



Commonwealth of Massachusetts

iCORI Account Help

User's Guide

Version 1.0 (October 19, 2026)

About this guide

This guide describes how to create a MyMassGov account and log in to the iCORI system:

- The first section of the guide describes how to [create and log in to a personal iCORI accounts](#).
- The next section of the guide covers how to [create and log in to an iCORI personal CORI subject account](#).
- The final section of the guide describes how to [create and log in to a business or organization iCORI account](#).

Refer to [Contents](#) for a detailed listing of the contents of this guide.

What you need

To use iCORI, you need to have the following:

- A personal computer or device
- A web browser installed on the computer or device
- An internet connection
- Your MyMassGov login credentials (email address and password)

If you need assistance with any of these items, or for more information on CORI, please go to the Commonwealth of Massachusetts site:

<https://www.mass.gov/massachusetts-criminal-offender-record-information-cori>

Conventions

This guide uses the following conventions:

- **Bold-face text** indicates a button that you click, a field you can enter information into, or another screen item that accepts an action from you.
- *Italic text* indicates the name of a screen element (the title of a page, for example).

- Links are always in **blue underlined text**; if you are viewing an electronic copy of this document, you can select these links to see additional information elsewhere within the document. Note that depending on your system settings, the color of the link text may change after you have selected it.

Note that since computers differ widely in terms of screen size and other technical aspects, there may be slight differences between the screen images in this document and what your computer displays. These differences are in format only, and do not affect the operation of the system.

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Personal accounts

A personal account lets you request electronic consent to submit criminal offender record information (CORI) requests. A personal account also lets you consent to other individuals' requests to view your CORI.

This chapter describes how to set up and log in to an iCORI personal account:

- [Log in to your iCORI personal account](#)
- [Set up your iCORI personal account](#)
- [Register your iCORI personal account](#)

The following sections describe these procedures in detail.

Log in to your iCORI personal account

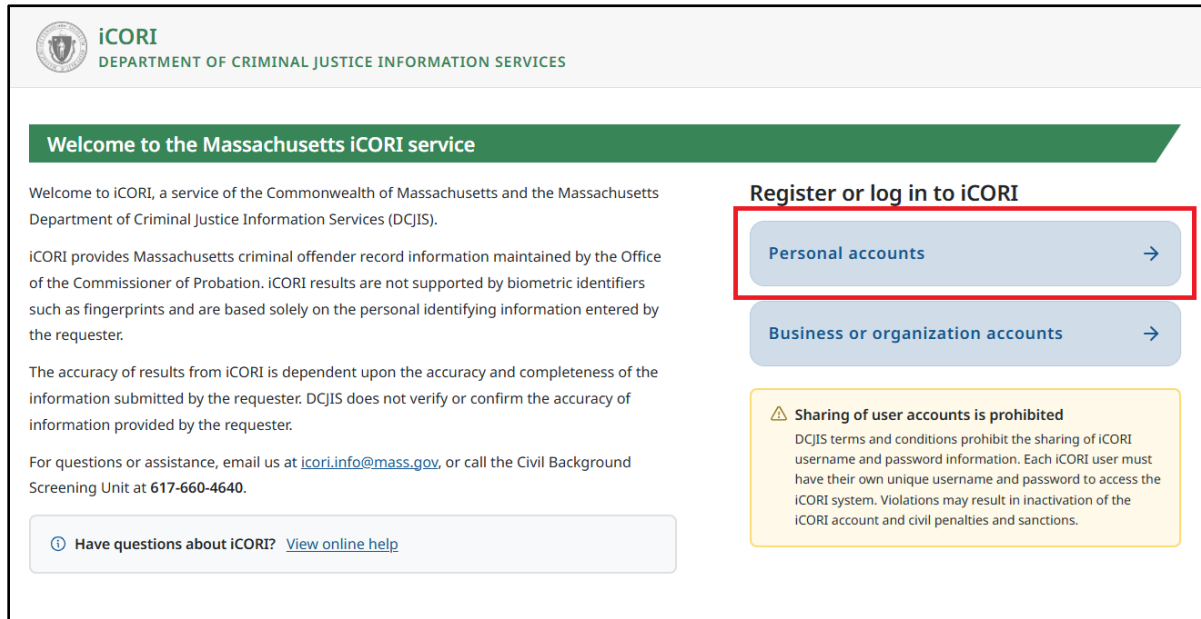
If you have already set up and registered your iCORI personal account, you can log in following the instructions in this section.

If you have not already set up and registered your account, you must do so before you can log in to the iCORI service (see [Set up your iCORI personal account](#) to do this).

To log in to the iCORI service:

1. Launch your web browser.
2. Navigate to the *Welcome to the Massachusetts iCORI service* page.

3. Select **Personal accounts**.



iCORI
DEPARTMENT OF CRIMINAL JUSTICE INFORMATION SERVICES

Welcome to the Massachusetts iCORI service

Welcome to iCORI, a service of the Commonwealth of Massachusetts and the Massachusetts Department of Criminal Justice Information Services (DCJIS).

iCORI provides Massachusetts criminal offender record information maintained by the Office of the Commissioner of Probation. iCORI results are not supported by biometric identifiers such as fingerprints and are based solely on the personal identifying information entered by the requester.

The accuracy of results from iCORI is dependent upon the accuracy and completeness of the information submitted by the requester. DCJIS does not verify or confirm the accuracy of information provided by the requester.

For questions or assistance, email us at icori.info@mass.gov, or call the Civil Background Screening Unit at 617-660-4640.

[Have questions about iCORI?](#) [View online help](#)

Register or log in to iCORI

Personal accounts →

Business or organization accounts →

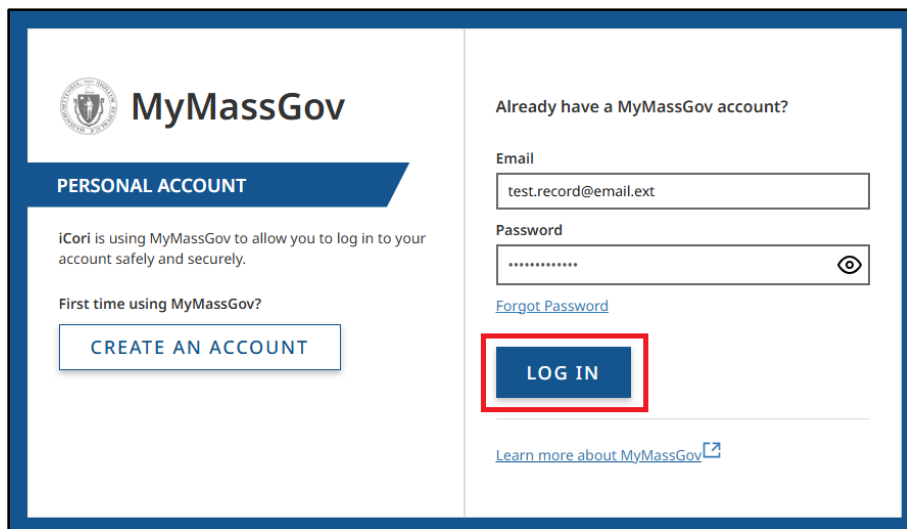
⚠ Sharing of user accounts is prohibited
DCJIS terms and conditions prohibit the sharing of iCORI username and password information. Each iCORI user must have their own unique username and password to access the iCORI system. Violations may result in inactivation of the iCORI account and civil penalties and sanctions.

The screen displays the *MyMassGov PERSONAL ACCOUNT* page.

4. Enter your email address and password in the fields provided.

Note that passwords are case-sensitive.

5. Select **LOG IN**.



MyMassGov

PERSONAL ACCOUNT

iCori is using MyMassGov to allow you to log in to your account safely and securely.

First time using MyMassGov?

CREATE AN ACCOUNT

Already have a MyMassGov account?

Email

Password

[Forgot Password](#)

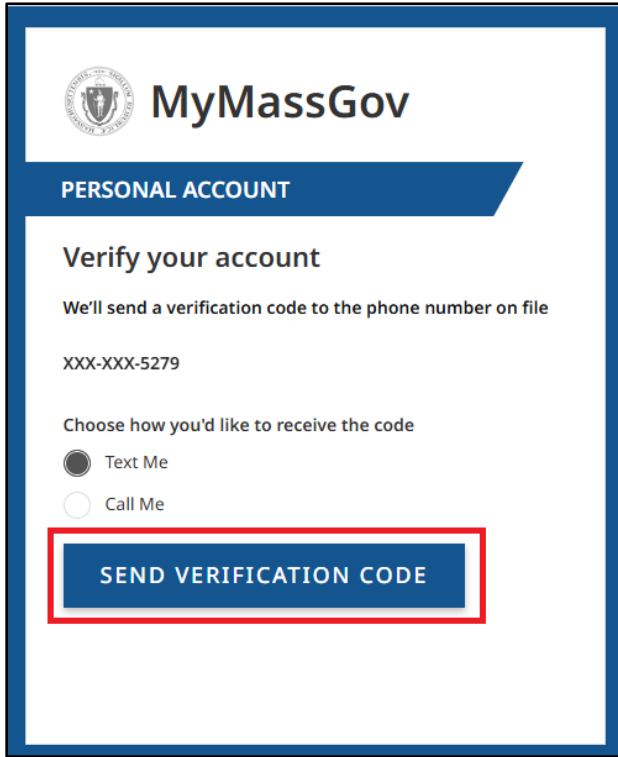
LOG IN

[Learn more about MyMassGov](#)

The screen displays the *Verify your account* page.

6. Select **Text me** or **Call me**.

7. Select **SEND VERIFICATION CODE**.

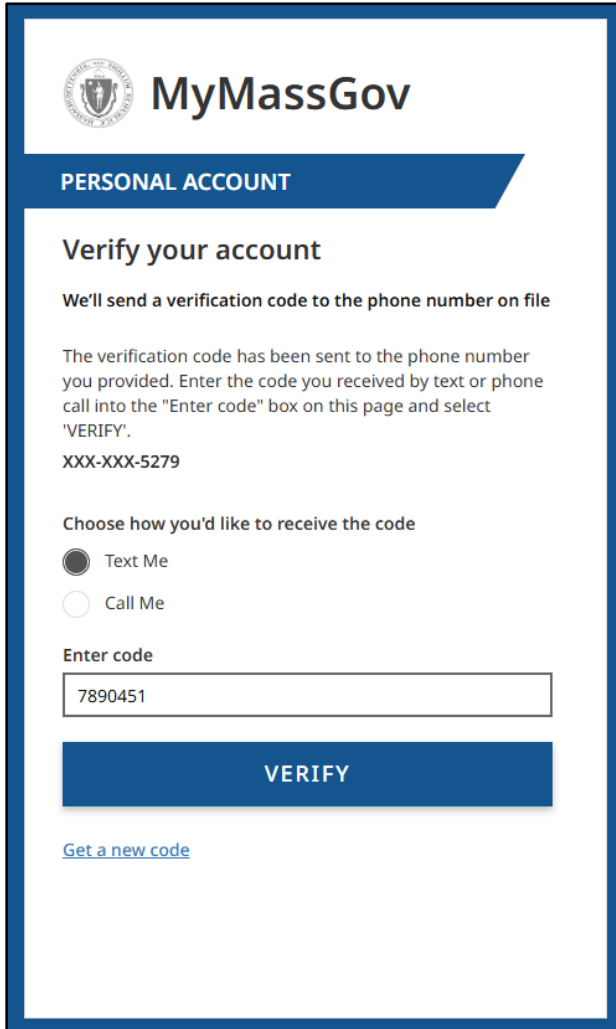


The screen displays the *Verify your account* page again. The page now includes the **Enter code** field.

8. Obtain the verification code from your phone.

9. Type the verification code in the **Enter code** field.

10. Select **VERIFY**.



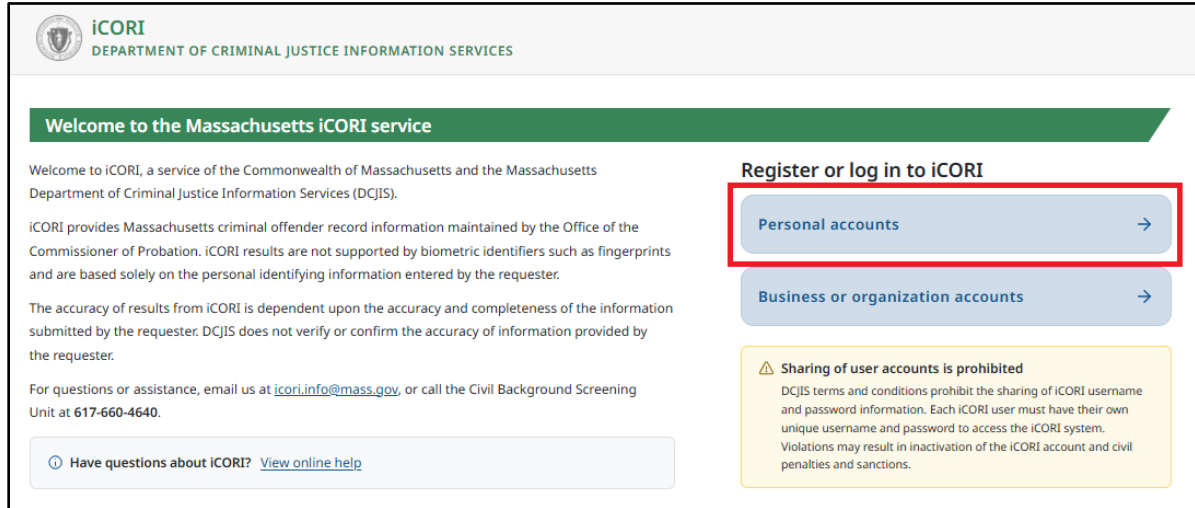
The screenshot shows the MyMassGov 'Verify your account' page. At the top is the MyMassGov logo. Below it is a blue header with the text 'PERSONAL ACCOUNT'. The main heading is 'Verify your account'. Below this, it says 'We'll send a verification code to the phone number on file'. A paragraph explains that the verification code has been sent to the phone number provided and that the user should enter the code into the 'Enter code' box and select 'VERIFY'. A sample code 'XXX-XXX-5279' is shown. Below this, there are two radio buttons for 'Choose how you'd like to receive the code': 'Text Me' (selected) and 'Call Me'. Below the radio buttons is the 'Enter code' label and a text input field containing '7890451'. A large blue button labeled 'VERIFY' is at the bottom. A link 'Get a new code' is also visible.

This completes the procedure for logging in to your personal iCORI account.

Set up your personal iCORI account

To set up your iCORI personal account:

1. Select **Personal accounts**.



Welcome to the Massachusetts iCORI service

Welcome to iCORI, a service of the Commonwealth of Massachusetts and the Massachusetts Department of Criminal Justice Information Services (DCJIS).

iCORI provides Massachusetts criminal offender record information maintained by the Office of the Commissioner of Probation. iCORI results are not supported by biometric identifiers such as fingerprints and are based solely on the personal identifying information entered by the requester.

