



CCHRS Web Portal Review

Connecticut Criminal History Request System –
Fingerprint Search Registration and Results Portal
July 2021

Agenda

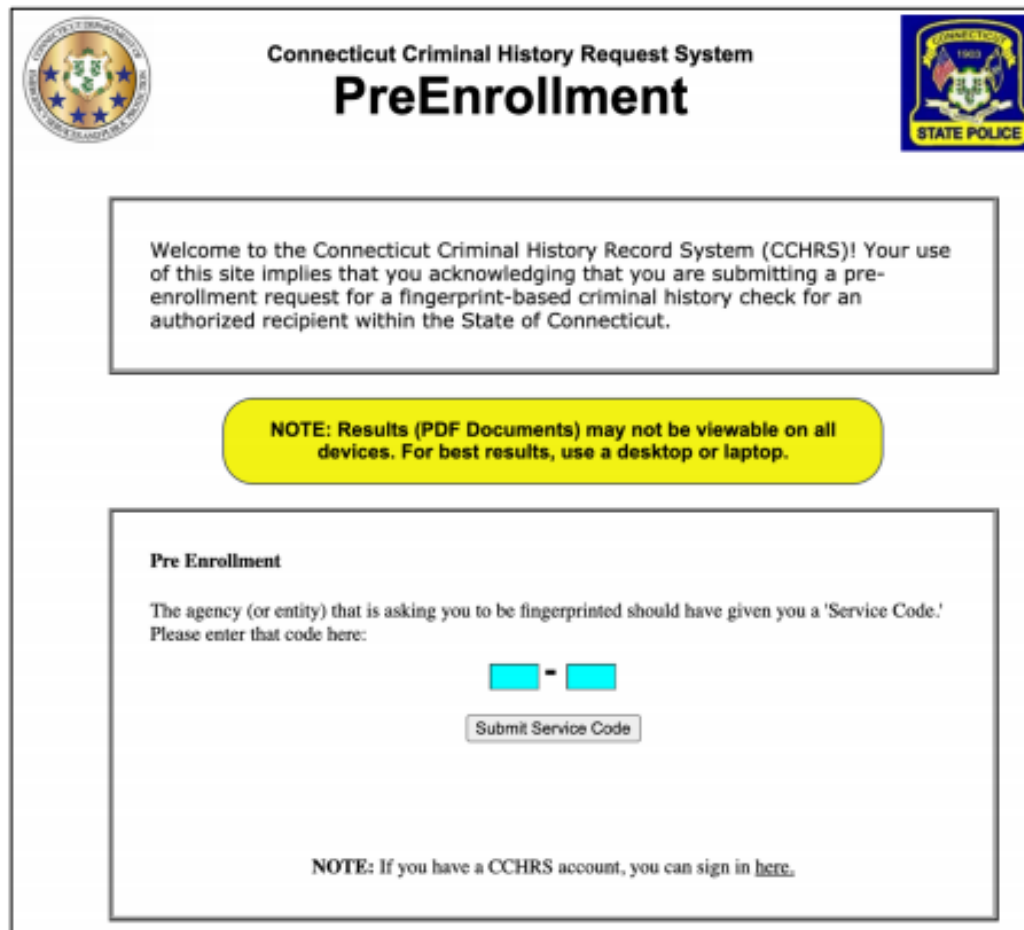
- Overview of Process
- Fingerprint Search Registration
 - Service Code Usage
 - Applicant Website Experience
 - Confirmation Pages
- CCHRS Agency Web Portal
 - Web Portal Login – First Time
 - Search Options
 - Applicant Detail
 - PreEnrollment
 - Name/DOB Check – if applicable
 - User Account Management
 - Agency Information
 - Adding/Removing Users
- Questions

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.

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.



The screenshot shows the 'PreEnrollment' page of the Connecticut Criminal History Request System. At the top left is the seal of the State of Connecticut, and at the top right is the Connecticut State Police logo. The main heading reads 'Connecticut Criminal History Request System PreEnrollment'. Below this is a welcome message: 'Welcome to the Connecticut Criminal History Record System (CCHRS)! Your use of this site implies that you are acknowledging that you are submitting a pre-enrollment request for a fingerprint-based criminal history check for an authorized recipient within the State of Connecticut.' A yellow callout box contains a note: 'NOTE: Results (PDF Documents) may not be viewable on all devices. For best results, use a desktop or laptop.' The main form area is titled 'Pre Enrollment' and contains the text: 'The agency (or entity) that is asking you to be fingerprinted should have given you a 'Service Code.' Please enter that code here:'. Below this text is a redacted input field (two blue boxes) and a 'Submit Service Code' button. At the bottom of the form area, there is another note: 'NOTE: If you have a CCHRS account, you can sign in [here](#).'

