iCORI
Quick Reference Guide
Submitting and Viewing Requests

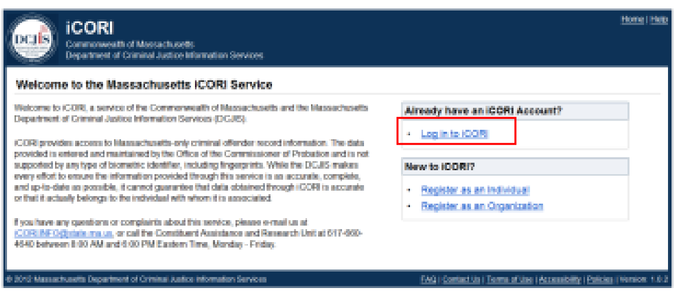
Getting Started

- If you have already created an iCORI account, you can acces the iCORI Service by going to http://icori.chs.state.ma.us and clicking the Log in to iCORI link.
- If you have do not have an account, you can register by going to http://icori.chs.state.ma.us and clicking either the Register as an Individual or Register as an Organization link.

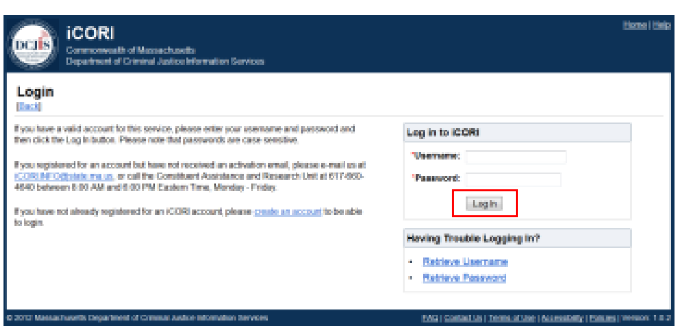
Submitting CORI Requests

1. You will first need to log in to your iCORI account. To do this, go to: https://icori.chs.state.ma.us

Click the Log in to iCORI link.



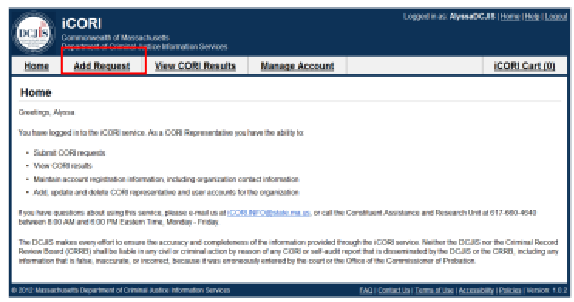
2. You will be asked to enter your Username (this is the username you created during registration) and Password. Once you have entered both correctly, click the **Login** button.



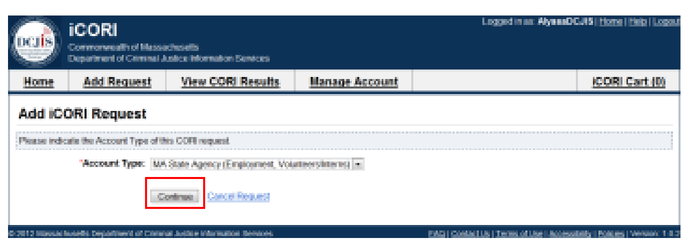
3. You are now logged in to iCORI and are on the homepage. Across the top of this page are links that indicate the tasks you can perform within your account. These tasks are:

- Add Request
- View CORI Results
- Manage Account

To submit a CORI request, click on the **Add Request** link.



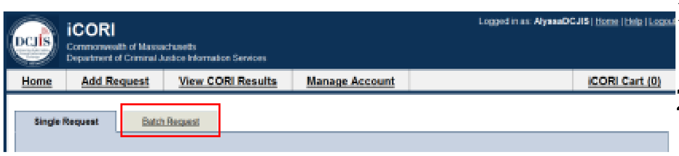
4. If your account has more than one Account Type associated with it, you will need to indicate under which Account Type you will be submitting the request. The options available to you in the drop-down list are dependant upon how you created your account. Once you have selected the correct Account Type, click the **Continue** button.



