# CCHRS Web Portal Review

Connecticut Criminal History Request System –

Fingerprint Search Registration and Results Portal
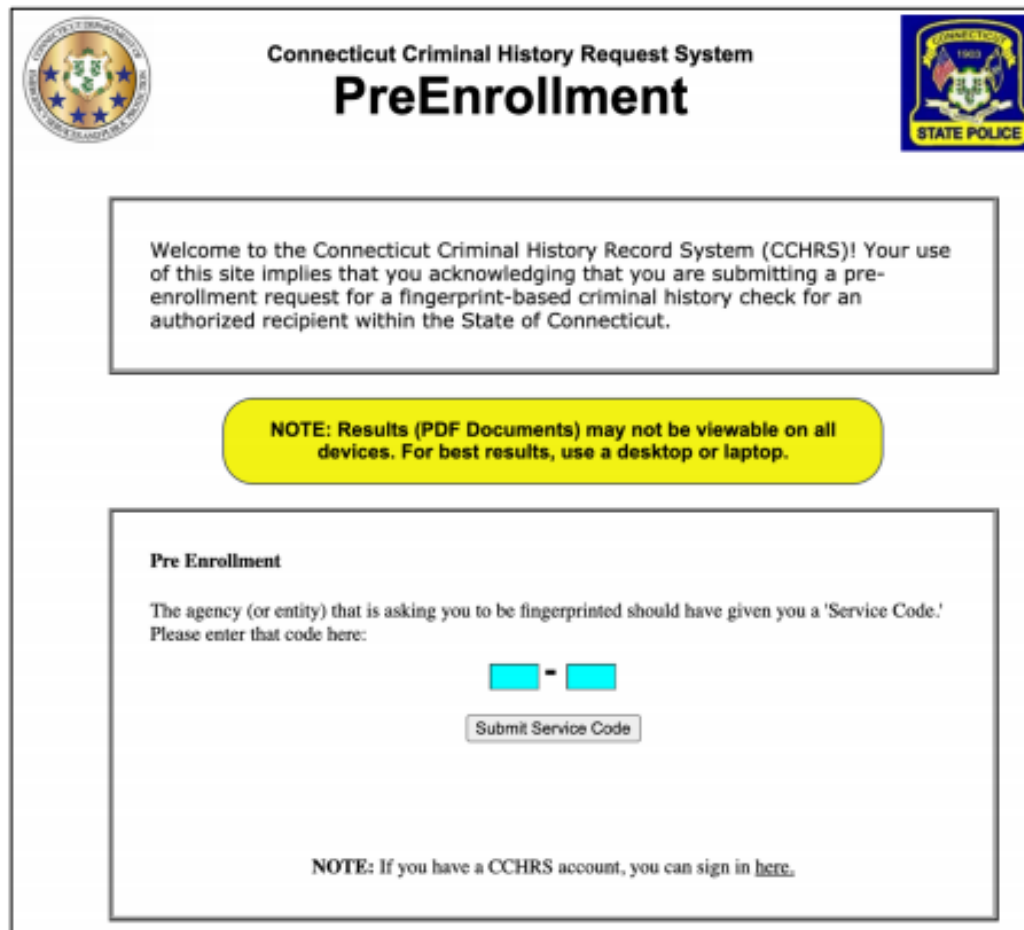
July 2021

# Agenda

- Overview of Process

- Fingerprint Search Registration
  - Service Code Usage
  - Applicant Website Experience
  - Confirmation Pages

- CCHRS Agency Web Portal
  - Web Portal Login – First Time
  - Search Options
  - Applicant Detail
  - PreEnrollment
  - Name/DOB Check – if applicable
  - User Account Management
  - Agency Information
  - Adding/Removing Users

- Questions

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# Process Overview

- Benefits:
  - Improves the tracking and delivery of record information for background check purposes
  - Ensures data integrity, data validation, error remediation, and improved system performance
  - Self Service Portal for Applicant Registration
  - Service Codes assigned for individual agency fingerprint reasons eliminates printing for incorrect purposes
  - CCHRS Solution processes request and provides a portal with secure access to status and results for authorized users
  - Automates the process for Connecticut State Police to review and process applicants with no records, speeding up the process significantly, so results are available faster.

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# Fingerprint Search Online Registration

- Applicants will register at the PreEnrollment site: https://ct.flexcheck.us.idemia.io/cchrspreenroll

- The Service Code indicates to the system what agency and reason for printing, as well as where to send the results in CCHRS once complete.