The accuracy of results from iCORI is dependent upon the accuracy and completeness of the information submitted by the requester. DCJIS does not verify or confirm the accuracy of information provided by the requester.

For questions or assistance, email us at icori.info@mass.gov, or call the Civil Background Screening Unit at 617-660-4640.

[Have questions about iCORI?](#) [View online help](#)

Register or log in to iCORI

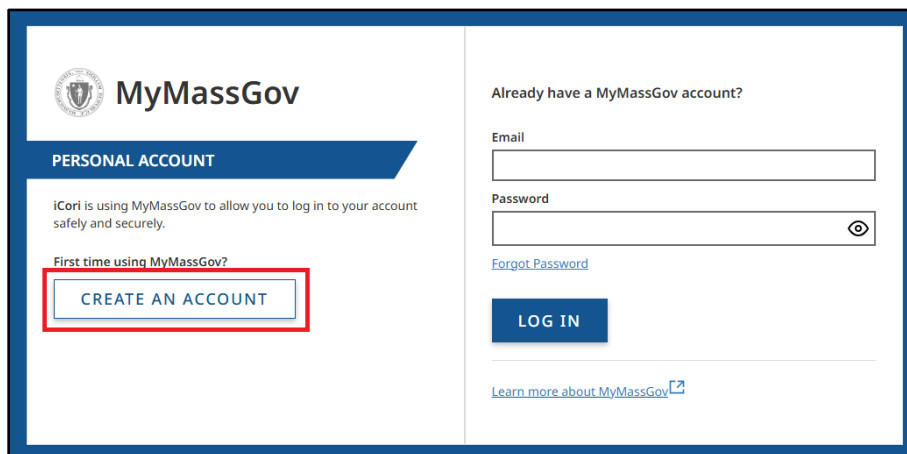
Personal accounts →

Business or organization accounts →

⚠ Sharing of user accounts is prohibited
DCJIS terms and conditions prohibit the sharing of iCORI username and password information. Each iCORI user must have their own unique username and password to access the iCORI system. Violations may result in inactivation of the iCORI account and civil penalties and sanctions.

The screen displays the *PERSONAL ACCOUNT* page.

2. Select **CREATE AN ACCOUNT**.



MyMassGov

PERSONAL ACCOUNT

iCORI is using MyMassGov to allow you to log in to your account safely and securely.

First time using MyMassGov?

CREATE AN ACCOUNT

Already have a MyMassGov account?

Email

Password

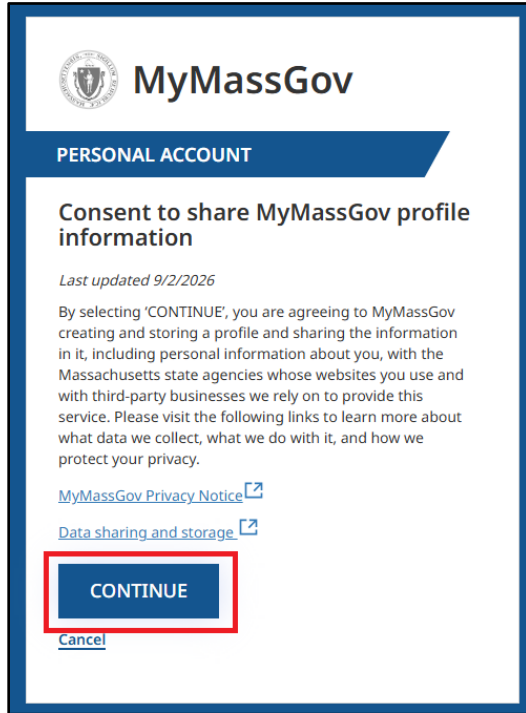
[Forgot Password](#)

LOG IN

[Learn more about MyMassGov](#)

The screen displays the *Consent to share MyMassGov profile information* page.

3. Select **CONTINUE**.



 **MyMassGov**

PERSONAL ACCOUNT

Consent to share MyMassGov profile information

Last updated 9/2/2026

By selecting 'CONTINUE', you are agreeing to MyMassGov creating and storing a profile and sharing the information in it, including personal information about you, with the Massachusetts state agencies whose websites you use and with third-party businesses we rely on to provide this service. Please visit the following links to learn more about what data we collect, what we do with it, and how we protect your privacy.

[MyMassGov Privacy Notice](#)

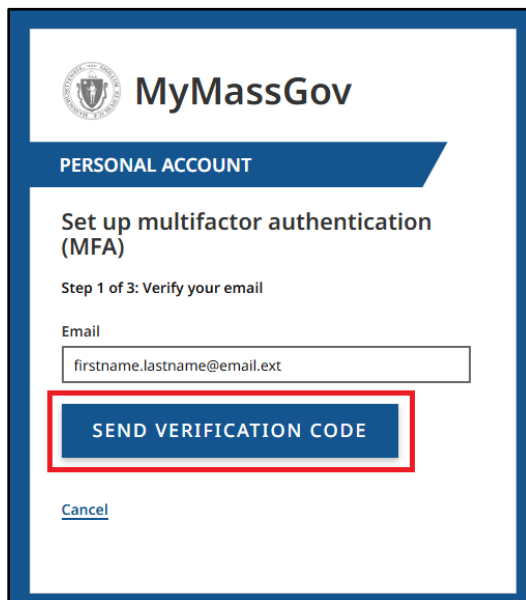
[Data sharing and storage](#)

CONTINUE

[Cancel](#)

The screen displays the *Set up multifactor authentication (MFA) Step 1 of 3* page.

4. Type your email address in the **Email** field. Type your entire email address, including any periods (.) or at signs (@).
5. Select **SEND VERIFICATION CODE**.



 **MyMassGov**

PERSONAL ACCOUNT

Set up multifactor authentication (MFA)

Step 1 of 3: Verify your email

Email

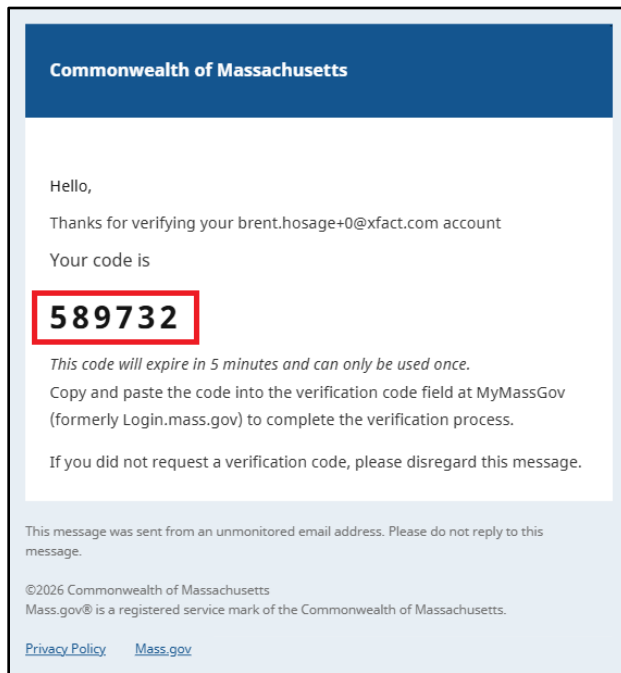
firstname.lastname@email.ext

SEND VERIFICATION CODE

[Cancel](#)

The screen displays the *Set up multifactor authentication (MFA) Step 1 of 3* page once again. The page now includes the **Verification code** field.

6. Go to your email account and open the message from *MyMassGov*, with the subject line, *Verify your email address*.
7. Make a note of the verification code contained in the message.



8. Type the verification in the **Verification code** field on the *Set up multifactor authentication (MFA)* page.

9. Select **VERIFY**.

 **MyMassGov**

PERSONAL ACCOUNT

Set up multifactor authentication (MFA)

Step 1 of 3: Verify your email

We sent a code to your email. Enter it in the "Verification code" box. If you didn't get it, make sure your email address is correct, look in spam, or select "Get a new code." The code expires in 5 minutes.

Email

Verification code

VERIFY

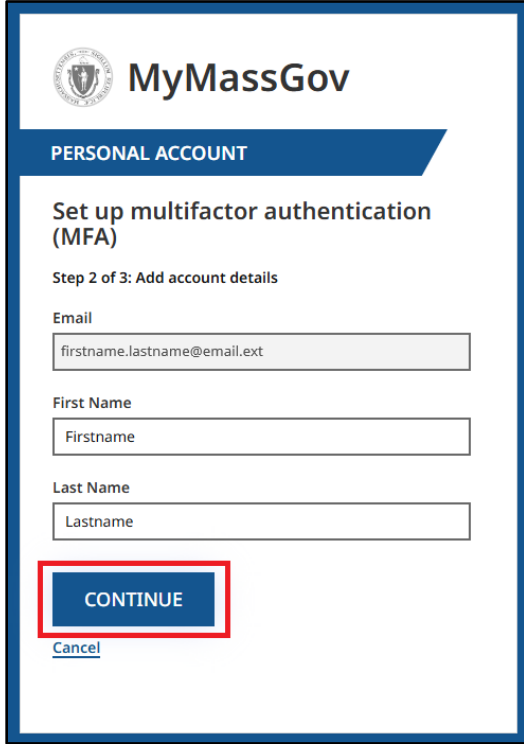
[Get a new code](#)

[Cancel](#)

10. The screen displays the *Set up multifactor authentication (MFA) Step 2 of 3* page.

11. Type your first name and last name in the corresponding fields.

12. Select **CONTINUE**.

The screenshot shows the MyMassGov interface for setting up multifactor authentication (MFA). At the top, the MyMassGov logo is visible. Below it, a blue header bar reads 'PERSONAL ACCOUNT'. The main heading is 'Set up multifactor authentication (MFA)'. Underneath, it says 'Step 2 of 3: Add account details'. There are three input fields: 'Email' with the placeholder 'firstname.lastname@email.ext', 'First Name' with the placeholder 'Firstname', and 'Last Name' with the placeholder 'Lastname'. At the bottom, there is a blue 'CONTINUE' button, which is highlighted with a red rectangular box. Below the button is a small blue link that says 'Cancel'.

The screen displays the *Set up multifactor authentication (MFA) Step 3 of 3* page.

13. Follow the rules shown on the page and compose a password.

14. Type your password in the **New Password** field.

15. Type your password again, this time in the **Confirm New Password** field.

16. Select **CREATE**.

The screenshot shows the MyMassGov interface for setting up multifactor authentication (MFA). The page title is "Set up multifactor authentication (MFA)" and it is "Step 3 of 3: Set up your password". There is an "Email" field with the placeholder "firstname.lastname@email.ext". Below this are "Password Rules" listed with green checkmarks: "Between 8 and 64 characters", "Must meet at least three of the following requirements:", "Contains a special character (e.g., @ # \$ % ^ & *)", "Contains a number", "Contains an uppercase character", and "Contains a lowercase character". There are two password input fields: "New Password" and "Confirm New Password", both with masked characters and toggle icons. At the bottom, there is a blue "CREATE" button highlighted with a red rectangle, and a "Cancel" link below it.

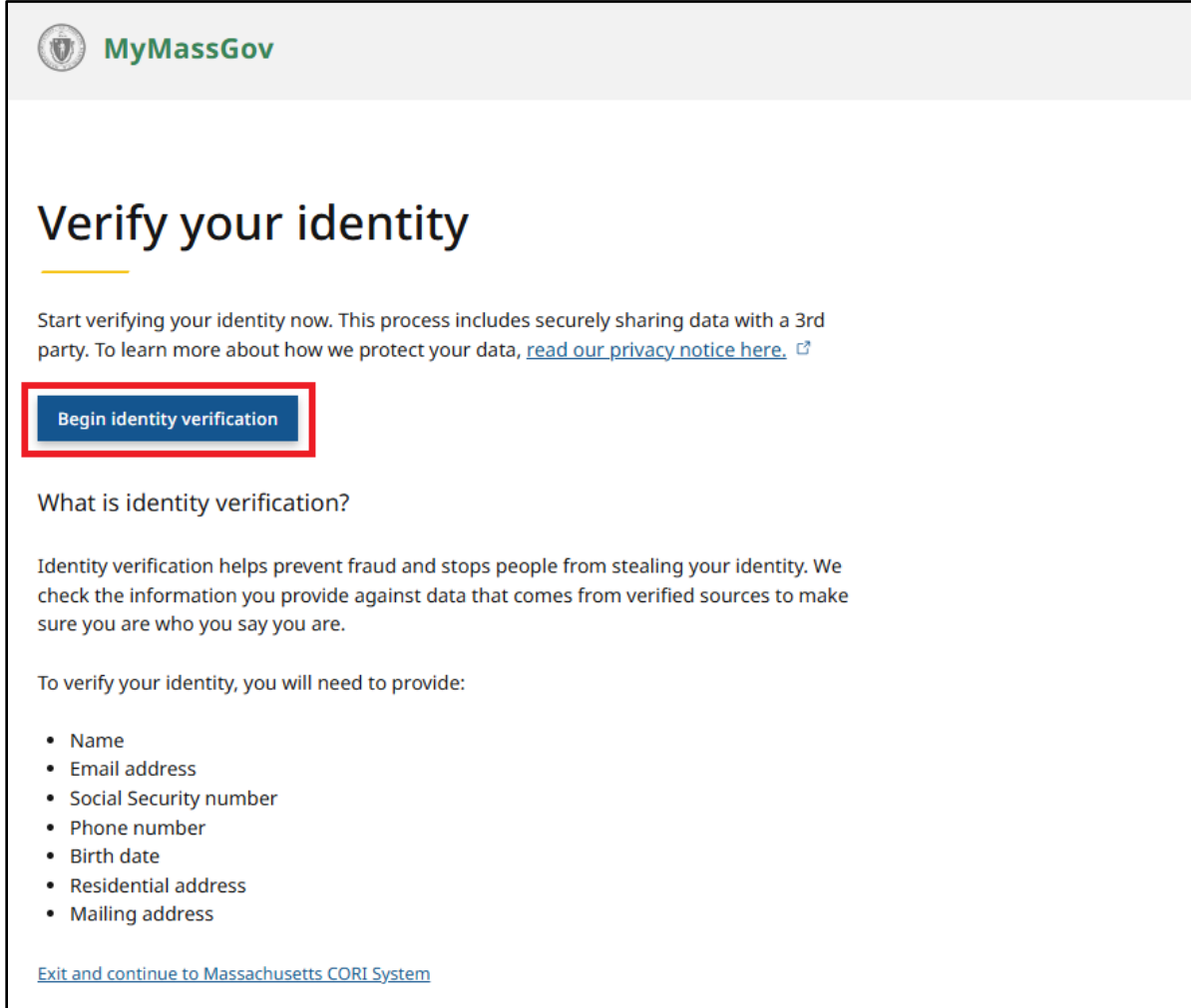
The screen displays the *Identity Verification Required* page.

