



WHAT YOU NEED TO KNOW ABOUT **MASSACHUSETTS CRIMINAL RECORDS**

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Section 1: What is included in a Massachusetts criminal record?

CORI: the term “CORI” is an abbreviation for Criminal Offender Record Information. CORI is defined broadly in Massachusetts General Law c. 6, § 167 to include the information described in this section as well as other types of data that identify an individual with a Massachusetts criminal offense, such as a police report or mug shot.

There are two types of Massachusetts criminal records.

1. **CORI reports:** these are made available to authorized requestors by the Massachusetts Department of Criminal Justice Information Services (DCJIS). A CORI report is a name and DOB-based record of your Massachusetts criminal court appearances. The information includes:
 - a. your adult criminal court appearances beginning at the age of eighteen for offenses after September 18, 2013 and age seventeen for offenses prior to September 18, 2013; and
 - b. your juvenile delinquency appearances in court (from the age of eighteen and under for those offense after September 18, 2013 and age seventeen and under for offenses prior to September 18, 2013)

CORI reports contain only Massachusetts court appearances; out-of-state court information is not included.

CORI reports consist of two parts:

- a. demographic data (formal name, date of birth, last known address, etc.); and
- b. court arraignment and disposition data (e.g. conviction, non-conviction or pending case information).

CORI reports can be obtained either through the iCORI System or via paper request. A CORI report from the DCJIS will only include offenses committed from the age of eighteen and after.

For a copy of juvenile delinquency matters for offenses under the age of eighteen, you must submit a request for your juvenile record to the Office of the Commissioner of Probation (OCP). The juvenile record request form is available at <https://www.mass.gov/files/documents/2016/09/pt/juv-rec-req.pdf>.

2. **Arrest Records:** these are records which list each time an individual has been *arrested* by a law enforcement agency. These records do not include criminal charges that were initiated by means of a summons. Unlike CORI reports, arrest records are supported by fingerprints, meaning that each arrest event listed resulted from the submission of a ten-print arrest fingerprint card by the

arresting agency. Arrest records are available from both the Massachusetts State Police (MSP) State Identification Section and from the Federal Bureau of Investigation.

Because Arrest Records are based upon the submission of fingerprints, your CORI report and your Arrest Record may contain different information.

IMPORTANT: it is illegal in Massachusetts for anyone to require you to provide a copy of your CORI¹.

Section 2: Who can access criminal record data?

2A. Who can access CORI reports?

Under the CORI law, any individual or organization can request CORI from DCJIS. However, the amount of information provided depends on the category of access to which the requestor is entitled. Therefore, the amount of information contained in a CORI report can vary. Below is a chart detailing the categories of access and what CORI is and is not included in each category of access.

Category of Access	CORI Data Included	CORI Data NOT Included
Personal Access Example: a person requesting his or her own CORI	All adult convictions, non-convictions, and pending cases, as well as all civil and non-incarcerable ² offenses.	Any sealed, expunged, youthful offender or juvenile offenses.

¹ There are some exceptions to the law. For example, pursuant to M.G.L. c. 151B, an employer may inquire about felony convictions and certain misdemeanor convictions within the last 3 years. In addition, some employers, such as the School Districts and the Executive Office of Early Education and Care (EEC), are authorized by statute to inquire about incomplete information that is returned on a Federal Bureau of Investigation (FBI) fingerprint based criminal background check.

² A “non-incarcerable” offense is an offense that is not punishable by incarceration in a jail or prison and only punishable by a fine (e.g. failure to stop). If an offense is “incarcerable” this means that the offense is punishable by incarceration in a jail or prison.

Required 1 Example: Banks, Hospitals, Insurance Companies, Property Management/Housing Authorities (for housing applicants only)	All adult convictions and pending cases.	Any sealed, expunged, juvenile, youthful offender, civil, and non-incarcerable offenses or non-convictions ³ .
Required 2 Example: K-12 Schools (Private & Public), Religious Organizations, In-Home Care, Councils on Aging, Assisted Living Facilities	All adult convictions, non-convictions, and pending cases.	Any sealed, expunged, juvenile, youthful offender, civil, or non-incarcerable offenses.
Required 3: Example: Summer camps for kids	All adult convictions and non-convictions, and youthful offender, juvenile , delinquent, not-delinquent, and pending cases.	Any sealed, expunged, civil, or non-incarcerable offenses.
Required 4: Example: Early Education and Child Care	All adult convictions and non-convictions and youthful offender, juvenile offender delinquent, not delinquent, pending cases, and sealed offenses.	Any expunged, civil or non-incarcerable offenses.