Fingerprint Search Online Registration

Agency Name Here - USE ONLY

Connecticut Criminal History Request System
Fingerprint Service Code Form

Service Name: Service Name Listed Here

To register for your fingerprints to be taken, please visit <https://ct.flexcheck.us.idemia.io/cchrsreenroll> and enter the following Service Code:

Service Code Here

Service Code is unique to your hiring/licensing agency. Do not use this code for another purpose.

- After entering the Service Code, confirm the Fingerprint Reason by selecting the “Yes – This information looks Correct” option.
- Complete the Pre-Enrollment information as completely as possible. All fields in bold font/blue highlight are mandatory to move forward with the process. After filling out all applicable fields, move to the next section by selecting the “Submit Pre-Enrollment” button at the bottom of the screen.
- After completing the pre-enrollment steps, a confirmation screen will appear confirming registration is complete, including your Applicant Tracking Number. **This Tracking Number will need to be taken to your fingerprinting session. It will also be sent to the e-mail address you provided during registration.**

PreEnrollment

SUCCESS: Your Pre-Enrollment has been submitted.

You will receive an email from the CHRS system that provides you with your Applicant Tracking Number below. You will need this information at the time fingerprints are taken.

NOTE: Results PDF documents may not be viewable on all devices. For best results, use a desktop or laptop.


Applicant Tracking Number: 2118091085

NAME: TEDDY BAWB
DOB: 11/25/1990

STATE OF CONNECTICUT
DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION
DIVISION OF STATE POLICE
Bureau of Identification

Please present the Applicant Tracking Number below at the fingerprint location. It will identify both the reason for your fingerprint request and the agency or entity requesting the results. You must provide this number in order to be fingerprinted. Please also bring a government-issued form of identification.

Applicant Tracking Number: [REDACTED]



- 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

Connecticut Criminal History Request System
PreEnrollment

Please confirm the below information is correct.

Information for Service Code
A2A8-48B3

Agency: SPBI CT0000001
Agency ID: CT0000001
Applicant Type: Letter of Good Conduct

Does the above look correct?

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

Fingerprint Search Online Registration

Connecticut Criminal History Request System
PreEnrollment
Pre Enrollment
SPR1
Letter of Good Conduct

Last Name* [Redacted]
First Name* [Redacted]
Middle Name [Redacted]
Suffix [Redacted]
DOB* [Redacted]
SSN [Redacted]
Sex* [Redacted]
Race* [Redacted]
Hispanic Hispanic Indicator
Height (508: 5 foot 8)* [Redacted]
Weight* [Redacted]
Eye Color* [Redacted]
Hair Color* [Redacted]
Place of Birth* [Redacted]
US State* [Redacted]
Country of Citizenship [Redacted]

Miscellaneous Identifying Number (MNU) Number
Select Code [Redacted]

Submit Pre Enrollment

Last Name* [Redacted]
First Name* [Redacted]
Middle Name [Redacted]
Suffix [Redacted]
DOB* [Redacted]
SSN [Redacted]
Sex* [Redacted]
Race* [Redacted]
Hispanic Hispanic Indicator
Height (508: 5 foot 8)* [Redacted]
Weight* [Redacted]
Eye Color* [Redacted]
Hair Color* [Redacted]
Place of Birth* [Redacted]
US State* [Redacted]
Country of Citizenship [Redacted]

Miscellaneous Identifying Number (MNU) Number
Select Code [Redacted]

- 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"

Fingerprint Search Online Registration – Additional Fields

Miscellaneous Identify Number (MNU)

Miscellaneous Identifying Number (MNU)	Number
<ul style="list-style-type: none"> ✓ 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 	<input type="text"/>

Residence and Employer Information

Residence:

House Number

Street Name

Street Type

Street Directional

Apt Number

City

Country

Zip

Zip Extended

Employer:

Occupation

Employer Name

Employer Street Address

Employer City

Employer State

Employer Zip

Aliases

Aliases (Up to 10):