- Service Codes should be provided to the applicants prior to registration, as they will need this code in order to begin.

- Service Code Form can be utilized to provide the applicant with a one-sheet instruction process.

# Fingerprint Search Online Registration



- ▪ Sample Service Code Form

- ▪ CT Agencies can use the template to fill out their information and Service Codes based on need

# Fingerprint Search Online Registration



- After entering their Service Code, the applicant will be presented with a confirmation on why they are being printed.

# Fingerprint Search Online Registration



- Applicant will then complete their demographic information. Mandatory fields are marked blue, and have bolded headings with an asterisk (*).

- Additional optional fields are available for completion as well that are marked in green

- Once complete, they will click the button in the bottom right of screen to "Submit Pre-Enrollment"

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# Fingerprint Search Online Registration – Additional Fields

## Miscellaneous Identify Number (MNU)



Miscellaneous Identifying Number (MNU)    Number

✓ Select Code
AF | Air Force Serial Number
AN | Non-Immigration Admission Number
AR | Alien Registration Number
AS | National Guard or Air National Guard Serial Number, Army Serial Number
BF | Bureau Fugitive Index Number
CG | US Coast Guard Serial Number
CI | Canadian Social Insurance Number
FN | Fingerprint Identification Number
IO | Identification Order Number
MC | Marine Corps Serial Number
MD | Mariners Document or Identification Number
MP | Royal Canadian Mounted Police ID or Fingerprint Sec (FPS) Number
NA | National Agency Case Number-Military
NS | Navy Serial Number
OA | Originating Agency Police or Identification Number
PI | Personal Identification Number
PP | Passport Number
PS | Port Security Card Number
SS | Selective Service Number
VA | Veterans Administration Claim Number

## Residence and Employer Information

Residence:
House Number     1234
Street Name      Address Street Name
Street Type      Ave, Court, F
Street Directional   NW, SW, ...
Apt Number       A, 16, ...
City             Hartford
Country          Select Country
Zip              06101
Zip Extended     1234

Employer:
Occupation
Employer Name
Employer Street Address
Employer City
Employer State   Select State
Employer Zip

## Aliases

Aliases (Up to 10):
| | Last | First | Middle | Suffix |
|---|---|---|---|---|
| 1. | Last | First | Middle | |
| 2. | Last | First | Middle | |
| 3. | Last | First | Middle | |
| 4. | Last | First | Middle | |
| 5. | Last | First | Middle | |
| 6. | Last | First | Middle | |
| 7. | Last | First | Middle | |
| 8. | Last | First | Middle | |
| 9. | Last | First | Middle | |
| 10. | Last | First | Middle | |

## Scars, Marks, and Tattoos

Scars, Marks, Tattoos (Up to 10):
| | Code Lookup | Code | Description (Alphas & spaces only) | Location (Alphas & spaces only) |
|---|---|---|---|---|
| 1. | Enter 3 or more characters and matching options will appear | Code | Description | Location |
| 2. | Enter 3 or more characters and matching options will appear | Code | Description | Location |
| 3. | Enter 3 or more characters and matching options will appear | Code | Description | Location |
| 4. | Enter 3 or more characters and matching options will appear | Code | Description | Location |
| 5. | Enter 3 or more characters and matching options will appear | Code | Description | Location |
| 6. | Enter 3 or more characters and matching options will appear | Code | Description | Location |
| 7. | Enter 3 or more characters and matching options will appear | Code | Description | Location |
| 8. | Enter 3 or more characters and matching options will appear | Code | Description | Location |
| 9. | Enter 3 or more characters and matching options will appear | Code | Description | Location |
| 10. | Enter 3 or more characters and matching options will appear | Code | Description | Location |

## Emergency Contact Information

Emergency Contact:
First Name
Middle Name
Last Name
Suffix
Phone        xxx-xxx-xxxx

Emergency Contact Address:
Address Street1
Address Street2
Address City
Address State   Select State
Address Zip