³ A finding of “non-conviction” means any final disposition that does not result in conviction (i.e. findings of not guilty or continued without a finding, followed by dismissal, are considered “non-convictions”)

<p>Standard Access: Example: Transportation companies, Retail stores and any type of employer that does not have a statute or regulation that requires CORI access</p>	<p>All murder, manslaughter, or sex offense convictions, all pending cases, and all convictions if the offender:</p> <ul style="list-style-type: none"> a.) has a misdemeanor conviction and the disposition date or incarceration release date is less than 5 years prior to the CORI Request Date; b.) has a felony conviction or a finding of not guilty by reason of insanity and the disposition date or incarceration release date occurred less than 10 years prior to the CORI Request Date. 	<p>Any non-conviction (except for findings of not guilty by reason of insanity), any misdemeanor conviction where the disposition date or incarceration release date occurred 5 or more years prior to the CORI Request Date, any felony conviction where the disposition date or incarceration release date occurred 10 or more years prior to the CORI Request Date, and any juvenile, sealed, expunged, civil, or non-incarcerable offenses.</p>
<p>Criminal Justice Agency/Law Enforcement Access: Example: Police Departments, Courts, Department of Correction and Sheriff's Departments</p>	<p>All adult, youthful offender and juvenile offender convictions, non-convictions, delinquent, not delinquent, pending cases, and sealed offenses.</p>	<p>Any expunged offenses.</p>

<p>Open Access: Example: Media or any member of the public seeking the publicly available CORI of an individual</p>	<p>Adult offenses that fall within the following parameters:</p> <ol style="list-style-type: none"> 1. misdemeanor convictions for one year following the date of disposition or date of release from incarceration or custody, whichever is later; 2. felony convictions or findings of not guilty by reason of insanity for two years following the date of disposition or date of release from incarceration or custody, whichever is later; 3. felony convictions or findings of not guilty by reason of insanity for offenses punishable by five or more years in state prison provided, however, that such offense shall only be available for ten years following the date of disposition or date of release from incarceration or custody, whichever is later; 4. all convictions for murder, voluntary manslaughter, involuntary manslaughter, and sex offenses (as defined in M.G.L. c. 6, § 178C) punishable by a term of incarceration in state prison, unless sealed, including information relating to those offenses for which the subject was adjudicated as an adult while younger than 18 years old; and 5. any cases where the individual has been found not guilty by reason of insanity 	<p>Any convictions that fall outside of the time frames noted. All non-convictions, except for findings of not guilty by reason of insanity for the offense type and timeframes noted. Any youthful offender, juvenile, sealed, civil, non-incarcerable, or expunged offenses.</p>
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2B. Who can access juvenile records?

Juvenile records are not generally accessible in court files unless the individual has been adjudicated as an adult in Superior Court or after the transfer of his/her case to another court department from the juvenile court.

There are some exceptions to this general rule under Massachusetts Law:

- a. Operators of camps for children are authorized to access juvenile records of employees and job applicants.
- b. The Massachusetts Department of Children and Families (DCF) and the Massachusetts Department of Early Education and Care (EEC) are authorized to access juvenile records for adoption, employment, and investigative purposes. The DCF can also access this information for adoptive and foster care placements. Finally, EEC is authorized to access juvenile records relating to applicants working in day care, preschool, and other licensed programs (e.g., after school programs).
- c. Law enforcement and criminal justice agencies, such as police departments, custodial authorities (i.e., jails and prisons), and courts, have access to juvenile records. This includes police departments conducting background checks on firearms license applicants.

2C. Who can access arrest records?

Arrest records are only available to the following:

- a. Law enforcement and criminal justice agencies.
- b. Entities authorized by state or federal law (examples: School districts, EEC for staff working in day care, and DCF for adoption and foster care placements).
- c. The individual named in the record.