5. You have the ability to submit requests in the following ways:

- **Single Request:** Using this option, you will need to enter the information for requests one subject at a time.
- **Batch Request:** Using this option, you will have the ability to upload a document containing the names and other identifying information of subjects whose CORI you wish to request. For more information on submitting a batch request, please refer to the **iCORI Batch Specification** document located at mass.gov/cjis.

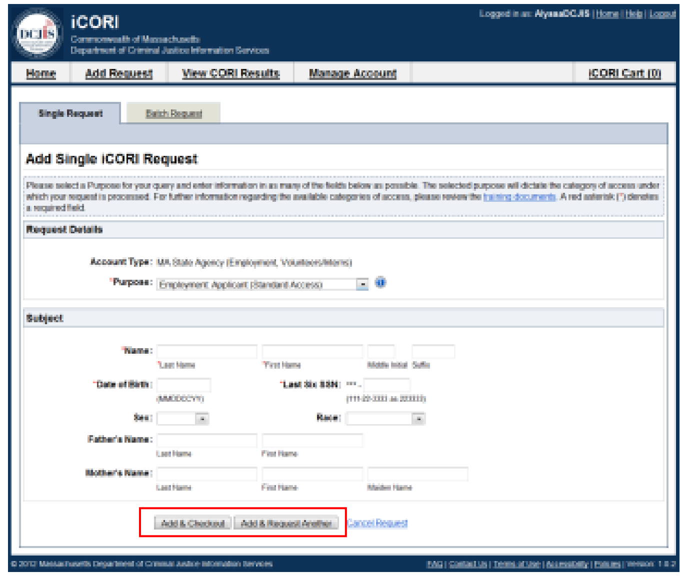
The system will default to the single request page. If you wish to submit a batch, you will need to click on the **Batch Request** tab located at the top of the page.



Single Requests:

If you select **Single Request**, you will first need to complete the following sections:

- **Request Details:** The system will pre-populate your account type. You will be required to select the purpose for which you are submitting the request.
- **Subjects:** You will be required to enter information for the person whose record you are seeking. Specifcally, the following information must be provided:
  - **Last Name**
  - **First Name**
  - **Date of Birth**
  - **Last 6 digits of social security number**



Once you have completed these sections, you have two options:

1.) If you do not wish to submit additional names, click the **Add & Checkout** button.

2.) If you have additional requests you would like to submit, click the **Add & Request Another** button. When you have entered your last request, click the **Add & Checkout** button to proceed to checkout.

Batch Requests:

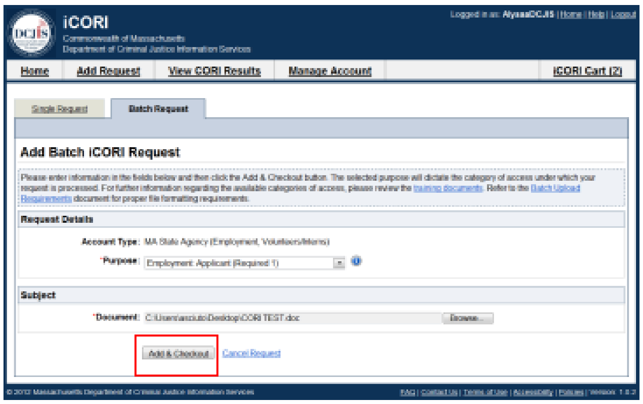
If you select **Batch Request**, you will first need to create an Excel spreadsheet following the instructions in the **iCORI Batch Specification** document. Please note that you must use the format outlined in this document in order to successfully upload the file.

On the Batch Request page, you will need to complete the following sections:

- **Request Details:** The system will pre-populate your account type. You will be required to select the purpose for which you are submitting the request.

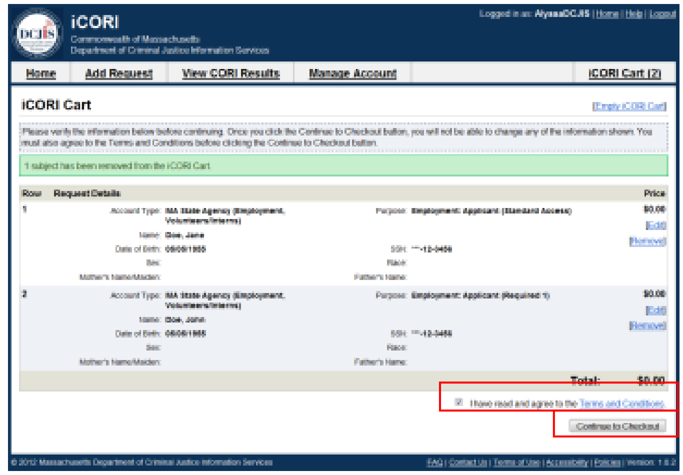
iCORI
Quick Reference Guide
Submitting and Viewing Requests