## Previous Conviction

Previous Conviction:
Ever Convicted     Select Yes/No...
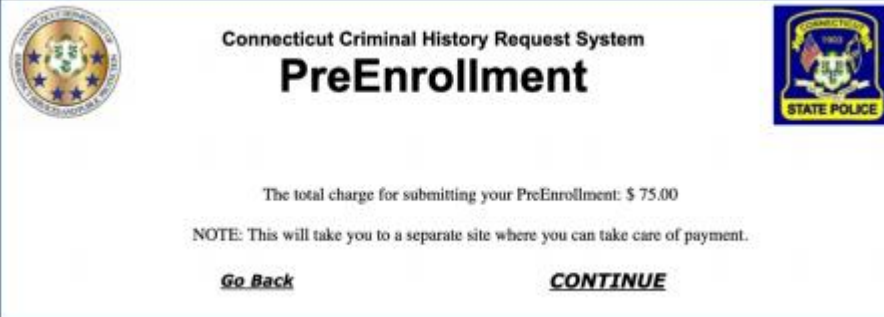Conviction Date    mm/dd/yyyy
Conviction Place   Select Place
Conviction Court   Select Court
Conviction Offense

# Fingerprint Search Online Registration

- After completing the demographic information, the applicant will be presented with a payment screen. If your agency is invoiced or doesn't require you pay a fee, this screen will not populate for the applicant.
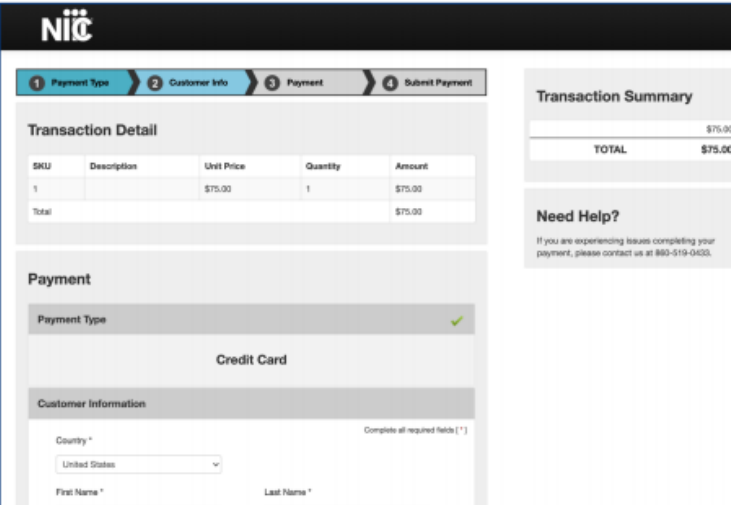


- A credit card can be used to complete payment. After entering their information, the applicant will move forward with the submit button.

# Fingerprint Search Online Registration



- Applicant will receive a confirmation on screen that their Pre-Enrollment was a success, and their Applicant Tracking Number. The Applicant Tracking Number will need to be taken to the fingerprint location in order to process them.

- A Pre-Enrollment e-mail will be sent as well with a barcode. This can either be taken to the livescan printing, or will need to be mailed with the hard cards to Connecticut State Police.

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# CCHRS – Agency Web Portal

- Automated Results Processing
    - Programmatic review and processing of Fingerprint and Name/DOB search results
    - Results letter produced automatically
    - State and FBI results delivered in separate result letters

- Web Portal For Results Viewing
    - Secure and encrypted access for authorized recipients
    - FBI compliant two-factor authentication
    - Access to complete transaction status and applicant information
    - Access level control for optional record results viewing
    - Variety of applicant and transaction searches available

# CCHRS – Web Portal Login



- Authorized agency personnel will receive a User Name and Temporary Password for accessing the CCHRS via the web portal login

# CCHRS – Web Portal Login – First Time



- **IMPORTANT – When a user logs into the system, they will be prompted to enter their CCHRS FlexCheck Token. At first login, the user will need to enter "onetime" as their token to proceed.**

# CCHRS – Web Portal Login – First Time



- After logging in with the temporary password and token, users will be prompted to change their password, create security questions/answers, and create a token sheet. The password and token will be needed for all future logins.

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# CCHRS – Search Options



- Applicants can be searched using the Generic Search Criteria or Specific Transaction Lookup options. Records can be pulled up using the Applicant Information, Transaction Number, or by Date Range. Agencies can also view status of applicants who were Recently Completed or Pending Transactions via the tab on the left of the screen

# CCHRS –Search Options



- Recently Completed and Pending Transactions Menu options provide shortcut option to view records that have completed recently or any pending transactions. Results can also be found using the Full Search menu.

# CCHRS –Search Results



- Based on Search Criteria, results will populate in a list that details applicant info and status.  Applicants can be selected from the list to view their full information and results.