With the exception of law enforcement and criminal justice agencies, arrest records are available only through the submission of a ten-print fingerprint card.

2D. How long will my criminal record data be available?

The length of time that a conviction is available depends on the type of crime, the punishment imposed, and the category of access under which the requestor falls:

- a. Open CORI Requests:
 - 1. Convictions for misdemeanors are available for 1 year after the disposition date or incarceration release date, whichever is later.
 - 2. Convictions and findings of not guilty by reason of insanity for felonies are divided into two categories:
 - (1) Felonies punishable by less than 5 years are available for 2 years after the disposition date or incarceration release date, whichever is later; and
 - (2) Felonies punishable by more than 5 years are available for 10 years after the disposition date or incarceration release date, whichever is later.

3. All convictions for murder, manslaughter, and sex offenses are available regardless of disposition or incarceration release date, unless sealed or expunged.

b. Standard CORI Requests:

1. Convictions for misdemeanors are available for 5 years after the disposition date or incarceration release date, whichever is later.
2. Convictions and findings of not guilty by reason of insanity for felonies are available for 10 years after the disposition date or incarceration release date, whichever is later.
3. All convictions for murder, manslaughter and sex offenses are available regardless of disposition or incarceration release date, unless sealed or expunged.

- c. Required CORI Requests: Generally, all conviction data, unless sealed or expunged, regardless of its age, is available to any employer or organization authorized to request CORI under any of the Required categories of access (see chart above for descriptions of each category).

IMPORTANT NOTES:

1. All criminal record information, including sealed records, unless expunged, will always remain available to law enforcement and criminal justice agencies, as well as to some employers and organizations authorized by law. For example, the Department of Early Education and Care (EEC) can access all criminal record data for employment or licensing purposes.
2. Arrest data maintained by the State Identification Section or the FBI is always available to authorized requestors until the information is expunged.

Section 3. The Criminal Record Request Process

3A. The iCORI System

The iCORI system is operated by the DCJIS. It is a web-based application which is used by individuals and organizations to request and receive CORI. Users must first register with the system to establish an account. Once registered, users can log in and submit CORI requests at any time. All users access the results of their requests through the system. Results are usually returned in less than 5 minutes.

3B. CORI reports

There are two ways to obtain CORI reports:

- a. Electronic Request. The electronic request process is as follows:

1. Access the iCORI system at mass.gov/cjis.
2. Click the "Criminal Record Check Services" button.
3. Click the "Request a name-based record check (CORI)" button.
4. Click the "Register as an Individual" link.
5. Follow the on-screen prompts to register with the iCORI system. You will need to provide either your Massachusetts Driver's License number or your Massachusetts Identification Card number.
6. Once you have completed the registration process, log in to the iCORI system using the Username and Password you created during the registration process.
7. Click the "Add Request" tab at the top of the screen.
8. Select "Personal – Self" in the Account Type drop down box and then click Continue.
9. Enter your personal information in the fields provided on the screen.
10. Click the "Add & Checkout" button at the bottom of the screen.
11. Review the information you entered, click the "I have read and agree to the Terms of Use" check box, and then click the "Continue to Checkout" button.
12. Click the "Pay Now" button.
13. Enter your payment information and click the "Submit Payment" button. You will be automatically returned to the iCORI system.
14. Click on the "CORI Results" tab at the top of the page. Your CORI report will be listed on the page and can be viewed and downloaded.

Normally, your CORI report will appear on the CORI Results page within 5 minutes after submitting your request.

b. Paper Request. The paper request process is as follows:

1. Complete the Personal CORI Request Form. The form is available at:
<https://www.mass.gov/files/documents/2017/12/04/adult-personal-criminal-record-request-form%20FINAL%20updated%20December%204%202017.pdf>
2. Mail the CORI Request Form to the following address:

Massachusetts Department of Criminal Justice Information Services
200 Arlington Street, Suite 2200
Chelsea, MA 02150

ATTN: CORI Unit

3. The DCJIS will process your request within 2 weeks and will mail your CORI report to the address you put on the CORI Request Form.
4. If you are unable to afford the \$25 CORI Request fee, you may submit an affidavit of indigency along with your personal CORI Request Form. An affidavit form is available at <https://www.mass.gov/files/documents/2017/12/04/affidavit-of-indigency%20FINAL%20updated%20December%204%202017.pdf>.

