

# CCHRS & NGI Training



## First Time Login





## Once Access is Approved you will Receive an E-mail

1. Check your email for a temporary password.
2. It will be emailed from the CCHRS System and expires in 24 hours.

Login Users Password Reset

 CCHRIS <DoNotReply@flexcheck.us.idemia.io>  
To  Roche, Kevin

You don't often get email from [donotreply@flexcheck.us.idemia.io](mailto:donotreply@flexcheck.us.idemia.io). [Learn why this is important](#)

EXTERNAL EMAIL: This email originated from outside of the organization. Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Dear [REDACTED]

This notification is to inform of the need to establish a new CCHRS password. Your password has been set to the following temporary value:  
**IFo39E9F**

Next time you login onto CCHRS you will be required to update your account with a new password and reset your security questions.

NOTE: You only have **24 hours** to use this reset password. If you do not do so within 24 hours, the above temporary password will no longer be valid and you will need to contact your agency.

 State Police Bureau of Identification  
1111 Country Club Road  
Middletown, CT 06457  
Phone: (860) 685-8480 Fax: (860) 685-8361  
An Affirmative Action/Equal Opportunity Employer



**Click on the Registered Agency Link:**  
<https://ct.flexcheck.us.idemia.io/CCHRSPublic>

1. Go to the above link.
2. Enter your Username and Temporary Password which was e-mailed to you.
3. Click Login to continue.



The screenshot shows the login page for the Connecticut Criminal History Request System (CCHRS). At the top left is the seal of the Connecticut Department of Emergency Services and Public Protection. To the right of the seal is the text "Connecticut Criminal History Request System". At the top right is the seal of the Connecticut State Police. The center of the page contains a welcome message: "Welcome to the Connecticut Criminal History Record System (CCHRS) Website! By logging in you are acknowledging you are an authorized user of the system and/or an authorized recipient of criminal record check results processed by your organization through the CCHRS system." Below the message are two input fields: "User Name\*" and "Password\*", both marked with an asterisk to indicate they are required. To the right of these fields is a "Login" button. Below the "Login" button is a link "Forgot my password".



Enter the word “**onetime**” in the token box.

**All lower-case, no spaces**

You will only  
use the  
word  
“**onetime**”  
the first time  
you log into  
CCHRS



## Connecticut Criminal History Request System



Welcome to the Connecticut Criminal History Record System (CCHRS) Website! By logging in you are acknowledging you are an authorized user of the system and/or an authorized recipient of criminal record check results processed by your organization through the CCHRS system.

Using your CCHRS FlexCheck Token, please fill in the value located in square I 2

I 2:

Enter the word “**onetime**”

# CCHRS & NGI Training



Intranet LEEP Login CJIS S ct.flexcheck.us.idemia.io says You must print a token or lose access to this system OK

**Information**

Initializing your Information

You have connected with a temporary password. This is because it is your first time accessing CCHRS or it may be because the administrator for CCHRS has reset your password. You must reset all of the following connection information before you are allowed to access the system.

**You must have a Token to access this system.**

**Click here to print your CCHRS TOKEN**

**You will lose access to this system if you do not print your token.**

NOTE: You can re-print your token from the 'Edit Your Account' option in the main menu.

Old Password\*

New Password\*  -- Must have **Alpha** and **Numeric** characters  
-- Must have **UPPER** and **lower** case letters  
-- Must be **at least 8** characters long

Repeat New Password\*

Please set/reset your security questions and answers

<b>Security Question 1*</b> <input type="text"/>	<b>Answer 1*</b> <input type="text"/>
<b>Security Question 2*</b> <input type="text"/>	<b>Answer 2*</b> <input type="text"/>
<b>Security Question 3*</b> <input type="text"/>	<b>Answer 3*</b> <input type="text"/>

You MUST Print a Token Sheet

Click Here to Print a Token Sheet



## Printing the Token Sheet

- You **MUST** have a token sheet to access CCHRS
- Print and save your unique Token Sheet.
- There is one token sheet per person.

**CCHRS - Initializing your Information**

**CCHRS - Initializing your Information**

You have connected with a temporary password. This is because it is your first time accessing CCHRS or it may be because the administrator for CCHRS has reset your password. You must reset all of the following connection information before you are allowed to access the system.

You must have a Token to access this system.

[Click here to print your CCHRS TOKEN](#)

You will lose access to this system if you do not print your token.