# CCHRS – Applicant Details



- Applicant Information will populate, as well as providing viewable documents pertaining to their results.  The documents section of the Applicant Detail will have viewable files with additional information.

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# CCHRS – PreEnrollment
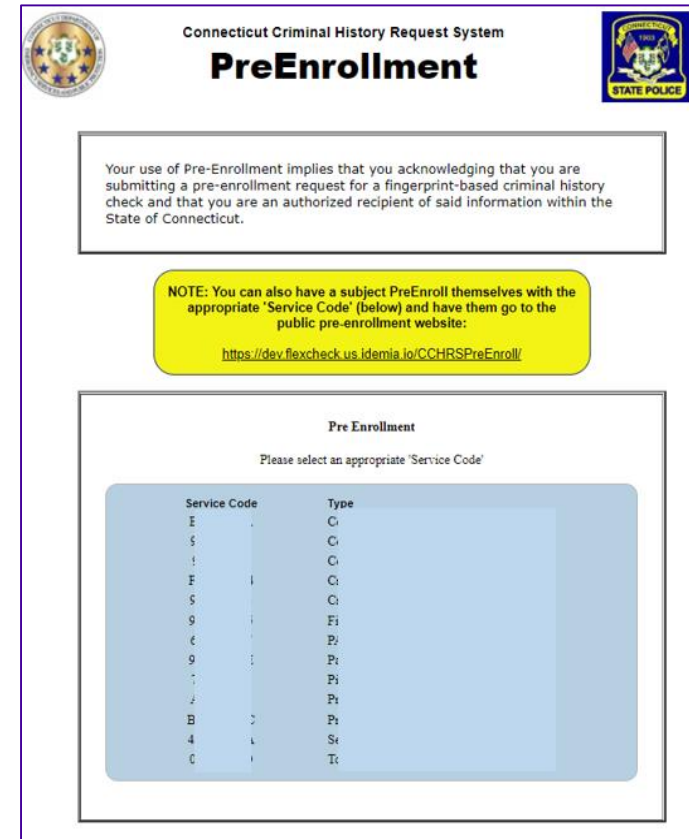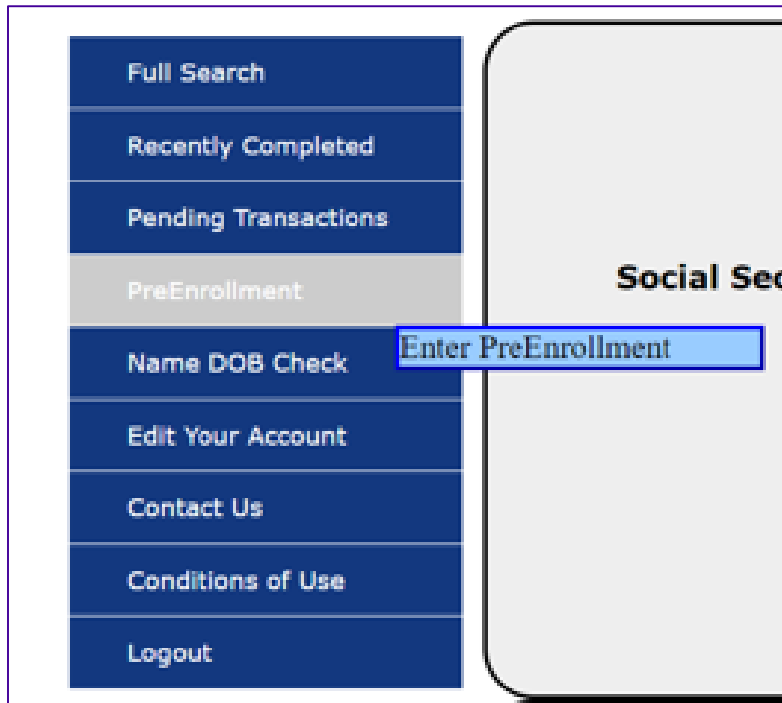


- Clicking on the PreEnrollment option on left will open a new window/tab with the pre-enrollment/registration process. Link will open the Pre-enrollment screen, along with a list of assigned service codes based on ORI, fingerprint reason, statute, and/or applicant type.