3C. Requirements for all Employers and Organizations accessing CORI

While there are many laws, regulations, rules, and policies governing the use of CORI by employers and organizations⁴, the following are some important ones which apply to all of them:

- a. Prior to running a CORI check, the employer or organization must have the person whose CORI they want to request complete and sign a CORI Acknowledgement Form. It is illegal for any employer or organization to make a CORI request without having a signed CORI Acknowledgement Form on file for the subject of the request.
- b. An employer or organization must verify the information provided on the CORI Acknowledgement Form against a valid form of government-issued identification.
- c. If an employer or organization decides to ask you any questions about your criminal record, it must first provide you with a copy of the record prior to any questioning.
- d. If an employer or organization is inclined to deny you on the basis of your criminal record, it must first:
 1. provide you with the opportunity to dispute the accuracy of the record⁵;
 2. provide you with a copy of the criminal record and must identify the part or parts that may potentially disqualify you;
 3. provide you with a copy of the employer's/organization's CORI Policy (note: only employers and organizations which conduct 5 or more criminal record checks per year are required to have a CORI Policy); and
 4. provide you a copy of the document entitled "DCJIS information regarding the process for correcting a criminal record."

⁴ The term "organization" as used in this section is meant to include all types of organizations that access CORI including, but not limited to, entities that access CORI for housing, volunteer, or licensing purposes.

⁵ Please note, there are some exceptions in the regulations as to the timing of when the opportunity to dispute must be provided depending on the purpose of the request. For example, for licensing, the opportunity to dispute may be included in the appeals process after the decision has been made.

Section 4. CORI Self-Audit Process

You may ask the DCJIS to generate a report of all CORI requests made on you. Known as a “Self-Audit”, this report can be requested by you at any time. You can request a free report once every 90 days. A fee of \$25 will be charged for any additional requests made before the end of any 90-day period.

To request a Self-Audit, you must:

1. Complete a CORI Self-Audit Request Form. The form can also be found at www.mass.gov/ropdd/crime-prev-personal-sfty/bkgd-check/cori/cori-self-audit.html.
2. Have the form signed by either a Notary Public or by an authorized representative of a correctional facility.
3. Mail the completed form to:

Massachusetts Department of Criminal Justice Information Services
200 Arlington Street, Suite 2200
Chelsea, MA 02150
ATTN: Self-Audit

Upon receipt of a properly completed Self-Audit Request Form, the DCJIS will generate a report of all requests made on you and will mail the report to the address listed on the request form.

IMPORTANT NOTE: a Self-Audit report will not show any criminal record requests made by law enforcement or criminal justice agencies.

Section 5. The CORI Complaint Process

5A. Types of Complaints

There are two (2) types of CORI complaints that can be filed:

1. Improper Access to CORI and/or Regulatory Violations

You may file a complaint with the DCJIS if:

- you believe your criminal record was improperly accessed or disseminated; or
- you believe an organization failed to follow the CORI law or regulations when requesting your criminal record or when reviewing or acting upon the information in it.

The DCJIS will confirm receipt of the complaint and will assign a case number. An investigation will be conducted and you will be notified of the results.

Depending on the findings of the investigation, the DCJIS may refer the complaint to the Criminal Record Review Board (CRRB). The CRRB will review the complaint and the investigative report and will vote on whether or not to hold a formal hearing for the complaint. If a hearing is ordered, you, as the complaint submitter, may be called as a witness to testify. After the hearing, the Hearing Officer or Subcommittee will issue a proposed decision that is then reviewed by the CRRB and either adopted or amended.

IMPORTANT: the CRRB does not have the authority to order restitution or to require an employer to hire an applicant. If the CRRB finds that a violation of the CORI law or regulations has occurred, it may impose civil fines of up to \$50,000 for each knowing violation or other types of sanctions.

2. Incorrect Criminal Record Complaints

You may also file a complaint with the DCJIS if you believe your criminal record contains incorrect or inaccurate information.