	Last	First	Middle	Suffix
1.	<input type="text" value="Last"/>	<input type="text" value="First"/>	<input type="text" value="Middle"/>	<input type="text" value=""/>
2.	<input type="text" value="Last"/>	<input type="text" value="First"/>	<input type="text" value="Middle"/>	<input type="text" value=""/>
3.	<input type="text" value="Last"/>	<input type="text" value="First"/>	<input type="text" value="Middle"/>	<input type="text" value=""/>
4.	<input type="text" value="Last"/>	<input type="text" value="First"/>	<input type="text" value="Middle"/>	<input type="text" value=""/>
5.	<input type="text" value="Last"/>	<input type="text" value="First"/>	<input type="text" value="Middle"/>	<input type="text" value=""/>
6.	<input type="text" value="Last"/>	<input type="text" value="First"/>	<input type="text" value="Middle"/>	<input type="text" value=""/>
7.	<input type="text" value="Last"/>	<input type="text" value="First"/>	<input type="text" value="Middle"/>	<input type="text" value=""/>
8.	<input type="text" value="Last"/>	<input type="text" value="First"/>	<input type="text" value="Middle"/>	<input type="text" value=""/>
9.	<input type="text" value="Last"/>	<input type="text" value="First"/>	<input type="text" value="Middle"/>	<input type="text" value=""/>
10.	<input type="text" value="Last"/>	<input type="text" value="First"/>	<input type="text" value="Middle"/>	<input type="text" value=""/>

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.	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Enter 3 or more characters and matching options will appear.	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Enter 3 or more characters and matching options will appear.	<input type="text"/>	<input type="text"/>	<input type="text"/>
4. Enter 3 or more characters and matching options will appear.	<input type="text"/>	<input type="text"/>	<input type="text"/>
5. Enter 3 or more characters and matching options will appear.	<input type="text"/>	<input type="text"/>	<input type="text"/>
6. Enter 3 or more characters and matching options will appear.	<input type="text"/>	<input type="text"/>	<input type="text"/>
7. Enter 3 or more characters and matching options will appear.	<input type="text"/>	<input type="text"/>	<input type="text"/>
8. Enter 3 or more characters and matching options will appear.	<input type="text"/>	<input type="text"/>	<input type="text"/>
9. Enter 3 or more characters and matching options will appear.	<input type="text"/>	<input type="text"/>	<input type="text"/>
10. Enter 3 or more characters and matching options will appear.	<input type="text"/>	<input type="text"/>	<input type="text"/>

Emergency Contact Information

Emergency Contact:

First Name

Middle Name

Last Name

Suffix

Phone

Emergency Contact Address:

Address Street1

Address Street2

Address City

Address State

Address Zip

Previous Conviction

Previous Conviction:

Ever Convicted

Conviction Date

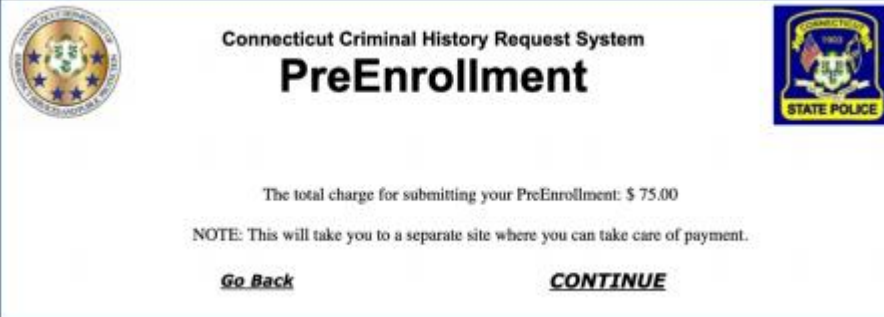
Conviction Place

Conviction 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.



The screenshot shows the 'Connecticut Criminal History Request System PreEnrollment' screen. It features the state seal on the left and the Connecticut State Police logo on the right. The text indicates a total charge of \$75.00 and includes a note about being redirected to a payment site. There are 'Go Back' and 'CONTINUE' buttons at the bottom.