NOTE: You can re-print your token from the 'Edit Your Account' option in the main menu.

Old Password\*  Must have Alpha and Numeric characters  
New Password\*  Must have UPPER and lower case letters  
Repeat New Password\*  Must be at least 8 characters long

Please set/reset your security questions and answers

<b>Security Question 1*</b> question 1	<b>Answer 1*</b> answer 1
<b>Security Question 2*</b> question 2	<b>Answer 2*</b> answer 2
<b>Security Question 3*</b> question 3	<b>Answer 3*</b> answer 3

CCHRS™  
Version: 10.0.1.3

**Click here to print token sheet** (A yellow arrow points to the "Click here to print your CCHRS TOKEN" button.)



## Printing the Token Sheet

- Print and save the token sheet in an accessible format for future use.
- You will need the token sheet every time you log into the CCHRS.
- You **WILL NOT** be able to log into the CCHRS, if you do not have your token sheet.

FlexCheck Token - 02/02/2024					
--	1	2	3	4	5
A	&McHnP	b4MprQ	sTPZcd	TS@sY7	brccR2
B	*nXtMv	b@Wc*g	2jhw4d	G8oH6o	9bayJb
C	LCbDw5	ZsNYX3	dweP63	oS3Uuf	&J8awX
D	D*Xp&5	@F3@af	Ru@Hna	M&nhge	mj6M2R
E	MJShV3	QMFyNZ	eZqHoU	qH3oHW	VYSw6C
F	gAk3Ps	b3JpMY	o3szRG	PqBf7o	JCJ3RN
G	FaXNTF	T9ZE2G	mAcC&k	wi@us9	MjE@z2
H	GbtE&S	pbmZ52	KRgGqA	GJHNfi	TVX58n
I	&eHoNY	GV6Rvu	CYCVWj	WXHaGh	vADCB9
J	J4YZLr	*TDkXF	wqS#Ee	H@6dAK	mSZFjz

**Token Sheet** – Sometimes referred to as a BINGO card



## NOTE

- If you are logged out and lose, destroy, or otherwise become unable to use your current token card you will need to have your agency administrator 'Clear' your token.
- Once cleared, you will need to log in using “onetime” as your token, then print your new token card.
- If you are logged in, you can print a new token card for yourself at any time. Once a new card is printed, any previous token card you may have had is rendered invalid.



## Set Up Your Profile

1. Enter temporary password from the e-mail as the old password.
2. Create your own new password.
3. Create your own security questions. For example; Who is your favorite teacher?
4. Create your own answers to the questions?
5. **CLICK SAVE.**
6. You will be logged out of the system automatically.

Connecticut Criminal History Request System

### Initializing your Information

Initializing your Information

You have connected with a temporary password. This is because it is your first time accessing CCHRS or it may be because the administrator for CCHRS has reset your password. You must reset all of the following connection information before you are allowed to access the system.

You must have a Token to access this system.

[Click here to print your CCHRS TOKEN](#)

You will lose access to this system if you do not print your token.

NOTE: You can re-print your token. Select the Print Token option in the main menu.

Old Password\*  .....

New Password\*  ..... -- Must have Alpha and Numeric characters  
-- Must have UPPER and lower case letters  
-- Must be at least 8 characters long

Repeat New Password\*  .....

Please set/reset your security questions and answers

Security Question 1*	Answer 1*
dog	kiera
Security Question 2*	Answer 2*
cat	lionel
Security Question 3*	Answer 3*
food	pizza