17. Select **Verify my identity**.

The screenshot shows the "Identity Verification Required" page. It has a green header bar with the title "Identity Verification Required". Below the header, it says "Welcome to iCORI" and has a "Log out" button. A message box contains the text: "You need to verify your identity to use iCORI. Thank you for registering with MyMassGov. To proceed, you must verify your identity through MyMassGov. Click the button below to get started. You will not be able to access iCORI until identity verification is complete. Please note that access to and dissemination of Criminal Offender Record Information (CORI) are governed by Massachusetts General Laws, Chapter 6, §§ 167-178B, and 803 CMR 2.00-11.00 et seq." At the bottom, there is a green button labeled "Verify my identity →" highlighted with a red rectangle.

The screen displays the *Verify your identity* page.

18. Select **Begin identity verification**.



 MyMassGov

Verify your identity

Start verifying your identity now. This process includes securely sharing data with a 3rd party. To learn more about how we protect your data, [read our privacy notice here.](#) 

Begin identity verification

What is identity verification?

Identity verification helps prevent fraud and stops people from stealing your identity. We check the information you provide against data that comes from verified sources to make sure you are who you say you are.

To verify your identity, you will need to provide:

- Name
- Email address
- Social Security number
- Phone number
- Birth date
- Residential address
- Mailing address

[Exit and continue to Massachusetts CORI System](#)

The screen displays the *Review account information* page.

19. Note the name displayed on the page:

- If the name is correct, proceed to step 21.
- If the name is not correct, proceed to step 20.

20. If the name is not correct:

- a. Select **Edit**.

Identity Verification

Account SSN Phone DOB & Address

Review account information

Please check that your name and email address are correct.

Name
Firstname Lastname [Edit](#)

Email
firstname.lastname@email.ext [Edit](#)

[Back](#) [Save and next](#)

[Cancel](#)

The screen displays the *MyMassGov PERSONAL ACCOUNT* page.

- b. Select **SEND VERIFICATION CODE**.

MyMassGov

PERSONAL ACCOUNT

Email on record
b*****0@xfact.com

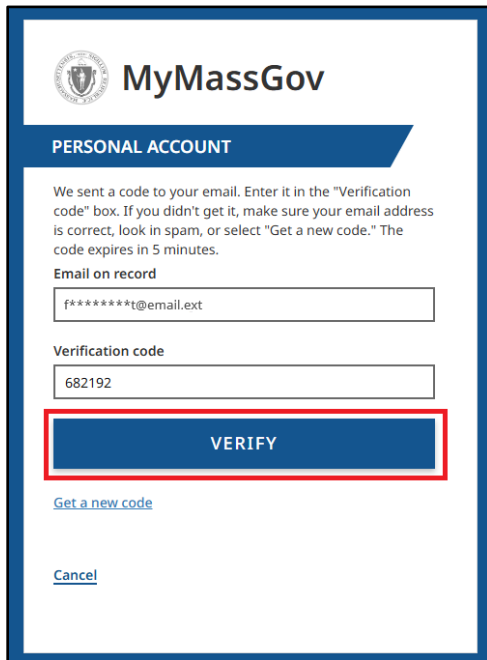
[SEND VERIFICATION CODE](#)

[Cancel](#)

The screen displays the *MyMassGov PERSONAL ACCOUNT* page, which now includes the **Verification code** field.

- c. Check your email for a message from MyMassGov, with the subject line *Verify your email address*.
- d. Open the message and note the verification code.

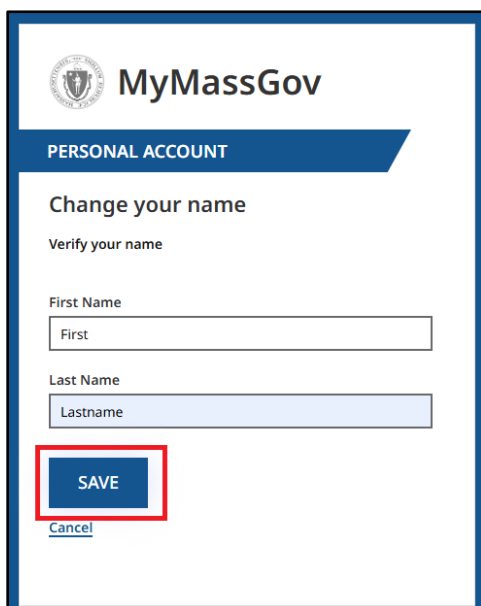
- e. Type the verification code in the **Verification Code** field.
- f. Select **VERIFY**.



The screenshot shows the MyMassGov Personal Account verification page. At the top is the MyMassGov logo and the text "PERSONAL ACCOUNT". Below this, a message states: "We sent a code to your email. Enter it in the 'Verification code' box. If you didn't get it, make sure your email address is correct, look in spam, or select 'Get a new code.' The code expires in 5 minutes." There are two input fields: "Email on record" containing "f*****@email.ext" and "Verification code" containing "682192". A blue button labeled "VERIFY" is highlighted with a red rectangle. Below the button are links for "Get a new code" and "Cancel".

The screen displays the *Change your name* page.

- g. Make the necessary corrections to your first and last name.
- h. Select **SAVE**.



The screenshot shows the MyMassGov Personal Account "Change your name" page. At the top is the MyMassGov logo and the text "PERSONAL ACCOUNT". Below this, the heading "Change your name" is followed by "Verify your name". There are two input fields: "First Name" containing "First" and "Last Name" containing "Lastname". A blue button labeled "SAVE" is highlighted with a red rectangle. Below the button is a link for "Cancel".

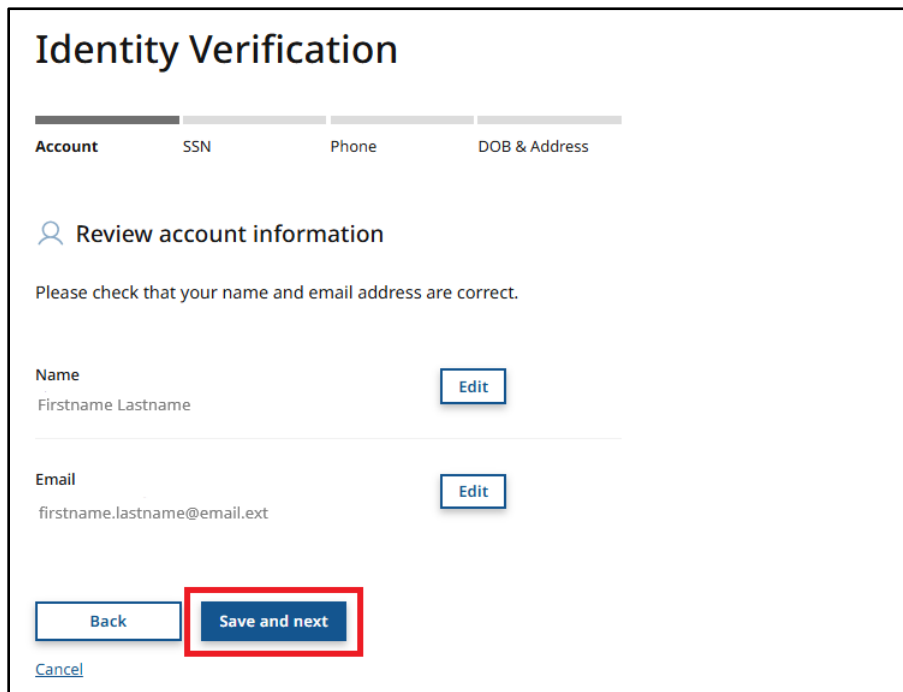
The screen displays the *Review account information* page

i. Proceed to step 21.

21. Note the email address listed on the page:

- If the email address is correct, proceed to step 22.
- If the email address is not correct, follow the procedure described in step 20 to correct it.

22. Select **Save and Next**.



The screenshot shows the 'Identity Verification' page. At the top, there is a progress bar with four steps: 'Account' (highlighted), 'SSN', 'Phone', and 'DOB & Address'. Below the progress bar, the heading 'Review account information' is displayed with a user icon. A message states: 'Please check that your name and email address are correct.' There are two sections for review: 'Name' with the placeholder 'Firstname Lastname' and an 'Edit' button, and 'Email' with the placeholder 'firstname.lastname@email.ext' and an 'Edit' button. At the bottom, there are two buttons: 'Back' and 'Save and next'. The 'Save and next' button is highlighted with a red rectangle. A 'Cancel' link is located at the bottom left.

The screen displays the *Enter Social Security Number* page.

23. Type your Social Security number or your Individual Taxpayer Identification Number (ITIN) in the field provided.

24. Select **Save and next**.

The screenshot shows the 'Identity Verification' page with a progress bar at the top. The progress bar has four segments: 'Account' (green), 'SSN' (dark grey), 'Phone' (light grey), and 'DOB & Address' (light grey). Below the progress bar, the title 'Identity Verification' is displayed. Underneath, there is a lock icon followed by the text 'Enter Social Security number (SSN)'. A paragraph of text follows: 'Don't have an SSN? You can use your Individual Taxpayer Identification Number (ITIN). Don't use a business identification number like an EIN. All data we collect is secure.' Below this is a link: 'Read about how we keep your information safe and private.' with an external link icon. A note states '* Indicates a required field'. The main input section is labeled 'SSN or ITIN *' and includes a hint: 'For example, 123456789 or 123-45-6789'. There is a text input field containing seven asterisks and a 'Show' button with an eye icon. At the bottom, there are three buttons: 'Back', 'Save and next' (which is highlighted with a red rectangular border), and a 'Cancel' link.

The screen displays the *Enter phone number* page.

25. Type your phone number in the **Phone number** field.

26. Select either the **Text message** or **Phone call** check box.

27. Select **Send code**.

The screenshot shows the 'Identity Verification' page with a progress bar at the top. The progress bar has four segments: 'Account' (green), 'SSN' (green), 'Phone' (dark grey), and 'DOB & Address' (light grey). Below the progress bar, the title 'Identity Verification' is displayed. Underneath, there is a section titled 'Enter phone number' with a phone icon. The text states: 'We use your phone number to verify your identity. [Skip this step](#) if you don't have access to a phone.' Below this, it says: 'All data we collect is secure. [Read about how we keep your data safe and private.](#)' A 'Phone number' field is shown with a dropdown menu for the country (USA) and a text input field containing '+1 (123) 555-1212'. Below the phone number field, the question 'How would you like us to send your one-time verification code? *' is displayed. There are two radio button options: 'Text message' (selected) with the subtext 'Mobile phone numbers only', and 'Phone call' with the subtext 'Landline and mobile phone numbers'. At the bottom, there are two buttons: 'Back' and 'Send code'. The 'Send code' button is highlighted with a red rectangular border.

The screen displays the *Enter verification code* page.

28. Obtain the verification code from your phone.

29. Type the code in the **Enter verification code** field.

The system checks the code and verifies it.

30. Select **Save and next**.

Identity Verification

Account

SSN

Phone

DOB & Address

 Enter verification code

We sent a message with a one-time code to +16038015279. Please type the code in the "Enter verification code" box.

If you haven't received the code after a few minutes, check to make sure you've typed your phone number correctly. If it's incorrect, [edit your phone number](#) and try again. The code will expire in 5 minutes.

Enter verification code

Example: 123456

 Verified

Back

Save and next

The screen displays the *Enter date of birth (DOB) and address* page.

31. Complete the **Month, Day, and Year** fields.

The screenshot shows the 'Identity Verification' page with a progress bar at the top. The progress bar has four segments: 'Account' (green), 'SSN' (green), 'Phone' (green), and 'DOB & Address' (grey). Below the progress bar, there is a magnifying glass icon followed by the text 'Enter date of birth (DOB) and address'. Below this, it says 'Please enter your birth date and address to help us verify your identity.' There is a red asterisk followed by the text '* Indicates a required field'. Below this, it says 'Date of birth *' and 'For example: January 01, 2002'. At the bottom, there are three input fields: 'Month' (a dropdown menu with 'January' selected), 'Day' (a text box with '1' entered), and 'Year' (a text box with '2000' entered).

32. Scroll down to the *Residential address* section of the page.

33. Complete the address fields. As you begin typing an address, the system displays matching addresses. If one of these is the correct address, select it.

34. (Optional) If your mailing address is different from your street address:

- a. Select the **My mailing address is different than my residential address** check box.

The screen displays another set of address fields.

- b. Complete the address fields.

35. Select **Save and next**.

Residential address
Enter the address where you live. If you don't have a permanent address, use your current temporary address (shelter, transitional housing, or current location).

Street address *
Enter full address to find the best match. P.O. boxes are not accepted.

123 Test Drive

Apt/suite/building

City *

Boston

State *

MA - Massachusetts ▼

Zip code *
5 digit ZIP code, example: 55555

02345

☐ Mailing address is different than my residential address

[Back](#) **Save and next**

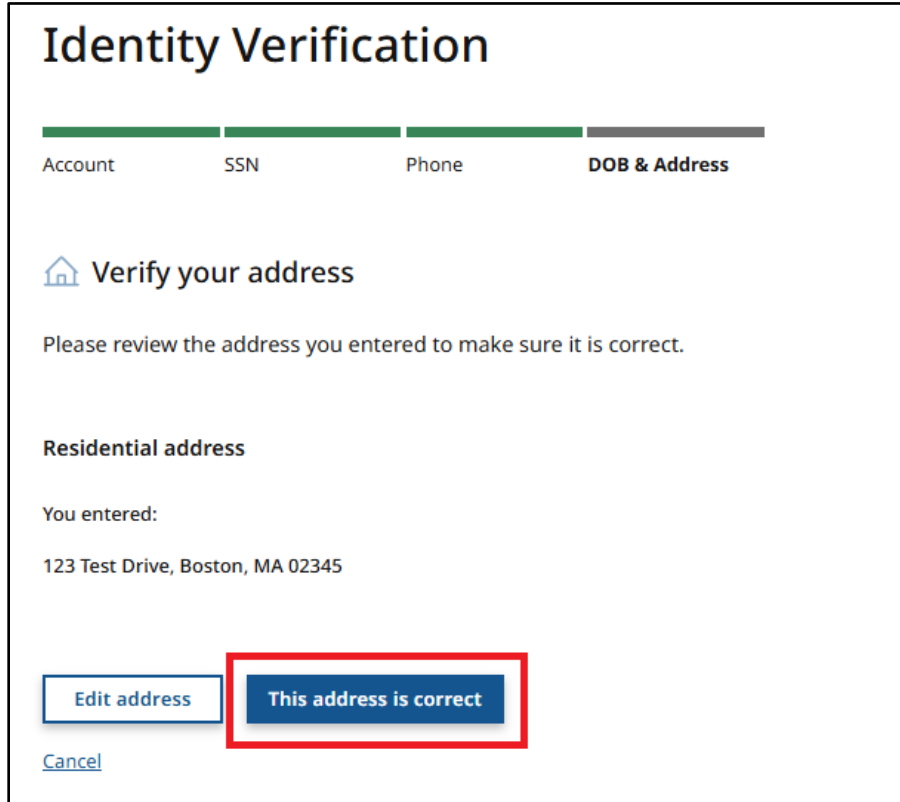
[Cancel](#)

The screen displays the *Verify your address* page.

