



# Commonwealth of Massachusetts

Sex Offender Registry Board

ESORI Portal

## ESORI Portal User Guide

## Contents

<b>Introduction .....</b>	<b>3</b>
General Use .....	3
Homepage .....	4
<b>Submit Single Request .....</b>	<b>5</b>
<b>Submit Batch Request .....</b>	<b>6</b>
<b>Request History &amp; Results .....</b>	<b>7</b>
<b>Manage Account .....</b>	<b>8</b>
Change Account Email.....	8
Edit Account Details .....	9
Cancel Account.....	10

## Introduction

### General Use

**Required Fields:** Red asterisks (\*) denote required fields. Fields that do not contain red asterisks are optional or conditional fields.

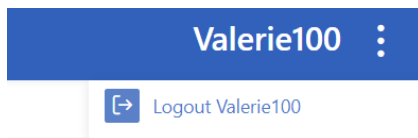
#### **Field Formats:**

- **Dates:** All dates must be entered in the “MMDDYYYY” format without spaces, dashes, or hyphens. For example, the date of birth of September 15, 1980 would be entered as “09151980”.
- **Email Addresses:** All email addresses must be entered in the [x@y.z](#) format. For example, [jsmith@organization.com](mailto:jsmith@organization.com).

**General Navigation:** You can navigate through the system by using the in-page navigation links and buttons. You can also use the [Home](#) and [Logout](#) links located in the upper right corner of the screen to return to home or log out of the system.

*Note: Please do not use the “Back” or “Forward” buttons in your web browser for navigation.*

**Log out of ESORI Portal:** To log out of the ESORI Portal, click the “[three dot icon](#)” next to your username in the application header and select the [Logout](#) link.



## Homepage

The homepage is the default page in the ESORI Portal you are directed to when you log in. Below the system header is a top navigation bar that contains links to all of the functions in the ESORI Portal. Your most recent 5 submitted requests will be displayed on the homepage as well.

The screenshot shows the ESORI Portal interface. At the top is a blue header with 'ESORI Portal' on the left and 'Valerie100' on the right. Below the header is a navigation bar with links for Home, Submit Request, Request History & Results, and Account Details. The main content area is divided into several sections:

- Submit Single Request:** A button with a right-pointing arrow and a description: 'Use this option to submit an ESORI request for one subject.'
- Submit Batch Request:** A button with a right-pointing arrow and a description: 'Use this option to submit an ESORI request for multiple subjects.' Below this are two links: 'Download Batch Upload Requirements' and 'Download Batch Template'.
- Recent Requests:** A table with columns for Name, Request Date/Time, Status, and Actions. The table is currently empty, showing 'No records found.' A 'View All' link is located to the right of the table header.
- Welcome to the ESORI Portal, Test!** A large text box containing a welcome message and detailed information about the portal's purpose, the information provided in reports, and contact information for the Sex Offender Registry Board.



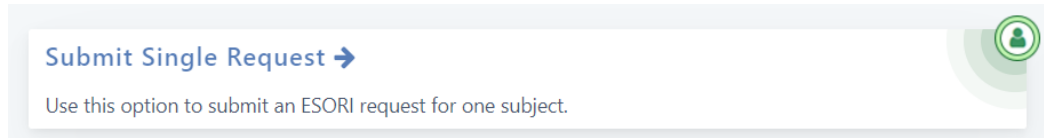
**Sex Offender Registry Board**  
 ESORI Support Line: 978-740-6400  
 Email: [sori.sori@mass.gov](mailto:sori.sori@mass.gov)  
 Hours: M-F 9:00 AM to 5:00 PM

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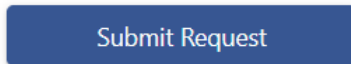
## Submit Single Request

Follow the steps below to submit an ESORI request for one subject.

1. Select the [Submit Single Request](#) option from the ESORI Portal homepage.



2. Enter the information for the ESORI request subject and click the [Continue](#) button. Note that First Name, Last Name, and Date of Birth are required.
3. Review your information on the Verify Request Details page and click the [Submit Request](#) button. If you need to modify your request information, click the [Edit](#) button.

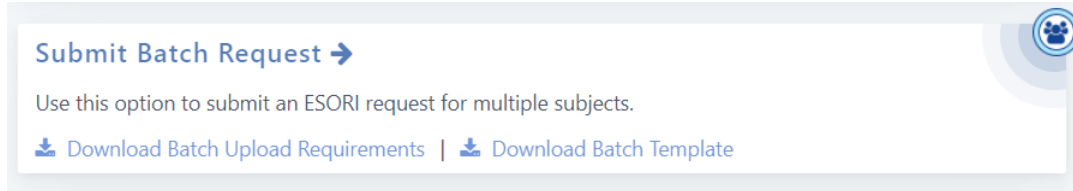


4. Your request information will be submitted and you will be directed to a confirmation page. Once there is a result for your request, you will receive an email indicating so. You can view request result information from the Request History & Results area of the ESORI Portal.

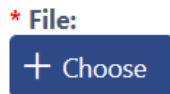
## Submit Batch Request

Follow the steps below to submit an ESORI request for multiple subjects. Note that you can download the Batch Upload Requirements and the Batch Template from the ESORI Portal homepage.

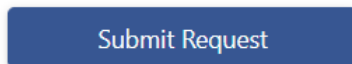
1. Select the [Submit Batch Request](#) option from the ESORI Portal homepage.



2. Upload the completed batch request spreadsheet using the [Choose](#) button on the Batch Request Details page. Note that First Name, Last Name, and Date of Birth are required for all subjects.