The DCJIS will review your complaint and advise you as to what steps, if any, you can take to correct the record. In some cases, your complaint may be referred to the Office of the Commissioner of Probation (OCP) on your behalf, which has the authority and the technical ability to correct or change a CORI record (the DCJIS does not have the authority to do this). The OCP will review the complaint and may update the CORI based on its determination of accuracy. It is important to note that, based on the type of issue with the CORI, the DCJIS and the OCP may not be able to offer assistance based on a review of the documents. In these cases, you will receive a response from the DCJIS that will instruct you to contact the court for further assistance. The DCJIS will provide you any documents it has obtained on your behalf and the contact information for applicable courts to assist with this process.

5B. How to file a complaint

There are two ways to submit a complaint to the DCJIS:

1. Electronic form: you can submit a complaint online at www.mass.gov/cjis. You will need to be able to upload supporting documents when filing a complaint online.
2. Paper complaint form: copies of the paper complaint forms are available on the DCJIS web site at www.mass.gov/cjis.

Completed complaint forms, along with any supporting documentation, must be sent to:

Massachusetts Department of Criminal Justice Information Services
Attention: Legal Department
200 Arlington Street, Suite 2200
Chelsea, MA 02150

Section 6: Sealing your CORI⁶

You may be eligible to have some or all of your criminal record sealed by the Office of the Commissioner of Probation (OCP) or a court. The changes implemented by Chapter 69 of the Acts of 2018 (Criminal Justice Reform Law) reduced the waiting time for the sealing of certain criminal conviction records.

You will be able to petition to seal most misdemeanor convictions after 3 years and most felony convictions after 7 years. In addition, convictions for Resisting Arrest (G.L. c.268, § 32B) are now eligible for sealing.

ADMINISTRATIVE PROCESS: To seal a record that contains convictions or delinquencies pursuant to M.G.L. c. 276, §§ 100A or 100B, please complete the following:

- (1) Obtain a copy of your CORI from the DCJIS and/or juvenile record from the OCP.
- (2) Obtain copies of all dockets associated with the cases you seek to seal from the court clerk's office.
- (3) Review your criminal record to determine if you are eligible to seal your record.
- (4) If you are eligible to seal your record, complete the petition, sign it, and send it to the Office of the Commissioner of Probation at the address listed on the petition.
- (5) The OCP will review your petition and notify you on its decision in writing.

The petitions to seal criminal convictions and non-convictions are available online at <https://www.mass.gov/how-to/request-to-seal-your-criminal-record>.

COURT PROCESS: To seal a record of non-convictions pursuant to M.G.L. c. 276, § 100C, you will need to complete the following:

- (1) Obtain a copy of your CORI from the DCJIS.
- (2) Obtain copies of all dockets associated with the cases you seek to seal from the court clerk's office.
- (3) Review your criminal record to determine if you are eligible to seal your record.
- (4) Complete the sealing petition and attach any supporting documentation to your petition.
- (5) File the petition in the criminal clerk's office in the court where the arraignments took place.
- (6) After reviewing your petition, the court will notify you by mail whether your petition is eligible for review or is preliminarily denied.
- (7) If eligible for review, the court may either schedule one or two hearings on your petition. Plan to attend the hearings and explain to the judge why you would like to have your record sealed.
- (8) If the Judge rules to seal your non-conviction record, the order will be forwarded to the OCP and they will seal your record.
- (9) If you have questions about sealing your record, you may contact the OCP at 617-727-5300.

IMPORTANT: Sealed CORI information will remain available to law enforcement agencies as well as to some employers and organizations authorized by law. For example, the Department of Early Education

⁶ You should consult with legal counsel prior to sealing your CORI as it may impact your immigration status.

and Care (EEC) and the Department of Children and Families (DCF) can access sealed records for employment, licensing, or adoptive and foster care placement purposes.

Section 7: List of Relevant Contacts and Websites

The information provided in this booklet is a summary of the applicable laws and regulations. Please see the following for additional information:

DCJIS website: www.mass.gov/cjis

Phone: 617.660.4640

Massachusetts State Police State Identification Section

Phone: 508.358.3170

Office of the Commissioner of Probation website: www.mass.gov/probation

Phone: 617.727.5300

Greater Boston Legal Services: www.gbbs.org

Phone: 617.371.1234

Section 8: Frequently Asked Questions

Frequently asked questions regarding my own CORI

Q: HOW DO I OBTAIN A COPY OF MY OWN CORI REPORT?

