



# RETRIEVING CHRI

## USER GUIDE

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EMPOWERED BY  VERTICAL SCREEN

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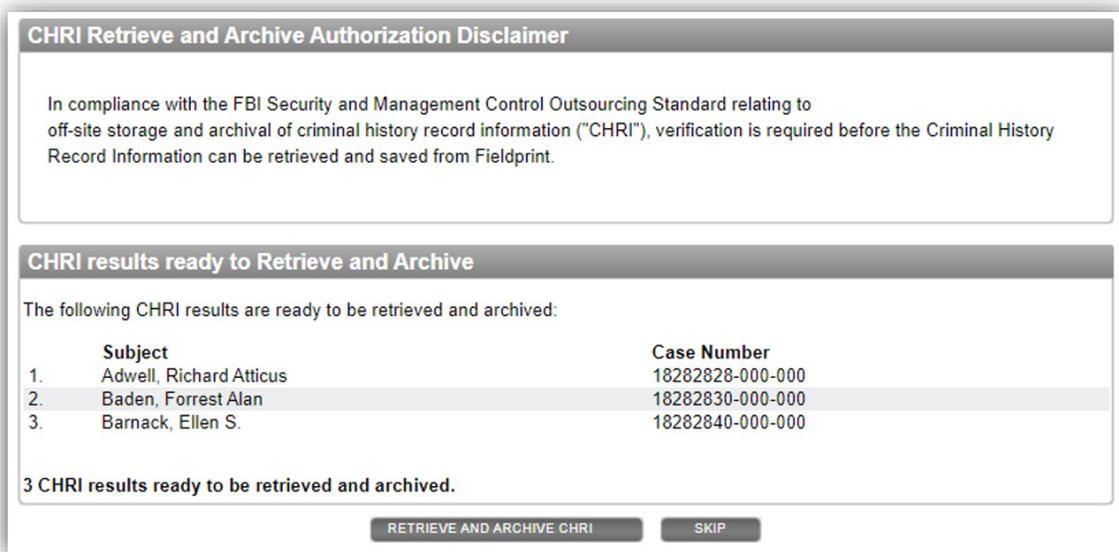
For customers retrieving Criminal History Record Information (CHRI) directly through our platform, the FBI requires that the customer acknowledges receipt of the results before the results are made available in a report.

**The FBI requires Fieldprint to purge CHRI in the event that they are not retrieved and saved within 30 days of the results being received.**

Once the results are retrieved and stored within Truescreen, we will archive those records according to our retention policy.

This guide will walk users through the steps required to retrieve CHRI results.

Upon login to the myTruescreen.com portal, if CHRI results are ready to Retrieve and Archive, the user will receive a pop-up message. The CHRI Retrieve and Archive Authorization Disclaimer will display – this is required by the FBI. Users can click the **“Retrieve and Archive CHRI”** button to retrieve all available CHRI records for the displayed subjects.



CHRI results can be viewed in the **myNew Reports** module. The document icon indicates that the CHRI has been retrieved and the CHRI can be viewed.

Users can check for CHRI results by clicking the **“GET CHRI RESULTS”** button on the top left of the screen. Users can also retrieve CHRI results for individual cases by clicking the **“GET RESULT”** button in the CHRI Retrieve and Archive column.



Details matter.

After retrieving CHRI results, there will be a hyperlink to the Criminal History Record Information within the subject's report in the Fingerprinting section. This link will not appear until CHRI is retrieved and saved.

SERVICE	STATUS
<b>Fingerprint</b>	<b>See Below</b>
<b>Source:</b>	FBI-AFIS
<b>Date Ordered:</b>	06/23/2021
<b>Subject Covered:</b>	ProdSub Later
<b>Status:</b>	Results Received
<b>Fingerprint Site:</b>	12000 Commerce Parkway Suite 100 Mount Laurel, NJ 08053- Livescan Site
<b>Scheduled Date:</b>	07/06/2021
<b>Collection Date:</b>	12/17/2018
<b>Transmitted Date:</b>	06/23/2021
<b>Collection Note:</b>	
<b>Comments:</b>	Related Rap Back Subscription - RBSI # 390022 Rap Back Subscription Result: Subscription Succeeded Rap Back Related Case Type: Search and Subscribe
<b>Supporting Documents:</b>	<a href="#">Criminal History Record Information</a>

**End of Report**

## READING THE CHRI RESULT STATUS

It is important to note that neither Truescreen nor Fieldprint have access to actual CHRI results – only the authorized recipient may view CHRI. **As a result, it is not possible for Truescreen to “score” CHRI results as “pass” or “review”.**

The initial component status of returned CHRI results is **“Results Received”**. Clients will see this result after the results are returned from the FBI. **“Results Received”** is not an indication that CHRI results have been retrieved and saved.

Within the report itself, the status will display **“Clear”**. It is important to note that a **“Clear”** result for FBI fingerprints within a report **does not indicate that there are no records found**. Users are required to review the CHRI returned from the FBI and adjudicate the results accordingly. Note in the screenshot below that there is no link to CHRI results, since the results in this example have not been retrieved and saved.

SERVICE		STATUS
<b>Fingerprint</b>		<b>Clear</b>
<b>Source:</b>	FBI-AFIS	
<b>Date Ordered:</b>	07/13/2021	
<b>Subject Covered:</b>	Fridaytest SeearchONLY	
<b>Status:</b>	Results Received	
<b>Fingerprint Site:</b>	12000 Commerce Parkway Suite 100 Mount Laurel, NJ 08053- Livescan Site	
<b>Scheduled Date:</b>	06/29/2021	
<b>Collection Date:</b>	12/17/2018	
<b>Transmitted Date:</b>	07/13/2021	
<b>Collection Note:</b>		
<b>Comments:</b>	None	
<b>End of Report</b>		



Details matter.

When CHRI results are saved and retrieved properly, the report will show “**See Below**”. This indicates that the Criminal History Record Information is available to review.

SERVICE	STATUS
<b>Fingerprint</b>	<b>See Below</b>
<b>Source:</b>	FBI-AFIS
<b>Date Ordered:</b>	06/23/2021
<b>Subject Covered:</b>	ProdSub Later
<b>Status:</b>	Results Received
<b>Fingerprint Site:</b>	12000 Commerce Parkway Suite 100 Mount Laurel, NJ 08053- Livescan Site
<b>Scheduled Date:</b>	07/06/2021
<b>Collection Date:</b>	12/17/2018
<b>Transmitted Date:</b>	06/23/2021
<b>Collection Note:</b>	
<b>Comments:</b>	Related Rap Back Subscription - RBSI # 390022 Rap Back Subscription Result: Subscription Succeeded Rap Back Related Case Type: Search and Subscribe
<b>Supporting Documents:</b>	<a href="#">Criminal History Record Information</a>

**End of Report**