



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY

Department of Criminal Justice Information Services

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NOTICE iCORI SYSTEM UPGRADE WHAT YOU NEED TO KNOW

The Department of Criminal Justice Information Services (DCJIS) is pleased to announce that a new and enhanced iCORI system will launch on October 20, 2026. Designed to improve both security and efficiency, the updated iCORI system introduces several enhancements that will streamline the CORI request process and provide a more secure user experience. Enhancements include the following:

- All existing and new users will need to register for a Mymass.gov account provide to accessing iCORI after go live on October 20, 2026.

Electronic Identity Verification process: Individuals will be able to register on iCORI, provide electronic verification of their identity, and provide consent to specific organizations to access their CORI. Paper CORI acknowledgement forms will no longer be required for individuals who complete the electronic registration process and provide consent through the iCORI system. This will streamline the background check process for organizations while also eliminating the need for users to complete a separate paper CORI acknowledgement form for each organization which requests their CORI.

- Multi Factor Authentication will provide increased security and confidentiality of system data and user/request subject data.

To help users prepare for the transition, we have compiled a list of frequently asked questions below that summarize the key changes and improvements to the system.

GENERAL QUESTIONS:

(1) When will the new iCORI system be available?

Response: The updated iCORI system is scheduled to be available beginning **October 20, 2026**.



(2) Is there anything I can do now to prepare for the rollout of the new system?

Response: Yes. Like many Massachusetts state government services, the updated iCORI system will be accessible through **MyMass.gov**. Beginning **October 20, 2026**, you will need a **myMass.gov account** to access the iCORI system. You can create a myMass.gov account at any time before or after the launch date. To register for an account, please visit: <https://www.mass.gov/welcome-to-mymassgov>

(3) Will I use the same username and password to access iCORI after October 20, 2026?

Response: No. Your current username and password will no longer be active after October 19, 2026. You will need to register for a MyMass.gov account and use those login credentials to access iCORI.

(4) Will the iCORI website be changing?

Response: Yes. The new iCORI website is: www.criminalhistory.mass.gov. The website will be live on October 20, 2026.

(5) Will I be able to access my current iCORI account after October 20, 2026?

Response: To access your current iCORI account after the upgrade in October 2026, you must register using the **same** email address that is currently associated with your iCORI account. If you use a different email address, you will not be able to access your current account and will need to create a new iCORI account after completing myMass.gov enrollment.

(6) Will prior CORI results, pending requests, and old-system history carry over, and how long are results available?

Response: If the user creates the new Business account with the same email as current iCORI, existing CORI data is expected to transition. Pending requests will carry over as well.

(7) What is the biggest change in the new iCORI system?

Response: The updated iCORI system will improve the security and confidentiality of both system data and your personal information. When registering for a myMass.gov account, you will be required to use multi-factor authentication to access iCORI and may also submit information to verify your identity electronically.

(8) What information will I need to submit to electronically verify my identity when registering for an iCORI account?

Response: To register for an iCORI account and verify your identity you will need to submit the following:

- Full legal name
- Email address

- Social Security number
- Phone number
- Date of birth
- Residential address
- WITH
 - A driver's license, OR
 - A state or government ID card, OR
 - A passport

ELECTRONIC AND PAPER CORI ACKNOWLEDGEMENT FORMS AND CONSENT TO CORI CHECKS

(9) Will I still need to submit a paper CORI acknowledgment form to my organization in order for the organization to process a CORI request?

Response: No. Users who create a myMass.gov account and complete electronic identity verification through the updated iCORI system will have the option to submit a CORI acknowledgment form electronically. Paper forms will no longer be required for CORI subjects that have successfully had their identity electronically verified through myMass.gov. CORI subjects that have not completed a myMass.gov registration or cannot complete electronic identity verification will still need to complete and submit a paper CORI acknowledgment form to the requesting agency (i.e. employer or housing provider) prior to the submission of a CORI request through the iCORI system.

(10) How will an individual or business/organization account user request electronic consent to a CORI check from a CORI subject and what information will the individual or business/organization user need?

Response: For an electronic consent request, the organization generally needs the search subject's last name and email address. The iCORI system will then notify the CORI subject of the consent request if they already have an iCORI account or send them an email invitation to create a Personal MyMass.gov account for the iCORI system. The CORI subject creates/logs into a Personal MyMassGov account, verifies their identity, reviews the request, and approves it. The individual or business/organization is then notified when approval is complete. If electronic consent is used, the organization does not also need a paper CORI acknowledgement form for that request.

(11) How will a CORI subject be able to electronically submit a CORI acknowledgment form and provide their consent to a CORI request?

Response: You will first need to register for a Personal iCORI account. To do so, create a myMass.gov account and then select the option to register for a Personal account. Once registered, you will be able to enter your personal information, manage your consent to a CORI request, and submit your CORI acknowledgment form online through iCORI.

(12) How long is my consent to a CORI request valid?

Response: Consent to a CORI request is valid for one year. A CORI subject may log in to their iCORI account at any time during that year to revoke consent to a CORI check.

(13) Can organizations keep using paper CORI acknowledgement/consent, or must they use electronic consent?

Response: The paper CORI request process remains as an available. Be advised, users that opt out of electronic CORI consent process, will still be required to have CORI subjects complete a paper CORI acknowledgement form, verify identity with a government issued form of identification, and keep a copy of the paper form on file for a period of one year. The CORI subject of a paper based CORI request will not need a mymass.gov account. Electronic consent is an additional option, not a replacement. Organizations may use either method depending on the search subject.

PERSONAL AND BUSINESS ACCOUNT INFORMATION:

(14) What is the differences between Personal and Business MyMassGov accounts, and which account should each person use?

Response: Business MyMassGov is for business and/or organization CORI activity such as employment, volunteer, housing, and state or municipal licensing. Personal MyMassGov is for an individual requesting CORI including but not limited to the following purposes: to request their own CORI, request public CORI or responding to an electronic CORI consent request. Organization representatives and users need Business accounts. CORI subjects using electronic consent use Personal accounts.

(15) Does every representative or user need an individual login, and what can representatives versus users do?

Response: Every representative and user needs their own account and login credentials; password sharing is prohibited. A representative manages the organization account, can update account information, add users, and process CORI requests. A user can process requests but, does not manage the organization. An organization can have two representatives and more users depending on the needs of the business/organization.

(16) Are there any changes to the ability to download multiple CORI results from my CORI account?

Response: Yes! CORI users will now be able to download multiple iCORI results. Users will no longer need to individually download one CORI result at time.

CONSUMER REPORTING AGENCIES:

(17) Will Consumer Reporting Agency (“CRA”) workflows change, including CRA users, client relationships, and who sends electronic consent?

Response: Consumer Reporting Agencies should continue to collect the paper CORI acknowledgement forms and verify the identity of CORI subjects with their clients in order to submit CORI requests on behalf of iCORI registered clients. CRAs will continue to have the same access to the iCORI system to submit CORI requests on behalf of their clients.

The iCORI system will continue to allow iCORI registered clients to designate a CRA to request CORI on its behalf. This functionality will remain the same. DCJIS is continuing to improve the workflows for Consumer Reporting Agencies and their clients. DCJIS anticipates that it will provide further information on this topic area in the next few weeks.

TRAINING AND QUESTIONS:

(18) Will DCJIS be providing online trainings?

Response: Yes, DCJIS will provide updated trainings in the Fall of 2026. Please visit the DCJIS for upcoming dates and times.

(19) I have additional questions. Where can I find more information?

Response: DCJIS will post additional information and training materials in the coming weeks. Please visit www.mass.gov/cjis for more information.