A: You can obtain a copy of your own CORI Report either using the iCORI system (<https://icori.chs.state.ma.us/icori/ext/global/landing.action?page=1&bod=1530207518325&m=present> Landing) or by submitting a request form via U.S. Mail (<https://www.mass.gov/how-to/cori-forms-and-information>)

IMPORTANT: To submit a request electronically, you must have a valid Massachusetts Driver's License or Massachusetts Identification Card. To submit via paper form, the completed form must be notarized.

Q: WHAT SHOULD I DO IF I CANNOT AFFORD THE \$25 FEE TO OBTAIN A COPY OF MY CORI?

A: There is a fee waiver request process for electronic and paper requests. For electronic requests, this request is part of the submission. For paper requests, the Fee Waiver Form must be completed and submitted with the paper request form. Please note that fee waivers ONLY apply to personal requests. The Form is available at www.mass.gov/files/documents/2017/09/19/Fee%20Waiver%20Form_3.pdf.

Q: CAN CERTIFIED COPIES OF PERSONAL CORI REQUESTS BE VIEWED ONLINE?

A: Yes, all CORI results include a cover letter certifying the authenticity of the record. All CORI results include the same certification language regardless of whether they are printed and mailed or obtained through the DCJIS iCORI system.

Q: CAN I DROP OFF MY CORI REQUEST FOR PROCESSING?

A: No. The DCJIS does not offer walk-in service. All CORI requests must be submitted either online through the iCORI system or via U.S. Mail.

Q: CAN I CANCEL A CORI REQUEST ONCE I HAVE SUBMITTED IT?

A: No. A CORI requests cannot be cancelled once it has been submitted.

Q: HOW DO I SEAL MY MASSACHSETTS CRIMINAL RECORDS?

A: The DCJIS does not have the legal or technical authority or ability to seal records. An explanation on how to seal, along with links to the petitions, is included in this guide. If you have additional questions, you must contact the Massachusetts Office of the Commissioner of Probation at (617)727-5300.

Q: HOW DO I OBTAIN AN APOSTILLE FOR MY CERTIFIED CORI?

A: To obtain an apostille for a certified iCORI result, you must contact the Massachusetts Secretary of State's Office. Information on obtaining an apostille is also available on the Secretary of State's web site.

Q: IF I AM SUBMITTING A PAPER REQUEST FOR CORI, TO WHOM DO I MAKE MY MONEY ORDER PAYABLE?

A: Money orders or bank checks must be made payable to the Commonwealth of Massachusetts.

Q: CAN I FIND OUT WHO HAS CONDUCTED CORI CHECKS ON ME?

A: Yes. You may find out who has conducted a CORI check on you by submitting a request for a CORI Self Audit to the DCJIS. The CORI Self Audit Request Form is available at www.mass.gov/cjis.

IMPORTANT: Self audit results only include requests submitted by non-law enforcement entities, including hospitals, schools, housing authorities, and private landlords. CORI requests made by law enforcement and criminal justice agencies will not be included in self audit results.

Q: IS THERE A FEE ASSOCIATED WITH SUBMITTING A SELF-AUDIT REQUEST?

A: You are entitled to one (1) free self audit every 90 days. You may request a self audit at any time. Additional Requests submitted before the 90 day waiting period must include a money order for \$25.00 made payable to the Commonwealth of Massachusetts.

Q: WHAT IS THE DIFFERENCE BETWEEN A PERSONAL AND A SELF -AUDIT?

A: The personal criminal history check provides you with a copy of your CORI. A Self Audit is an inquiry made by a subject or a legally-authorized designee to obtain a log of all queries to the Department of Criminal Justice Information Services (DCJIS iCORI system) by any individual or entity for the subject's Criminal Offender Record Information (CORI), but excluding any information relative to any query conducted by a law enforcement or criminal justice agency official.

Q: MY CORI CONTAINS INFORMATION THAT I BELIEVE IS INCORRECT. HOW CAN I CORRECT THIS INFORMATION?

