**FAQs About ICHAT for a 4-H Supervising Educator**

**(Serving in the capacity of an ICHAT Agency Administrator)**

**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 register at the ICHAT web site. After that, you will simply log in.

**How do I register?**

1. Go to the [ICHAT home page](http://apps.michigan.gov/ICHAT/Home.aspx).
2. Press the “Register” link on the right-hand side of the row under the ICHAT logo.
3. On the next page, enter:
   * Your logon ID (the county email address that is unique to each county)
   * A password that you select (use a unique password for each county)
   * A security question and response to that question (make these unique to each county)
   * Your first name, middle (optional) and last name
   * The county office’s street address, city, state and zip code
   * The county office’s daytime phone number (this is optional)
   * The office’s agency code

**What is the county’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.

**How do we change a county’s agency administrator (formerly called the primary ICHAT user)?**

If the agency administrator is resigning or retiring, to ensure continuity, he or she will need to change the county’s account to reflect that change. To change the agency administrator, email [the ICHAT office](mailto:msp-crd-ichathelp@michigan.gov) (see above). Include the following information in the request:

1. The particular county’s federal tax ID number (EIN)
2. The particular county’s office’s current address
3. The particular county’s office’s current phone number
4. The name of the new agency administrator
5. The new agency administrator’s MSU email address. This will remain the county email address mentioned above in “**How do I register?**”
6. The number of people in the office who will be using ICHAT
7. The estimated number of ICHAT searches the office will be performing every year

**How can we add an authorized user to a county’s ICHAT account?**

1. The person must register to use the ICHAT system. (See the instructions above in “**How do I register?**”)
2. Then the agency administrator must go to the [ICHAT home page](http://apps.michigan.gov/ICHAT/Home.aspx).
3. Press the “My Account” link at the top of the column on the left-hand side of the page.
4. On the next page, press the “Manage Agency Users” button.
5. Put a check mark in front of “Logon ID.
6. Add the person’s MSU email address.
7. Press “Add Agency User.”

**How can we remove an authorized user from a county’s ICHAT account?**

1. The agency administrator must go to the [ICHAT home page](http://apps.michigan.gov/ICHAT/Home.aspx).
2. Press the “My Account” link at the top of the column on the left-hand side of the page.
3. On the next page, press the “Manage Agency Users” button.
4. Put a check mark in front of the “Logon ID belonging to the user you need to remove.
5. Click on the “X” under “Commands” to the right of the person’s email address.
6. Press “Delete Rows.”
7. **Immediately** change the account’s password. See the instructions above in “**How do I register?**”)
8. Then notify all of the account’s authorized users.

**How can we change the number of ICHAT searches a county performs annually?**

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 you told the ICHAT administration the county would 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.