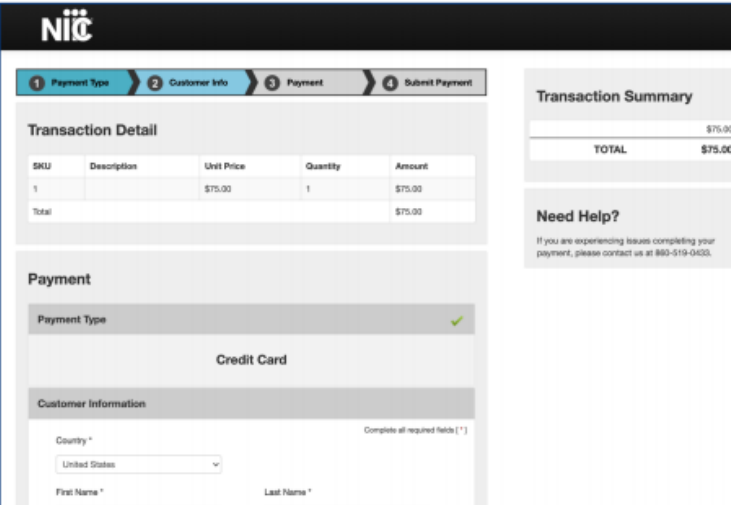
Connecticut Criminal History Request System
PreEnrollment

The total charge for submitting your PreEnrollment: \$ 75.00

NOTE: This will take you to a separate site where you can take care of payment.

[Go Back](#) [CONTINUE](#)

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



The screenshot shows the Niic payment screen. It has a progress bar at the top with four steps: 1. Payment Type, 2. Customer Info, 3. Payment, and 4. Submit Payment. The 'Payment' step is currently active. The screen is divided into three main sections: Transaction Detail, Payment, and Customer Information. The Transaction Detail section shows a table with one item and a total of \$75.00. The Payment section shows 'Credit Card' as the selected payment type. The Customer Information section has a dropdown for 'Country' set to 'United States' and input fields for 'First Name' and 'Last Name'.

Niic

1 Payment Type 2 Customer Info 3 **Payment** 4 Submit Payment

Transaction Summary

	\$75.00
TOTAL	\$75.00

Need Help?
If you are experiencing issues completing your payment, please contact us at 860-519-0400.

Transaction Detail

SKU	Description	Unit Price	Quantity	Amount
1		\$75.00	1	\$75.00
Total				\$75.00

Payment

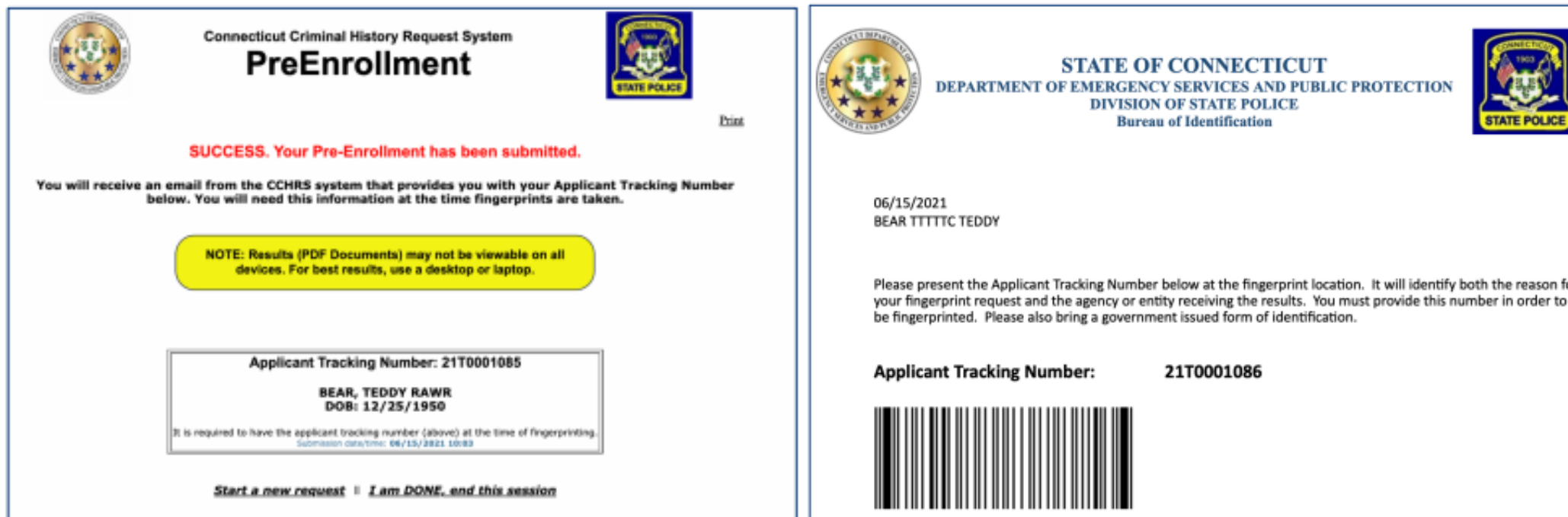
Payment Type Credit Card

Customer Information

Country * Complete all required fields (*)

First Name * Last Name *

Fingerprint Search Online Registration



Connecticut Criminal History Request System
PreEnrollment

SUCCESS. Your Pre-Enrollment has been submitted.