36. Note the address:

- If the address is correct, proceed to step 37.
- If the address is not correct, select **Edit address**, make the necessary changes, and select **Save and next**. Proceed to step 37.

37. Select **This address is correct**.



Identity Verification

Account SSN Phone **DOB & Address**

 **Verify your address**

Please review the address you entered to make sure it is correct.

Residential address

You entered:

123 Test Drive, Boston, MA 02345

[Edit address](#) **This address is correct** [Cancel](#)

The screen displays the *Review information* page.

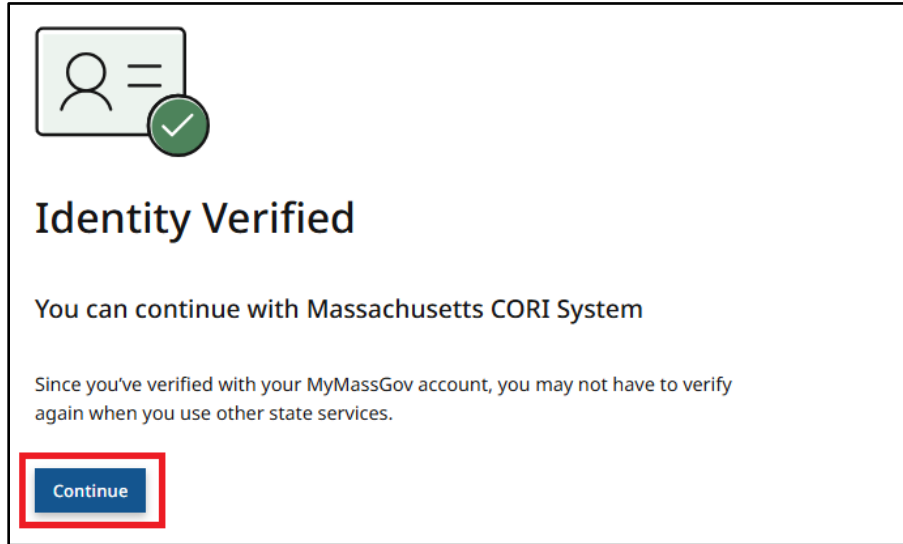
38. Carefully review all the information on the page:

- If the address is correct, proceed to step 39.
- If the address is not correct, select **Edit my information**, make the necessary changes, and select **Save and next**. Until the screen again displays the *Review information* page. Proceed to step 39.

39. Select **Submit**.

The screen displays the *Identity verified* page.

40. Select **Continue**.



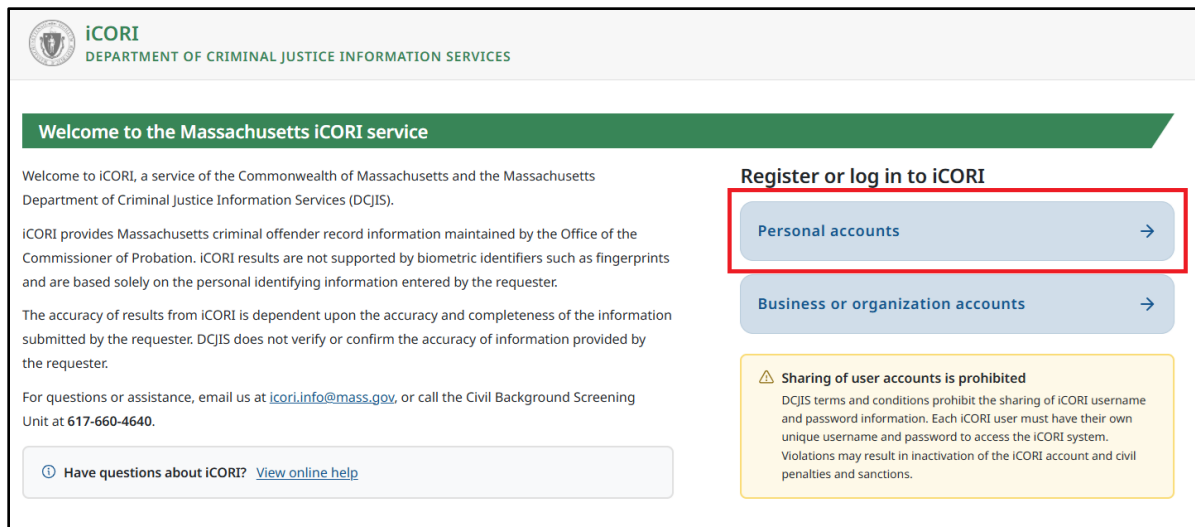
The screen displays the *Welcome to the Massachusetts iCORI service* page.

This completes the procedure for creating your account. Continue to the next section, [Register your iCORI account](#).

Register your Personal iCORI account

The next step is to register your iCORI account:

1. Select **Personal accounts**.

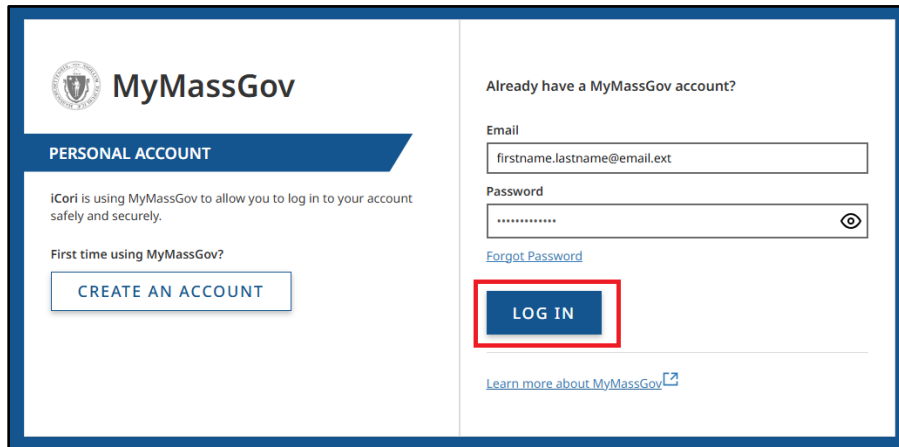


The screen displays the *MyMassGov PERSONAL ACCOUNT* page.

2. Enter your email address and password in the fields provided.

Note that passwords are case-sensitive.

3. Select **LOG IN**.



The screen displays the *Register as an individual* page.

4. Select **Authorize others to request my CORI**.

5. Select **Continue**.

iCORI
DEPARTMENT OF CRIMINAL JUSTICE INFORMATION SERVICES

Register as an individual

1. Select account type 2. Account details 3. Verify & submit 4. Confirmation

Select account type

As an individual registrant, you may select one or more account types below. Each account type determines the kind of CORI request you are authorized to submit. Please review each option carefully and select all that apply to your intended use of iCORI.

* Indicates required field.

Choose all relevant account types *

- ☒ **Authorize others to request my CORI** (NEW)
Register to let individuals or organizations request your CORI through iCORI.
- ☐ **Request your own personal CORI**
For requesting a copy of your own Massachusetts criminal record for personal use.
- ☐ **Request CORI on a member of the public**
Submit a public records (Open CORI) request using the subject's full name and date of birth.
- ☐ **Designated representative of client**
Submit CORI requests on behalf of an individual or client you represent.
- ☐ **Private landlord**
Request CORI to screen a current or prospective tenant.
- ☐ **Parent or legal guardian of a minor**
Request CORI to screen a prospective child care provider.
- ☐ **Elderly or disabled individual**
Request CORI to screen a prospective home health aide.
- ☐ **CORI for a deceased individual**
Request a deceased individual's CORI.

Continue →

The screen displays the *Confirm account types* page.

6. Read the page carefully and ensure that you have all the necessary information and materials on hand.

7. Select **Continue**.

Register as an individual

1. Select account type 2. Account details 3. Verify & submit 4. Confirmation

Cancel X

Confirm account type(s)

Account type information

You have indicated that you would like to register under the following account type(s). If this is not accurate, please select the "Cancel registration" above below and start over.

- CORI Subject

Before continuing, please make sure you have the following information readily available for iCORI Individual Account Information:

- Full name (populated from your MyMassGov account)
- Date of Birth
- Social Security Number (only the last six digits are required)
- Address
- Phone number
- Massachusetts driver's license number or Massachusetts state ID number
- Valid email address (populated from your MyMassGov account)

You will need to read and agree to the [Terms of Use](#) as well as review the [iCORI Training Documents](#) before submitting your registration.

← Back **Continue →**

The screen displays the *Account details* page. It is mostly completed, using information you entered earlier in the account creation process.

8. Complete the **Last six SSN** and **Phone number** fields.

9. Select **Continue**.

Register as an individual

1. Select account type 2. Account details 3. Verify & submit 4. Confirmation

Cancel X

* Indicates required field.

ⓘ Your identity has been verified through MyMassGov.
No additional identification documents are required.

Account Summary

Account type(s):

- CORI Subject: Register for an iCORI account to authorize individuals and/or businesses/organizations to request your CORI through the iCORI system.

Personal Information

Name: Lastname, First Email: first.lastname@email.ext

Date of birth (MMDDYYYY) *: 01012000 Last six SSN: ***. *****

Contact Information

Address line 1 *: 123 Test Drive Address line 2:

Country *: UNITED STATES State *: MASSACHUSETTS City/town *: Boston Zip code *: 02345

Phone number *: +1 6035551111 Phone extension: Ext.

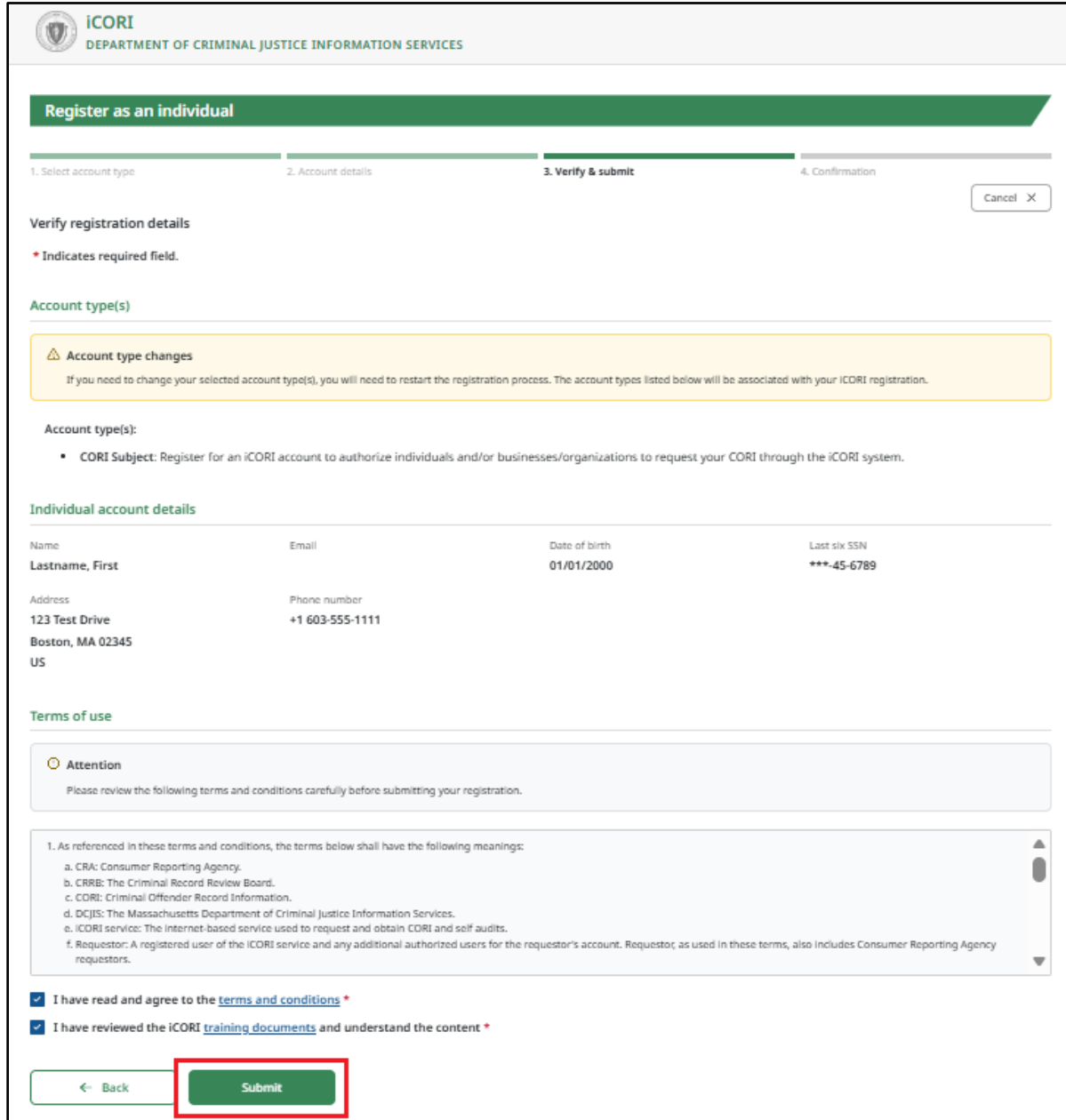
← Back **Continue →**

The screen displays the *Verify and submit* page.

10. Review the information on the page.

If any of it is incorrect, select **Back** to get to the appropriate page, correct the information, and then select **Continue** until the screen again displays the *Verify and submit* page.

11. Select the **I have read and agree to the terms and conditions** check box.12. Select the **I have reviewed the iCORI training documents and understand the contents** check box.

13. Select **Continue**.

iCORI
DEPARTMENT OF CRIMINAL JUSTICE INFORMATION SERVICES

Register as an individual

1. Select account type 2. Account details **3. Verify & submit** 4. Confirmation

[Cancel](#) ✕

Verify registration details

★ Indicates required field.

Account type(s)

⚠ **Account type changes**
If you need to change your selected account type(s), you will need to restart the registration process. The account types listed below will be associated with your iCORI registration.

Account type(s):

- **CORI Subject:** Register for an iCORI account to authorize individuals and/or businesses/organizations to request your CORI through the iCORI system.

Individual account details

Name	Email	Date of birth	Last six SSN
Lastname, First		01/01/2000	***-45-6789
Address	Phone number		
123 Test Drive	+1 603-555-1111		
Boston, MA 02345			
US			

Terms of use

ⓘ **Attention**
Please review the following terms and conditions carefully before submitting your registration.

1. As referenced in these terms and conditions, the terms below shall have the following meanings:

- a. CRA: Consumer Reporting Agency.
- b. CRRB: The Criminal Record Review Board.
- c. CORI: Criminal Offender Record Information.
- d. DCJIS: The Massachusetts Department of Criminal Justice Information Services.
- e. iCORI service: The Internet-based service used to request and obtain CORI and self audits.
- f. Requestor: A registered user of the iCORI service and any additional authorized users for the requestor's account. Requestor, as used in these terms, also includes Consumer Reporting Agency requestors.

