

Registered Agency User Manual

CCHRS Web Portal

Connecticut Criminal History Request System



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Table of Contents

Introduction	1
Getting Started	1
Logging In	1
First Time Login	2
Web Portal Menu	6
Full Search Screen.....	7
Generic Search Criteria Box	8
Specific Transaction Lookup Box	11
Search Results	12
Applicant Detail Screen.....	13
Documents	15
Emails.....	15
Edit Your Account	16
Setting Your Password	17
Password Security	17
Setting Your Security Questions.....	18
Forgotten Password (Reset Password)	18
Appendix A: FBI Abbreviations & Codes	21

Introduction

This document provides information for Registered Agency users on using the web portal to review the results of the background checks.

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


Getting Started

To log into the web portal you'll need your login ID and password, plus a Token card (see First Time Login on page 2) for two-factor authentication. FBI CJIS Security Policy requires that all users accessing Criminal Justice Information (CJI) use two-factor authentication.


Your web portal account may be created by a user with Admin privileges using either the Client or the web portal.

Logging In

Go to <https://ct.flexcheck.us.idemia.io/CCHRSPublic> to see the Login screen.



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.

1. Enter your user name and password and click the Login button. The password is case sensitive.

2. You'll see the Web Token Entry page. Type the token from your token card based on the letter & number identifier shown on the screen.



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 4

J 4:

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.

3. Click the "Login" button.

Once you log in you will see the Full Search screen in your browser window; see page 7.

First Time Login

Two-factor authentication requires a second piece of information in addition to your password and login ID. This second piece (the Token that you type) is drawn from something that looks like a "bingo" card. This grid of randomly generated tokens in rows and columns is linked to your login ID. The Token you provide is the contents of one single randomly selected cell from the Token Card; this will authenticate your login.

For example, the screenshots below show the token field from the login screen and a token card. Using the sample token card shown below, the user would enter "BK6KKn" (the value located in cell I3) in the Token Field.

Using your CCHRS FlexCheck Token, please fill in the value located in square I 3

I 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	!!z8k	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

Note: If you have never logged in, or have had your token “cleared” at some point, you need to type the word “onetime” into the Token field on the login screen as shown below and click the Login button.

Using your CCHRS FlexCheck Token, please fill in the value located in square I 3

I 3:

This will give you a temporary login and display the following page so you can print your user-specific token card. These token values are randomly generated and will not be usable by another user account.



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 from the 'Edit Your Account' option in the main menu.

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

Please set/reset your security questions and answers

Security Question 1*	Answer 1*
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Security Question 2*	Answer 2*
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Security Question 3*	Answer 3*
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Save

Click the “print your CCHRS Token” button. The system displays a popup showing a small and a large version of the token card.

FlexCheck Token - 10/29/2020					
--	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	cKCKiK	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

FlexCheck Token - 10/29/2020					
--	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	cKCKiK	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

Right-click on the window to select “print” from the drop down, or use your browser’s menus to select “Print” to print your token card. You’ll see your browser’s printing interface and can send your token card to the selected printer. Close the popup window displaying the small and large versions.

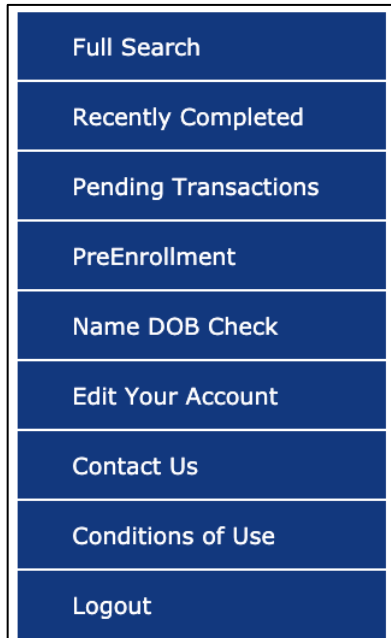
Note: If you are logged out and lose, destroy, or otherwise become unable to use your current token card you will need to have your agency administrator 'Clear' your token. Once cleared, you will need to log in using “onetime” as your token, then print your new card. If you are logged in, you can print 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.

