
Searching in the portal

STATE MARSHAL SELF SERVICE


- There are required and optional search fields
- Required fields are marked with *
- At least one additional optional field is required, marked with +
- You must check the security disclaimer box **AND** select a search purpose

* Search Purpose :

- Select Reason for Inquiry
- Address Verification
- Capias
- Civil Process
- Execution
- Non Driver Id Verification
- Replevin
- Restraining Order
- Other - Description


Revised December 2020

You must select a search purpose check the box to acknowledge **“I agree, all information obtained from this system is to be used only in the performance of duties under the provisions of CGS Section 6-38a. Further disclosure of any information from this system is strictly prohibited.”** Pre-approved purposes are listed in the dropdown menu. Selecting one of these options is all that is required. The option of “Other” has been included to add flexibility to the portal. If you select “other” as your purpose then the description box becomes active and you **MUST** enter a description to continue.



CT State Marshal Self-Service Portal

Executing a search


STATE MARSHAL SELF SERVICE

REQUIRED

* Indicates required fields.
* Indicates at least one of the fields must be specified.

Primary Search Fields


Address Search Fields

Other Search Fields

Search Purpose

Purpose and acknowledge required!

- First and Last names are Required fields *
- Add at least one additional optional field is required, marked with +
- If you choose middle name use just the middle initial
- You must select a search purpose
- You must check the security disclaimer box
- Once all the necessary fields are entered **only then** will the "SEARCH" button become available to select and execute a search



Revised December 2020

14

Required fields are Last Name and First Name of the person you are searching for plus at least one additional field from any group, Primary Search group Middle initial or Date of birth or any field in the Address Search Fields such as Address Line 1, City/Town, State Zip code etc. or Other Search Fields which include License number (Connecticut only) License plate or VIN. When searching Use the First and Last name of the party you are looking for. It is recommended that you use only the middle initial rather than the full middle name if you choose this as one of your additional fields. Some additional notes on searching. If you choose to enter a zip code as one of you optional identifiers you can enter either the 5 digit zip or the 9 digit zip (Zip +4) however realize that the search is made by exact match and if you enter the 9 digit zip it will not show match data with only the 5 digit zip entered and vice versa. So my recommendation is to use the city or town name and "Skip the zip". Enter as much information as you have, to increase your chances to make a single match. You must select a purpose for your search and Check the Security disclaimer box.

The screenshot displays the 'STATE MARSHAL SELF SERVICE SEARCH PORTAL' interface. On the left, there are search fields for 'Primary Search Fields' (Last Name, First Name, Middle Initial / Name, Suffix, Birth Date) and 'Address Search Fields'. A callout box points to the 'Identity Status' section on the right, stating 'Search results and Identity status display on the right'. The 'Identity Status' section contains a 'WARNING' message and a 'Driver Result(s)' table with fields for Name, D.O.B., Eye Color, Sex, and Height. A speaker icon is located at the bottom right of the interface.

