Criminal History Information Response Process

User Guide

Illinois State Police, Bureau of Identification (BOI)

Note to user: The CHIRP web portal is an online system that allows users to obtain a name-based or fingerprint-based criminal history response, online only (responses are not mailed or emailed). Users will need to periodically log into CHIRP to check the status of their submission. Please note, the CHIRP web portal does not provide email notification upon completion of an inquiry.

October 01, 2019

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<u>Please review the "System Requirements" section of this document prior to registration.</u>

In order to gain access to the Criminal History Response Process website (CHIRP) you must first obtain a Digital ID (Enhanced Authentication) at the following link:
https://chirp.isp.illinois.gov/CHIRP/login.action

Click "Get a Digital ID" link towards the bottom of the page.

Illinois residents: *A valid Illinois Driver's License or State Identification card is required to complete the online registration.*

Non-Illinois residents: *Have an alternate process when requesting a Digital ID. Non-IL residents are required to complete the "PKI out Of State Certificate Application". Note, this application will have to be notarized & mailed to the Department of Innovation and Technology. The entire process takes approximately 3-4weeks.*

Getting Started

Logging into CHIRP requires two separate logins. The first, is the Digital ID name and password. The second, is the CHIRP log in. After a successful log in with the Digital ID you will be redirected to the CHIRP log in screen.

At the bottom of the screen click "Register Here" and complete remaining steps.
1. Review the "How to Register" page to determine if you are a Public, ORI or Vendor User.
2. Click the "Register" button at the bottom of the page.
3. Review the "Terms of Use" page.
4. Accept the terms by clicking the "I Accept" button at the bottom of the page.
ORI Users: Choose from the following profiles: ORI Admin Poc (only one Poc is allowed), ORI Admin, & ORI User.

Vendors: Choose Vendor Admin Poc or Vendor User.

Proceed to next page of this document for additional information on completing your CHIRP registration.

Getting Started cont.

Complete the registration form…
Note: All agency users must mark the "Agency User" checkbox, choose their "ORI Profile", and enter their "Agency ORI" number. Agency Users are entities (such as schools, healthcare organizations, various businesses etc.) who have a signed and executed User Agreement with the Illinois State Police that allows the agency to request and/or receive criminal history record information for the agency. Failure to enter this information during registration will prevent users from using their agency's cost center as well as viewing agency background checks. The ORI number is nine characters long and can be found on any criminal history record response at the top of the page. Also note that the email address, password field, and security question are all case sensitive and must always be entered exactly as they were formatted during registration.

***Following registration, an e-mail will be sent with CHIRP account activation instructions.

REGISTRATION

All mandatory fields are shown in bold and marked with an asterisk (*). Please note that any errors that occur while completing the registration form will require the user to re-key the password fields.

General Information
This section contains contact name and agency information (if applicable). This must be the name of an actual person, not the name of the company.

Last Name:* TOM
First Name:* SMITH
Middle Initial:

ORI User Section
Clicking the checkbox next to "ORI User" will open up a new section allowing the entry of the agency ORI.

Agency User: ☑ Check box to register as an ORI user.

To add additional ORI's tab away from field, then go back and enter additional ORI's. Repeat until all ORI's are displayed below.

ORI Information
Please add your agency ORI prior to submitting your registra...
Add the ORI by clicking or tabbing out of the Agency ORI box.

ORI Profile:* ORI ADMIN
Agency ORI:*

Agency ORI	ORI Name	Profile	Action
	BANK OF KSLM (TEST AGENCY)	ORI ADMIN	Delete

Login Information
Your e-mail address will be used to log into CHIRP.

Email:*

Passwords are required and must conform to the following rules:
* 8 - 12 characters.
* Mixed case with at least one uppercase and one lowercase.
* Contain no special characters.
* Contain only letters and numbers.