You will receive an email from the CCHRS system that provides you with your Applicant Tracking Number below. You will need this information at the time fingerprints are taken.

NOTE: Results (PDF Documents) may not be viewable on all devices. For best results, use a desktop or laptop.

Applicant Tracking Number: 21T0001085
BEAR, TEDDY RAWR
DOB: 12/25/1950

It is required to have the applicant tracking number (above) at the time of fingerprinting.
Submission date/time: 06/15/2021 10:03


[Start a new request](#) | [I am DONE, end this session](#)

STATE OF CONNECTICUT
DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION
DIVISION OF STATE POLICE
Bureau of Identification

06/15/2021
BEAR TTTTTC TEDDY

Please present the Applicant Tracking Number below at the fingerprint location. It will identify both the reason for your fingerprint request and the agency or entity receiving the results. You must provide this number in order to be fingerprinted. Please also bring a government issued form of identification.

Applicant Tracking Number: 21T0001086





- 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.

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



Connecticut Criminal History Request System

Welcome to the Connecticut Criminal History Request 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.

User Name*

Password*


[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.


CCHRS™
Version 10.0.1.15

- 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



Connecticut Criminal History Request System



Welcome to the Connecticut Criminal History Request 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 J 5

J 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.

CCHRS™
10-0-1-15

- **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



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*

New Password* -- Must have **Alpha** and **Numeric** characters
-- 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

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

CCHRS™
Version: 10.0.1.3

--	1	2	3	4	5
A	VCENYg	xPJew*	icjJou	277kJk	nWQoH4
B	5v1oW1	BW*oEh	6z4C7D	vtPFQg	gwmoY!
C	9eret6	UHBHa2	V*BUPz	grsiBi	0wjkVh
D	!!2z8k	37feHA	wVdKvG	pKm6JJ	FYpvGL
E	V0dzK8	mw9Y5u	uEKZU8	cKKCiK	7N8EZv
F	e*ANFm	Zs5TwD	h1f2SE	u9qbHT	zoy3uX
G	*8VUzp	M6XQYa	wS7CBK	DQa5Ga	E*jP*H
H	m7HdC6	Lkte5Z	k9pYdg	u7C8hK	9rd7v6
I	ximd3N	NiAg0a	BK6KKn	N2P!TZ	BqNF0m
J	A*Ermx	UFRFUG	GCR5Nq	gH1T0*	*PFf4b

- 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.

CCHRS – Search Options

Connecticut Criminal History Request System

Full Search

Generic Search Criteria

First Name:

Last Name:

Social Security Number (last 4 only)

Applicant Type:

Current Status:

Date Range: to
(mm/dd/yyyy)

Submit Query

Specific Transaction Lookup

Social Security Number (Full Number)

Transaction Number:

Submit Query

CCHRS™
Version 10.0.1.15

- 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

Connecticut Criminal History Request System

Recently Completed

(1 record is being shown)

Back to Search Form || Export to Excel

Name	DOB	SSN	TCN	Agency	Status	Received
OSO, JIMMY [REDACTED]	09/11/2001	[REDACTED]	[REDACTED]	FAIRFIELD POLICE DEPARTMENT	Record Found	05/04/2021 19:42

Back to Search Form

CCHRS™
Version: 10.0.1.4

Connecticut Criminal History Request System

Pending Transactions


(28 records are being shown)

