iCORI
Quick Reference Guide
Register as an Individual

Getting Started

- If you have already created an iCORI account, you can access the iCORI Service by going to the DCJIS homepage -mass.gov/cjis. You can access the iCORI system from the DCJIS homepage.

- You have the ability to create an iCORI account either as an Individual or as an Organization. If you wish to register as an Organization, please refer to the Register As An Organization Quick Reference Guide located at mass.gov/cjis.

Registering as an Individual

When you register as an Individual, you will need to determine what type of account you will need to create. As an Individual, you have the option of registering as/for any of the following:

- **Open CORI:** provides you with the ability to request CORI for members of the public.

- **Personal CORI:** provides you with the ability to request your own CORI.

- **Advocate, Guardian, or Representative:** provides you with the ability to request CORI on behalf of someone else.

- **Attorney**: provides you with the ability to request CORI on behalf of a client.

- **Private Landlord:** provides you with the ability to request a CORI for a current or prospective tenant.

Creating Your iCORI Account

To successfully create your account, follow the steps outlined below.

1. Open your browser and go to mass.gov/cjis. You can access the iCORI system from the DCJIS homepage.

2. Click on the Register As An Individual link located under the **New to iCORI?** section of the homepage.
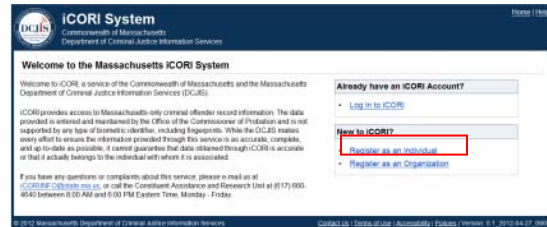
3. The **Register as an Individual** page will appear. Answer the questions on the page by clicking the appropriate radio buttons. When finished, click the **Continue** button.
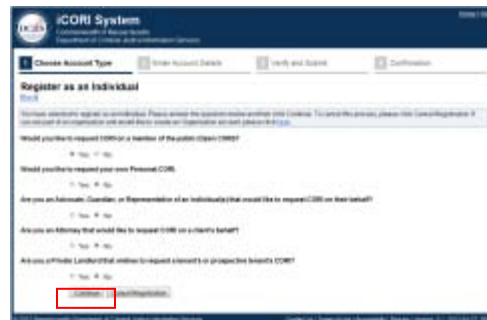
4. The **Confirm Account Type(s)** page will appear. This page lists the information you will need to successfully complete your registration. Please note that the information required will depend upon what type of registration you are creating. Once you have carefully reviewed the information, click the **Continue** button.
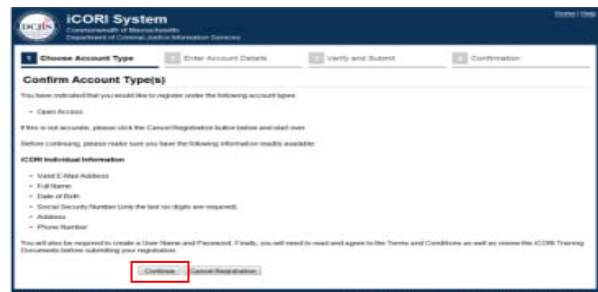
5. The Individual Details page will appear. You will now be prompted to enter information about yourself. Although the specific details will vary, generally, you will be required to enter the following:

- **User Name:** Each user must create a unique 5-25 character User Name. You can include letters and numbers, as well as hyphens (-) and underscores (_). No other special characters can be used. You will need to enter this each time you log into the iCORI Service.

- **Password:** You will need to create a unique password. Your password must be 8-12 characters in length and must contain at least one upper case character, at least one lower case character, and at least one numeric character. You will need to enter this password each time you log into the iCORI Service.

  Please Note: you will be required to re-type your password in the Confirm Password field.

- **Email:** The email address you enter here will be used by the iCORI Service for all iCORI-related notifications.

  Please Note: you will be required to re-type your email address in the Confirm Email field.

- **Name:** You must enter your complete, legal first and last name.

- **Date of Birth:** You must enter your legal date of birth.

- **Last Six SSN.:** You must enter the last six digits of your social security number.

- **Address:** You must enter your current mailing address.

- **Phone No.:** You must provide a current contact number.

Once you have provided the necessary information, click the **Continue** button.

6. The **Verify Registration Details** page will appear. This page will contain all of the information you provided on the previous page(s). Please review this information to ensure it is accurate.

7. Once you have reviewed and confirmed the information on the Verify Registration Details page, you will need to review the iCORI Service Terms and Conditions. You can view the terms and conditions either by scrolling through the Terms and Conditions box or by clicking on the Terms and Conditions link. Click the "I have read and agree to the Terms and Conditions" check box when finished.

8. You will also need to review the iCORI Training Documents. You can view these documents by clicking on the Training Documents link. Click the "I have reviewed the iCORI Training Documents and understand the content" check box when finished.


9. Enter the two security check words displayed. Click the **Submit Registration** button.

10. A registration submission confirmation message will be displayed. Your registration has now been successfully submitted. An activation email will then be sent to the email address provided during registration.

Please Note: you will not be able to submit iCORI requests until you have activated your account.
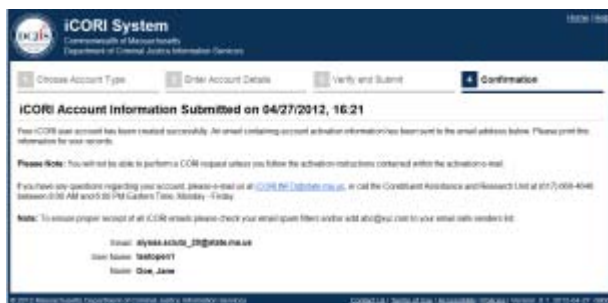
You have now successfully created your account and will need to activate it. To activate your account, follow the steps outlined below.

Activating Your iCORI Account

Once you have successfully submitted your account registration, you will need to activate the account. To activate your account, follow the steps outlined below.

1. Open the **iCORI Account Activation** email message. This email will outline your **Account Details**, including:

- **User Name:** This is the User Name created during the registration process.

    Activation Code: This is a randomly assigned, single use code needed to activate your account.

2. Click the Login to the iCORI System link. This will bring you to the iCORI login page. Enter your User Name and Password, and then click the **Login** button.

Please Note: if you do not click this link, and instead go to the iCORI login page by another means, you will be required to manually enter your Activation Code.
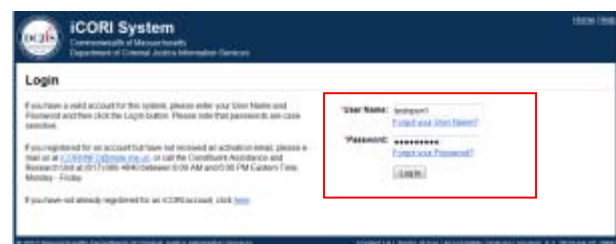
3. You will now see the **Activate Account** page. Please review the iCORI Service Terms and Conditions and training documents. Once you have finished reviewing both, click on the "I have read and agree to the Terms and Conditions" and "I have reviewed the iCORI Training Documents and understand the content" check boxes and then click the **Activate Account** button.

You have now successfully activated your iCORI account and will now have the ability to submit CORI requests