Password:*
Retype Password:*
Secret Question:* Select
Your Answer:*

Register   Cancel   Reset
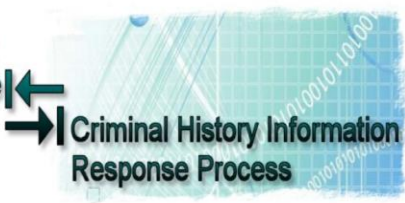
Getting Started cont.

When logging into CHIRP your Digital ID will be a name chosen during the Digital ID registration process. The CHIRP log in will be associated with the email address used during the CHIRP registration process. You may also use the "Forgotten password?" link on either login screen for password assistance with the respective login. Bookmarks or Favorites must be added while on the CHIRP Log in page (2nd Log in). If you bookmark the page that contains red shading along the left side of the web page (1st Log in), then you have bookmarked the wrong login page.

1st Log in

2nd Log in

DO NOT BOOKMARK THIS PAGE

Bookmark this page ONLY

Logging In

To create a background check, place your cursor over the "Create Inquiry" option located in the CHIRP menu on the left side of the screen. Once your cursor is over "Create Inquiry" a submenu will appear with the following options: "Add Inquiry" and "Upload File". Select "Add Inquiry".
Note: "Upload File" feature is not available to public users. If available, you may use "Upload File" feature, however it is up to the agency to create the file in the correct format for processing. If this is option is chosen, instructions and field format information have been provided on the page.

Creating a Background Check

Fill out the form, then select "Save Inquiry". (Note: Be sure to select the payment type for the background check. If you have previously established a Cost Center with the BOI this option will default to "Cost Center"). Once the inquiry is saved, the screen will now show "1" saved inquiry in your "Cart". You may enter additional backgrounds checks by following the above steps. Once all requests have been saved, select "View Cart" and proceed to check out.

Creating a Background Check cont.

To view or print a background check, first place your cursor over the "Check Status" option located in the CHIRP menu on the left side of the screen. Once your cursor is over "Check Status", a submenu will appear with the following options: "My UCIA Inquiries", "Fee Applicant", and "All UCIA Inquiries". Select the appropriate option.

Note: The ability to see all options depends on type of user: Public vs Agency, as well as your level of access: Admin vs User.

Check Status

In order to search CHIRP for a response the user must be aware of the type of background check that has been submitted (UCIA vs. Fee Applicant).

UCIA – Provides criminal history record conviction information in the state of Illinois only.

Fee Applicant - Provides both State and FBI criminal history record information. An individual's fingerprints are required for this type of submission.

All submission screens (My UCIA Inquiry, Fee Applicant, or All UCIA Inquiries) contain verbiage that explains the submission type available on the page, expiration information, and how to view the actual response. Users have the ability to search by TCN, Date Range, or First & Last name. All screens have the same search options available. Use only one search category when performing a search.

Criminal History Information Response Process

FEE APPLICANT SUBMISSIONS

This page will provide information on the Fee Applicant fingerprint inquiries that you have submitted to the Illinois State Police for processing. The table below will show the date submitted, the Transaction Control Number (TCN) of the inquiry, the last name and first name of the subject, the result and result date of the inquiry, and the status of the inquiry. Clicking the status will allow the user to view the response (when the status is 'DONE'). Responses will only be available for 90 days from the result date shown in the table. Clicking the column headings on this table will sort the results in ascending or descending order.

CHIRP Status	Description
In Process	The submission requires additional attention from the BOI to complete processing. Submissions that are "In Process" may take between 30 – 40 days to complete processing.
DONE	The submission has completed processing. The response will be available for 90 days from the result date stated in the table.
RJTD	The fingerprint submission has been rejected due to poor fingerprint quality.
TECH	The submission requires additional attention from the BOI to complete processing.

Search
Use only one search category when performing a search.