☒ I have read and agree to the [terms and conditions](#) ★

☒ I have reviewed the iCORI [training documents](#) and understand the content ★

[← Back](#) **Submit**

The screen displays the account registration confirmation page.

16. Select **Return to homepage**.

Register as an individual

1. Select account type 2. Account details 3. Verify & submit 4. Confirmation

iCORI account registration submitted on 10/06/2026, 01:40 PM

Important information

Your iCORI user account has been registered successfully. Please print this information for your records.

If you have any questions regarding your account, please email us at icori.info@mass.gov or call the Civil Background Screening Unit at 617-660-4640 between 8:00 AM and 6:00 PM Eastern Time, Monday – Friday.

Name
Record, Test
Email address
test.record@email.ext

Note: To ensure proper receipt of all iCORI emails, please check your email spam filters and/or add icori.submission@noreply.mass.gov to your email safe senders list.

Return to homepage

The screen displays the iCORI homepage.

This completes the procedure for creating and registering your iCORI account.

You can now log in to the iCORI service (see [Log in to your personal iCORI account](#)).

Refer to the *iCORI-Personal Accounts User's Guide* for information on requesting consent and other CORI business account procedures.

CORI personal subject accounts

A CORI personal subject account is intended for individuals who do not need to submit CORI requests, but who want to consent to other individuals' requests to view their own CORI (for example, individuals who need to provide CORI information when applying for employment or renting an apartment).

This chapter describes how to set up and log in to your iCORI personal account:

- [Log in to your iCORI personal subject account](#)
- [Set up your iCORI personal subject account](#)
- [Register your iCORI personal subject account](#)

The following sections describe these procedures in detail.

Log in to your iCORI personal subject account

If you have already set up and registered your iCORI personal CORI subject account, you can log in following the instructions in this section.

If you have not already set up and registered your account, you must do so before you can log in to the iCORI service (see [Set up your iCORI personal subject account](#) to do this).

To log in to your iCORI personal subject account:

1. Launch your web browser.
2. Navigate to the *Welcome to the Massachusetts iCORI service* page.

3. Select **Personal accounts**.

iCORI
DEPARTMENT OF CRIMINAL JUSTICE INFORMATION SERVICES

Welcome to the Massachusetts iCORI service

Welcome to iCORI, a service of the Commonwealth of Massachusetts and the Massachusetts Department of Criminal Justice Information Services (DCJIS).

iCORI provides Massachusetts criminal offender record information maintained by the Office of the Commissioner of Probation. iCORI results are not supported by biometric identifiers such as fingerprints and are based solely on the personal identifying information entered by the requester.

The accuracy of results from iCORI is dependent upon the accuracy and completeness of the information submitted by the requester. DCJIS does not verify or confirm the accuracy of information provided by the requester.

For questions or assistance, email us at icori.info@mass.gov, or call the Civil Background Screening Unit at 617-660-4640.

[Have questions about iCORI?](#) [View online help](#)

Register or log in to iCORI

Personal accounts →

Business or organization accounts →

⚠ Sharing of user accounts is prohibited
DCJIS terms and conditions prohibit the sharing of iCORI username and password information. Each iCORI user must have their own unique username and password to access the iCORI system. Violations may result in inactivation of the iCORI account and civil penalties and sanctions.

The screen displays the *MyMassGov PERSONAL ACCOUNT* page.

4. Enter your email address and password in the fields provided.

Note that passwords are case-sensitive.

5. Select **LOG IN**.

MyMassGov

PERSONAL ACCOUNT

iCORI is using MyMassGov to allow you to log in to your account safely and securely.

First time using MyMassGov?

CREATE AN ACCOUNT

LOG IN

Already have a MyMassGov account?

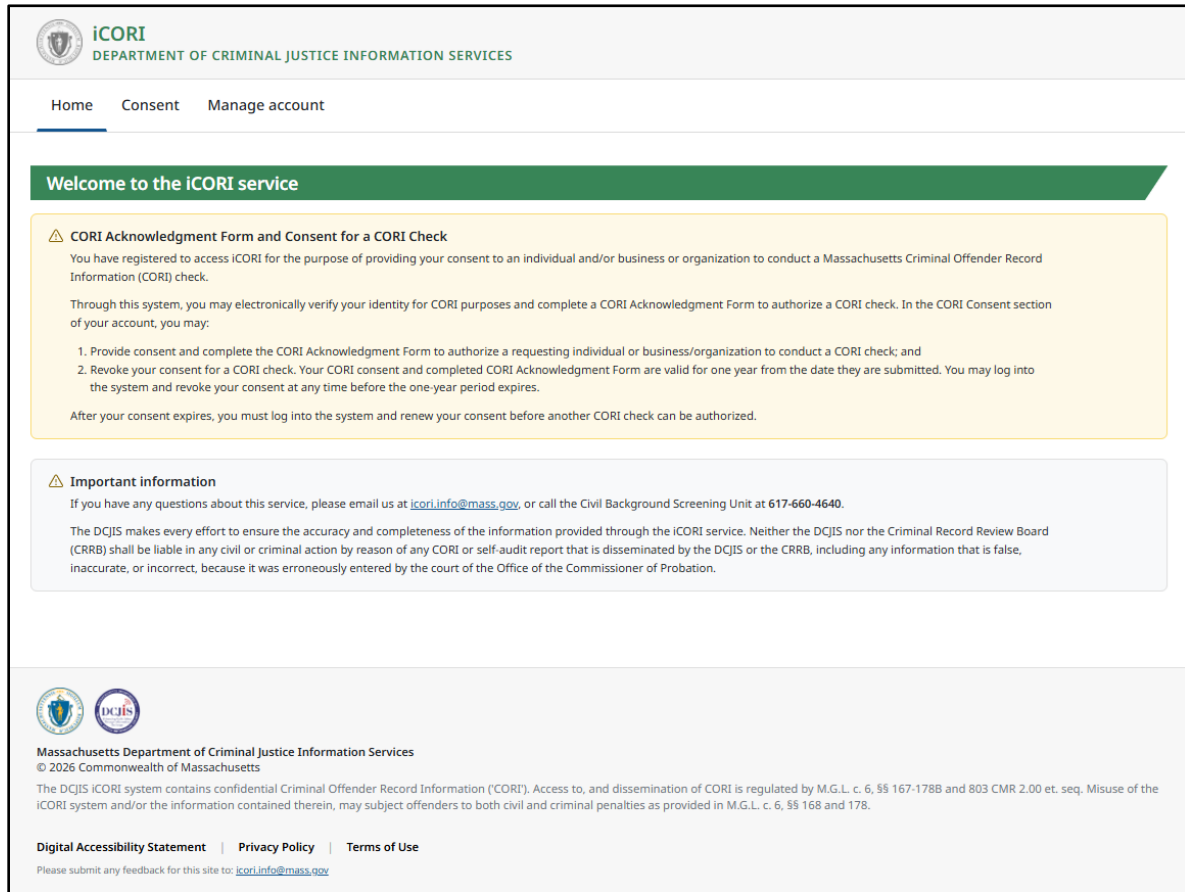
Email

Password

[Forgot Password](#)

[Learn more about MyMassGov](#)

The screen displays the *Welcome to the iCORI service* page.



The screenshot shows the iCORI service welcome page. At the top, there is a header with the iCORI logo and the text "DEPARTMENT OF CRIMINAL JUSTICE INFORMATION SERVICES". Below the header, there are navigation links: "Home", "Consent", and "Manage account". The main content area has a green banner that says "Welcome to the iCORI service". Below the banner, there is a yellow box with a warning icon and the title "CORI Acknowledgment Form and Consent for a CORI Check". The text inside the box explains that the user has registered to access iCORI for the purpose of providing consent to an individual and/or business or organization to conduct a Massachusetts Criminal Offender Record Information (CORI) check. It also states that through this system, the user may electronically verify their identity for CORI purposes and complete a CORI Acknowledgment Form to authorize a CORI check. In the CORI Consent section of their account, they may:

1. Provide consent and complete the CORI Acknowledgment Form to authorize a requesting individual or business/organization to conduct a CORI check; and
2. Revoke their consent for a CORI check. Their CORI consent and completed CORI Acknowledgment Form are valid for one year from the date they are submitted. They may log into the system and revoke their consent at any time before the one-year period expires.

After their consent expires, they must log into the system and renew their consent before another CORI check can be authorized.

Below the yellow box, there is a light blue box with a warning icon and the title "Important information". The text inside the box states that if the user has any questions about this service, they should email cori.info@mass.gov or call the Civil Background Screening Unit at 617-660-4640. It also states that the DJJIS makes every effort to ensure the accuracy and completeness of the information provided through the iCORI service. Neither the DJJIS nor the Criminal Record Review Board (CRRB) shall be liable in any civil or criminal action by reason of any CORI or self-audit report that is disseminated by the DJJIS or the CRRB, including any information that is false, inaccurate, or incorrect, because it was erroneously entered by the court of the Office of the Commissioner of Probation.

At the bottom of the page, there are logos for the Commonwealth of Massachusetts and the Department of Criminal Justice Information Services. Below the logos, there is text that reads: "Massachusetts Department of Criminal Justice Information Services © 2026 Commonwealth of Massachusetts". It also states: "The DJJIS iCORI system contains confidential Criminal Offender Record Information ('CORI'). Access to, and dissemination of CORI is regulated by M.G.L. c. 6, §§ 167-178B and 803 CMR 2.00 et. seq. Misuse of the iCORI system and/or the information contained therein, may subject offenders to both civil and criminal penalties as provided in M.G.L. c. 6, §§ 168 and 178." Below this text, there are links for "Digital Accessibility Statement", "Privacy Policy", and "Terms of Use". At the very bottom, there is a note: "Please submit any feedback for this site to: cori.info@mass.gov".

This completes the procedure for logging in.

Set up your iCORI personal subject account

This section describes how to set up your iCORI subject account. The general sequence is:

1. An iCORI user sends a request to view your CORI.
2. The iCORI system sends this request to you in the form of an email message.
3. You open the email and follow the link to iCORI.
4. You provide some basic information to set up an iCORI account.
5. You decide whether or not to grant access to your information.

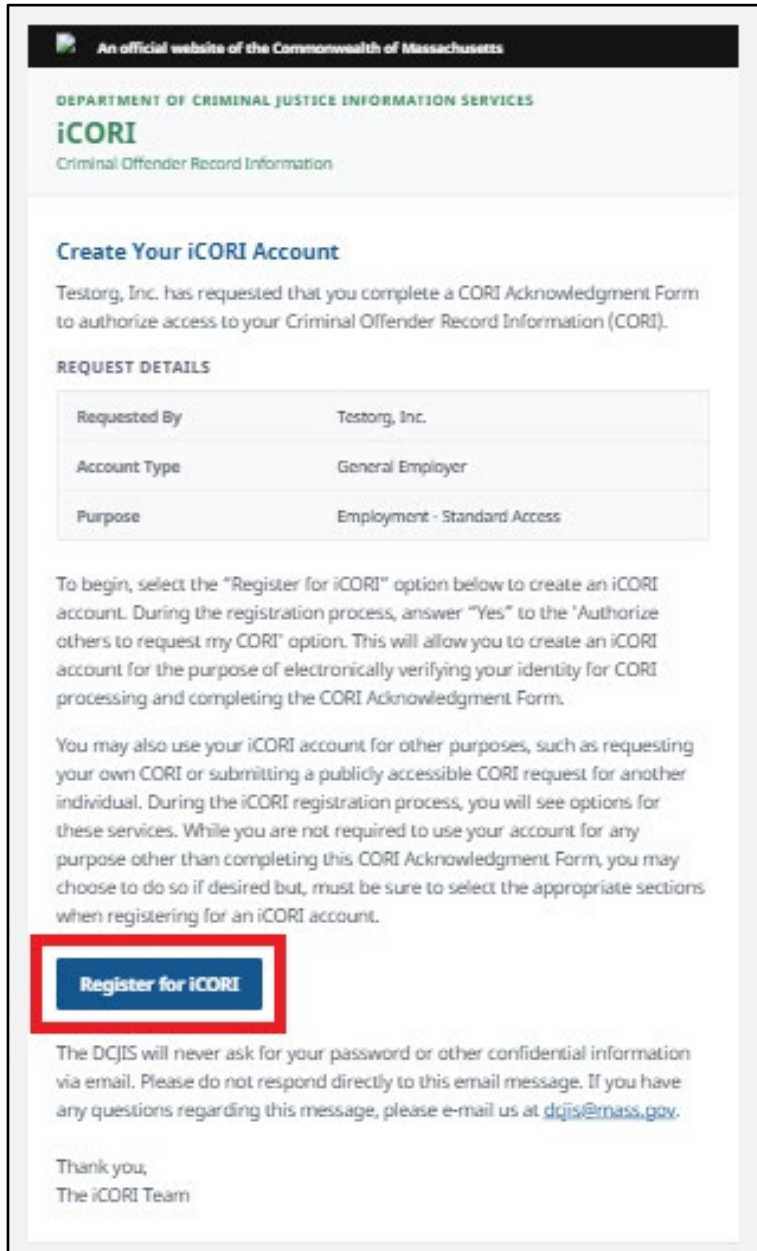
Your role in this process comprises steps 3, 4, and 5. The following sections of this chapter describe those steps.

Open the request email

The iCORI process begins with an email in your inbox:

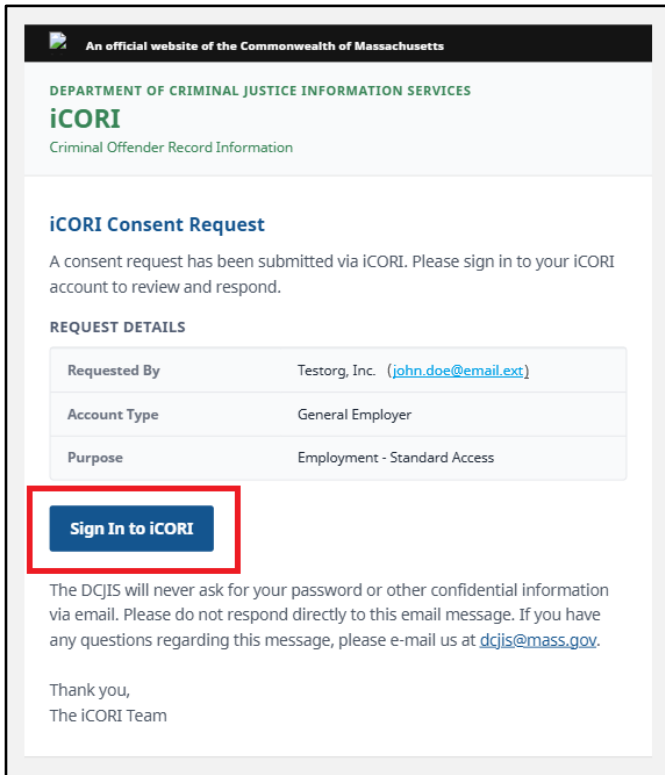
1. Open your email account.
2. Open the message from *icorisubmission@noreply.mass.gov*.