If you are a first-time user, once you’ve printed your token card you need to set a password and decide on your security questions and answers. See ‘Edit Your Account’ on page 16 for information on password and security question requirements.

Click the Save button to save your new password and your questions and answers.

Web Portal Menu

On each screen of the web portal there is a blue menu bar on the left displaying several options to help users navigate through the Web Portal or to perform common, helpful functions.



Full Search – View the Full Search screen where you can enter criteria such as name or SSN to find matching transactions. See Full Search Screen on page 7 for details.

Recently Completed – A shortcut that initiates a search of all transactions the user has access to that have been completed in the last three days. This screen has the same layout as the results screen for the Full Search, see Search Results on page 12.

Pending Transactions – A shortcut that initiates a search of all transactions the user has access to that are in a Pending status. This screen has the same layout as the results screen for the Full Search, see Search Results on page 12.

PreEnrollment – Opens a new window containing screens from the Pre-enrollment site for public use. This menu item only shows up if your agency is set up to do PreEnrollment for fingerprint-based background checks. See the “User Manual: PreEnrollment for Fingerprint-based Criminal History Check” for information on how to fill out the PreEnrollment screens.

Name DOB Check – Opens a new window containing screens from the Name/DOB site for public use. This menu item only shows up if your agency is set up to do Name/DOB checks. See the “User Manual: Public Name/DOB Background Check Request” for information on how to fill out the Name/DOB screens.

Edit Your Account – You can print a new token, change your password, update your email/phone/fax number, or edit your security questions and answers.

Agency Info – This menu item is only visible to accounts that are set up as Administrators. See the “Registered Agency Administrator Manual” for more information.


Contact Us – Provides contact information in case there are questions related to Website operation. Questions related to security items like passwords, tokens, and user security questions should be addressed to your Agency contact.

Conditions of Use – Shows terms and conditions of the use of the Web Portal and the data provided.

Logout – Logs the user out of the Web Portal and returns the user to the login screen.


Full Search Screen

Once successfully logged in, the Full Search screen is displayed.



Connecticut Criminal History Request System

Full Search



Full Search

Recently Completed

Pending Transactions

PreEnrollment

Name DOB Check

Edit Your Account

Contact Us

Conditions of Use

Logout

Generic Search Criteria

First Name:

Last Name:

Social Security Number (last 4 only)

Applicant Type:

Current Status:

Date Range: to (mm/dd/yyyy)

Specific Transaction Lookup

Social Security Number (Full Number)

Transaction Number:

The Full Search screen allows the user to search for transactions by using a variety of data elements. There are two sections of the search screen, Generic Search Criteria and Specific Transaction Lookup. The user may enter or select multiple elements for a combined search in

the Generic Search section, or search using only a single identifier in the Specific Transaction section.

A description of each data item is outlined in the following sections.

Generic Search Criteria Box

These data fields are used in combination to filter the search results. These combinations of search values can be used to provide a more specific result set to eliminate the need for searching through long result lists. A maximum of 200 records will be returned for a search. If the number of results exceeds this limit, only the first 200 records will be returned to the screen, and a message will be displayed indicating the maximum number of results was exceeded. The user will be prompted to refine the search using additional search criteria.

If your search resulted in no records being found a message will be displayed and you can change the search parameters and try again.

Generic Search Criteria

First Name:

Last Name:

Social Security Number (last 4 only)

Applicant Type:

Current Status:

Date Range: to (mm/dd/yyyy)

First Name – The name is not case sensitive. You may search by partial or full names. The search is completed with an automatic wild card search using as much of the name as you provide. If you provide just a few letters (for example "Ran") then all names containing those letters will be returned (i.e., Randy, Randolph, Miranda, etc.), not just those names that start with those letters. You must enter at least three (3) letters of the first name of the applicant.