A. Enter TCN:

B. From Date: To Date:

C. Subject's Last Name: Subject's First Name:

Search

Date	TCN	Last Name	First Name	Result Date	Result	Source	Status
12/5/16				12/5/16	NO HIT NO RECORD ON FILE	FBI	Done
12/5/16				12/5/16	NO HIT NO RECORD ON FILE	STATE	Done

Check Status cont.

- **Search** - The format for a date search is as follows: MM/DD/YYYY. To capture the correct range use 1 day before and 1 day after the range you want. For example, if you want to review all responses from April 23rd - 25th you would choose 04/22/2015 – 04/26/2015. Please limit your date range to a maximum of thirty days per search to reduce the impact on the system and other users.
- **My UCIA Inquiries** – Will only allow you to view name based inquiries you personally submitted.
- **Fee Applicant** – Will allow you to view Fee Applicant responses for your ORI and will contain both a State and FBI response if available.
- **All UCIA Inquiries** - Will allow an administrator to view all name based inquiries submitted for the ORI they are logged into.
- **ORI USERS** – Have the ability to submit, query, and view UCIA responses **ONLY** for the inquiries they have personally submitted. ORI users can also view Fee Applicant responses.
- **ORI ADMIN** – This type of access provides the ability to approve or reject CHRIP access requests, submit inquires and view all responses for an ORI.
- **ORI ADMIN POC** – Same access as an ORI Admin, however The ORI Administrator POC (Point of Contact) is responsible for managing CHIRP access for the agency. Once a new user completes their CHIRP registration and activates their account, the POC will receive email notification that a new user is awaiting their approval. There must be an assigned ORI ADMIN POC for ORI access to CHIRP. There can be only one ORI ADMIN POC per ORI.
- **Reponses** – UCIA submissions are available for 30 days from the result date listed in CHIRP. Fee Applicant submissions are available for 90 days from the result date listed in CHIRP. Users must view, print, or save their completed submission(s) prior to expiration. Users will incur the normal processing fee to resubmit a submission once it has expired.

Check Status cont.

Administrators have the ability to approve or reject access requests. It is the responsibility of the ORI ADMIN POC to approve or reject any ORI USER or ORI ADMIN who have registered for CHIRP, under the agency's ORI (The BOI will initially approve the ORI ADMIN POC **ONLY**). To approve a user, select the "Administration" option in the CHIRP MENU. Locate entry awaiting approval (this entry will not be active), then select "Edit".

Administration

The Administrator can change the users "Profile" by selecting the drop down arrow under Profile if necessary. To approve a user's access Click "Set Authorization". An on-screen message will then appear "Authorization set successfully!". **Note:** In order to remove someone's access the administrator should choose "REJECTED" as the Profile selection. **NOTE TO ORI ADMIN POC'S:** If an ORI ADMIN POC is leaving their position, please contact the Bureau of Identification for instructions on changing the assigned ORI ADMIN POC.

Administration cont.

The Profile menu gives the user the ability to view their profile, edit their profile, add an additional ORI, change their password, and switch ORI's (if the user is registered for more than one ORI).

Profile Updates/ORI add

On the following screen the user can edit the **Login** and **General Information** sections (Note: You must click the "Save" button at the bottom of the screen for a profile change to take effect). The **ORI Information** section lists all ORI's associated with the user's CHIRP account. Located at the bottom of the screen will be the Save, Back, and Add ORI buttons. **In order to add an additional ORI** click "Add ORI". On the next screen choose the appropriate "ORI Profile" (from the dropdown menu) enter the "Agency ORI" and click "Add ORI" to complete the process.

NOTE: To **Change Password** or **Change ORI** make the respective selection under the Profile menu and follow the on-screen instructions.

EDIT PROFILE

Using the form fields below, you can edit your profile information for the CHIRP program. To request access to another agency ORI for your account, please select the "Add ORI" button located at the bottom of the form. New ORI access requests are subject to the approval process.