Back to Search Form || Export to Excel

Name	DOB	SSN	TCN	Agency	Status	Received
TESTING, TESTOR	03/11/1963	[REDACTED]	[REDACTED]	FAIRFIELD POLICE DEPARTMENT	Waiting For Fingerprints	06/21/2021 13:44
TESTING, TESTOR	03/11/1963	[REDACTED]	[REDACTED]	FAIRFIELD POLICE DEPARTMENT	Pending	06/21/2021 13:41
TESTING, TESTOR	03/11/1963	[REDACTED]	[REDACTED]	FAIRFIELD POLICE DEPARTMENT	Pending	06/21/2021 13:39
PLP, PLP, PLP	11/11/2001	[REDACTED]	[REDACTED]	FAIRFIELD POLICE DEPARTMENT	Pending	05/05/2021 18:48
PLP, PLP, PLP	11/11/2001	[REDACTED]	[REDACTED]	FAIRFIELD POLICE DEPARTMENT	Pending	05/05/2021 18:46
MOM, MOM, MOM	11/11/2001	[REDACTED]	[REDACTED]	FAIRFIELD POLICE DEPARTMENT	Pending	05/05/2021 18:43
PUP, PUP, PUP	01/11/2001	[REDACTED]	[REDACTED]	FAIRFIELD POLICE DEPARTMENT	Pending	05/05/2021 18:41
PIP, PIP, PIP	01/11/2001	[REDACTED]	[REDACTED]	FAIRFIELD POLICE DEPARTMENT	Pending	05/05/2021 18:38
JOE, JOE, JOE	09/11/2001	[REDACTED]	[REDACTED]	FAIRFIELD POLICE DEPARTMENT	Pending	05/04/2021

- 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




Connecticut Criminal History Request System

Full Search

(27 records are being shown)

[Back to Search Form](#) || [Export to Excel](#)



Full Search

Recently Completed

Pending Transactions

PreEnrollment

Name DOB Check

Edit Your Account

Agency Info

Contact Us

Conditions of Use

Logout

Name	DOB	SSN	TCN	Agency	Status	Received
TESTING, TESTOR	03/11/1963			FAIRFIELD POLICE DEPARTMENT	Pending	06/21/2021 13:41
TESTING, TESTOR	03/11/1963			FAIRFIELD POLICE DEPARTMENT	Pending	06/21/2021 13:39
PLP, PLP PLP	11/11/2001			FAIRFIELD POLICE DEPARTMENT	Pending	05/05/2021 18:48
PLP, PLP PLP	11/11/2001			FAIRFIELD POLICE DEPARTMENT	Pending	05/05/2021 18:46
MOM, MOM MOM	11/11/2001			FAIRFIELD POLICE DEPARTMENT	Pending	05/05/2021 18:43
PUP, PUP PUP	01/11/2001			FAIRFIELD POLICE DEPARTMENT	Pending	05/05/2021 18:41
PIP, PIP PIP	01/11/2001			FAIRFIELD POLICE DEPARTMENT	Pending	05/05/2021 18:38
JOE, JOE JOE	09/11/2001			FAIRFIELD POLICE DEPARTMENT	Pending	05/04/2021

- 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

Connecticut Criminal History Request System

Applicant Detail

Close Print

No Record Found

Applicant Information		Agency Information	
Name	TESTER, CLEARHA TTTTC	Agency	FAIRFIELD POLICE DEPARTMENT
Race	W	ORI	CT0005100
Sex	M	Address	100 REEF RD FAIRFIELD, CT 6824
Date of Birth	02/02/1950	Phone	6156756578
Place of Birth	OR	Transaction Information UEID State AFIS TCR FBI AFIS TCR Transaction Type Fine Art Secured Lender License Result No Record Found Date Received 04/22/2021 12:13 pm Last Status Update 04/22/2021 12:14 pm	
Eye Color	BLU		
Hair Color	BRO		
Height	510		
Weight	200		
SSN / SOC	***--*-0001		
Address			

Documents			
	Date	Description	Type
View	04/22/2021 12:14 pm	No Record Found - FBI - FP	PDF
View	04/22/2021 12:14 pm	No Record Found - State - FP	PDF

CCHRS™

STATE OF CONNECTICUT
DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION
DIVISION OF STATE POLICE
Bureau of Identification