Last Name – The name is not case sensitive. You may search by partial or full names. The search is completed with an automatic wild card search using as much of the name as you provide. If you provide just a few letters (for example "Smi") then all names containing the letters "smi" will be returned (i.e., Smith, Smithers, Highsmith, etc.), not just those that start with those letters. You must enter at least three (3) letters of the last name of the applicant.

Social Security Number (last 4 only) – Entering the last four (4) digits of the SSN will return all applicants with SSN ending with these four digits. Since not all applicants have provided an SSN, you may not find every applicant with this search method.

Applicant Type – The user may select any of the available applicant type/categories for search. Using this value in combination of other data elements will return only the applicants meeting the Applicant Type filter. The list in this drop down will vary depending on your agency and user role.

Current Status – Applicant transactions are assigned various status values as they are being processed. These are the statuses you can search on.

- ✓
- CCH Review
- Challenge Accepted
- Challenge Rejected
- Closed
- Data Quality Rejection
- Fingerprint Quality Rejection
- Further Information Needed
- No Record Found
- No Record Found - ND
- No Record Found - ND-C
- No Record Found - ND-CF
- No Record Found - ND-CN
- No Record Found - ND-CNF
- No Record Found - ND-F
- No Record Found - ND-N
- No Record Found - ND-NF
- No Record Found - SA
- Pending
- Record Found
- Record Found - ND
- Record Found - ND-C
- Record Found - ND-CF
- Record Found - ND-CN
- Record Found - ND-CNF
- Record Found - ND-F
- Record Found - ND-N
- Record Found - ND-NF
- Record Found - SA
- Rejection Pending
- Research
- Waiting for FBI Name Search

- CCH Review – Transaction needs to be reviewed by CCH.
- Challenge Accepted – This can be used for appeals/challenges.
- Challenge Rejected – This can be used for appeals/challenges.
- Closed – Often used for transactions that have been waiting for further information or replacement fingerprints for some time and are likely never to finish.
- Data Quality Rejection – Transactions that have a state or FBI rejection for data content for format are set by the system to this status. This status is used infrequently for operational support to correct and resend transactions which do not need applicants to be printed again.
- Fingerprint Quality Rejection – Transactions that have a state or FBI rejection for fingerprint quality are set by the system to this status. A change to this status causes a notification to be generated to the applicant indicating the need to complete a reprint enrollment session.
- Further Information Needed – Initial work has been done, but more information is needed.
- No Record Found – The applicant’s criminal record search results have been reviewed and no criminal record information found in the FBI fingerprint search.

The abbreviations at the end of certain No Record Found statuses stand for the additional options that can be included with a Name/DOB (ND) check: **N**otarized, **C**ertified, **F**ull rap sheet, **S**tAte (only). Each of these variations require different letters to be sent.

- Pending – Submitted to CCHRS but no final transaction status has been assigned by the system or by the staff. This would indicate the transaction is in process but results have not yet been received.
- Record Found – The applicant’s criminal record search results have been reviewed and criminal record information is available.

The abbreviations at the end of certain Record Found statuses stand for the additional options that can be included with a Name/DOB (ND) check: **N**otarized, **C**ertified, **F**ull rap sheet, **S**tAte (only). Each of these variations require different letters to be sent.

- Rejection Pending – The transaction was rejected for a reason that could not be automatically processed by the system. A CCHRS staff member will review the rejection reason to determine if the error is correctable without having the applicant reprinted.
- Research – Supervisor needs to review.
- Waiting for FBI Name Search – Two FBI fingerprint quality rejections have been received for the applicant and staff has submitted a request to the FBI for a name-based criminal record search per the FBI requirements and procedures. Once the results of this check are received, the status will be updated to a final transaction disposition. This process generally takes from four (4) to six (6) weeks at the FBI before the name-based search results are returned.

Date Range – The date range is used to narrow a search to a specific period of time. Dates must be entered in the mm/dd/yyyy format. Date Range notes:

- Entering only a beginning date will produce a search of all transactions on or after the date specified.
- When entering both a beginning date and an ending date, the resulting search will show all transactions received by CCHRS starting on the beginning date through (and including) the end date.
- Using the same beginning and end date will return no records.

