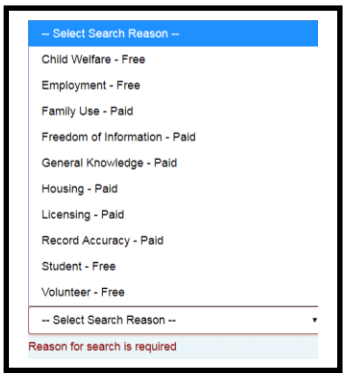
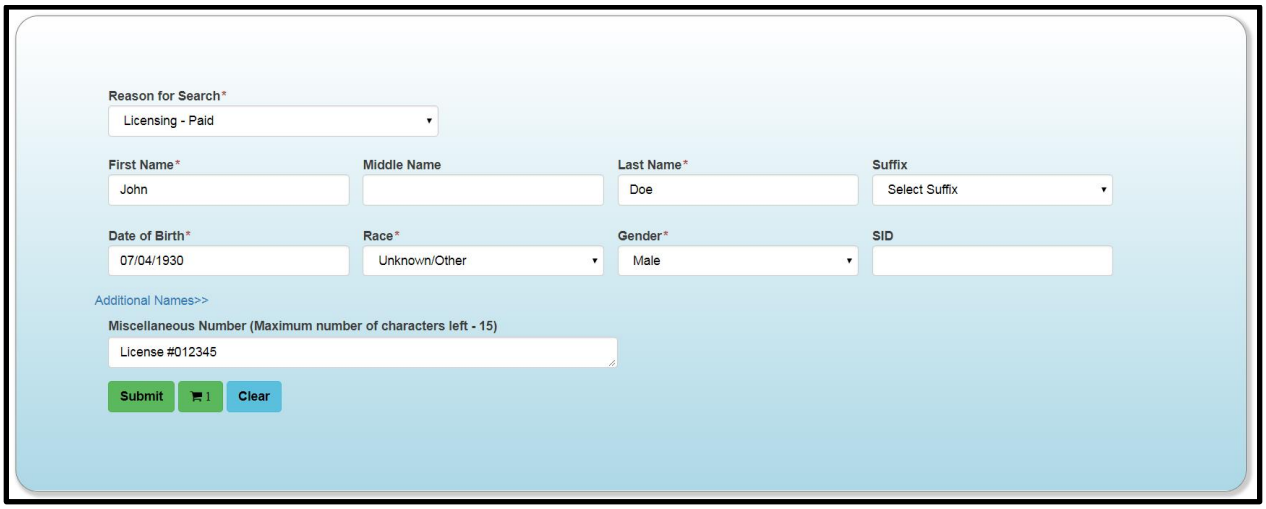
ICHAT
INTERNET CRIMINAL HISTORY ACCESS TOOL

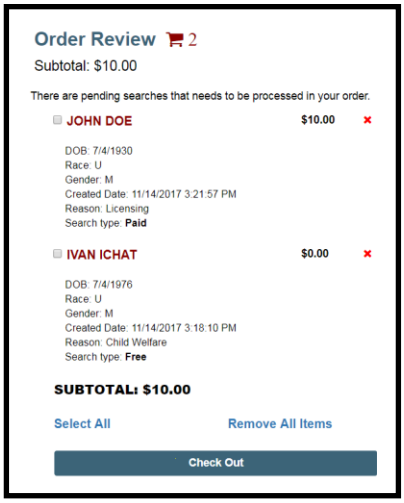
How to run the background search using new ICHAT system



- To begin, select the reason for a search from the drop down list. Your search reasons and fee will vary depending on your type of user and agency account.

- The following are required fields:
    - First Name
    - Last Name
    - Date of Birth
    - Race
    - Gender
- The alias name(s) can be entered by clicking on the link for additional names. The box will expand and provide you the option to enter an alias.
- The “Miscellaneous Number” field can be used as a reference key which will display on the search results. This field is optional.





- Once a search is completed, the system will retrieve the search result and add it to the shopping cart on the left side of the screen.
- The shopping cart can be viewed by clicking on the cart icon either next to the submit button or on the right side of the screen.
- The number listed on the cart indicates the number of searches in the cart, not the “hits” on the name provided.
- If the shopping cart is clicked, the system will show the searches that need to be checked out.
- To remove or delete a search from the shopping cart, click the red “X” on the right.
- The cart will display the detail information on each search, the amount for individual searches, as well as the total amount due for all searches in the cart.
- The user can “Select All” to check out all the searches. The user can also check out searches individually. The shopping cart will retain the search criteria for three days before deleting the searches; so it is important to check out within the three days of requesting.
- If all of the searches are fee-waived or invoiced, the user will be able to see the results on the check out.
- If any of the searches are being paid with a debit/credit card at the time of search, the user will be directed to the third-party vendor to make the payment before viewing the search results. Once the full payment for the amount due is completed, the user will be able to view the search results.