3. Note the button contained in the email message:
- If the subject of the email message is *Create Your iCORI Account* (and the email message contains the **Register for iCORI** button), this indicates that you do not have an iCORI account, and that you must create an account.



If this is the case, select **Register for iCORI** and continue this procedure.

- If the email contains the **Sign in to iCORI** button, this indicates that you have an iCORI account already.

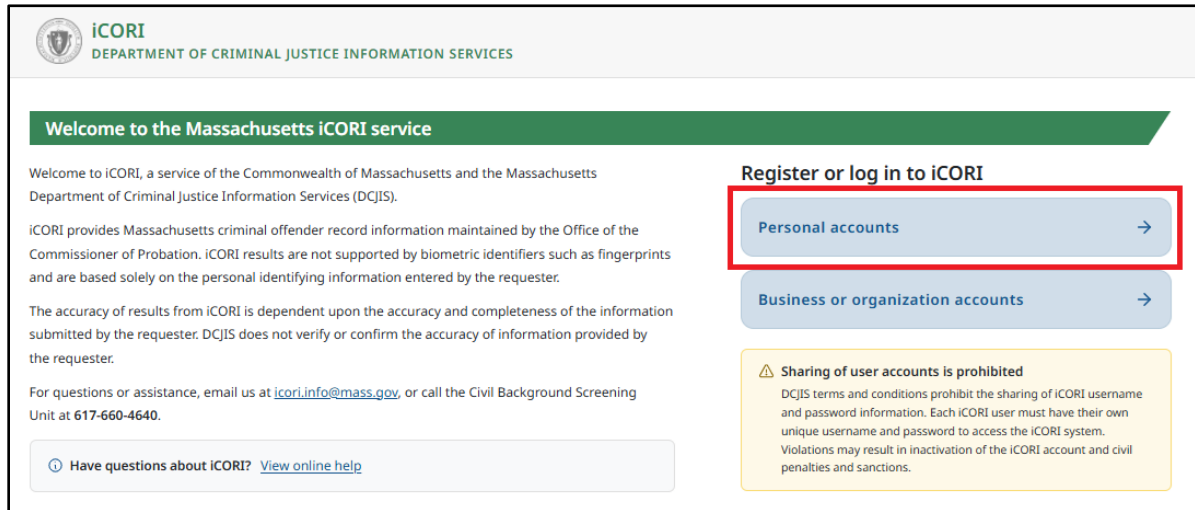


In this case, select **Sign in to iCORI** and proceed to [Log in to your iCORI personal subject account](#).

Set up your account

The next step is to set up your iCORI account:

1. Select **Personal accounts**.



Welcome to the Massachusetts iCORI service

Welcome to iCORI, a service of the Commonwealth of Massachusetts and the Massachusetts Department of Criminal Justice Information Services (DCJIS).

iCORI provides Massachusetts criminal offender record information maintained by the Office of the Commissioner of Probation. iCORI results are not supported by biometric identifiers such as fingerprints and are based solely on the personal identifying information entered by the requester.

The accuracy of results from iCORI is dependent upon the accuracy and completeness of the information submitted by the requester. DCJIS does not verify or confirm the accuracy of information provided by the requester.

For questions or assistance, email us at icori.info@mass.gov, or call the Civil Background Screening Unit at 617-660-4640.

[Have questions about iCORI?](#) [View online help](#)

Register or log in to iCORI

Personal accounts →

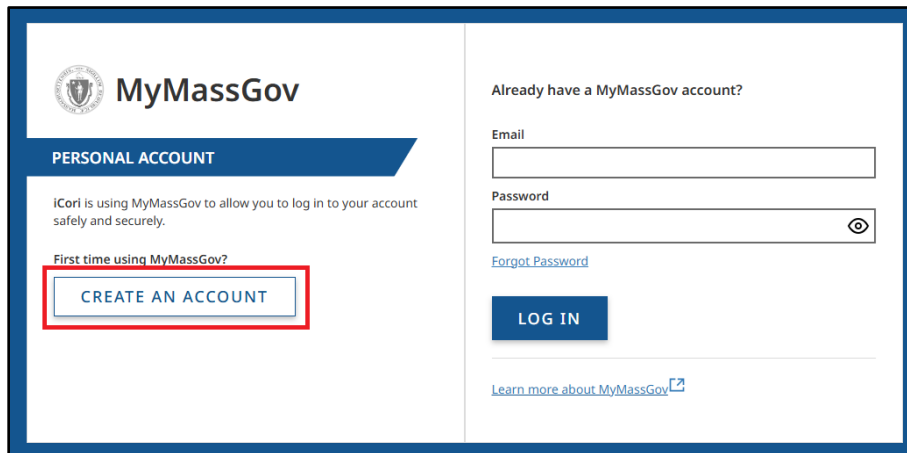
Business or organization accounts →

Sharing of user accounts is prohibited

DCJIS terms and conditions prohibit the sharing of iCORI username and password information. Each iCORI user must have their own unique username and password to access the iCORI system. Violations may result in inactivation of the iCORI account and civil penalties and sanctions.

The screen displays the *PERSONAL ACCOUNT* page.

2. Select **CREATE AN ACCOUNT**.



MyMassGov

PERSONAL ACCOUNT

iCori is using MyMassGov to allow you to log in to your account safely and securely.

First time using MyMassGov?

CREATE AN ACCOUNT

Already have a MyMassGov account?

Email

Password

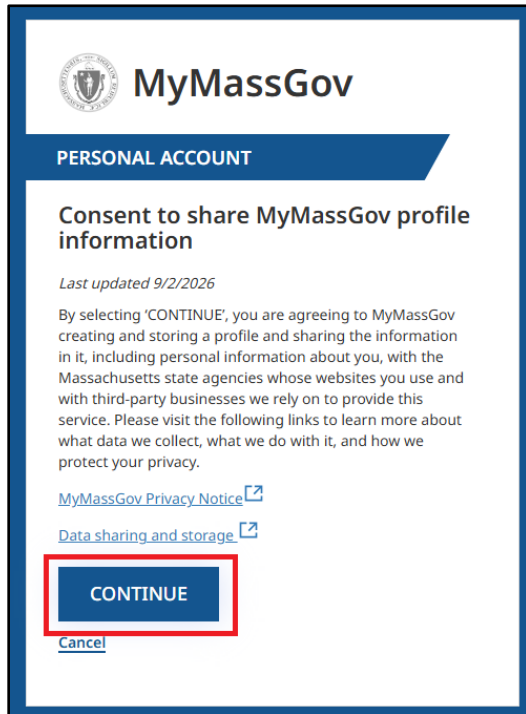
[Forgot Password](#)

LOG IN

[Learn more about MyMassGov](#)

The screen displays the *Consent to share MyMassGov profile information* page.

3. Select **CONTINUE**.



 **MyMassGov**

PERSONAL ACCOUNT

Consent to share MyMassGov profile information

Last updated 9/2/2026

By selecting 'CONTINUE', you are agreeing to MyMassGov creating and storing a profile and sharing the information in it, including personal information about you, with the Massachusetts state agencies whose websites you use and with third-party businesses we rely on to provide this service. Please visit the following links to learn more about what data we collect, what we do with it, and how we protect your privacy.

[MyMassGov Privacy Notice](#)

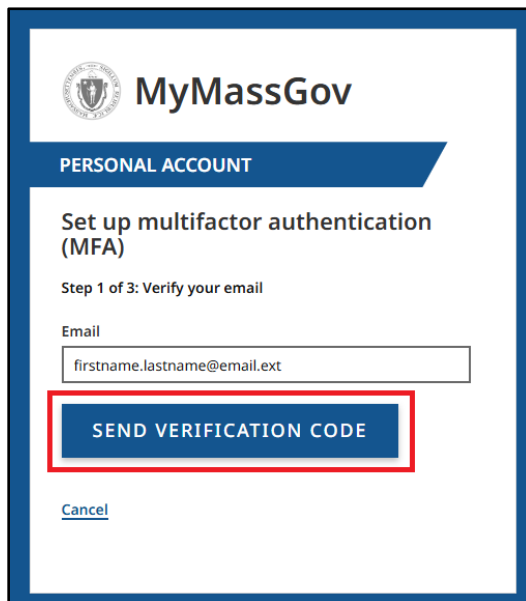
[Data sharing and storage](#)

CONTINUE

[Cancel](#)

The screen displays the *Set up multifactor authentication (MFA) Step 1 of 3* page.

4. Type your email address in the **Email** field. Type your entire email address, including any periods (.) or at signs (@).
5. Select **SEND VERIFICATION CODE**.



 **MyMassGov**

PERSONAL ACCOUNT

Set up multifactor authentication (MFA)

Step 1 of 3: Verify your email

Email

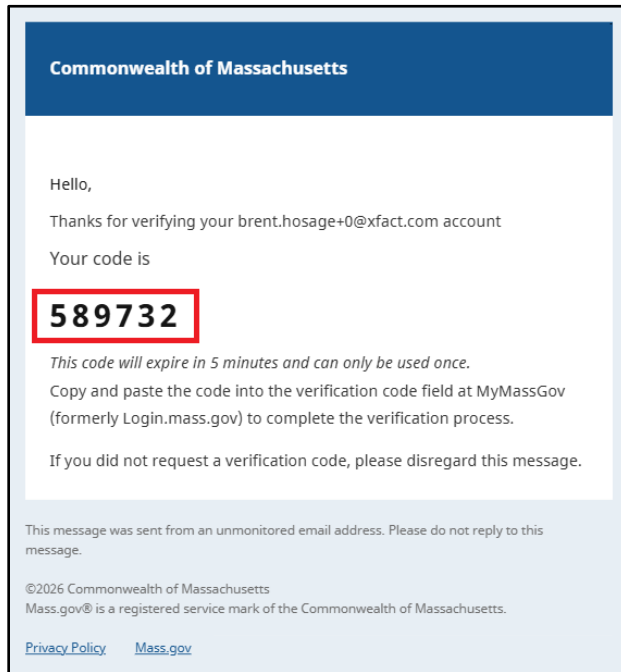
firstname.lastname@email.ext

SEND VERIFICATION CODE

[Cancel](#)

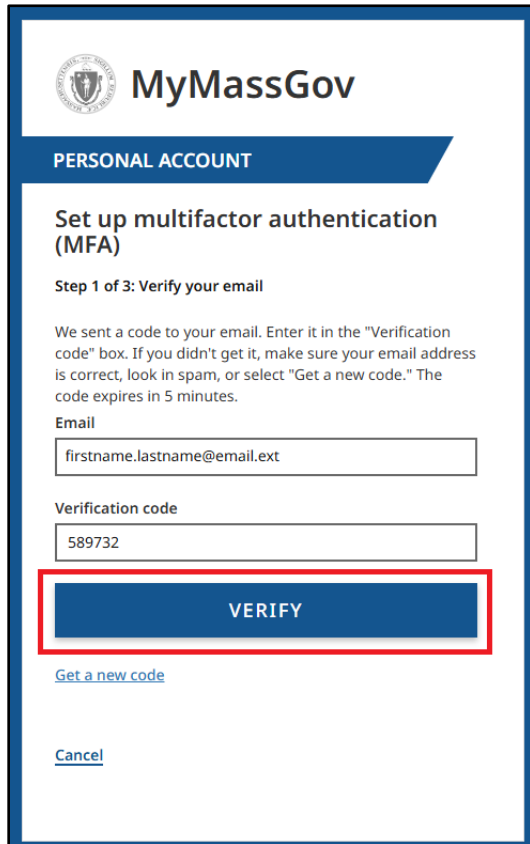
The screen displays the *Set up multifactor authentication (MFA) Step 1 of 3* page once again. The page now includes the **Verification code** field.

6. Go to your email account and open the message from MyMassGov, with the subject line, *Verify your email address*.
7. Make a note of the verification code contained in the message.



8. Type the verification in the **Verification code** field on the *Set up multifactor authentication (MFA)* page.

9. Select **VERIFY**.



 **MyMassGov**

PERSONAL ACCOUNT

Set up multifactor authentication (MFA)

Step 1 of 3: Verify your email

We sent a code to your email. Enter it in the "Verification code" box. If you didn't get it, make sure your email address is correct, look in spam, or select "Get a new code." The code expires in 5 minutes.

Email

firstname.lastname@email.ext

Verification code

589732

VERIFY

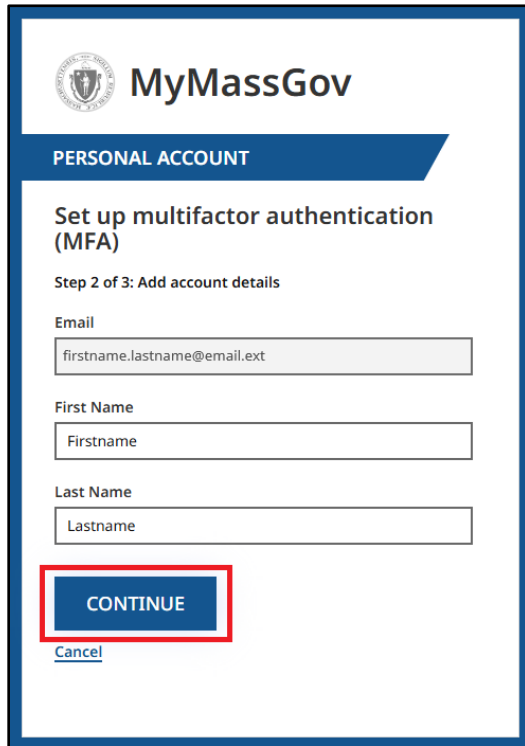
[Get a new code](#)

[Cancel](#)

The screen displays the *Set up multifactor authentication (MFA) Step 2 of 3* page.