Note: To see a list of all transactions for a given date or range of dates, enter data into the Date Range fields only; do not put data in any of the other fields on the Search screen.

Once the desired search criteria have been entered, click the **Submit Query** button located at the bottom of the section to see the Search Results screen; see Search Results on page 12 for more information on that screen.

Note: There are two Submit Query buttons, one for each section. You need to click the appropriate Submit Query button for the section where you're entering values.

Specific Transaction Lookup Box

Use these fields to search for a single specific transaction.

Specific Transaction Lookup

Social Security Number (Full Number)

Transaction Number:

Social Security Number (Full Number) – The Social Security Number must be entered without the dashes (i.e. 123455678). Since not all applicants have provided an SSN, you may not find every applicant with this search method.

Transaction Number – This is the ten (10) digit transaction control number (also called the applicant tracking number) assigned to a specific fingerprint submission. This value is helpful for referencing transactions when speaking to the CCHRS staff. This number is located on the final screen when submitting a PreEnrollment application, and is included in the e-mail sent to the applicant (the one that they print out and take to their fingerprint appointment).

Search Results

As shown in the following screenshot, search results are displayed with alternating colors for each row to help separate records. The data fields displayed are shown to help the user determine the specific record(s) they may wish to see more information about, or to quickly determine the status of the applicant’s transaction.

Connecticut Criminal History Request System
Full Search

(5 records are being shown)

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

Name	DOB	SSN Last 4	Transaction Number	Agency	Status	Received
WHALE, BLUE TTTTTF	01/01/2000		21R0000308	Test Agency three	No Record Found - ND-CN	07/01/2021 07:34
WHALE, ORCA TTTTTS	01/01/1979		21R0000307	Test Agency three	Record Found - ND-CF	07/01/2021 07:34
TEST, ANOTHER TTTTIB	01/01/2000		21T0001126	Test Agency three	Record Found	07/01/2021 06:22
BEAR, BROWN T	01/01/2000		21R0000306	Test Agency three	Autoprocessing	07/01/2021 05:23
TESTING, ANOTHER TTTTIC	12/25/2000		21R0000305	Test Agency three	No Record Found - ND-CNF	07/01/2021 05:23

[Back to Search Form](#)

CCHRS™
Version: 10.0.1.19


There are two links just above the search results. Clicking the ‘Back to Search Form’ link will return the user to the Full Search screen. The ‘Export to Excel’ link allows the user to export the data returned in the search results list to a Microsoft Excel spreadsheet; depending on your browser and operating system you may see a pop-up where you can select a location and file name, or the file may download automatically to your default download directory. The data exported DOB is inclusive of detailed applicant and transaction data.

The columns displayed on the Search Results screen are applicant name (Name), date of birth (DOB), Social Security Number (SSN), employing or licensing agency (Agency), transaction status (Status), and transaction receipt date (Received).

Each item in the Name field is an underlined hyperlink. When you click this link, the full record information for the associated transaction will be displayed in a new window.


Applicant Detail Screen

As shown in the following screenshot, the Applicant Detail screen displays information about the applicant, the agency associated with the transaction, the transaction type (fingerprint or name/DOB), any documents attached to the transaction including the results of the records check, and any email notices associated with the transaction.



Connecticut Criminal History Request System

Applicant Detail



[Close](#)
[Print](#)

Record Found

Applicant Information		Agency Information	
Name	TEST, ANOTHER TTTTTB	Agency	Test Agency three
Race	B	ORI	678uyt
Sex	F	Address	707 Anywhere Umbrella, CN 97304
Date of Birth	01/01/2000	Phone	1555555121
Place of Birth	US (CT)	Transaction Information	
Eye Color	BLK	Transaction Number	
Hair Color	BLK	State AFIS TCR	
Height	501	FBI AFIS TCR	
Weight	200	Transaction Type	BOE Paid Person with Access to Children
SSN / SOC		Result	Record Found
Country of Citizenship		Date Received	07/01/2021 06:22 am
Email Address	THART@HCSTUDIOS.COM	Last Status Update	07/01/2021 06:23 am
Residence Address			