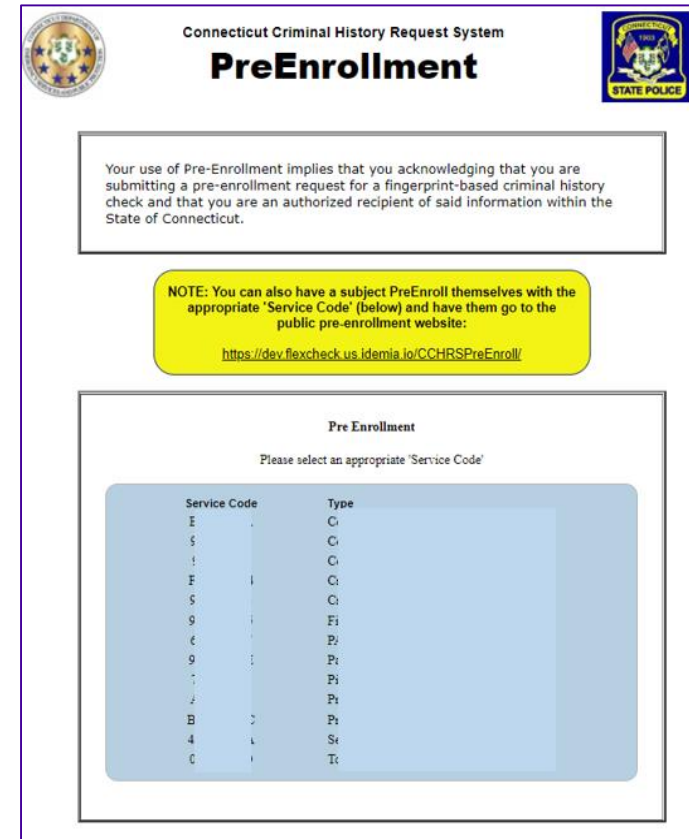
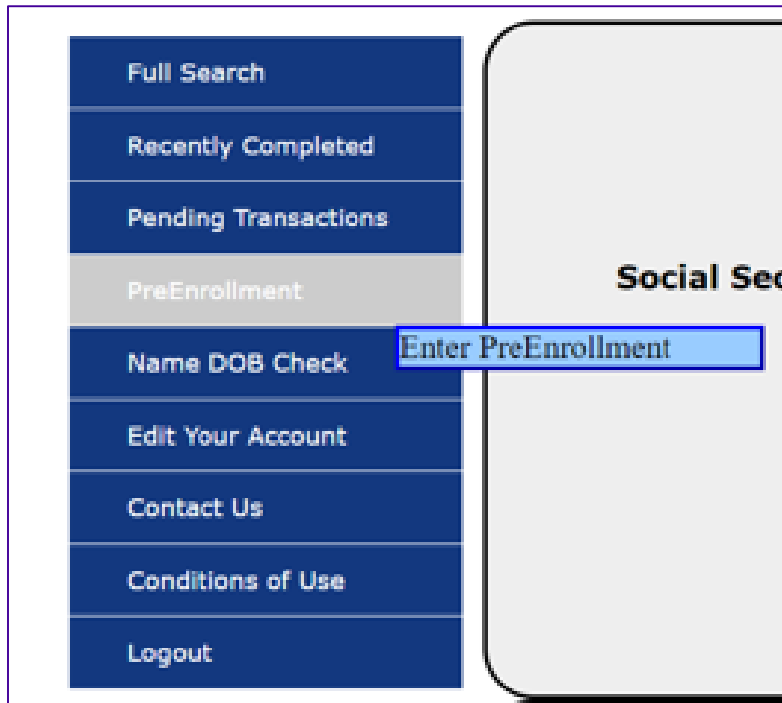
03/24/2021
ERIC T MURPHY
1422 PRIMROSE LN
FOREST GROVE OR 97116

Search Type: Name DOB Search
Date of Inquiry: 03/24/2021
Transaction Number:
Record Status: RECORD FOUND - STATE OF CT

Please be advised that based on the information provided, a search of the files of the Connecticut State Police Bureau of Identification (SPBI) for a state criminal conviction record on subject:
NAME - IMA TTTTTS NAMEFULLTWO (01/01/1970)