Save

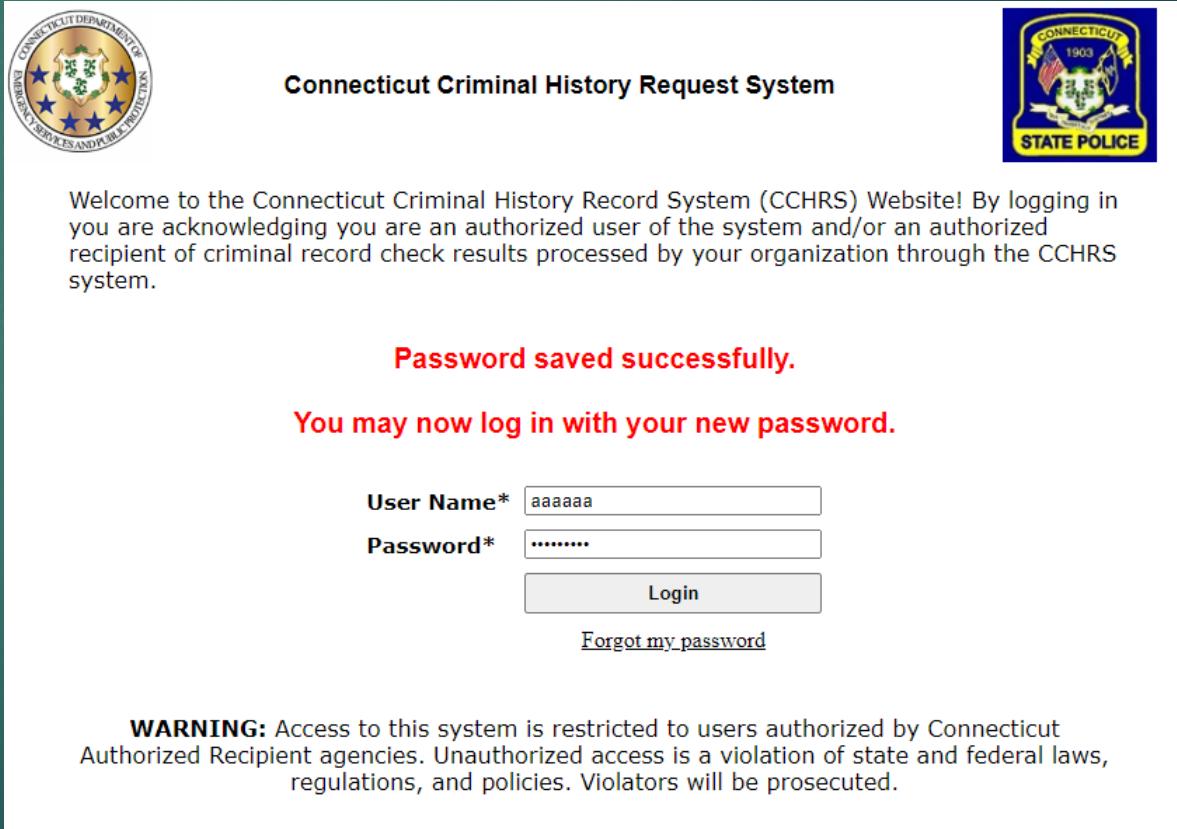
**Click Save**

*This is the temporary Password from the E-mail*



## How to Successfully Login – Step 1

1. Go to the Registered Agency Website:  
**<https://ct.flexcheck.us.idemia.io/CCHRSPublic>**
2. Enter your username.
3. Enter your password you just created.
4. Click Login

A screenshot of the Connecticut Criminal History Request System (CCHRS) login page. The page features the Connecticut State Police seal at the top right. The main heading is "Connecticut Criminal History Request System". Below the heading is a welcome message: "Welcome to the Connecticut Criminal History Record System (CCHRS) Website! By logging in you are acknowledging you are an authorized user of the system and/or an authorized recipient of criminal record check results processed by your organization through the CCHRS system." A red success message "Password saved successfully." is displayed above the login form. Another red message "You may now log in with your new password." is also present. The login form includes fields for "User Name\*" (containing "aaaaaa") and "Password\*" (containing "\*\*\*\*\*"), a "Login" button, and a "Forgot my password" link. A warning message at the bottom states: "WARNING: Access to this system is restricted to users authorized by Connecticut Authorized Recipient agencies. Unauthorized access is a violation of state and federal laws, regulations, and policies. Violators will be prosecuted."

CONNECTICUT STATE POLICE

CONNECTICUT CRIMINAL HISTORY REQUEST SYSTEM

Welcome to the Connecticut Criminal History Record System (CCHRS) Website! By logging in you are acknowledging you are an authorized user of the system and/or an authorized recipient of criminal record check results processed by your organization through the CCHRS system.

**Password saved successfully.**

**You may now log in with your new password.**

User Name\*

Password\*

**Login**

[Forgot my password](#)

**WARNING:** Access to this system is restricted to users authorized by Connecticut Authorized Recipient agencies. Unauthorized access is a violation of state and federal laws, regulations, and policies. Violators will be prosecuted.



## How to Successfully Login – Step 2

Enter the correct value from **YOUR** token sheet into the token box.

