Welcome to the ICHAT

The Michigan State Police Internet Criminal History Access Tool

www.michigan.gov/ichat
ICHAT is the only public resource for non-fingerprint-based Michigan criminal history background checks.
This tutorial is designed for the general public. There are other tutorials specially designed for PS&I (private security guard and burglar alarm) companies, government agencies, schools, churches, and non-profit charitable organizations.
ICHAT reports **DO NOT** display warrant information, suppressed records, local ordinance misdemeanors, traffic arrests, or criminal history information from other state or federal government agencies.
To use ICHAT you must have a minimum level of Internet browser access (i.e., Microsoft Internet Explorer version 5.5; Netscape Navigator version 7; or Firefox version 1.3) and a valid e-mail address.
The first time you access ICHAT you will need to register as a new user.
To begin, you must click Register.
Complete all the fields marked with an asterisk.
If you are not sure what information to enter for a field, click on the question mark.
Passwords must be six to twelve characters long and contain at least one letter, one number, and one special character (~`!@#$%^&*()_\-+=<>,.?/).

Example: abc@123
          #1pass
General public users **do not use agency codes.** Only PS&I (private security guard and burglar alarm) companies, government agencies, schools, churches, and charities need to enter an agency code.
When you have completed entering the necessary information, click Save.
An activation link will be sent to your e-mail in about five minutes after completing the registration process. You must activate your account to access ICHAT.
If you attempt to login without activating your account, you will receive an error message. If you do not receive an activation notification within five minutes, use the “Contact Us” link and request activation.
Once you are registered, click **Login** to access your ICHAT account.
Login in with your e-mail address and password created when you registered. Although ICHAT displays what you will type in **ALL CAPS**, **do not** use the “Shift” or “Caps Lock” buttons except to enter special characters.
For general ICHAT information click on the links that are indicated.
To begin a criminal history search, click on **Background Search**.
Complete all the fields marked with an asterisk.

The SID field is for criminal record numbers only and is not required.
If you hit the **Enter** key on your keyboard, the information you enter will be automatically submitted, even if you are not finished entering the data.

After you are finished entering the data on the person whom you are searching, click **Submit**.
After your search has been completed, an order box will appear. "Item(s): 1" refers to the number of searches ordered. It does not mean that there is or is not a criminal count located.
After your search is completed, you must pay for them before you can view the response(s). To do so click **Checkout**.
Delete any searches you do not wish to pay for now, then click **Check Out** when you are ready to pay for the searches.
ICHAT accepts all Visa, and Discover MasterCard, cards, whether it is a standard credit, prepaid credit, or debit card.
After entering the Billing Address and Payment Method click on Next.
Confirm payment information is correct and click **Pay Now**.
After your credit card has been approved, you may print the Order Summary page as a receipt for your records.
The Search Results page lists all searches you have ordered that day and for the previous six days. You can sort this page using any of the underlined categories.

<table>
<thead>
<tr>
<th>Date of Search</th>
<th>Last Name</th>
<th>First Name</th>
<th>Order Num</th>
<th>DOB</th>
<th>Race</th>
<th>Sex</th>
<th>Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/26/2007 3:28:03 PM</td>
<td>DOE</td>
<td>JANE</td>
<td>266829</td>
<td>02/29/1936</td>
<td>White</td>
<td>Female</td>
<td>View Results</td>
</tr>
<tr>
<td>10/26/2007 3:23:47 PM</td>
<td>DOE</td>
<td>JOHN</td>
<td>266829</td>
<td>01/01/1930</td>
<td>White</td>
<td>Male</td>
<td>View Results</td>
</tr>
</tbody>
</table>
When you click **View Results**, you will receive a pop-up with a disclaimer about the information. After you have finished reading it, click **OK**.
If a search of Michigan’s Criminal History file does not locate a record that is either an exact or close match for the person in question, this page will display.

To view the other searches in your summary, click Back to Search Results.

To print this page, click “Ctrl” and “P”.

Based on the information provided, the following is a certified result of the search as of 5/24/2010 1:11 PM

A search of Michigan’s Criminal History File has not located a criminal record meeting dissemination criteria that exactly matches the information you have provided. No record has been found that matches on first name, last name, sex, and year of birth. Since arrests, convictions or criminal record deletions may occur at any time, do not use this information for future clearances.
If a search of Michigan’s Criminal History File cannot locate a record that exactly matches but is able to find a close match for the person in question, this page will display.
If a search does locate a criminal history that exactly matches, this page will appear.

If you would like to print this page, please select the

“Click Here to open the Printer Friendly Version page!”.
It is important to always double check the information of the person on the criminal record to verify it is in fact your person.

If there is any information in the identifiers that does not match what was entered, it will be highlighted on the criminal history record.
Criminal history information will be broken down into three segments:

The Arrest Segment – Arresting agency

The Charge Segment – Prosecutor charge

The Judicial Segment-Court disposition
Procedures for Correcting a Record

The steps for correcting a mistaken or inaccurate record are as follows:

1. Records That Do not Belong to the Individual Whose Name has Been Searche

- If the individual believes that the record does not belong to him or her, the individual should go to the nearest law enforcement agency and request to be fingerprinted on a state applicant fingerprint card for the purposes of "Record Challenge"; call ahead to verify fees and/or service hours. There is no charge for such fingerprinting if it is done at a Michigan State Police post.
- This card should be mailed to the Criminal Records Division with a copy of this record and a letter requesting the Criminal Records Division to verify that the enclosed criminal record does not belong to him/her. There is no fee. The address is:

   Michigan State Police -- CRD
   Attn: Record Challenge
   P. O. Box 30634
   Lansing, MI 48913

2. Inaccurate Records

- Sometimes records inadvertently contain errors. For example, the nature or date of the conviction might be wrong, or the record might contain a conviction that should have been removed from the record.
- In such cases the individual should obtain certified copies of the court judgment or other documents which show that the information contained on the criminal record is incorrect. If the proof provided is satisfactory, the Michigan State Police will modify the record accordingly. You may send the documents to:

   Michigan State Police -- CRD
   Attn: Record Correction
   P. O. Box 30634
   Lansing, MI 48913

At the bottom of every criminal history provided by ICHAT are "Procedures for Correcting a Record".
Another feature of ICHAT is the View Fee Charges page.
Yet another ICHAT feature is the My Account page. On this page you can choose to change your account profile.
Contact us if you have questions or need additional assistance.

ICHAT Coordinator 517-241-0713
Help Desk 517-241-0606
MSP-CRD-ICHATHELP@michigan.gov