- **Subject:** You will be required to upload your Excel file of subjects to be checked. Enter the full path name of the Excel file in the Document field or click the Browse button and navigate to the file.



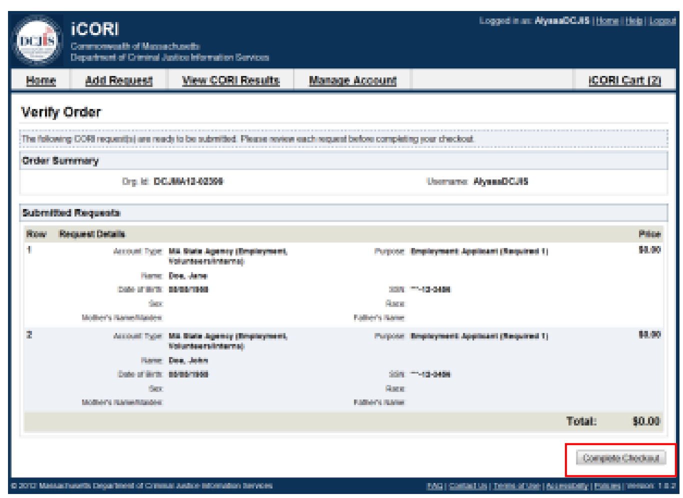
Once you have completed these sections, click the **Add & Checkout** button.

6. Once you click the **Add & Checkout** button, the iCORI Cart page will be displayed. This page will list all of the names and other identifiers to be submitted. Review the information entered for accuracy. Once you have confirmed the information is correct, review the Terms and Conditions by clicking on the Terms and Conditions link. After you have reviewed the Terms and Conditions, click the Terms and Conditions checkbox and then click the **Continue to Checkout** button.



7. You will then receive a Verify Order page. This is your final opportunity to identify any incorrect information. Once checkout has been completed, users will not have another opportunity to change the information entered and will need to submit another request should the information entered be incorrect.

Once you have reviewed the information and confirmed it is correct, click the **Complete Checkout** button.



9. An Order Summary page will be displayed, and an Order Summary email will be sent detailing your order. Your order has now been submitted for processing.

iCORI
Quick Reference Guide
Submitting and Viewing Requests

Viewing CORI Requests

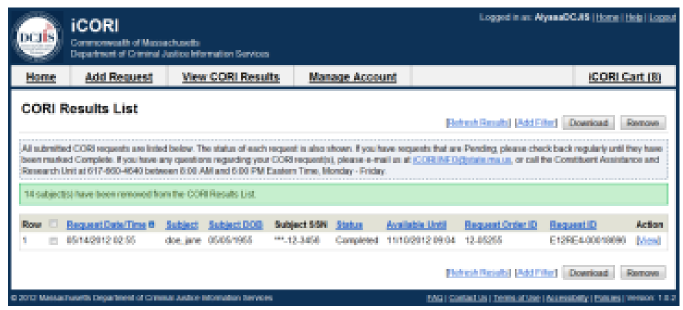
Most CORI results will be available instantly for viewing. Some requests, however, will require manual processing by DCJIS staff. This manual processing can take several business days.

You will not receive a notification that your results are available for viewing. Instead, you will need to log in to your iCORI account and follow the steps below.

1. Once you have succesfully logged in to your iCORI account, the homepage will be displayed. To view the results of your request, click on the **View CORI Results** link located at the top of the page.

