Responses and Reports

Users will have the ability to view responses to their name based inquiries through CHIRP. In addition, CHIRP will provide access to account statements for registered agencies that maintain a cost center account with the Illinois State Police in the future.

System Requirements

Windows

Operating Systems
Microsoft Windows XP SP3 Home Edition (32-bit)
Microsoft Windows XP SP3 Professional Edition (32-bit)
Microsoft Windows Vista Home Edition (32-bit and 64-bit)
Microsoft Windows Vista Enterprise Edition (32-bit and 64-bit)
Microsoft Windows 7 (32-bit and 64-bit)
Microsoft Windows 8

Web Browsers
Microsoft Internet Explorer 8.0, 9.0, and 10
Mozilla Firefox 25.0 and higher

Java Virtual Machines (Web browser plug-in)
Oracle Java 7 with the latest available update

Adobe Acrobat Reader
To view the PDF documentation accompanying this release of Administration Services, ensure that you have Adobe® Acrobat® Reader version 8.0 or later installed on your computer.

Mac

Operating Systems
Mac OS X 10.6
Mac OS X 10.7

Web Browsers
Apple Safari 5.1
Mozilla Firefox 12.0
Mozilla Firefox 13.0

Java Virtual Machines (Web browser plug-in)
Apple JVM 1.6 with the latest available update
Oracle JVM 1.7 with the latest available update

Please note: ISP is not responsible for maintaining the life cycle or providing technical support of these products. Please direct inquiries to the product developers.

Questions regarding this information or program may be addressed to:

Illinois State Police
Division of Administration
Bureau of Identification
260 North Chicago Street
Joliet, Illinois  60432

Phone: (815) 740-5160
Fax: (815) 740-4401
E-mail: boi_customer_support@isp.state.il.us.

Due to the volume of calls, email is recommended.
Introduction

The Criminal History Information Response Process (CHIRP) has been developed by the Illinois State Police to provide a web portal for the electronic submission of name based inquiries. Users will be able to view the status of their inquiries and responses via the web portal. Users will be provided with conviction information pursuant to the Illinois Uniform Conviction Information Act, 20 ILCS 2635.

CHIRP features:
- Provide the ability to submit inquiries via the web
- Check on the status of submitted inquiries
- Introduces the ability to use debit or credit cards (with the exception of Visa) and electronic checks as a form of payment
- Includes utilization of a draw down account established with the Illinois State Police
- Obtain the response online
- Manage user profile information

Future features
- Request management reports (i.e. account statements)

Registration

All users must register with Entrust to comply with encryption requirements and again on the CHIRP web page to be able to submit inquiries electronically to the Illinois State Police and view responses via this web portal.

User Types

Public users: Individuals that register to use the CHIRP program without being associated with an agency (general public or private business).

ORI users: Individuals that register to use the CHIRP program that have a signed and executed User's Agreement with the Illinois State Police.

Users must go to www.illinois.gov/pki to enroll with the State of Illinois to be issued a Digital Certificate required for use with Entrust. Select the “Get a Digital ID” button located on the right side of the web page.

Registration requirements for CHIRP:
- Accept the terms and conditions.
- Your name and contact information.
- Select your user type
- A valid e-mail address. Your e-mail address will be used when logging in to CHIRP.
- Create and verify a password.
- Select your secret question and answer.
- Follow the activation information sent to your e-mail account.

For agencies that have signed a User’s Agreement with the Illinois State Police and have a valid Originating Agency “ORI” Identifier:
- Click the ORI User check-box in the General Information area.
- Enter the ORI for the agency in the field provided and tab to the next field (this will populate a table with your agency information). Repeat for additional ORI requests, if necessary.
- After completing the activation process, you must receive approval from an administrator prior to accessing CHIRP.
- ORI Admin POC (Point of Contact) must receive approval from the ISP Administrator.
- Additional ORI Admin or ORI User requests must receive approval from their ORI Admin or ORI Admin POC.

Forgotten Passwords/Lost Activation E-mails

In the event of a forgotten password or lost activation e-mail, users can click the Forgot Password or Need an Activation Email links on the CHIRP home page to request assistance. Provide the registered e-mail address, answer the secret question and select either the Send Password button or the Resend Activation Email button to complete the process. Verify that the e-mail is not lost in spam filters or e-mail quarantines.

This is an electronic process and cannot be handled by calling the Customer Support Unit.

Submitting an Inquiry

To submit a name inquiry, select Add Inquiry from the Create Inquiry menu. The inquiry screen appears slightly different for public users and ORI users.

Users must provide the following information when submitting a name based inquiry:
- Purpose Code (mandatory for ORI Users)
- Payment Type (mandatory)
- Last Name (mandatory)
- First Name (mandatory)
- Date of Birth (mandatory)
- Race (mandatory)
- Sex (mandatory)

For additional inquiries, click the Save Inquiry button. To complete the submission, click the View Cart button.