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# CCHRS – Name/Date of Birth Check
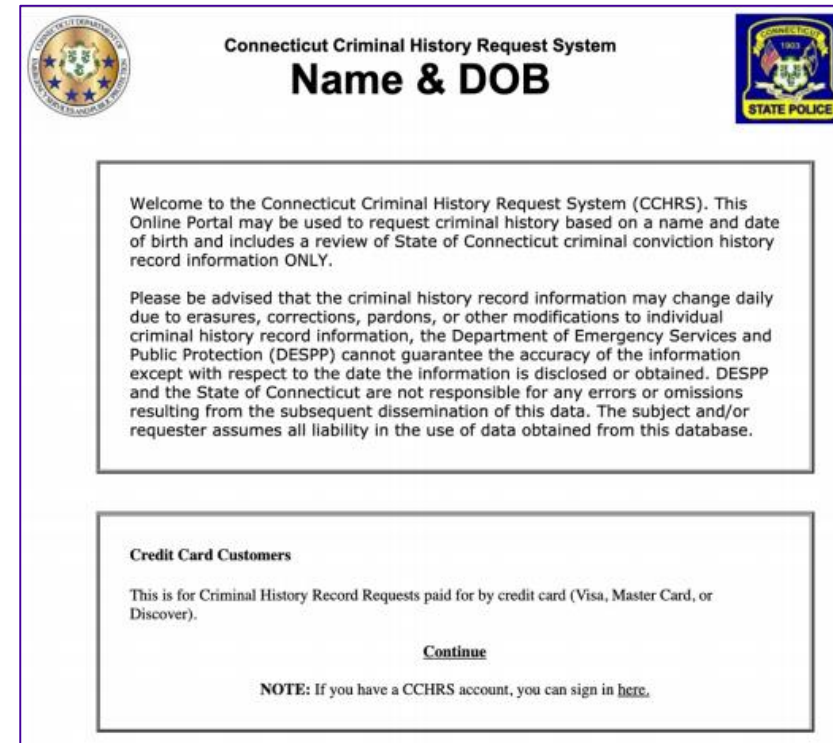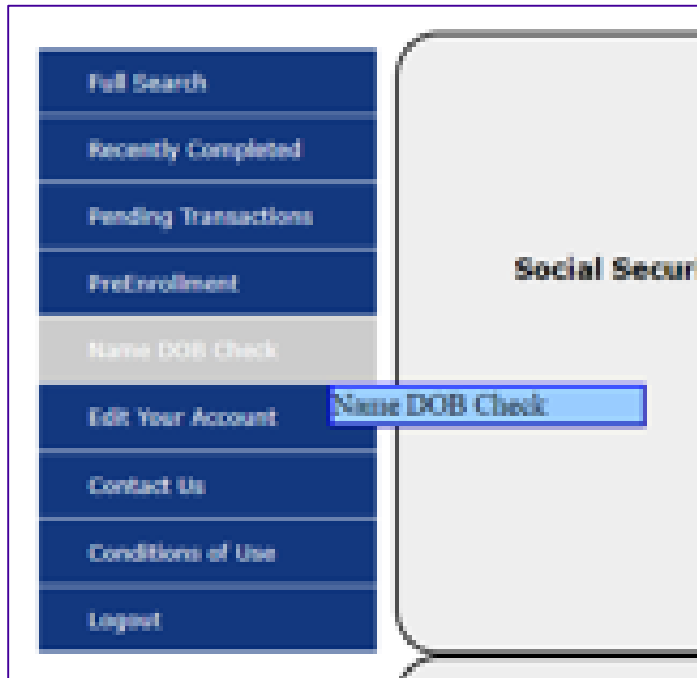


- Clicking on menu option on left will open a new window/tab with the Name/Date of Birth background check request process. Link will open the Name/DOB Check screen.

# CCHRS – Account Edits



- All Users are able to make modifications to their account via the "Edit Your Account" button on the toolbar. From here, you can print a new token sheet, edit your password and security questions, as well as update your contact information.

# CCHRS – Agency Information



- Account Admins are not able to make modifications to the Agency Information. Agency Information will appear at the top of all result letters.

- Any changes to this data must be handled through DESPP.

# CCHRS – Adding/Removing Users



**Edit User**

**Back to Agency Info**

**New User :**                                                      ☐ **Disable this user**

Login Name*                    Full Name*

New User

Email Address*                                     Email Address (Confirm)*

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

Save Changes

- Admins can also add, edit or remove Users or additional Admins from the "Agency Info" tab.  They will also have the ability to reset a User's token sheet if needed.

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