# Registered Agency Administrator Manual

# **CCHRS Web Portal**

**Connecticut Criminal History Request System** 



PREPARED BY TAILORED SOLUTIONS CORPORATION WWW.FORSE.COM

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#### **Document Revisions**

Date	Version Number	Name of Person Revising/Changing	Document Changes
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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 <u>https://ct.flexcheck.us.idemia.io/CCHRSPublic</u> 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.

Angenetic Standy with	Connecticut Criminal	History Request Sys	tem
Welcome to the in you are ackno recipient of crim system.	Connecticut Criminal Histo wledging you are an auth inal record check results p	ory Request System ( orized user of the syst processed by your org	CCHRS) Website! By logging tem and/or an authorized anization through the CCHRS
	User Name*	jestadmin1	
	Password*	Login	]
WARNING	: Access to this system is	restricted to users au	thorized by Connecticut
Authorized Rec	pient agencies. Unauthori regulations, and policie	zed access is a violations. Violators will be pr	on of state and federal laws, osecuted.

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.

And the second s	Connecticut Criminal History Request System	STATE POLICE
Welcome to the Col in you are acknowle recipient of crimina system.	nnecticut Criminal History Request System (CCHRS) edging you are an authorized user of the system and I record check results processed by your organization	Website! By logging /or an authorized n through the CCHRS
Using your CC	HRS FlexCheck Token, please fill in the value locate	ed in square J 4
	J 4: Login	
WARNING: A Authorized Recipie	Access to this system is restricted to users authorized ant agencies. Unauthorized access is a violation of sta regulations, and policies. Violators will be prosecuted	l by Connecticut ate and federal laws, d.

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.

And the second s	Connecticut Cr	iminal History R <b>y Inforr</b>	equest System nation	STATE POLICE
Full Search		Agen	cy Information	
Recently Completed	Agency Information	Locatio	n Information	State ID Number
Pending Transactions	Test Agency three	707 Any Umbrella	where a CN 97304	678uyt
PreEnrollment	(155)555-5121			
Name DOB Check			Edit	
Edit Your Account				
Agency Info		PreEnrolln	ient Service Code	<u>28</u>
Contact Us	lleore: (Te adit a year	aimply alight the year	r vou wort to adit)	
Conditions of Use	USEIS. (10 edit a user	Add User	Show Disable	d Users
Logout	Login Name	Full Name	Role Title	Status
	testuser1	testuser1 - fp	CCHRS Web User	Approved
	testadmin1	testadmin1	CCHRS Web Admin	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.

A DECEMBER OF THE OWNER OWNER OF THE OWNER OWN		minal History Ro <b>y Inforr</b>	equest System nation	STATE POLICE
Full Search		Agen	cy Information	
Recently Completed	Agency Information	Locatio	n Information	State ID Number
Pending Transactions	Test Agency three	707 Any Umbrella	where CN 97304	678uyt
PreEnrollment	(155)555-5121			
Name DOB Check	Attention:			
Edit Your Account	Agency: Test Ag	gency three		
Agency Info	Street: 707 Ar	ywhere		
Contact Us	City: Umbre	lla		
	State: CN			
Conditions of Use	Zip: 97304			
Logout				
	Phone: (155)5	55-5121		
	Email: test@t	est.com		
		Sa	/e	
	] <b>Users:</b> (To edit a user	, simply click the user	vyou want to edit)	<u>les</u>
		Add User	Show Dis	abled Users
	Login Name	Full Name	Role Title	Status
	testuser1 testadmin1	testuser1 - fp testadmin1	CCHRS Web User	Approved
	testuser1nd	testuser1 - nd	CCHRS Web User	Approved

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.

CCHR	S - PreEnrollment Service Codes
Service Code	Туре
06F2-91BD	BOE Employee
8E4C-3CB9	BOE Paid Person with Access to Children
6145-B3FC	BOE Paid Student Teacher/Intern
F49A-37CB	BOE Unpaid Student Teacher/Intern
6476-9102	BOE Volunteer or Unpaid Person with Access to Children
	Print

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.

Contraction of the second seco	Connecticut Criminal History Request System Edit User
Full Search	Edit User Back to Agency Info
Recently Completed	New User : Disable this user
Pending Transactions	Login Name* Full Name*           New User
PreEnrollment	Email Address * Email Address (Confirm)*
Name DOB Check	Security Level: User
Edit Your Account	Change Password:
Agency Info	Password* Password Confirm* Must have Alpha and Numeric characters Must have UPPER and lower case letters
Contact Us	Must be at least 8 characters long
Conditions of Use	Save Changes
Logout	

- 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.

	Connecticut Criminal History Request System Edit User
Full Search	Edit User Changes Saved Successfully
Recently Completed	Back to Agency Info
Pending Transactions	testuser4 : Just Testing Disable this user Login Name* Full Name*
PreEnrollment	testuser4 Just Testing
Name DOB Check	Email Address*     Email Address (Confirm)*       test@test.com     test@test.com
Edit Your Account	Security Level: User 🗸
Agency Info	Change Password:
Contact Us	Hust have UPPER and lower case letters
Conditions of Use	<u>Clear Token</u>
Logout	Save Changes

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.

	Add User	Show Dis	abled 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
testuser4	Just Testing	CCHRS Web User	Approved

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

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.

And the second s	Connecticut Criminal History Request System Edit User			STATE POLICE
Full Search			Edit User Back to Agency Info	
Recently Completed	testuser4 : Jus	st Testing		Disable this user
Pending Transactions	Login Name* testuser4	Full Name* Just Testing		
PreEnrollment	Email Address*		Email Address (Confirm)*	
Name DOB Check	Security Level: Us	ser 💙	test@test.com	
Edit Your Account	Change Password	l:		
Agency Info	Password* 1	Password Confirm*	Must have Alpha and Numeric cha Must have UPPER and lower case Must he at least 8 characters long	aracters letters
Contact Us		Clear		
Conditions of Use				
Logout			Save Changes	

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.



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

A COLOR OF C	Connecticut Criminal History Request System Edit User			
Full Search	Edit User User Token cleared.			
Recently Completed	Have the user sign in using token value: ONETIME.			
Pending Transactions	They can then print a new token.			
PreEnrollment				
Name DOB Check	Back to Agency Info			
Edit Your Account	testuser4 : Just Testing Disable this user			
Agency Info	testuser4 Brown T Bear			
Contact Us	Email Address*     Email Address (Confirm)*       test@test.com     test@test.com			
Conditions of Use	Security Level: User 💌			
Logout	Change Password:			
	Password Commin - Must have UPPER and lower case letters     Must be at least 8 characters long			
<u>Clear Token</u>				
	Save Changes			

#### **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 Deserverd					
Change Password:					
Password* Pass	word Confirm*	Must have UPPER and lower case letters			
		Must be at least 8 characters long			
<u>Clear Token</u>					

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	<u>Sho</u>	ow 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.