Login Information

Email:

Secret Question:* [Select ▼]

Your Answer:* [   ]

General Information

Last Name:* [   ]

First Name:* [   ]

Middle Initial: [   ]

Agency User: Yes

ORI Information

Agency ORI	ORI Name

[Save] [Back] [Add ORI]

CHIRP Home   TCN Query   FAQ   Related Links   Customer Service

Profile Updates/ORI Add cont.

1. Go to "Create Inquiry" on the CHIRP Menu, then select "Add Inquiry."

2. Select the "Purpose Code"

3. Select Payment Type – "Cost Center" for Agency users (ORI Users) that have a Cost Center, "Credit Card Or eCheck" for both Agency Users that want to use a credit card and Public Users.

Create an Inquiry

4. Fill in all required information. Date of Birth requires the following format – mm/dd/yyyy

Subject Information

Clicking on the help icon (displayed as a question mark) data entry information for each field. Clicking the help information from the screen. You must save the inquiry p button.

Last Name:*	Doe	[?]
First Name:	John	
Middle Initial:		
Suffix:	[dropdown]	
Date of Birth:*	01/10/1986	[?]
Race:*	WHITE	[?]
Sex:*	MALE	[?]
For Licensing or Employment Purposes:*	No	[?]

[Save Inquiry] [View Cart] [Clear]

5. Click on "Save Inquiry" to save the newly entered information. Once the inquiry is saved, you can enter a new set of information and then click "Save Inquiry" again for multiple subjects.

When you have entered all of the inquiries you need to submit, click on the "View Cart" button.

Cart: 1 — indicates the number of inquiries saved in the system

Subject Information

Clicking on the help icon (displayed as a question mark) data entry information for each field. Clicking the help information from the screen. You must save the inquiry p button.

Last Name:*		[?]
First Name:		
Middle Initial:		
Suffix:	[dropdown]	
Date of Birth:*		[?]
Race:*	Select	[?]
Sex:*	Select	[?]
For Licensing or Employment Purposes:*	No	[?]

[Save Inquiry] [View Cart] [Clear]

CHIRP Home   TCN Query   FAQ   Related Lin

6. The inquiries you have submitted will be listed on the Inquiry Summary page.

The "Action" column allows for revision or deletion of the inquiry information.

INQUIRY SUMMARY

Inquiries
The information below is a summary of the subject data provided to obtain a criminal history record information response. Verify that the information is correct before proceeding. Data entry errors that are not corrected will require correction at the requester's expense. Please note, by selecting "Edit" you will only have the ability to change the information entered in the "Subject Information" section.

Date	Last Name	First Name	DOB	Line Amount	Action
10/1/19	DOE	JOHN	01/10/1986	$10.00	Edit / Delete

Payment Details
Total Line Amount:* $10.00
Transaction Type: Cost Center

Requestor shall pay ISP sufficient funds, in advance, to cover the anticipated expenses as deemed appropriate by ISP. The estimated amount of expenses to be incurred by Requestor for services rendered by ISP pursuant to the terms of this agreement is $10.00 per name-based inquiry transaction. Use of a credit card may incur a service fee in proportion to the charges submitted. This information will be provided when processing payment through Secure Web Pay.

[Checkout] [Empty Cart] [Back]

Create an Inquiry cont….

7. If you're ready to submit the inquiry/inquiries listed on the summary, click on the "Checkout" button. The system will ask if you want to process all transactions listed (it will show the count of the transactions listed as well). Click "OK" when ready or cancel if you still need to make revisions.
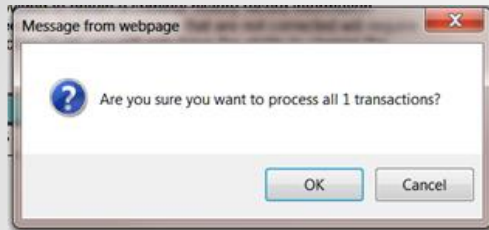
8. Clicking "OK" will display the Inquiry Confirmation page (for Cost Center payment) and shows how many inquiries were submitted and the email address where the confirmation email is being sent.

