Registered Agency Administrator Manual

CCHRS Web Portal

Connecticut Criminal History Request System

PREPARED BY
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Document Revisions

Date	Version Number	Name of Person Revising/Changing	Document Changes
04/29/2021	1.001a	Tamra	Initial Draft (alpha)
07/01/2021	1.001b	Tamra	Revisions

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Introduction

This document is intended for use by Administrative personnel of registered agencies who will be setting up new users, resetting passwords, and resetting two-factor tokens for web users. It is written with the assumption that you know how to move around in the Web Portal, and understand how to navigate to fields and select items from lists and tables.

The Connecticut Criminal History Request System (CCHRS) provides the public and authorized users with access to fingerprint-based and name-based background checks.

The Web Portal is used by registered Agencies to review the results from name-based and fingerprint-based searches run through the state and FBI background check process.

Getting Started

Go to https://ct.flexcheck.us.idemia.io/CCHRSPublic to access the Web Portal. You'll need your login ID and password, plus your token card for two-factor authentication. FBI CJIS Security Policy requires that all users accessing Criminal Justice Information (CJI) use two-factor authentication. See the Web Portal User Guide for detailed information on logging in.

Enter your user name and password. The password is case sensitive. Click Login.

You'll see the web Token Entry screen. Type the token value from your Token card based on the letter & number identifier shown on the screen and click the "Login" button.

For more information about the Token card, please refer to the Registered Agency User Manual "Logging In" section.

Agency Information

If you have Admin Rights/Access for your agency, you can add or edit user logins for your agency as well as to edit some of the basic agency information. Click the "Agency Info" button in the left side menu to view the Agency Information screen.

Connecticut Criminal History Request System

Agency Information

Full Search		
Recently Completed		
Pending Transactions		
PreEnrollment		
Name DOB Check		
Edit Your Account		
Agency Info		
Contact Us		
Conditions of Use		
Logout		

Agency Information

Agency Information	Location Information	State ID Number
Test Agency three test@test.com (155)555-5121	707 Anywhere Umbrella CN 97304	678uyt
	Edit	

PreEnrollment Service Codes

Users: (To edit a user, simply click the user you want to edit)
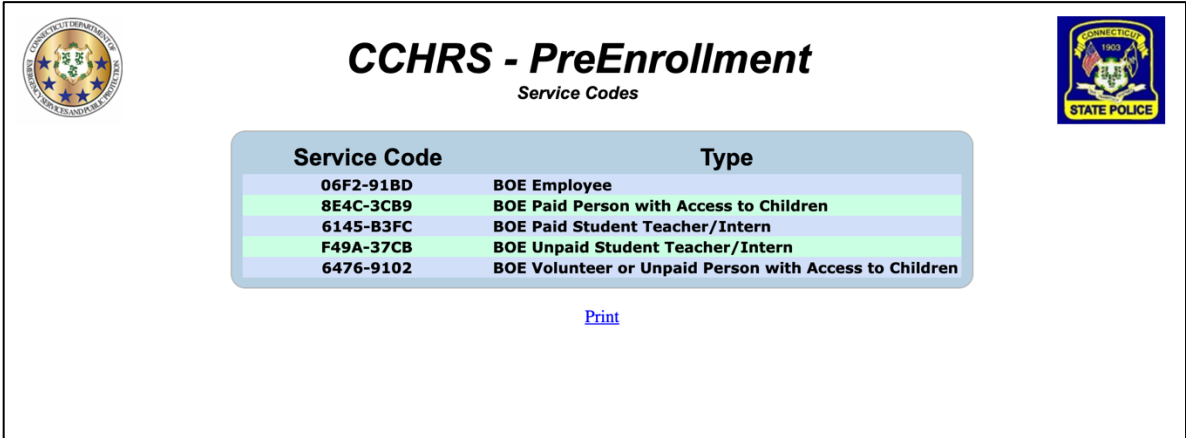
Add User   Show Disabled Users

Login Name	Full Name	Role Title	Status
testuser1	testuser1 - fp	CCHRS Web User	Approved
testadmin1	testadmin1	CCHRS Web Admin	Approved
testuser1nd	testuser1 - nd	CCHRS Web User	Approved

Editing Agency Information

To edit your agency information, click the "Edit" link in the top area of the screen.

Agency Information

Agency Information	Location Information	State ID Number
Test Agency three test@test.com (155)555-5121	707 Anywhere Umbrella CN 97304	678uyt
	Edit	

You'll see the following screen.

You can change the Agency street address, phone number, and email using the fields on this screen. Click "Save" to save any changes.

PreEnrollment Service Codes

Use the "PreEnrollment Service Codes" text link to view any service codes that your agency is allowed to view. The list of codes will appear in a new window.

The table will show all Service Codes available to your agency.

Note: Contact DESPP or your Agency Admin if you need to add or remove service codes.

Click the underlined Print link to print off the list of codes.

Once you're done viewing and/or printing the list, close the window to return to the Agency Information area of the Web Portal.

Adding Agency User Accounts

To add a user to your agency, click the "Add User" link. You'll see the Edit User screen with the words "New User" in the Login Name field.

1. Enter a login name for the user. The login name can be up to 20 characters, including letters, numbers, and symbols. No spaces are allowed. The login name must be unique and not already in use.

2. Type the user's full name in the next field; this is an optional field.

3. Enter the user's email, and repeat it in the "(Confirm)" field.

4. Add a password, and retype it exactly in the "Password Confirm" field. The password needs to have both upper and lower case letters, have numbers and letters, and be at least 8 characters long.

5. Click "Save Changes" to save the user account. The screen will redisplay with a message that changes has been saved. A system warning will appear if the login name requested is already in use or does not comply with restrictions.

6. Click the "Back to Agency Info" link to return to the Agency Information screen. The new user will be added to the list of users at the bottom of the screen.

Editing Agency User Accounts

To edit an existing user you need to move your mouse to the grid of users at the bottom of the screen.

When you "hover" over a name in the list that name will be highlighted and you can click on it to edit the user information.

You can edit the login name, full name, and email address, as well as change the password. You also use this screen to clear the user's Token.

See Adding Agency User Accounts on page 6 for information on filling in the fields. Click "Save Changes" to save any changed information. Click the "Back to Agency Info" link to return to the main Agency screen.

Clearing a User's Token

Click the Clear Token link to reset the user's token card. You'll see a popup.

Are you sure you want to Clear the Token for this user? The user will need to print a new token the next time they log in.

Cancel   OK

When you click "OK" the Edit User screen will redisplay with the following message.

Disabling Users

If you need to disable a user account you can click the "Disable this user" checkbox in the top right of the User screen.

Edit User
Back to Agency Info

testu4 : Test U Ser   ☑ **Disable this user**

Login Name*   Full Name*

testu4   Test U Ser

Email Address*   Email Address (Confirm)*

test1@test.com   test1@test.com

Security Level: User ⌄

Change Password:

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

Clear Token

Save Changes

Click "Save Changes" to move this account to the Disabled list.

You can view a list of all currently disabled user accounts by clicking the "Show Disabled Users" link in the User section of the Agency Information screen.

Users: (To edit a user, simply click the user you want to edit)

Add User   Show Only Active Users

Login Name	Full Name	Role Title	Status
testuser4	Just Testing	CCHRS Web User	Approved

Click the "Show Only Active Users" link to return to the list of active users.