User Guide
Illinois State Police, Bureau of Identification (BOI)

September 27, 2017
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• Getting Started – **Please review the “System Requirements” section of this document prior to registration.**

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.state.il.us/CHIRP/login.action](https://chirp.isp.state.il.us/CHIRP/login.action)

Click “Get a Digital ID” link towards of the page. **Users must use Internet Explorer 11 or Mozilla Firefox ESR 52 to complete this step.** The “Entrust JavaDetector” will run prior to creating a Digital ID. If your Java version is out of date you will not be allowed to continue. Please work with your internal IT department for resolution. If your system passes the Java check, complete Digital ID registration.

**Note:** A valid Illinois Driver’s License or Identification card is required to complete the online registration. Non-IL residents follow an alternate process which takes approximately 3-4 weeks.
• Getting Started - continued
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.
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.***
• Logging In
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

Please enter the user name and password associated with your Digital ID.

Name: [ ]
Password: [ ]

[ ] Remember name
Log in  [ ] Reset

Forgotten password?
I do not have a Digital ID.
Get a Digital ID

2nd Log in

Welcome to the Criminal History Information Response Process (CHIRP) developed by the Illinois State Police.

CHIRP MENU
CHIRP Home
Status Query
FAQ
How to Register
Related Links
Customer Service
Forgotten Password

Registered user log in
Email: [ ]
Password: [ ]

Sign On
New user?
[ ]

Register Here
Forgotten password?
Need New Activation E-mail?
• Creating a Background Check
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.

Note: 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 - continued

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.
Check Status
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 - continued
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.
• **Check Status** - continued

- **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 inquiries 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.

- **Responses** – 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.
• Administration
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”.

![Image of CHIRP MENU and User Administration page]
• Administration - continued
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 it is imperative that the current or new POC contact the BOI for instructions on completing this transition prior to the current POC’s last day. Supporting documentation will required to complete this type of transition.
• Profile Updates/Adding Additional ORI’s

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/Edit Profile - continued

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.
System Requirements

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
Microsoft Internet Explorer 11
Mozilla Firefox ESR 52 (32-bit)

Java
Oracle Java 8 with the latest available update (32-bit)

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)

Web Browsers
Mozilla Firefox ESR 52 (32-bit)

Java
Oracle Java 8 with the latest available update (32-bit)

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.

Firefox ESR 52: Users may download the required Firefox ESR 52 web browser at the following location: https://www.mozilla.org/en-US/firefox/organizations/all/
• **Troubleshooting**

  • **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 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** – In order to use CHIRP, a CHIRP compatible web browser is required. Mozilla Firefox ESR 52 or Internet Explorer 11 are the only compatible web browsers at this time. Due to the way Google Chrome, Safari, and Microsoft Edge work with Java you will be unable to use these browsers to access CHIRP.

  • **Java** – CHIRP will work on both PC and Mac computers as long as the most recent update to Java is installed. You can confirm your system’s Java version by going to https://www.java.com/verify/. The 32-bit version is required for CHIRP access. Note, users will be required to update Java anytime a new version is available in order to maintain access to CHIRP.

  • **Mac** - Mozilla Firefox ESR 52 is the only browser for CHIRP use on a Mac. CHIRP will work on a Mac, but the most recent update to Java is also required.
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
boi_customer_support@isp.state.il.us

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

E-mail
DoIT.Helpdesk@Illinois.gov