CT State Marshal Self-Service Portal
Viewing results

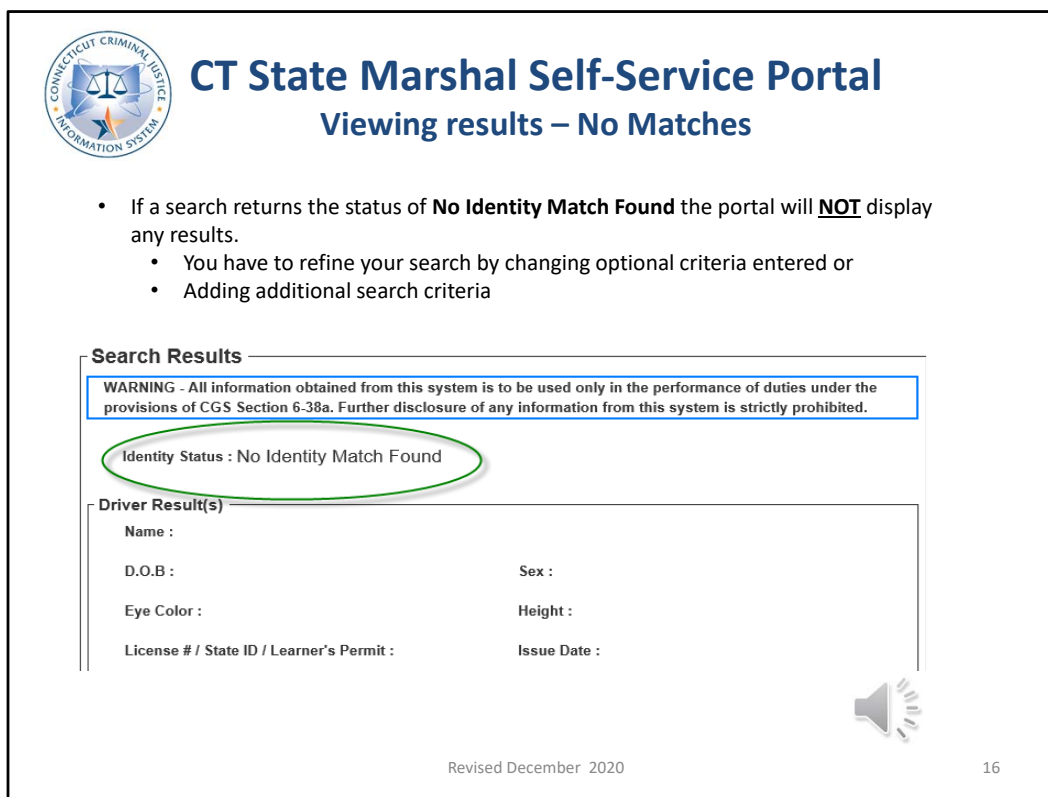
- Once a search is run there are three possible return messages. The results are displayed on the right side of the screen. The messages are;
- No Identity Match found
- A Single Identity Match Was Found
- More Than One Identity Match Found

Revised December 2020 15

Once you execute a search there are three possible message that can be returned These display on the right side under “Identity Status” These messages are

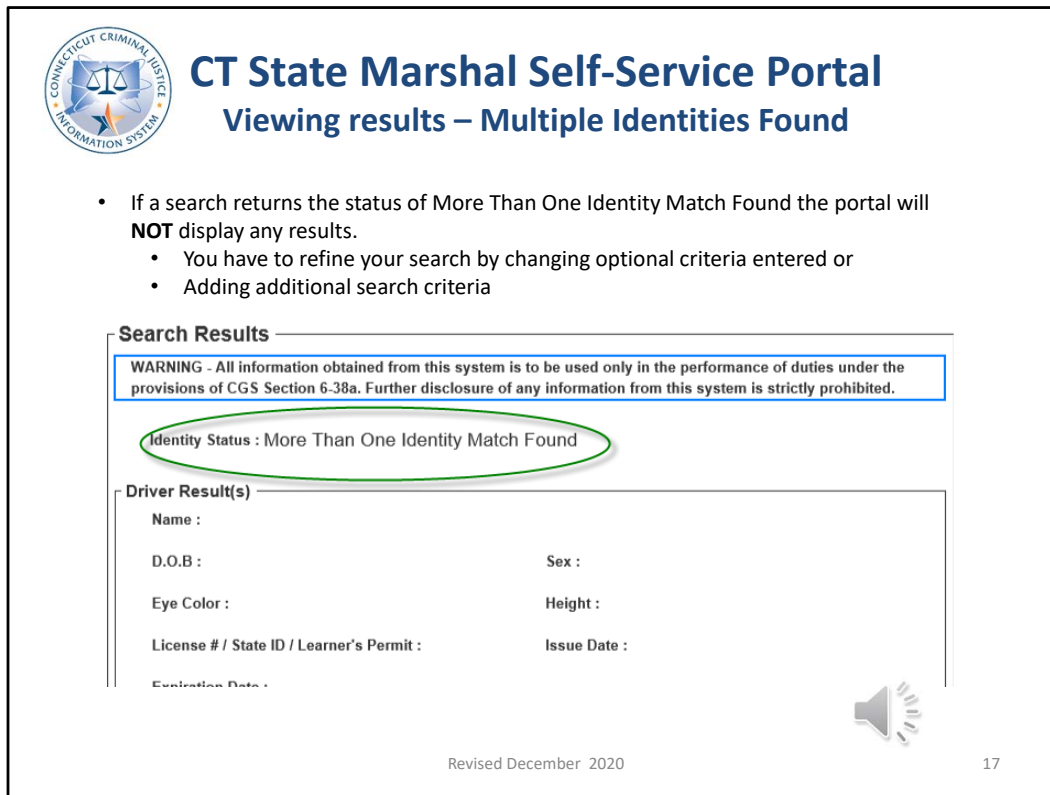
- No Identity Match found
- A Single Identity Match Was Found
- More Than Once Identity Match Found