11. Type your first name and last name in the corresponding fields.

12. Select **CONTINUE**.



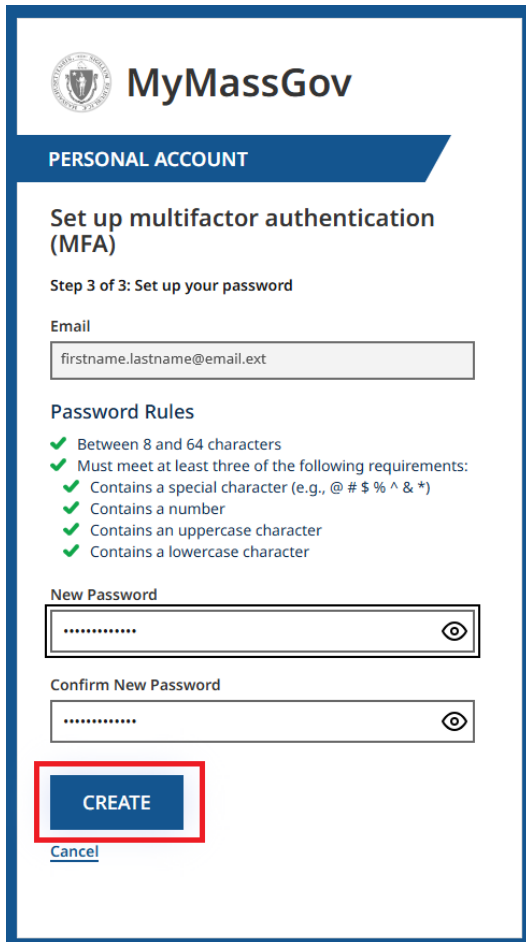
The screenshot shows the MyMassGov interface for setting up multifactor authentication (MFA). At the top is the MyMassGov logo and the text 'PERSONAL ACCOUNT'. Below this is the heading 'Set up multifactor authentication (MFA)' and the subheading 'Step 2 of 3: Add account details'. There are three input fields: 'Email' with the placeholder 'firstname.lastname@email.ext', 'First Name' with the placeholder 'Firstname', and 'Last Name' with the placeholder 'Lastname'. At the bottom, there is a blue 'CONTINUE' button highlighted with a red rectangular box, and a blue 'Cancel' link below it.

The screen displays the *Set up multifactor authentication (MFA) Step 3 of 3* page.

13. Follow the rules shown on the page and compose a password.

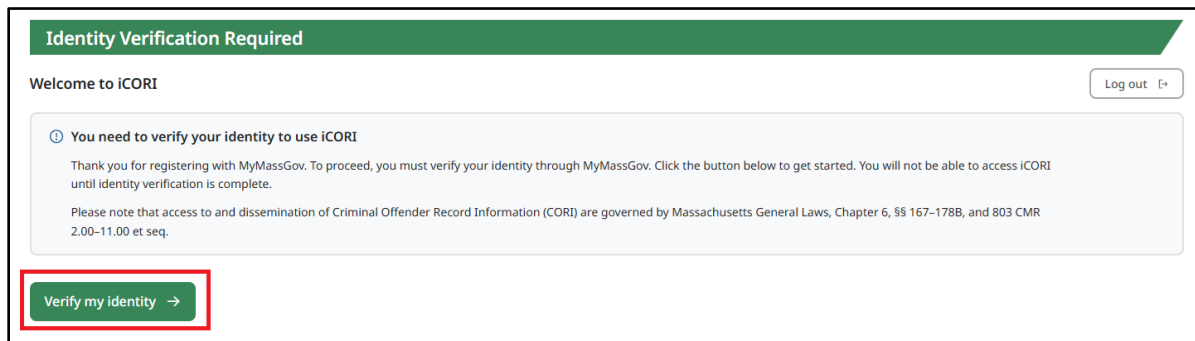
14. Type your password in the **New Password** field.

15. Type your password again, this time in the **Confirm New Password** field.

16. Select **CREATE**.

The screenshot shows the MyMassGov interface for setting up multifactor authentication (MFA). The page title is "Set up multifactor authentication (MFA)" and it is "Step 3 of 3: Set up your password". There is an "Email" field with the placeholder "firstname.lastname@email.ext". Below this are "Password Rules" listed with green checkmarks: "Between 8 and 64 characters", "Must meet at least three of the following requirements:", "Contains a special character (e.g., @ # \$ % ^ & *)", "Contains a number", "Contains an uppercase character", and "Contains a lowercase character". There are two password input fields: "New Password" and "Confirm New Password", both with masked characters and eye icons. At the bottom, there is a blue "CREATE" button highlighted with a red rectangle, and a "Cancel" link below it.

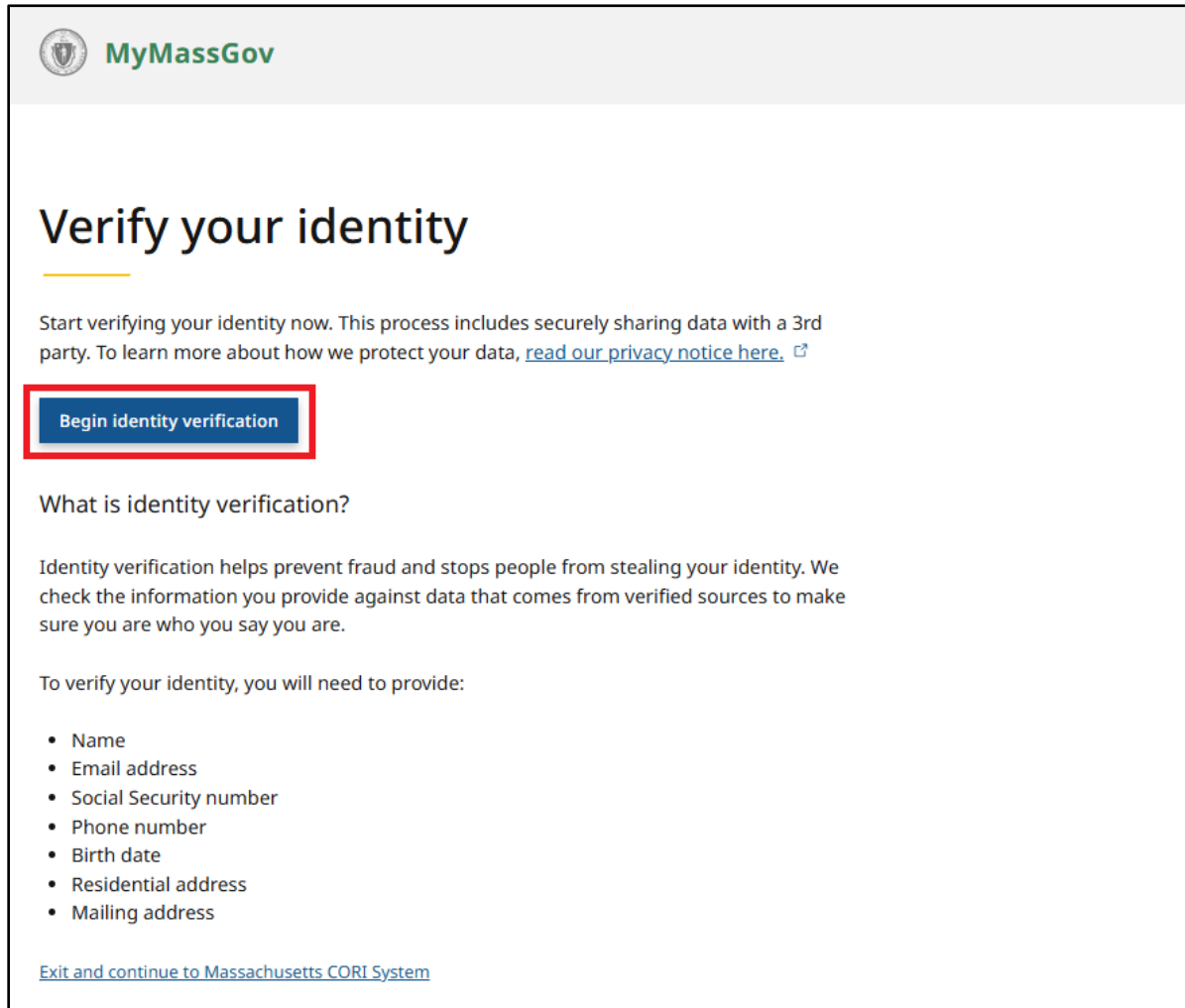
The screen displays the *Identity Verification Required* page.

17. Select **Verify my identity**.

The screenshot shows the "Identity Verification Required" page. It has a green header with the title "Identity Verification Required". Below the header, it says "Welcome to iCORI" and has a "Log out" link. A message box contains the text: "You need to verify your identity to use iCORI. Thank you for registering with MyMassGov. To proceed, you must verify your identity through MyMassGov. Click the button below to get started. You will not be able to access iCORI until identity verification is complete. Please note that access to and dissemination of Criminal Offender Record Information (CORI) are governed by Massachusetts General Laws, Chapter 6, §§ 167–178B, and 803 CMR 2.00–11.00 et seq." At the bottom, there is a green button labeled "Verify my identity →" highlighted with a red rectangle.

The screen displays the *Verify your identity* page.

18. Select **Begin identity verification**.



 **MyMassGov**

Verify your identity

Start verifying your identity now. This process includes securely sharing data with a 3rd party. To learn more about how we protect your data, [read our privacy notice here.](#) 

Begin identity verification

What is identity verification?

Identity verification helps prevent fraud and stops people from stealing your identity. We check the information you provide against data that comes from verified sources to make sure you are who you say you are.

To verify your identity, you will need to provide:

- Name
- Email address
- Social Security number
- Phone number
- Birth date
- Residential address
- Mailing address

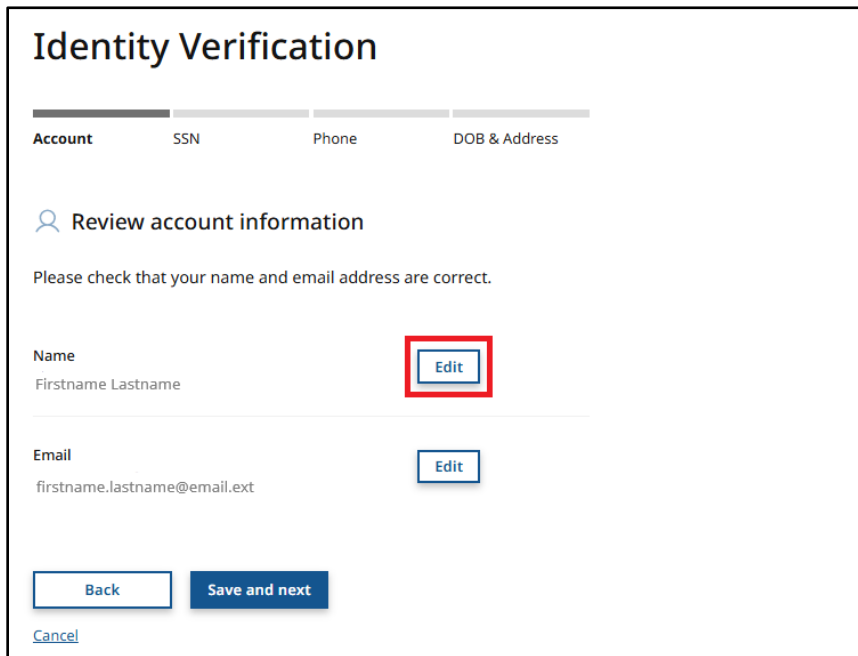
[Exit and continue to Massachusetts CORI System](#)

The screen displays the *Review account information* page.

19. Note the name displayed on the page:

- If the name is correct, proceed to step 21.
- If the name is not correct, proceed to step 20.

20. If the name is not correct:

a. Select **Edit**.

Identity Verification

Account SSN Phone DOB & Address

 Review account information

Please check that your name and email address are correct.

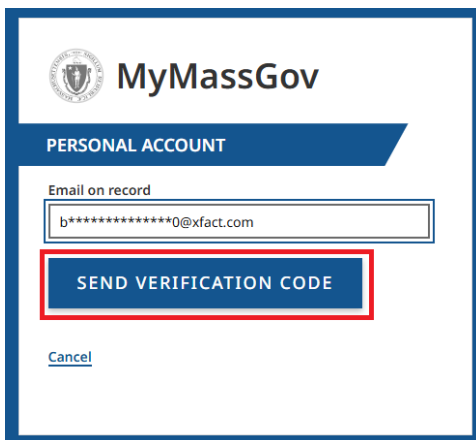
Name
Firstname Lastname [Edit](#)

Email
firstname.lastname@email.ext [Edit](#)

[Back](#) [Save and next](#)

[Cancel](#)

The screen displays the *MyMassGov PERSONAL ACCOUNT* page.

b. Select **SEND VERIFICATION CODE**.

 **MyMassGov**

PERSONAL ACCOUNT

Email on record
b*****0@xfact.com

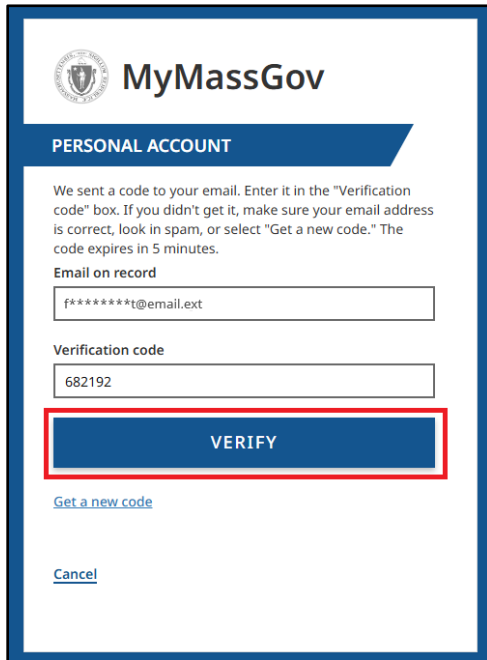
[SEND VERIFICATION CODE](#)

[Cancel](#)

The screen displays the *MyMassGov PERSONAL ACCOUNT* page, which now includes the **Verification code** field.

- Check your email for a message from MyMassGov, with the subject line *Verify your email address*.
- Open the message and note the verification code.
- Type the verification code in the **Verification Code** field.

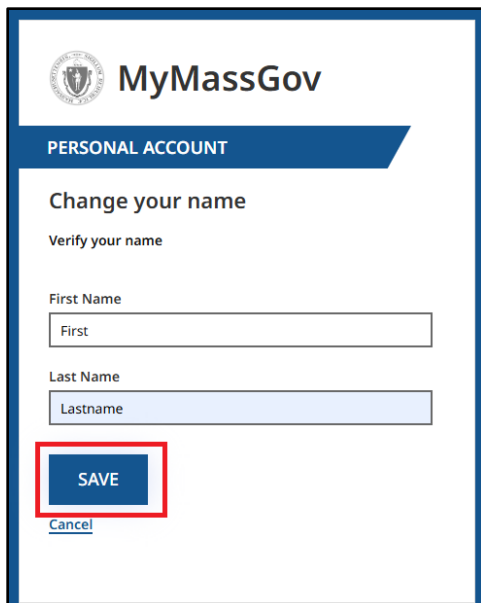
- f. Select **VERIFY**.



The screenshot shows the MyMassGov 'PERSONAL ACCOUNT' verification page. It includes instructions about the verification code, an email field with 'f*****t@email.ext', a verification code field with '682192', and a blue 'VERIFY' button highlighted with a red rectangle. There are also links for 'Get a new code' and 'Cancel'.

The screen displays the *Change your name* page.

- g. Make the necessary corrections to your first and last name.
h. Select **SAVE**.



The screenshot shows the MyMassGov 'PERSONAL ACCOUNT' 'Change your name' page. It has a 'Verify your name' section with 'First Name' (containing 'First') and 'Last Name' (containing 'Lastname') fields. A blue 'SAVE' button is highlighted with a red rectangle. There is also a 'Cancel' link.

