**FAQs About ICHAT for a 4-H Program Coordinator**

**(Serving in the capacity of an ICHAT Authorized User)**

**What is ICHAT?**

The **I**nternet **C**riminal **H**istory **A**ccess **T**ool (ICHAT), maintained by the Michigan State Police, contains the public records of all felonies and serious misdemeanors punishable by over 93 days. Law enforcement agencies, prosecutors, and courts in all 83 Michigan counties are required to report these felonies and misdemeanors to the Michigan Criminal History Record Criminal Justice Information Center. For more information about the ICHAT system, see the [ICHAT FAQs](http://apps.michigan.gov/ICHAT/FAQs.aspx).

**Where can I find the ICHAT system on the web?**

The ICHAT Web site home page is found at <http://apps.michigan.gov/ICHAT/Home.aspx>

**Who can I call at ICHAT for assistance?**

ICHAT contact information is:

Telephone: 517-241-0713 or 517-241-0606

Fax: 517-241-0866

Email: [msp-crd-ichathelp@michigan.gov](mailto:msp-crd-ichathelp@michigan.gov)

**When is the ICHAT system available?**

You may access the system online 24/7. However, if you must speak to someone in the office, you will need to do so during regular office hours.

**How can I access the ICHAT system?**

To access the county’s service for the first time, you must obtain the county’s ICHAT email login and password from your supervising educator. After that, you will simply log in.

**What is our office’s agency code?**

This is (generally) 3 numbers and a capital letter (e.g., 123A) that ICHAT assigned the county office when it first signed up for this service. The agency code identifies the county office as an organization for which the normal $10 fee is waived. We do not know what the county’s agency code is. You may find yours by going into “My Account” on the ICHAT web site and pressing "Manage Your Profile." It will be at the bottom of the page. If you cannot yet access that site, you will need to look for it in the office’s ICHAT correspondence.

**When is the ICHAT system available?**

You may access the system online 24/7. However, if you must speak to someone in the office, you will need to do so during regular office hours.

**What do we do if our office is reorganized and we need to add, change or delete an authorized user?**

In all probability, if the office is reorganized, your supervising educator will know about it. However, if not, notify him or her so the necessary changes can be made.

**What if we get an error message indicating we have exceeded our allotted number of annual ICHAT searches?**

With the new requirement that staff run ICHAT checks every three years on current volunteers, you may need to increase the number of ICHAT searches the ICHAT administration allows the county to perform annually. To do this, email [the ICHAT office](mailto:msp-crd-ichathelp@michigan.gov) (see above). The email will need to contain the following information:

1. The county’s agency code. (Find yours by going into “My Account” on the ICHAT Web site and press "Manage Your Profile." It will be at the bottom of the page.)
2. The new number of searches you expect to run annually
3. Reason for the increased number of searches

**Where can I find more information about the MSU Extension Volunteer Selection Process*?***

As always, you will find more detailed information about the [*MSU Extension Volunteer Selection Process*](http://www.msue.msu.edu/objects/content_revision/download.cfm/revision_id.463233/workspace_id.282708/2007.pdf) on the [web](http://4h.msue.msu.edu/4h/resources/msue_vol_selection_process). There you will find a separate listing of the forms and letters.