INQUIRY CONFIRMATION

1 request(s) were accepted and a confirmation email has been sent to edfconde@outlook.com

Done

CHIRP Home   TCN Query   FAQ   Related Links   Customer Service   User Guide

9. If you selected "Credit Card Or eCheck" for your payment type, clicking "Ok" on the message prompt will take you to the ePay website for credit card or echeck information entry.

Enter all required information and click the "Next Step: Add Payment Method" button at the bottom of the page.

Create an Inquiry cont….

10. Select the payment method you want to use – "Credit Card" or "eCheck"

11. This is the Credit Card payment entry screen

12. This is the eCheck payment entry screen

13. Enter payment information and click "Next Step."

Create an Inquiry cont....

13. Check to agree to the "Payment Terms of Service" and click the "Make Payment" button.

Q Review Payment	
Item	**Amount**
VG Manufacturer-Supplier-Distributor License Fees	$10.00
Transaction Fee:	$1.00
Total Amount Due:	$11.00
411111 ***** 1111 expires 10/2019 🗑 ✏	($11.00)
Total Payment Methods:	($11.00)

ℹ A Transaction Fee has been included in the total amount paid for this transaction.

Billing Contact Information

John Doe   (815) 740-5160
260 N Chicago
Joliet, IL 60440

JohnDoe@outlook.com

The "Make Payment" button will not activate until you agree to the "Payment Terms of Service."

☐ I agree to the Payment Terms of Service and authorize this payment.

◀◀ Back to Payment Method   ✔ Make Payment

8. Clicking "OK" will display the Inquiry Confirmation page (for Cost Center payment) and shows how many inquiries were submitted and the email address where the confirmation email is being sent. Clicking "Done" will take you back to the Inquiry Submissions Page.

INQUIRY CONFIRMATION

1 request(s) were accepted and a confirmation email has been sent to edfconde@outlook.com

Done

CHIRP Home   TCN Query   FAQ   Related Links   Customer Service   User Guide

Create an Inquiry cont….

14. The Inquiry Submissions page will then show the Inquiry/Inquiries that you've just submitted and the current status.

CHIRP Status	Description
NFWB	The payment for the submission is pending processing through the Illinois Treasurer's Office.
SWER	The payment for the submission through the Illinois Treasurer's Office resulted in an error. Please submit a "Support" request using the Customer Service menu within CHIRP or by email to ISP.BOI.Customer.Support@illinois.gov. Please DO NOT resubmit your inquiry. BOI staff will research the submission(s) that resulted in a payment error. Once it has been determined what caused the payment error, BOI staff will follow up with the customer.
In Process	The submission requires additional attention from the BOI to complete processing. Submissions that are "In Process" may take between 30 – 40 days to complete processing.
DONE	The submission has completed processing. The response will be available for 30 days from the result date stated in the table.
MLTFR	Multiple Hit – Fingerprints Requested. This occurs when the CHRI system has multiple subjects that fit the inquiry criteria. A fingerprint submission is needed to provide accurate results.
TECH	The submission requires additional attention from the BOI to complete processing.
RJTD	The fingerprint submission has been rejected due to poor fingerprint quality.
Expired	The response availability has expired. The inquiry must be resubmitted to obtain a new response.

Search

Use only one search category when performing a search.

A. Enter TCN: [   ] ❓

Or

B. From Date: [   ] And   To Date: [   ] ❓

Or

C. Subject's Last Name: [   ] And   Subject's First Name: [   ] ❓

[Search]

Date	TCN	Last Name	First Name	Result Date	Result	Status
10/1/19	CHP1930002671450	DOE	JOHN		NON-FINGERPRINT INQUIRIES WAITING TO BE PROCESSED	In Process

CHIRP Home   TCN Query   FAQ   Related Links   Customer Service   User Guide

Create an Inquiry cont….