 **Connecticut Criminal History Request System** 

Welcome to the Connecticut Criminal History Record System (CCHRS) Website! By logging in you are acknowledging you are an authorized user of the system and/or an authorized recipient of criminal record check results processed by your organization through the CCHRS system.

Using your CCHRS FlexCheck Token, please fill in the value located in square D 5

D 5:  

**WARNING:** Access to this system is restricted to users authorized by Connecticut Authorized Recipient agencies. Unauthorized access is a violation of state and federal laws, regulations, and policies. Violators will be prosecuted.

FlexCheck Token - 02/02/2024					
--	1	2	3	4	5
<b>A</b>	&McHnP	b4MprQ	sTPZcd	TS@sY7	brccR2
<b>B</b>	*nXtMv	b@Wc*g	2jhw4d	G8oH6o	9bayJb
<b>C</b>	LCbDw5	ZsNYX3	dweP63	oS3Uuf	&J8awX
<b>D</b>	D*Xp&5	@F3@af	Ru@Hna	M&nhge	<b>mj6M2R</b>
<b>E</b>	MJShV3	QMFyNZ	eZqHoU	qH3oHW	VYSw6C
<b>F</b>	gAk3Ps	b3JpMY	o3szRG	PqBf7o	JCJ3RN
<b>G</b>	FaXNTF	T9ZE2G	mAcC&k	wi@us9	MjE@z2
<b>H</b>	GbtE&S	pbmZ52	KRgGqA	GJHNfi	TVX58n
<b>I</b>	&eHoNY	GV6Rvu	CYCVWj	WXHaGh	vADCB9
<b>J</b>	J4YZLr	*TdkXF	wqS#Ee	H@6dAK	mSZFjz

In this example you are looking for the value in **D5**, you would enter "**mj6M2R**"



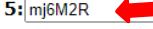
## How to Successfully Login – Step 2

Enter the correct value from **YOUR** token sheet into the token box.

 Connecticut Criminal History Request System 

Welcome to the Connecticut Criminal History Record System (CCHRS) Website! By logging in you are acknowledging you are an authorized user of the system and/or an authorized recipient of criminal record check results processed by your organization through the CCHRS system.

Using your CCHRS FlexCheck Token, please fill in the value located in square D 5

D 5:  

**WARNING:** Access to this system is restricted to users authorized by Connecticut Authorized Recipient agencies. Unauthorized access is a violation of state and federal laws, regulations, and policies. Violators will be prosecuted.

FlexCheck Token - 02/02/2024					
--	1	2	3	4	5
<b>A</b>	&McHnP	b4MprQ	sTPZcd	TS@sY7	brccR2
<b>B</b>	*nXtMv	b@Wc*g	2jhw4d	G8oH6o	9bayJb
<b>C</b>	LCbDw5	ZsNYX3	dweP63	oS3Uuf	&J8awX
<b>D</b>	D*Xp&5	@F3@af	Ru@Hna	M&nhg	 mj6M2R
<b>E</b>	MJShV3	QMFjNZ	ezqHoU	qH3oHW	VYSw6C
<b>F</b>	gAk3Ps	b3JpMY	o3szRG	PqBf7o	JCJ3RN
<b>G</b>	FaXNTF	T9ZE2G	mAcC&k	wi@us9	MjE@z2
<b>H</b>	GbtE&S	pbmZ52	KRgGqA	GJHNfi	TVX58n
<b>I</b>	&eHoNY	GV6Rvu	CYCVWj	WXHaGh	vADCB9
<b>J</b>	J4YZLr	*TDkXF	wqS#Ee	H@6dAK	mSZFjz

In this example you are looking for the value in **D5**, you would enter “**mj6M2R**”

## Successful Login

Upon successfully logging into the CCHRS, you will see the Full Search Screen

The screenshot shows the 'Full Search' page of the CCHRS. The left sidebar contains links for 'Full Search', 'Recently Completed', 'Pending Transactions', 'PreEnrollment', 'Name DOB Check', 'Edit Your Account', 'Agency Info', 'Contact Us', 'Conditions of Use', and 'Logout'. The main content area is divided into two sections: 'Generic Search Criteria' and 'Specific Transaction Lookup'. The 'Generic Search Criteria' section includes fields for First Name, Last Name, Social Security Number (last 4 only), Applicant Type, Current Status, and Date Range. The 'Specific Transaction Lookup' section includes fields for Social Security Number (Full Number) and Transaction Number. Both sections have a 'Submit Query' button.