3. Click the [Continue](#) button.
4. Review your information on the Verify Request Details page and click the [Submit Request](#) button. If you need to modify your request information, click the [Edit](#) button.



5. Your request information will be submitted, and you will be directed to a confirmation page. Once there is a result for all subjects within your batch request, you will receive an email indicating so. You can view request result information from the Request History & Results area of the ESORI Portal.

## Request History & Results

Click the [Request History & Results](#) option from the top navigation bar to view your submitted requests and results.

**Request History & Results** [Refresh Results](#) [Add Filter](#)

1 requests have been found. By default, your 500 most recent submitted ESORI requests are listed below. If you would like to view additional results, please apply a filter. If you have requests that are pending, please check back regularly until they have been marked Complete. If you have any questions regarding your ESORI request(s), please contact SORB at [sori.sori@state.ma.us](mailto:sori.sori@state.ma.us) or call the Main Office at 978-740-6400 between 9:00 AM and 5:00 PM Eastern Standard Time, Monday – Friday.

Request Date/Time ↓↑	Subject Name ↓↑	Subject DOB ↓↑	Requestor Name ↓↑	Request Type ↓↑	Group ID ↓↑	Request ID ↓↑	Status ↓↑	Result ↓↑	Actions
06/30/2021 09:23 PM	test, test	01/01/1988	Record, Test	Single	21-000423	ER21-0000906	Complete	No Match	<span style="color: blue; font-size: 20px; margin-right: 10px;">i</span> <span style="color: green; font-size: 20px;">↓</span>

Your most recent 500 requests will be displayed on the page by default. If you would like to view additional results, apply a filter by clicking the [Add Filter](#) button on the page.

**Request History & Results** [Refresh Results](#) [Add Filter](#)

To view the details for your request, click the blue “i” icon next to a specific result. To download the result letter for a request, click the green “download” icon next to a specific result. Result letters are provided in PDF format.

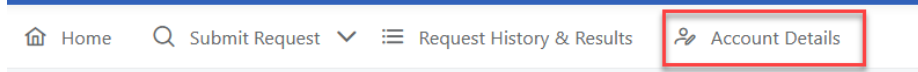
Request Date/Time ↓↑	Subject Name ↓↑	Subject DOB ↓↑	Requestor Name ↓↑	Request Type ↓↑	Group ID ↓↑	Request ID ↓↑	Status ↓↑	Result ↓↑	Actions
06/30/2021 09:23 PM	test, test	01/01/1988	Record, Test	Single	21-000423	ER21-0000906	Complete	No Match	<span style="color: blue; font-size: 20px; margin-right: 10px;">i</span> <span style="color: green; font-size: 20px;">↓</span>

## Manage Account

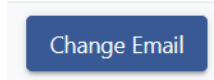
### Change Account Email

Follow the steps below to change the email address associated with your account.

1. Click the [Account Details](#) option from the top navigation menu.



2. On the Account Details page, select the [Change Email](#) button.



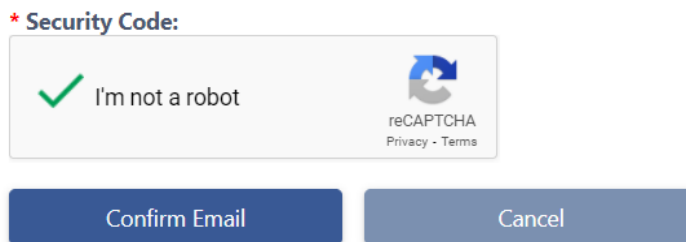
3. Enter your new email address twice and click the [Submit](#) button.
4. The system will send an email to the new email address you provided with a link for you to confirm the email change. Your account email address will not be changed until the new email address is confirmed.
5. Click the [Confirm Email](#) link from the ESORI Portal Email Change Notification email.

**ESORI Portal Email Change Notification**

You, or someone on your behalf, recently requested that your ESORI Portal account email be changed to this email address. Please use the confirm email link below to log in to ESORI Portal and confirm this change. Please save this email for your records.

[Confirm Email](#)

6. The system will direct you to the Confirm Email Change page. Select the [Security Code](#) and click the [Confirm Email](#) button.



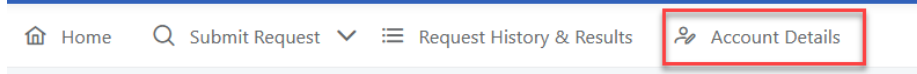
7. The system will direct you to a confirmation page that will indicate your account email was changed successfully. All future ESORI Portal related emails will be sent to the new email address.



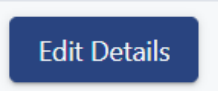
## Edit Account Details

Follow the steps below to edit your account details.

1. Click the [Account Details](#) option from the top navigation menu.



2. On the Account Details page, select the [Edit Details](#) button.

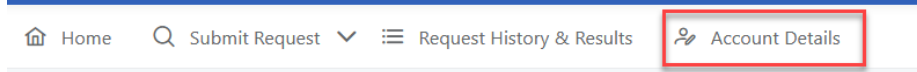


3. Make any changes to your information and click the [Submit](#) button. Please note that your account type and username cannot be changed.

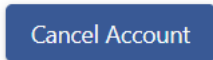
## Cancel Account

*Warning: This action cannot be undone. Once you cancel your account, you will not be able to access it or your submitted requests again.*

1. Click the [Account Details](#) option from the top navigation menu.



2. On the Account Details page, select the [Cancel Account](#) button.



3. You will be directed to the Cancel Account page to confirm the action. Select the [Yes](#) button to cancel your account.