1. There are three different places in CHIRP where a response to an Inquiry might be found.
At "My UCIA Inquires"
At "Fee Applicant" (fingerprint submissions)
At "All UCIA Inquiries"

Clicking on any of the three within the "Check Status" menu item will show all available responses on the next screen – the Inquiry Submissions screen

2. You may also use the Search feature within the Inquiry Submissions page to look for a responses based on TCN, a date range, or the subject's name.
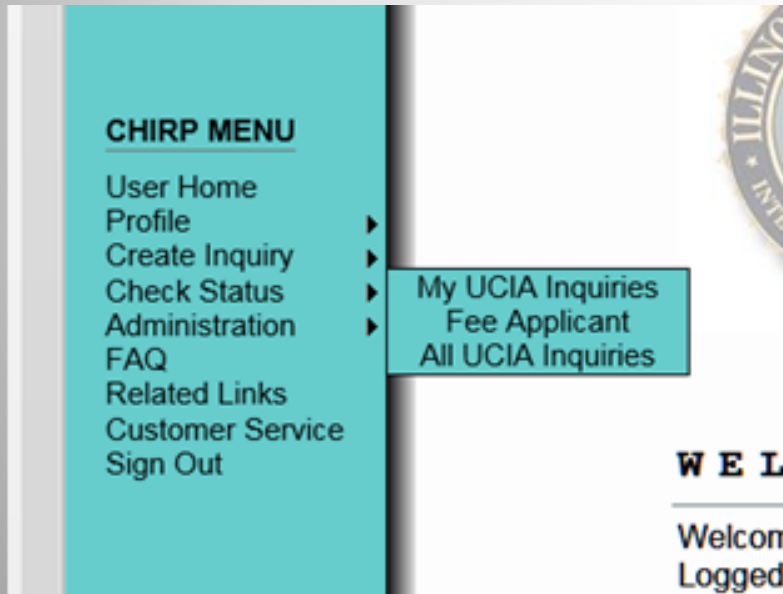

CHIRP MENU

User Home
Profile ▶
Create Inquiry ▶
Check Status ▶ My UCIA Inquiries
Administration ▶   Fee Applicant
FAQ   All UCIA Inquiries
Related Links
Customer Service
Sign Out

W E L
Welcom
Logged

MY INQUIRY SUBMISSIONS

This page will provide information on the Uniform Conviction Information Act (UCIA) inquiries that you have submitted to the Illinois State Police for processing. The table below will show the date submitted, the Transaction Control Number (TCN) of the inquiry, the last name and first name of the subject, the result and result date of the inquiry, and the status of the inquiry. Clicking the status will allow the user to view the response (when the status is 'DONE'). Responses will only be available for 30 days from the result date shown in the table. Clicking the column headings on this table will sort the results in ascending or descending order.

To search on all submissions for your ORI a date range or TCN is required. Please limit your date range to a maximum of five days per search to reduce the impact on the system and other users. Dates must be entered as MM/DD/YYYY (including the slashes). To query on records submitted today, please use tomorrows date in the "To" field.

CHIRP Status	Description
NFWB	The payment for the submission is pending processing through the Illinois Treasurer's Office.
SWER	The payment for the submission through the Illinois Treasurer's Office resulted in an error. Please submit a "Support" request using the Customer Service menu within CHIRP or by email to ISP.BOI.Customer.Support@illinois.gov. Please DO NOT resubmit your inquiry. BOI staff will research the submission(s) that resulted in a payment error. Once it has been determined what caused the payment error, BOI staff will follow up with the customer.
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TECH	The submission requires additional attention from the BOI to complete processing.
RJTD	The fingerprint submission has been rejected due to poor fingerprint quality.
Expired	The response availability has expired. The inquiry must be resubmitted to obtain a new response.

Search
Use only one search category when performing a search.