A: If you believe there is incorrect information on your CORI report, you may either contact the trial court directly or file a complaint with the DCJIS. To file a complaint with the DCJIS, you must complete an Incorrect CORI Complaint Form, which is available at www.mass.gov/cjis. DCJIS staff will review your complaint and assist, if possible, with correcting inaccurate CORI by gathering applicable information and, where necessary, contacting other agencies for assistance.

IMPORTANT: DCJIS staff cannot provide legal advice or representation to individuals. In addition, the DCJIS does not have the legal or technical authority or ability to make changes to criminal records. Information contained within a CORI may only be amended by the Massachusetts Trial Court. Information on the process for correcting a Massachusetts criminal record is available on the DCJIS web site at www.mass.gov/cjis.

Q: WHAT TYPE OF INFORMATION WILL I RECEIVE WHEN REQUESTING A CORI?

A: The type of information received in response to a CORI request will depend on the authorization level of the requestor. The CORI law identifies several levels of CORI access. For a full explanation of the available levels of CORI access, please refer to the document entitled Summary of Levels of CORI Access with Requestor Types which is available at www.mass.gov/cjis.

Q: HOW DO I VIEW THE RESULTS OF A iCORI REQUEST?

A: To view your iCORI results, sign in to your iCORI account and click on the “View Results” tab.
IMPORTANT: You will not be notified when the results of your CORI request are available. You must continue to review the results queue on the “View Results” tab.

Q: HOW LONG WILL THE iCORI RESULTS BE AVAILABLE IN MY iCORI ACCOUNT?

A: The iCORI results will be available for six months.

Q: WHY DOES A CRIMINAL CASE APPEAR AS “OPEN” ON A CORI REPORT IF THE CASE IS CLOSED?

A: If a criminal case on your CORI report appears as open, and you believe it should appear as closed, you must contact the probation office at the court where the charges originated to have the record updated. The DCJIS does not have the legal or technical authority or ability to make changes to the information contained in the CORI database.

Q: MY REQUESTS ARE PENDING; WHEN WILL I RECEIVE THEM?

A: While iCORI is an automated service and most responses to CORI requests will be returned immediately, there will be instances in which a CORI request will require manual processing. In these cases, responses will be delayed. Your CORI results will appear in your CORI Results queue as soon as they are processed by DCJIS staff. There will be no notification when a delayed request has been processed. You will need to keep checking your CORI Results queue. Pending CORI requests may take as long as 15 business days to be fulfilled.

Q: WHY IS THE ACCOUNT ACTIVATION LINK IN MY ACTIVATION EMAIL NOT WORKING?

A: The account activation link is only valid for 24 hours. To receive a new account activation email, please contact the DCJIS Constituent Assistance and Research Unit via telephone at (617)660-4640 or via email at: ICORI.INFO@MassMail.State.MA.US

Q: WHAT IF I FORGET MY USERNAME OR PASSWORD TO MY iCORI ACCOUNT?

A: If you forget your iCORI Username or Password, please go to the iCORI log-in page and select either the Retrieve Username or Retrieve Password link and follow the prompts. An email containing your Username or a temporary password and a link to the log-in page will be sent to the email on file for your account. Please follow the instructions provided in this email to access your account.

Q: CAN I USE THE SAME EMAIL ADDRESS TO REGISTER FOR A SECOND iCORI ACCOUNT?

A: No. Once an email address is registered with an iCORI account, you cannot use that email address to set up additional iCORI accounts. If you require a second account, you will need to use a different email address for the second account.

Q: HOW DO I CHANGE MY EMAIL ADDRESS ON MY REGISTRATION?

A: To change the email address associated with your iCORI account, log in to your iCORI account, select the "Manage Accounts" tab, and then click on the "Change Email" link.

Frequently asked questions regarding the complaint process

Q: I WANT TO FILE A CORI VIOLATION COMPLAINT. DO I NEED AN ATTORNEY TO FILE A CORI COMPLAINT?

A: No. You may file a complaint either pro se (on your own) or with the assistance of an attorney. The DCJIS

cannot provide legal advice to individuals seeking to file a complaint. Therefore, you must seek your own legal counsel if you have questions or concerns about filing your specific complaint.

Q: WILL THE PERSON/ORGANIZATION AGAINST WHOM I HAVE FILED A COMPLAINT KNOW THAT I HAVE FILED A COMPLAINT?