Only one payment option can be selected per cart submission. If you wish to use multiple payment types, you must complete the one transaction through the payment process before starting another.

Payment Options

Users select their payment option from the Add Inquiry form. Registered ORI users have the option of charging their name based submissions against their cost center account. Users that elect to use a credit card or electronic check must click the Pay Now button to transfer the user from the CHIRP web page to the Secure Web Pay system provided by the Illinois Treasurer’s Office. Users can provide credit card (with the exception of Visa) or electronic check information to pay for their name based submissions.

Use of a credit card will incur a service fee in proportion to the charges submitted. This information will be provided when processing payment through Secure Web Pay.

Upon completion of the payment process, the user will be redirected to CHIRP and will receive an email verification of the inquiries submitted.
The Criminal History Information Response Process (CHIRP) has been developed by the Illinois State Police (ISP) to provide a web portal for the electronic submission of name based inquiries. Users will be able to view the status of their transactions and acquire responses via the web portal. Conversion to the CHIRP process is required if your agency wishes to continue submitting name based Uniform Conviction Information Act requests. The brochure located at http://www.isp.state.il.us/docs/2-650.pdf provides information and system requirements for this process.

Agencies can access the CHIRP web portal through the following web address: https://chirp.isp.state.il.us/CHIRP/login.action

**Step 1: Obtain a Digital ID (Enhanced Authentication)**
- If you currently receive email responses from ISP you have already been issued a Digital ID. This is your Entrust Security Store log in. Proceed directly to the next section, **Step 2: Register for CHIRP**.
- If you do not have a Digital ID, click on the Get a Digital ID link.
  - Users must use Internet Explorer to complete this step.
  - A Java test will be run prior to creating a digital ID. If your version of Java does not meet this requirement, please work with your internal IT department for resolution.

**Step 2: Register for CHIRP:**
1. Access the CHIRP web portal using https://chirp.isp.state.il.us/CHIRP/login.action. You must always log in using your Digital ID user name and password prior to using CHIRP. Clicking this link will redirect the user to the Enhanced Authentication portal. Successful log on will redirect the user back to the CHIRP home page.
2. Click the Register Here button.
3. Review the How to Register page for instructions on how to register. Click the Register button at the bottom of the page.
4. Review the Terms of Use page. Click I Accept to continue the registration process.
5. Complete the registration form.
   5.1. The name must be the name of a real person, not the agency.
   5.2. Click the Agency User check box to provide your agency identification number/ORI.
   5.3. There must be one ORI Admin POC for each agency. No other profile options can be created until an ORI Admin POC exists.
   5.4. Tabbing out of the ORI field will search the database for your agency information. It will be displayed in a table beneath the ORI field.
6. Email address and password are case sensitive. Please be sure you remember how you formatted your email address and password.
7. Click the Register button. Review the registration summary, and then click Confirm if the information is correct.
   7.1. Users will receive an email containing a link to activate their CHIRP account.
   7.2. Once the account has been activated, ISP will provide authorization for the ORI Admin POC.
   7.3. Users will receive a final email after authorization has been completed.
Additional User Requests for Your Agency

Agencies that wish to have more than one user to their CHIRP account may do so after an ORI Admin POC has been authorized. At that point, all new users registered for their agency will be authorized by their ORI Admin POC.

1. Each new user must obtain their own Digital ID and register for CHIRP using their personal information. Sharing access information between multiple users may result in suspension of service.
2. Each user must be an individual that is employed by your agency. Providing access to external users not employed by your agency will be considered a violation of the Criminal Identification Act, 20 ILCS 2630/7, that may result in suspension of service.

Bookmarking the CHIRP Website for Future Use

1. Use this web address in your browser: https://chirp.isp.state.il.us/CHIRP/login.action
2. Sign into the Enhanced Authentication portal using your Digital ID user name and password. Use the Remember Name feature to assist with future logins.
3. Bookmark the CHIRP Home page, reached after the redirect to CHIRP and before you sign in the 2nd time. The web address shown in the address bar will be https://chirp.isp.state.il.us/CHIRP/login.action.
4. Sign into CHIRP using the email address and password created during CHIRP registration.
Obtaining a Digital ID

Problem: When attempting to obtain my Digital ID, I receive the following Java error after the Java test:

*The following error occurred: Unsupported JVM vendor. Java does not appear to be working in your browser. You can test if Java is working by going to a website such as www.javatester.org and clicking the “Test the version of Java your browser is using” button. If you need to install Java, it is available for download at www.java.com. Version 1.6 or later of Java is needed for our systems.*

Resolution: Please follow the instructions provided on the website or work with your internal IT department to resolve this Java issue.