A. Enter TCN: [   ] ?

Or

B. From Date: [   ] And   To Date: [   ] ?

Or

C. Subject's Last Name: [   ] And   Subject's First Name: [   ] ?

Search

Inquiry Response

Windows

Operating Systems
Microsoft Windows 7 SP1 (32-bit and 64 bit)
Microsoft Windows 8 (32-bit and 64 bit)
Microsoft Windows 10 (32-bit and 64 bit)

Web Browsers
Edge
Microsoft Internet Explorer 11
Mozilla Firefox
Chrome

Adobe Acrobat Reader
To view PDF documentation in CHIRP ensure that you have Adobe Acrobat Reader DC or Adobe Reader 10 or later installed on your computer.

Mac

Operating Systems
Mac OS X 10.8.3 (Only 64-bit JRE is supported)
Mac OS X 10.9 (Only 64-bit JRE is supported)
Mac OS X 10.10 (Only 64-bit JRE is supported)
Mac OS X 10.11 (Only 64-bit JRE is supported)
Mac OS X 10.12 (Only 64-bit JRE is supported)

Web Browsers
Chrome
Mozilla Firefox
Safari

Adobe Acrobat Reader
To view PDF documentation in CHIRP ensure that you have Adobe Acrobat Reader DC or Adobe Reader 10 or later installed on your computer.

Please Note: ISP is not responsible for maintaining the life cycle or providing technical support of these products. Please direct inquiries to the product developers.

System Requirements

- **Log In Issues** – Start fresh, when experiencing login issues it is always a good idea to clear your browser's history before attempting to log in.

- **Password Issues** – When entering the username and password information of either login page please keep in mind all fields are case sensitive. Name/Password and Email/Password combinations must be entered in the way they were originally formatted during registration.

- **Favorites** – Bookmarks or Favorites must be added while on the CHIRP Log in page (**2nd Login/blue shading**) prior to log in. If you bookmark the **Digital ID** Log in page (**1st Login/red shading**), you have bookmarked the wrong login page. Using the bad bookmark or favorite will repeatedly take you to an Index page link and will not advance you to the next login. Delete bad favorite, then add correctly.

- **Browsers** – The CHIRP web portal is accessible from the following web browsers: Chrome, Edge, Internet Explorer 11, Mozilla Firefox, and Safari.

- **Mobile Devices –** The CHIRP web portal IS NOT COMPATIBLE with iPhones, iPads, or 32 bit Apple computers.

Troubleshooting/Helpful Tips

- **Entrust Header Error –** if the PC being used is shared by many CHIRP users and one of the users failed to log out of CHIRP properly, **OR** the user has multiple Digital IDs – **the user will have to call the DOIT Help Desk listed in the Contact page below.**

- **Patch Management** – As stated in the FBI's CJIS (Criminal Justice Information Systems) policy, agencies or individuals with access to criminal history shall identify applications, services and information systems containing software or components affected by recently announced software flaws and potential vulnerabilities resulting from the those flaws. The agency must ensure prompt installation of newly released security relevant patches, service packs and hot fixes.

Troubleshooting/Helpful Tips Cont.

Questions regarding CHIRP website may be addressed to:

Illinois State Police
Bureau of Identification

Hours:
Monday – Friday 8:00am – 4:00pm

Phone: (815) 740-5160
Fax: (815) 740-4401

E-mail
ISP.BOI.Customer.Support@Illinois.gov

Send Message via website:
ISP BOI Customer Support Form

Questions regarding Digital ID/Enhanced Authentication may be addressed to:

Department of Innovation & Technology Customer Service Center

Hours:
Monday – Friday 8:00am – 5:00pm

Phone: (217) 524-3648

Or

Phone: (312) 814-3648
Select option 1 (computer related issue) and then choose option 1 (Digital ID support). Please respond by saying, "This is concerning a Digital ID."
E-mail
DoIT.Helpdesk@Illinois.gov

Submit Digital ID problems here:
DOIT Support Page

Contacts