Documents			
	Date	Description	Type
View	07/01/2021 06:23 am	Record Found - FBI - FP	PDF
View	07/01/2021 06:23 am	Record Found - State - FP	PDF

Emails	
Date	Subject
07/01/2021 06:22 am	Applicant Tracking Number

Aliases

Scars, Marks, Tattoos

Local Permit

Originating Company

Emergency Contact

Emergency Contact Address

Naturalization

Previous Conviction Ever Convicted: No

Click the Print link to print the Applicant Detail screen. Click the Close link to close the window and return to your search results.

The paragraphs below describe each section of the Applicant Detail screen and the data items contained in each. Some Applicant Detail screens will show only the first three areas, and won't have any Documents or Emails to display. Other may have Emails, but no Documents.

Applicant Information – This section contains the demographic and contact information supplied during the registration process. The codes used for various demographic values like Race and Eye Color are the standard FBI abbreviations for these values. The descriptions of these codes are shown in Appendix A at the end of this document.

Agency Information – This section contains information about the agency/entity that is associated with the applicant being processed through CCHRS.

Transaction Information – This section contains information about the fingerprint transaction. Each field is described in more detail below.

Transaction Number – The number assigned by FlexCheck, can be used for searches and when talking to CCHRS staff.

State AFIS TCR – This is the ten (10) digit transaction control number that tracks the fingerprint transaction to the state AFIS.

FBI AFIS TCR – FBI transaction number. This is the number returned from the FBI on all replies. This is often referred to as the “E” number.

Transaction Type – The type of transaction selected during the registration process. This value reflects the unique type of transaction within an agency.

Result – This is the current status of the transaction.

Date Received – The date the transaction was received by the CCHRS system.

Last Status Update – The date the status of the transaction was last updated. This update may have been due to a system-initiated change of status as results were automatically processed, or by a user changing the status of a transaction as a part of the adjudication process.

Documents

This section contains a list of documents that are associated with the applicant's transaction. These documents can be the criminal record result added by the system as a part of automated result processing, or may be documents scanned by agency users as a part of documenting the processing and adjudication of the applicant's background check. Included in the details for each is the date the document was attached to the record, the description entered by the system or user as to the content of the document, and the format of the document (i.e. PDF, etc.). To the left of each document in the list is a 'View' link that allows the user to view the document.

The following screen shot is an example of an applicant result letter being viewed in the browser window.




Emails

This section contains a list of the email notifications that are associated with the applicant's transaction. These emails are generally the email notices sent by the system to the Authorized Agency Contact email address to communicate information about the changing status of a transaction. Information about the date/time the email was sent and the subject of the email are displayed to help identify the content of the email being listed.


Edit Your Account

Click on Edit Your Account in the left hand menu to print a new token card, update your password, edit your contact information, or update your security questions.



Connecticut Criminal History Request System

Edit Your Account



Edit Your Account

Full Search

Recently Completed

Pending Transactions

PreEnrollment

Name DOB Check

Edit Your Account

Contact Us

Conditions of Use

Logout

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*
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Security Question 2*	Answer 2*
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
Security Question 3*	Answer 3*
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

[Submit Questions](#)

Each section on this screen has a button to save the changed information in that section. New users need to update their password and set their security questions. You can also print a new token (invalidating the one you just printed) and update your email, phone number, and fax number.

Setting Your Password

Type your current or temporary password into the Old Password field, then type your new password and retype it in the “Repeat” field. Click the Change Password button to save the change.

Password:

Old Password*	<input type="password"/>	
New Password*	<input type="password"/>	-- Must have Alpha and Numeric characters
		-- Must have UPPER and lower case letters
Repeat New Password*	<input type="password"/>	-- Must be at least 8 characters long
<input type="button" value="Change Password"/>		

If what you type in the New and Repeat fields don’t match, you’ll see a “Password confirmation failed” message on the screen. If your password doesn’t follow the criteria (or you hit Change Password before entering a new password) the screen will display a longer warning message.