Each message is explained in the following slides



The screenshot displays the CT State Marshal Self-Service Portal interface. At the top left is the logo for the Connecticut Criminal Justice Information System. The main heading is "CT State Marshal Self-Service Portal" followed by "Viewing results – No Matches". Below this, a bulleted list explains that if a search returns "No Identity Match Found", the portal will not display any results, and suggests refining the search or adding more criteria. A "Search Results" section contains a warning box and a message stating "Identity Status : No Identity Match Found", which is circled in green. Below this is a "Driver Result(s)" section with fields for Name, D.O.B., Sex, Eye Color, Height, License # / State ID / Learner's Permit, and Issue Date. A speaker icon is visible in the bottom right of the search results area. The footer of the screenshot includes "Revised December 2020" and the page number "16".

If you have entered the necessary fields and executed a search that returns **NO Identity Match Found**, it means that no records in CT DMV under drivers or vehicles could be matched to your search. You can try the search again changing the existing “additional” field(s) (+) fields you entered in the original search or add additional fields. If you entered multiple + fields try reducing the number searched on to see if you can get any results. When selecting Middle Name/Initial as one of your additional fields (+) it is recommended that you enter the middle initial rather than the whole middle name.



The screenshot displays the CT State Marshal Self-Service Portal interface. At the top left is the logo for the Connecticut Criminal Justice Information System. The main heading reads "CT State Marshal Self-Service Portal" followed by "Viewing results – Multiple Identities Found". A bulleted list explains that if a search returns "More Than One Identity Match Found", the portal will not display any results, and users should refine their search by changing optional criteria or adding additional search criteria. Below this is a "Search Results" section containing a warning box about the use of information. A green oval highlights the text "Identity Status : More Than One Identity Match Found". Underneath is a "Driver Result(s)" section with fields for Name, D.O.B, Sex, Eye Color, Height, License # / State ID / Learner's Permit, Issue Date, and Expiration Date. A speaker icon is visible in the bottom right of the search results area. The footer of the screenshot includes "Revised December 2020" and the page number "17".

If you have entered the necessary fields and executed a search that returns **More Than One Identity Match Found**, it means that multiple records in CT DMV under drivers and/or vehicles matched your search. As such the portal will not return results to give you a choice. The system will only display information if the search criteria links to a single person you are searching for. It is not an investigative tool but provides the last known address for a specific person. You can try the search again changing the existing “additional” field(s) (+) fields you entered in the original search or add additional fields. If you entered multiple + fields try reducing the number searched on to see if you can get any results. When selecting Middle Name/Initial as one of your additional fields (+) it is recommended that you enter the middle initial rather than the whole middle name. The reason is that sometimes a registration may only have the initial while the license has the full name and these may cause the system to indicate multiple identities found and display no results.

CT State Marshal Self-Service Portal
Viewing results – Single Identity Matched!

Search Results

WARNING - All information obtained from this system is to be used only in the performance of duties under the provisions of CGS Section 6-38a. Further disclosure of any information from this system is strictly prohibited.

Identity Status : A Single Identity Match Was Found

Driver Result(s)

Name : [REDACTED]
D.O.B : 07/29 [REDACTED] Sex : Male
Eye Color : Brown Height : 6'0"
License # : CT 67 1 Issue Date : 08/21/2008
Expiration Date : 07/29/2014
Address : [REDACTED] RD EAST HADDAM CT 06423

Vehicle Result(s)


Name : [REDACTED]
D.O.B : 07/29 Sex : Male
Vehicle VIN : 4S 3F [REDACTED] B1222408 Make : Subaru
Model : Legacy 2.5i Awd Year : 2011

Information Redacted!