2. A CORI Results list will be provided. This list will include all of the requests you have submitted within the past six months. For each request, the following information will be provided:

- **Request Time/Date:** The time and date that the request was submitted. To view the results in order of when they were submitted, click the Request Time/Date link.
- **Subject:** The last name, first name of the person the CORI request was conducted on. To view the results in alphabetical order by subject name submitted, click the Subject link.
- **Subject DOB:** The date of birth of the person the CORI request was conducted on. To view the results in DOB order, click the Subject DOB link.
- **Subject SSN:** The social security number of the person the CORI request was conducted on.
- **Status:** This indicates the status of each request. The two possible statuses are:
  - Completed: This indicates that the result is available for viewing.
  - Pending: This indicates that the request requires manual processing by DCJIS staff.
- **Available Until:** All CORI results will be available for 6 months. To view results by the date they will be available until, click the Available Until link.
- **Request Order ID:** Each completed iCORI submission has a Request Order ID number associated with it. Each Request Order has one or more Request IDs associated with it.
- **Request ID:** Each request is assigned a unique request ID. To view results in order of request ID, click the Request ID link.



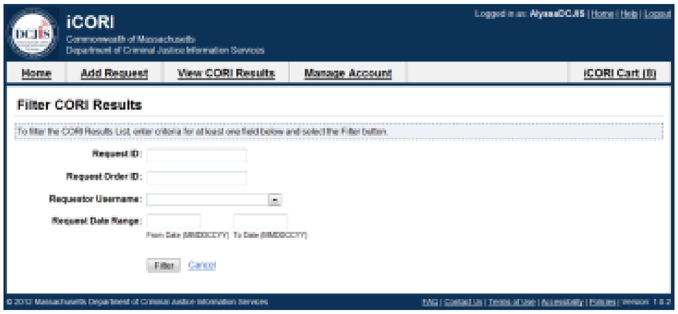
If you wish to filter your results list by a specific value, click the Add Filter link. You will be provided with the following additonal filter criteria:

- **Request ID:** If multiple users have submitted requests, you can filter the results list using the request ID the request was made under.
- **Request Order ID:** You have the ability to filter by the unique ID assigned to each request order submitted.
- **Requestor User Name:** If your organization has multiple users who submit requests, you have the ability to filter the results list by Username.
- **Request Date Range:** You can view all requests submitted within an entered date range.

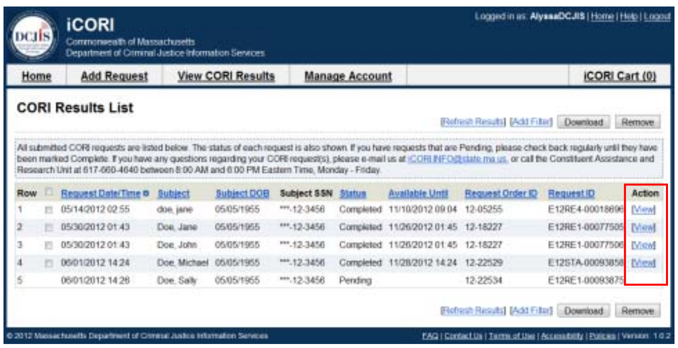
iCORI

Quick Reference Guide

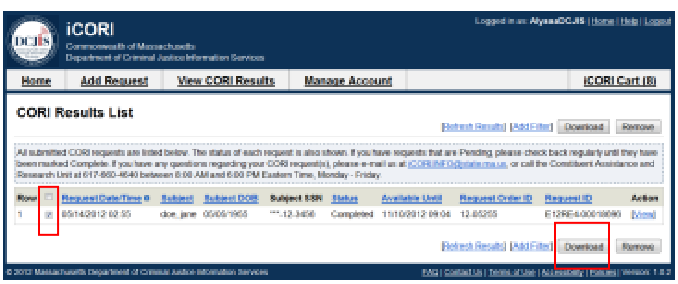
Submitting and Viewing Requests



3. Users have the option to view or download results. To view a result, click the View link located under the Action column heading to the right of the response..



4. To download results, click the checkbox next to each request you wish to download and then click the **Download** button. You will then receive a message asking "**Do you want to open or save this file?"**. If you wish to open the file, click the **Open** button. If you wish to save the file, click the **Save** button.



5. iCORI results can be removed by clicking the checkbox to the left of each response you wish to delete and then by clicking the **Remove** button. You will be asked to confirm that you would like to remove the selected responses. If you do, click **Yes**. Please note that once a result has been removed, you will need to resubmit and, if applicable, pay for, the request again should you need it.