Log In Issues

Problem: I am attempting to log in using my Digital ID on the Enhanced Authentication web portal, but I am receiving a message that the TruePass software has not been installed.

Resolution: Please check for a pop-up blocker. If a pop-up blocker is in place, it can prevent the TruePass Java applet from running and cause issues when attempting to log in. If this does not resolve the issue, please contact the CMS PKI Help Desk at (866) 465-9119 or via email at CMS.Helpdesk@illinois.gov. Please do not contact the ISP BOI Help Desk as they cannot assist in this area.

Problem: I am having difficulties logging into the system. Which log in information should I use on which page?

Resolution: To comply with encryption requirements for providing access to criminal history over the internet, the CHIRP system has two login requirements: Digital ID (Enhanced Authentication) and then CHIRP.

• The Enhanced Authentication page contains the Digital ID log in. This is a username and password set up by the user when creating their Digital ID.
• The CHIRP Home Page requires an email address and password set up during CHIRP registration. Both fields are case sensitive, so they must be keyed exactly as they were provided during registration.

Problem: I need information on how to reset my password.

Resolution: When an individual needs to reset their password for their Digital ID, they need to use the “Forgot Password” links on the Enhanced Authentication portal or on the www.illinois.gov/pki web page under Related Resources. Always use the Internet Explorer browser when conducting business on the www.illinois.gov/pki web page.
When an individual needs to reset their password for CHIRP, the user must log into the Digital ID/Enhanced Authentication portal, and then use the “Forgot Password” link located in the left hand menu or below the log in section.

**Problem:** I know that I registered, but CHIRP says my email address does not exist.

**Resolution:** The email address field is case sensitive. The email address must be entered exactly as it was provided during registration.

**Problem:** I am having difficulties logging into CHIRP using my email address and password.

**Resolution:** This can be caused by the following reasons:
- Password has been input incorrectly. The user should carefully rekey the password and check the caps lock. Passwords are case sensitive.
- User name has been input incorrectly. The user should carefully rekey the user name and check the caps lock. User names are case sensitive.
- Browser has not been closed out after system time out. Please completely close the browser and reopen.

**Problem:** I bookmarked the web address I received during account activation. My bookmark is no longer working.

**Resolution:** Activation links expire after they have been used. Saving that address has caused the incorrect web address to be saved as a bookmark.
- Use this web address in your browser: [https://chirp.isp.state.il.us/CHIRP/login.action](https://chirp.isp.state.il.us/CHIRP/login.action)
- Sign into the Enhanced Authentication portal using your Digital ID user name and password. Use the **Remember Name** feature to assist with future logins.
- Bookmark the CHIRP Home page, reached after the redirect to CHIRP and before you sign in the 2nd time. The web address shown in the address bar will be [https://chirp.isp.state.il.us/CHIRP/login.action](https://chirp.isp.state.il.us/CHIRP/login.action).
- Sign into CHIRP using the email address and password created during CHIRP registration.

**Problem:** When I attempt to log in, I receive the following message:
This page can’t be displayed
- Make sure the web address https://0.0.0.0 is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

**Resolution:** The firewall at your facility may be blocking traffic to and from this site. Please work with your internal IT department to resolve this issue.

**Authentication Issues**

**Problem:** I have attempted to log into the Enhanced Authentication page using my Digital ID user name and password, but I receive the message: “Enhanced Authentication - Bad User Input”.

**Resolution:** This can be caused by the following reasons:
- Password has been input incorrectly. The user should carefully rekey the password and check the caps lock. Passwords are case sensitive.
- User name has been input incorrectly. The user should carefully rekey the user name and check the caps lock. User names are case sensitive.
• Browser has not been closed out after system time out. Please completely close the browser and reopen.

Problem: I have attempted to log into the Enhanced Authentication page using my Digital ID user name and password, but I receive the message “The site is unable to authenticate you due to a system problem”.

Resolution: Check the caps lock and try again.

Clear the browser cache (using the method associated with your browser), and then restart the browser. If you are unsure how to do this, please work with your IT department.

The Entrust password has expired. Please use “Forgot Password” process on the Digital ID/Enhanced Authentication portal. This will redirect you to the CMS PKI web page to reset your password. Users can also go directly to the site at www.illinois.gov/pki and select “Forgot Password” to reset their password.

If these options do not resolve your issue, please contact the CMS PKI Help Desk at (866) 465-9119 or via email at CMS.Helpdesk@illinois.gov. Please do not contact the ISP BOI Help Desk as they cannot assist you in this area.

Problem: I have successfully logged into the Enhanced Authentication page. I now have a message that says “Authentication Completed. You are now authenticated. Return to the index page.”