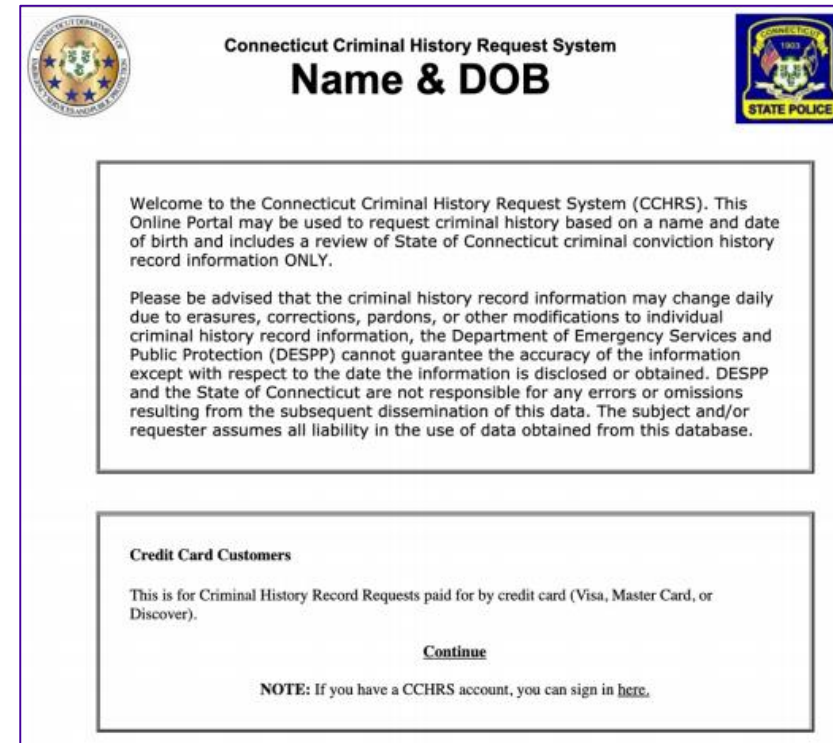
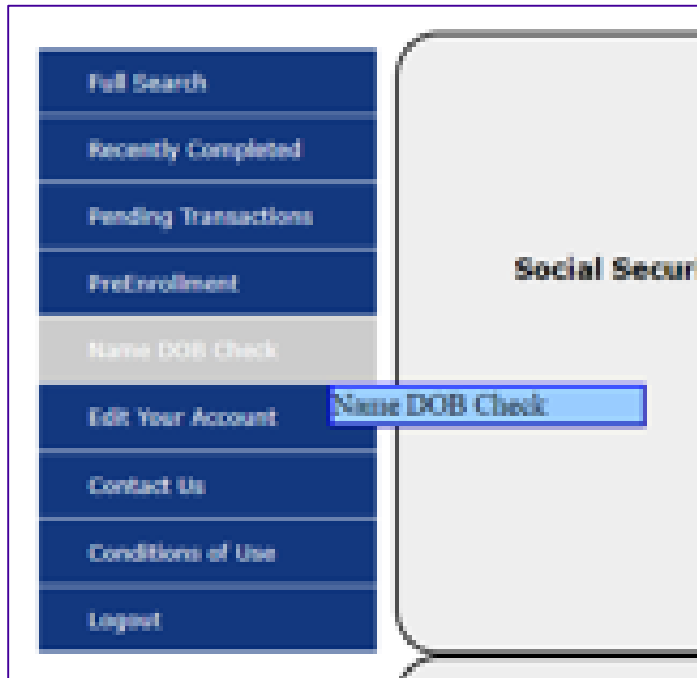
- Applicant Information will populate, as well as providing viewable documents pertaining to their results. The documents section of the Applicant Detail will have viewable files with additional information.

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.

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

CCHRS - Edit Your Account

CCHRS - Edit Your Account

Token:

[Click here to print a new CCHRS token](#)

For advanced authentication, (or two factor authentication)

Password:

Old Password*

New Password* -- Must have **Alpha** and **Numeric** characters

Repeat New Password* -- Must have **UPPER** and **lower** case letters

-- Must be **at least 8** characters long

[Change Password](#)

Email, Phone & Fax:

Email Address*

Email Confirmation*

Phone Number*

Fax Number

[Update Account](#)

Security Questions:

Set your security questions (Password required):

Current Password:

Security Question 1* Answer 1*

Security Question 2* Answer 2*

Security Question 3* Answer 3*

[Submit Questions](#)

- 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



The screenshot displays the 'Connecticut Criminal History Request System' interface. At the top, it features the system title and 'Agency Information' in large bold text. On the left is a navigation menu with options like 'Full Search', 'Recently Completed', and 'Logout'. The main content area shows a form for 'Agency Information' with fields for 'Agency Information', 'Location Information', and 'State ID Number'. Below this is a table of 'PreEnrollment Service Codes' and a 'Users' section with an 'Add User' link and a table of active users.

Connecticut Criminal History Request System
Agency Information

Agency Information **Location Information** **State ID Number**
Sample Person 63 SILVER MINE ROAD CT0001800
BROOKFIELD POLICE DEPARTMENT BROOKFIELD CT 01234
someone@somewhere.com
(123)454-4545

[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
butter_aa	Utter,Bronson	System Administrator	Approved

- 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*

Email Address* Email Address (Confirm)*

Security Level:

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

- 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.