A: Yes. Investigations into complaints include contacting the party alleged to have committed a violation for a response.

Q: CAN I COMPLETE A COMPLAINT FORM ON SOMEONE ELSE'S BEHALF?

A: No. CORI complaint forms must be completed by the individual that is the subject of the complaint. Please note, however, that an attorney may represent you in the complaint process and, in this case, can complete the complaint on your behalf.

Q: DOES THE DCJIS ACCEPT COMPLAINTS BY FAX OR EMAIL?

A: No. Complaints may only be filed via U.S. Mail or online through the DCJIS website. Faxed or emailed complaints will not be accepted.

Q: I JUST FILED AN IMPROPER ACCESS AND DISSEMINATION COMPLAINT; WHAT HAPPENS NEXT.

A: Once a complaint has been filed, the Department of Criminal Justice Information services (DCJIS) will start an investigation into your claim. The DCJIS cannot share specific details pertaining to the investigation while the case is pending. If the CORI information was accessed and a hearing is held on the matter, then you may be called to testify as a witness. Once the case is closed, you will be notified of the Criminal Record Review Board's finding; violation or no violation and fines or sanctions issued against the respondent(s).

Q: I RECENTLY LEARNED THAT AN INDIVIDUAL KNOWS ABOUT INFORMATION THAT IS CONTAINED IN MY CORI. MY CORI IS NOT AVAILABLE IN PUBLIC RECORDS AND I DID NOT PROVIDE HIM/HER WITH PERMISSION TO VIEW MY INFORMATION. WHAT TYPE OF COMPLAINT SHOULD I FILE?

A: You may complete the Improper Access To, and/or Dissemination Of, CORI Complaint Form. This Form is available at www.mass.gov/cjis.

Q: I APPLIED FOR A POSITION (EMPLOYMENT, VOLUNTEER, HOUSING, OR LICENSING) AND WAS DENIED ON THE BASIS OF MY CORI. THE ORGANIZAION TOLD ME THAT I COULD GET A COPY OF MY OWN CORI, BUT DID NOT PROVIDE ME WITH THIS INFORMATION OR WITH AN OPPORTUNITY TO SEE IF WHAT THE EMPLOYER RECEIVED WAS ACCURATE. CAN I FILE A COMPLAINT?

A: Yes. You may complete and submit a CORI Regulatory Violations Complaint Form. This Form is available at www.mass.gov/cjis. Generally, under the provisions of the CORI law and regulations, an organization that is inclined to make an adverse decision on the basis of a CORI is required to provide the subject with the opportunity to dispute the accuracy of the CORI. The organization is also required to provide the following information: (a) a copy of the CORI; (b) information regarding which part of the CORI makes the person ineligible for the position; (c) a copy of the organization's CORI policy; and (d) DCJIS' information regarding the process for correcting a CORI.

Q: I RECEIVED MY SELF AUDIT RESULTS AND IT INCLUDES CHECKS THAT I DID NOT AUTHORIZE. CAN I FILE A COMPLAINT?

A: Yes. If the results of your self audit reveal inquiries that you did not authorize, you may file a complaint with the DCJIS. You may use the CORI Regulatory Violations Complaint Form for this purpose. The Form is available at www.mass.gov/cjis.

Q: WHAT QUESTIONS CAN THEY ASK ABOUT MY CORI IN AN INTERVIEW OR ON AN EMPLOYMENT APPLICATION?

A: Questions and/or complaints regarding the types of questions that can be asked about your CORI in the employment context fall within the purview of the Massachusetts Commission Against Discrimination (MCAD). To learn more about this topic and about how to file a complaint, please visit the MCAD website at: www.mass.gov/mcad

Q: I WAS RECENTLY ASKED ABOUT MY CORI IN AN INTERVIEW. DO I HAVE A RIGHT TO KNOW WHERE THE INTERVIEWER RECEIVED THE CORI?

A: Yes. The CORI law (M.G.L. c. 6, s. 171A) requires an interviewer to identify the source of the CORI to the applicant prior to questioning him/her about the information. If you were not provided with this information, you may file a regulatory violation complaint with the DCJIS using the CORI Regulatory Violations Complaint Form.