Revised December 2020 18

- If a search returns the status of A Single Identity Match Was Found, the portal **WILL** display any results.
- You will see results matching Drivers and Vehicles including expired information
- Expired or cancelled registrations will not show a plate number but the vehicle details and address

If a search returns the status of **A Single Identity Match Was Found**, the portal **WILL** display any results. Your search has matched to a specific person and will display the Last Known Address (LKA) of the person matched. This could be current or historical. Current information will display showing all the existing information. If it is a historical record you will not see a license plate number on a previously registered vehicle because none is associated with the vehicle but other vehicle information will display like the address that it was registered to and the VIN. Expired Operators license will show the Op number with issue and expiration dates and the address associated with that license. Only one license will display whether it is active or expired. If the only license in the data base is expired then it will show. Any vehicles registered to that person, either active or historical will be shown.



CT State Marshal Self-Service Portal

Searching methods / Best Practices


- Searching in the portal requires some thought to get the results you want
- Since this is a 24 X 7 tool to find the Last Known Address (LKA) of a particular person and not an investigative tool you are looking for a “single Identity”
- The portal will not display results if there are no exact matches or more than one match
- To that end you should use search practices that are most likely to produce results

DO's

- Use the middle initial rather than the full middle name
- Use the city or town name rather than a ZIP code
- Try using different optional fields when you don't get a single match
- Increase or decrease the information queried if you are not getting results
- Sign off the application when you are finished
- Remember to close your browser and all Browser windows

DONT's

- Don't share information received from the portal except in the performance of your job duties
- Don't share your User name and password or badge number




Revised December 2020

19

Searching in the portal requires some thought to get the results you want. Since this is a 24 X 7 tool to find the Last Known Address (LKA) of a particular person and not an investigative tool you are looking for a “single Identity”. Remember that the portal will not display results if there are no exact matches or more than one match. To that end you should use search practices that are most likely to produce results.

You want to search with a combination of fields that are most likely to return a single result. In other applications we want a number of returns to be able choose the best one. However the Portal will ONLY display a result if it can make a single match. Since a license or registration can use a name with or without a middle name or initial try without it, Some records may have the middle name or middle initial or none. Try to find some common denominators that will reveal a single match. Once you have a single match ALL the associated records for that one person will be displayed so you may see a Operators license with that persons Full Name such as John Quincy Public, and a registration for a car with John Q. Public and another registration for a trailer for John Public as long as the DMV can make your search relate to a single person all the records that they have linked to that person will appear.

Remember you can see Active and historical records, so a vehicle that is no longer registered will show with the name, address, make, model, VIN etc. however there will be no License Plate #. If you find a match to a person whose license is expired you will see all the information Name, Address and Operators number with issue and expiration dates.