Your password...:

- Must have **Alpha** and **Numeric (or Non-Alpha)** characters
- Must have **UPPER** and **lower case** letters
- Must be **at least 8** characters long
- Must **NOT** be longer than **20** characters

Note that some browsers may also show a popup asking if you want to save the password, and you should ask your supervisor if that is allowed.

Password Security

The FBI CJIS Security Policy requires that user accounts be set up to periodically force password changes. CCHRS users are created with a standard 60 day expiration timeframe that meets this requirement. When that period has expired, the user is prompted to change their password. The user can also change their password at any time through the “Edit Your Account” selection on the side menu.

Passwords must conform to password requirements that satisfy the FBI CJIS Security Policy. Those rules are as follows:

- ✓ be at least eight (8) characters in length
- ✓ cannot be more than twenty-five (25) characters in length
- ✓ contains at least one upper and one lower case letter
- ✓ contains at least one number or one special character (e.g., !, \$, %, #)
- ✓ cannot be the user’s login name
- ✓ cannot be a previously used password in the last 12 months

Setting Your Security Questions

Security questions and answers are used to verify you are the user if you request a reset of your password.

You need to set three questions. They don't need to be written as questions, but they should be clear enough that you remember what to type as the answer. Type your current password and the three questions and their answers into the fields and click the Submit Questions button.

Security Questions:

Set your security questions (Password required):

Current Password:

Security Question 1*	Answer 1*
<input type="text" value="sample question 1"/>	<input type="text" value="answer1"/>
Security Question 2*	Answer 2*
<input type="text" value="sample question 2"/>	<input type="text" value="answer2"/>
Security Question 3*	Answer 3*
<input type="text" value="sample question 3"/>	<input type="text" value="answer3"/>

The questions and answers are not case sensitive.


If you mistype your password, the screen will redisplay with a message at the top.

Failed to save questions: Password did not match


Forgotten Password (Reset Password)

If a user forgets their password, then they must use the Reset Password button on the login page. **This is not the same as just changing their password, as clicking this button will initiate a full password, token, and security question reset.**

Clicking this button will cause the system to prompt the user to answer the three stored personal questions associated with the users account as shown in the screen below.



CCHRS - Request Reset of your Password




Please answer the following three questions and we will email you instructions that will allow you to change your password.

question 1


question 2

question 3

If the questions are successfully answered, you'll see the following screen and the system will send a temporary password via an email.



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.

Your password has been reset

You should receive an email with instructions on how to access the Connecticut Criminal History Request System's Web Portal.

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.

When you log in with the temporary password and your current valid token, the system requires you to update your password and enter new security questions/answers.



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.

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"/>

Use the temporary password as your Old Password. Once the password and security questions/answers have been saved, you may login with your new password.

Appendix A: FBI Abbreviations & Codes

<u>Race</u>	<u>Code</u>
Chinese, Japanese, Filipino, Korean, Polynesian, Indian, Indonesian, Asian Indian, Samoan, or any other Pacific Islander	A
A person having origins in any of the black racial groups of Africa	B
American Indian, Eskimo, or Alaskan native, or a person having origins in any of the 48 contiguous states of the United States or Alaska who maintains cultural identification through tribal affiliation or community recognition	I
Of indeterminable race	U
Caucasian, Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race	W

<u>Sex</u>	<u>Code</u>
Subject's gender reported as female	F
Subject's gender reported as male	M
Unknown gender	X

<u>Eye Color</u>	<u>Code</u>
Black	BLK
Blue	BLU
Brown	BRO
Gray	GRY
Green	GRN
Hazel	HAZ
Maroon	MAR
Multicolored	MUL
Pink	PNK
Unknown	XXX

<u>Hair Color</u>	<u>Code</u>
Black	BLK
Gray	GRY
Red	RED

Blonde	BLN
Bald	BAL
Brown	BRO
Sandy	SDY
White	WHI
Blue	BLU
Green	GRN
Orange	ONG
Purple	PLE
Pink	PNK
Unknown	XXX