

## MSU Extension Volunteer Selection Process ICHAT Update and Reminders

Since we continue to have many new county staff who have never (or infrequently) used ICHAT, this seems a good time for some ICHAT updates and reminders.

### Important note

Free access to this service is a privilege and serious responsibility and should be protected. Only share your log in, password and agency code (explained below) with the most trusted staff. Your office is responsible for the activity on your ICHAT account. If an audit finds that the service is used for anything other than screening staff and volunteers for your office, your fee-waived access will be terminated.

### What is ICHAT?

The Internet Criminal History Access Tool (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](#).

### 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 is the ICHAT coordinator?

Although ICHAT currently has temporary assistance, the contact information continues to be:

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

Fax: 517-241-0866

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

### How can I access the ICHAT system?

To access the 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](#).
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: (your email address)
  - A password that you select
  - A security question and response to that question
  - Your first name, middle (optional) and last name
  - Your office's street address, city, state and zip code
  - Your daytime phone number (this is optional)
  - Your office's agency code

### What is our office's agency code?

This is (generally) 3 numbers and a capital letter (e.g., 123A) that ICHAT assigned your county office when it first signed up for this service. The agency code identifies your county office as an organization for which the normal \$10 fee is waived. We do not know what your 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 ICHAT correspondence in your office.

### 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 do we change the agency administrator (formerly called the primary ICHAT user)?**

If the person in your office, listed as the agency administrator, is resigning or retiring, to ensure continuity you will need to change your account to reflect that change. To change the agency administrator, send an email to [the ICHAT coordinator](#). Include the following information in your request:

1. Your county's federal tax ID number (EIN)
2. Your office's current address
3. Your office's current phone number
4. The name of the new agency administrator
5. The new agency administrator's MSU email address
6. The number of people in your office who will be using ICHAT
7. The estimated number of ICHAT searches your organization will be performing every year

### **How can we add an authorized user to our county's ICHAT account?**

1. The person must register to use the ICHAT system. (See the instructions above.)
2. Then the agency administrator must go to the [ICCHAT home page](#).
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 change the number of ICHAT searches our 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 your county would perform annually. To do this, email [the ICHAT coordinator](#). The email will need to contain the following information:

1. Your 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](#) on the [web](#). There you will find a separate listing of the forms and letters.