 **CT State Marshal Self-Service Portal**
Signing out of the application / Security

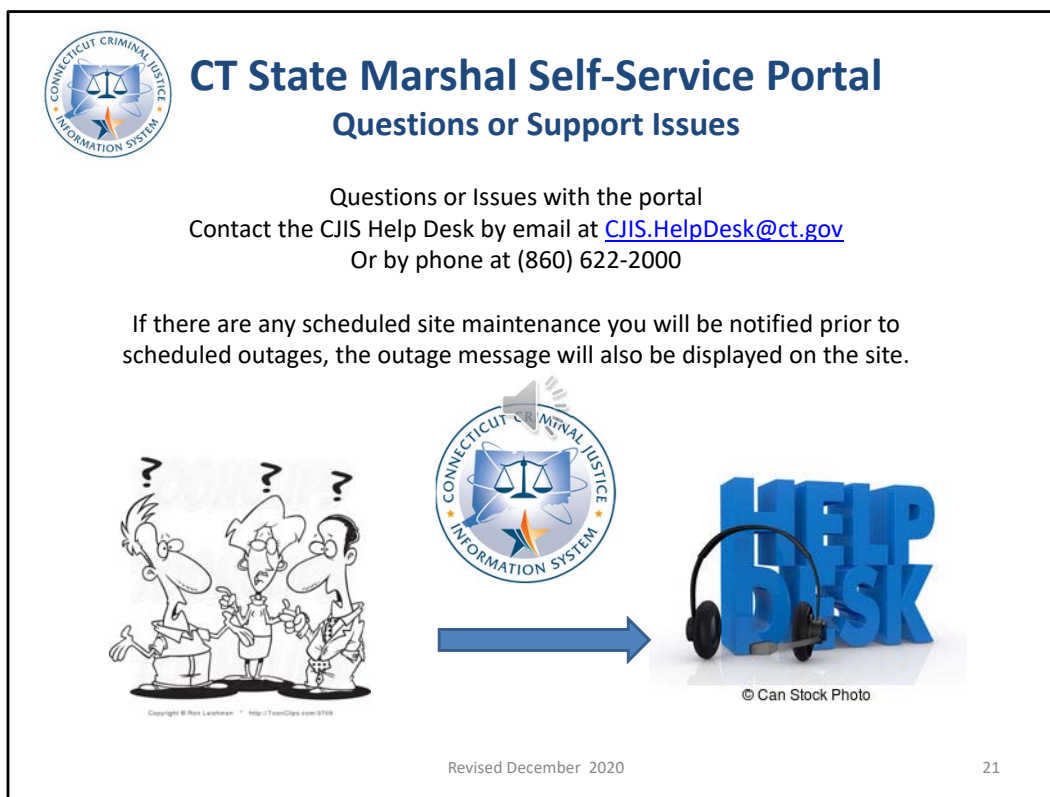
- Upon completion of searches you **MUST** sign out of the Portal.
- **Click** on your user name in the upper right corner of the application to display the Sign Out dialog box
- Click on Sign Out

You will be presented with a dialog box telling you that the application is closing a tab. Click “YES” to continue. Remember to close your Browser to securely sign out

Revised December 2020 20

Upon completion of searches you **MUST** sign out of the Portal. **Click** on your user name in the upper right corner of the application to display the Sign Out dialog box, Click on Sign Out

You will be presented with a dialog box telling you that the application is closing a tab. Click “YES” to continue. Remember to close your Browser to securely sign out. Leaving any browser windows open after signing out of the CSMSS Portal leaves your application to be reopened through your “History” or keyboard shortcut of <CTRL>+<SHIFT>+<T> which will reopen any closed tabs or windows in the session. Close your browser to securely sign out. Note that any scheduled maintenance you will be notified prior to scheduled outages, the outage message will also be displayed on the site.





The graphic is enclosed in a black border and contains the following elements:

- Logo:** A circular logo for the Connecticut Criminal Justice Information System, featuring a scale of justice and a star.
- Title:** "CT State Marshal Self-Service Portal" in a large blue font, with "Questions or Support Issues" in a smaller blue font below it.
- Contact Information:** "Questions or Issues with the portal Contact the CJIS Help Desk by email at CJIS.HelpDesk@ct.gov Or by phone at (860) 622-2000".
- Maintenance Notice:** "If there are any scheduled site maintenance you will be notified prior to scheduled outages, the outage message will also be displayed on the site."
- Illustration:** A cartoon of three men looking confused with question marks above their heads. A blue arrow points from them to a 3D "HELP DESK" sign with a headset, with the logo and a mouse cursor above it.
- Footnote:** "© Can Stock Photo" under the 3D sign.
- Page Info:** "Revised December 2020" and "21" at the bottom.


Questions or Issues with the portal Contact the CJIS Help Desk by email at CJIS.HelpDesk@ct.gov Or by phone at (860) 622-2000

Note that any scheduled site maintenance that would cause an outage of the portal you will be notified prior to scheduled outages, these messages will also be displayed on the site.



Congratulations!
You have completed the
CT State Marshal Self-Service Portal
Tutorial

For more details please see the [CSMSSP User Guide](#)



Revised December 2020 22

The printed (PDF) version of this presentation with the associated notes constitutes the Connecticut State Marshal Self-Service Portal (CSMSSP) User Guide. Please refer to the agreement documentation regarding billing, design, enhancements and anything else related to subjects other than the user interface.