Resolution: The incorrect web address was saved as a bookmark.

• Use this web address in your browser: https://chirp.isp.state.il.us/CHIRP/login.action
• Sign into the Enhanced Authentication portal using your Digital ID user name and password. Use the Remember Name feature to assist with future logins.
• Bookmark the CHIRP Home page, reached after the redirect to CHIRP and before you sign in the 2nd time. The web address shown in the address bar will be https://chirp.isp.state.il.us/CHIRP/login.action.  
• Sign into CHIRP using the email address and password created during CHIRP registration.

Problem: The Digital ID/Enhanced Authentication page does not display the log in boxes.

Resolution: Your system may have been updated to Java version 8. The Entrust TruePass software does not currently work with Java 8. Please work with your IT department to uninstall Java 8 and reinstall a previous version.

Problem: When I attempt to authenticate, however, I receive an error that states that I do not have the correct Entrust Header.

Resolution: This error can occur for the following reasons:

• Individuals are sharing a Digital ID. All individual must have their own Digital ID when registering for the CHIRP system. Please submit a “Support” request using the Customer Service menu within CHIRP or by email to boi_customer_support@isp.state.il.us requesting assistance with this issue.
• The individual is trying to log in with a Digital ID that is not associated with their account. This can happen when the individual has their own Digital ID, but has registered directly after another individual by sharing a current browser session. This causes a shared Digital
ID issue as demonstrated in the point above. Please submit a “Support” request using the Customer Service menu within CHIRP or by email to boi_customer_support@isp.state.il.us requesting assistance with this issue.

System Issues

Problem: While working in CHIRP, I receive an HTTP 500 error. What caused this?

Resolution: The CHIRP server is experiencing issues. Please close the browser and try to log into the CHIRP system again. If the problem persists, please submit a “Support” request using the Customer Service menu within CHIRP or by email to boi_customer_support@isp.state.il.us.

Problem: I am receiving the error, “Internet Explorer cannot display the webpage.”

Resolution: The user may have to check their firewall settings to ensure the web page can communicate with the CHIRP servers. Please submit a “Support” request by email to boi_customer_support@isp.state.il.us requesting assistance.

The DNS server on the user side has not been updated. Please work with your internal IT department to resolve this issue. Submit a “Support” request by email to boi_customer_support@isp.state.il.us if IP information is needed to complete this resolution.

Java security settings are set too high. The settings can be lowered (from High to Medium at least) using the Java Control Panel and going to the Security tab. Please review the security settings with your IT department before making any changes.

Problem: I am receiving a message that Java is not enabled in my browser.

Resolution: Work with your internal IT staff to resolve this issue. You can also obtain information on enabling Java in your browsers by going to http://www.enable-javascript.com/.

Account Payment Issues

Problem: I am attempting to enter a name inquiry, but I cannot pay using my cost center.

Resolution: Your profile is set up incorrectly as a Public User. Please submit a “Support” request using the Customer Service menu within CHIRP or by email to boi_customer_support@isp.state.il.us.

If you were previously able to access CHIRP as an ORI Admin POC, ORI Admin, or ORI User, please submit an “Account Management” request using the Customer Service menu within CHIRP or by email to boi_customer_support@isp.state.il.us to discuss the state of your account with a representative.
**Recent Notices sent to CHIRP Users**

*Notice sent on 11/13/2014:*
***********Microsoft Security Update and Java versions***********

Microsoft has issued a security update for the Internet Explorer browser that is causing issues with Java versions prior to version 7 update 71. Users will receive a warning bar at the top of their browser or in the lower section of their browser stating that the Java version is out of date and requires an update. Please do not use the Update option on this bar to correct this issue.

At this time, the authentication software used for CHIRP is not compatible with Java version 8. The most recent update to Java version 7 can be obtained here: [http://www.java.com/en/download/manual_java7.jsp](http://www.java.com/en/download/manual_java7.jsp)


NOTE: If you are unsure of what action to take, if any, with your internet browser please contact your agency's IT support and share the information in this email.

*Notice sent on 10/30/2014:*
**** Java version 8 will not work with Criminal History Information Response Process (CHIRP) *****

There is a known issue between the TruePass authentication software and the newest version of Java, version 8. Please be aware that updating to the newest version of Java can prevent the authentication process from completing successfully, thus preventing users from successfully logging into the CHIRP portal. Please refrain from updating to the newest version if possible. If this is not possible, please work with your internal IT department to ensure that your Java installations are configured to allow you to work with your systems and the CHIRP portal.

Access to Java 7 can be found here: [http://www.oracle.com/technetwork/java/javase/downloads/jre7-downloads-1880261.html](http://www.oracle.com/technetwork/java/javase/downloads/jre7-downloads-1880261.html)