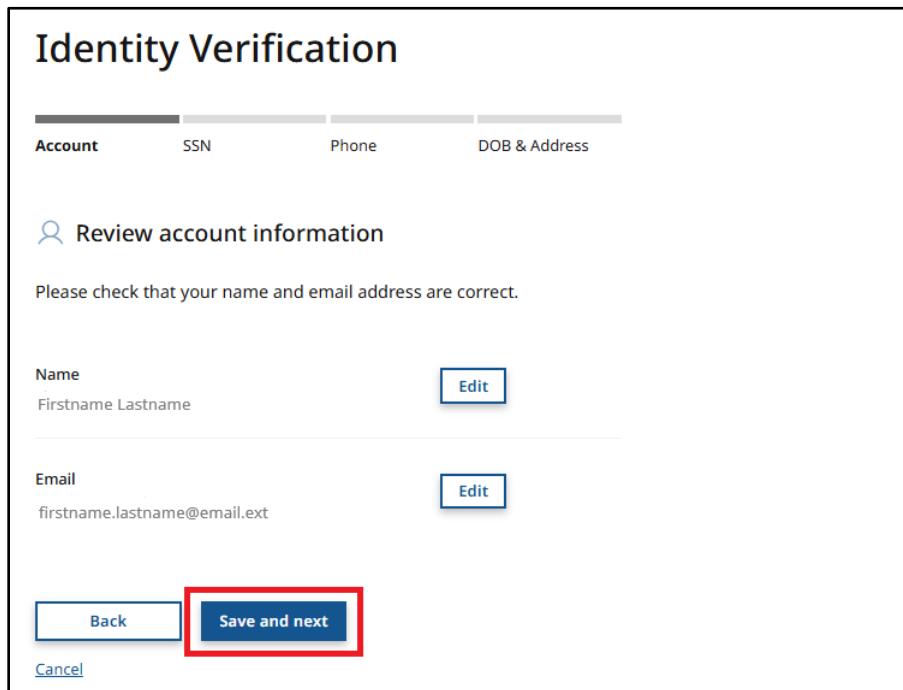
The screen displays the Review account information page

- i. Proceed to step 21.

21. Note the email address listed on the page:

- If the email address is correct, proceed to step 22.
- If the email address is not correct, follow the procedure described in step 20 to correct it.

22. Select **Save and Next**.



The screenshot shows the 'Identity Verification' page. At the top, there is a progress bar with four steps: 'Account', 'SSN', 'Phone', and 'DOB & Address'. The 'Account' step is currently active. Below the progress bar, there is a section titled 'Review account information' with a user icon. A message states: 'Please check that your name and email address are correct.' Below this, there are two fields: 'Name' (with a placeholder 'Firstname Lastname') and 'Email' (with a placeholder 'firstname.lastname@email.ext'). Each field has an 'Edit' button to its right. At the bottom of the form, there are two buttons: 'Back' and 'Save and next'. The 'Save and next' button is highlighted with a red rectangular box. A 'Cancel' link is located at the bottom left of the form.

The screen displays the *Enter Social Security Number* page.

23. Type your Social Security number or your Individual Taxpayer Identification Number (ITIN) in the field provided.

24. Select **Save and next**.

The screenshot shows the 'Identity Verification' page with a progress bar at the top. The progress bar has four segments: 'Account' (green), 'SSN' (grey), 'Phone' (grey), and 'DOB & Address' (grey). Below the progress bar, the title 'Identity Verification' is displayed. Underneath, there is a lock icon followed by the text 'Enter Social Security number (SSN)'. A paragraph explains that users can use their Individual Taxpayer Identification Number (ITIN) instead of an SSN, but not a business identification number like an EIN, and that all data is secure. A link 'Read about how we keep your information safe and private.' with an external link icon is provided. A note states '* Indicates a required field'. The form field is labeled 'SSN or ITIN *' with an example 'For example, 123456789 or 123-45-6789'. The input field contains seven dots and a 'Show' button with an eye icon. At the bottom, there are three buttons: 'Back', 'Save and next' (highlighted with a red rectangle), and 'Cancel'.

The screen displays the *Enter phone number* page.

25. Type your phone number in the **Phone number** field.

26. Select either the **Text message** or **Phone call** check box.

27. Select **Send code**.

The screenshot shows the 'Identity Verification' page with a progress bar at the top. The progress bar has four segments: 'Account' (green), 'SSN' (green), 'Phone' (grey), and 'DOB & Address' (grey). Below the progress bar, the title 'Identity Verification' is displayed. Underneath, there is a section titled 'Enter phone number' with a phone icon. The text explains that the phone number is used for verification and provides a link to skip this step if the user doesn't have access to a phone. It also includes a link to read about data security. Below this, there is a 'Phone number' field with a dropdown menu showing the US flag and a text input field containing '+1 (123) 555-1212'. At the bottom, there is a question 'How would you like us to send your one-time verification code? *' with two radio button options: 'Text message' (selected) and 'Phone call'. The 'Text message' option is labeled 'Mobile phone numbers only' and the 'Phone call' option is labeled 'Landline and mobile phone numbers'. At the very bottom, there are two buttons: 'Back' and 'Send code'. The 'Send code' button is highlighted with a red rectangular box.

Identity Verification

Account SSN **Phone** DOB & Address

Enter phone number

We use your phone number to verify your identity. [Skip this step](#) if you don't have access to a phone.

All data we collect is secure. [Read about how we keep your data safe and private.](#)

Phone number

+1 (123) 555-1212

How would you like us to send your one-time verification code? *

☒ Text message
Mobile phone numbers only

☐ Phone call
Landline and mobile phone numbers

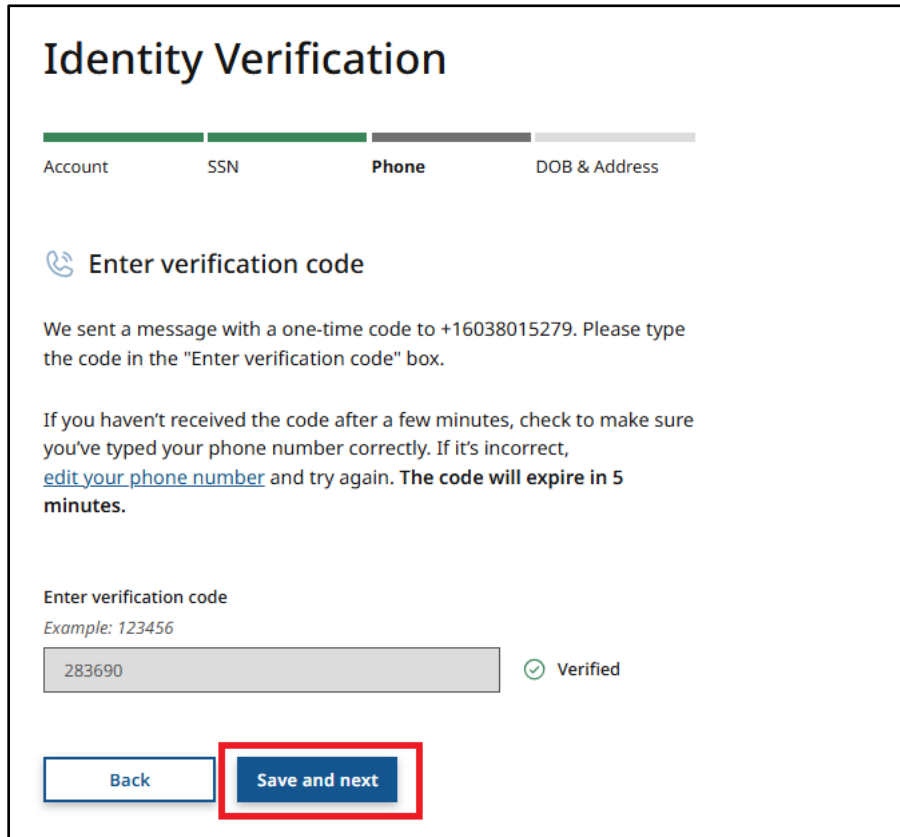
[Back](#) **Send code**

The screen displays the *Enter verification code* page.

28. Obtain the verification code from your phone.

29. Type the code in the **Enter verification code** field.

The system checks the code and verifies it.

30. Select **Save and next**.

Identity Verification

Account SSN **Phone** DOB & Address

 Enter verification code

We sent a message with a one-time code to +16038015279. Please type the code in the "Enter verification code" box.

If you haven't received the code after a few minutes, check to make sure you've typed your phone number correctly. If it's incorrect, [edit your phone number](#) and try again. **The code will expire in 5 minutes.**

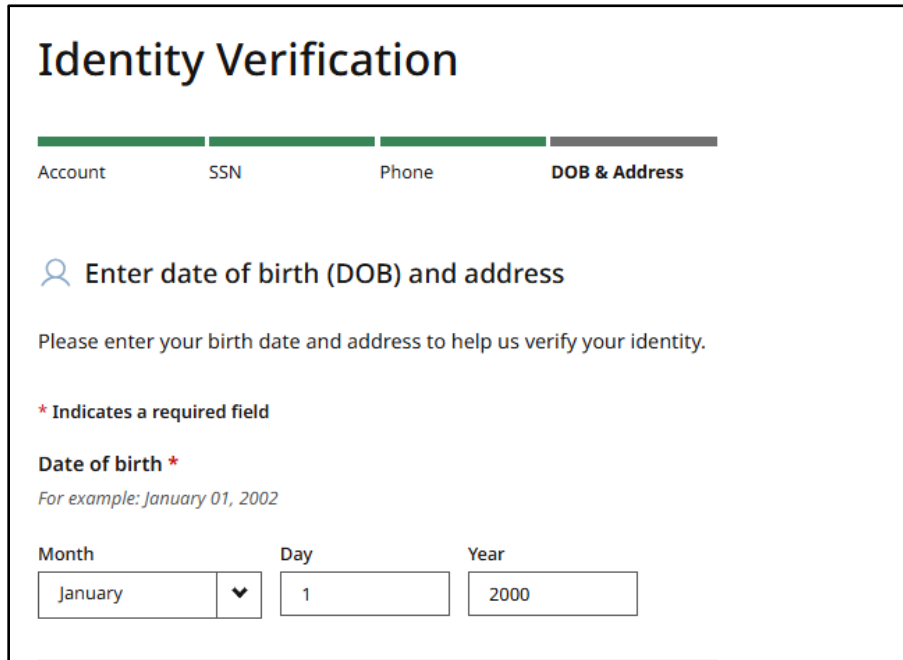
Enter verification code
Example: 123456

283690  Verified

[Back](#) **Save and next**

The screen displays the *Enter date of birth (DOB) and address* page.

31. Complete the **Month, Day, and Year** fields.



The screenshot shows the 'Identity Verification' page with a progress bar at the top. The progress bar has four segments: 'Account' (green), 'SSN' (green), 'Phone' (green), and 'DOB & Address' (grey). Below the progress bar, there is a user icon and the text 'Enter date of birth (DOB) and address'. Below this, it says 'Please enter your birth date and address to help us verify your identity.' There is a red asterisk indicating a required field. The 'Date of birth' section has a red asterisk and an example: 'For example: January 01, 2002'. Below this, there are three input fields: 'Month' (a dropdown menu showing 'January'), 'Day' (a text box with '1'), and 'Year' (a text box with '2000').

32. Scroll down to the *Residential address* section of the page.

33. Complete the address fields.

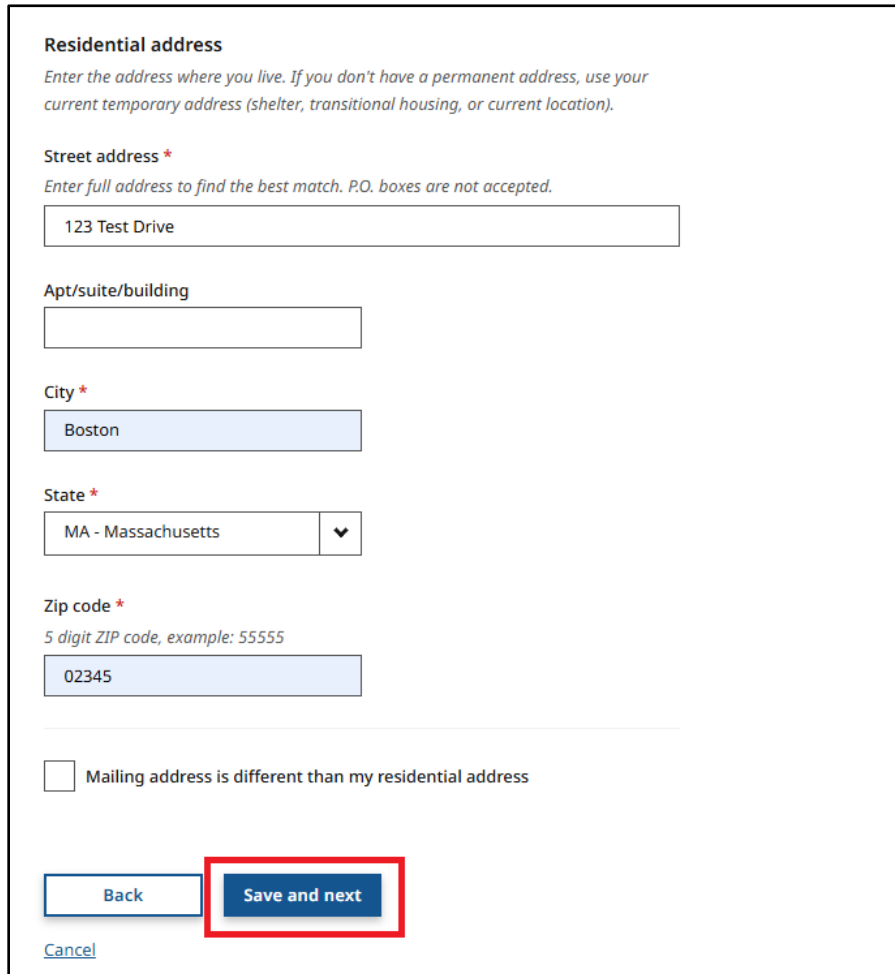
Note that as you begin typing an address, the system displays matching addresses. If one of these is the correct address, select it (instead of typing it).

34. (Optional) If your mailing address is different from your street address:

- a. Select the **Mailing address is different than my residential address** check box.

The screen displays another set of address fields.

- b. Complete the address fields.

35. Select **Save and next**.

Residential address
Enter the address where you live. If you don't have a permanent address, use your current temporary address (shelter, transitional housing, or current location).

Street address *
Enter full address to find the best match. P.O. boxes are not accepted.

123 Test Drive

Apt/suite/building

City *

Boston

State *

MA - Massachusetts ▼

Zip code *
5 digit ZIP code, example: 55555

02345

☐ Mailing address is different than my residential address

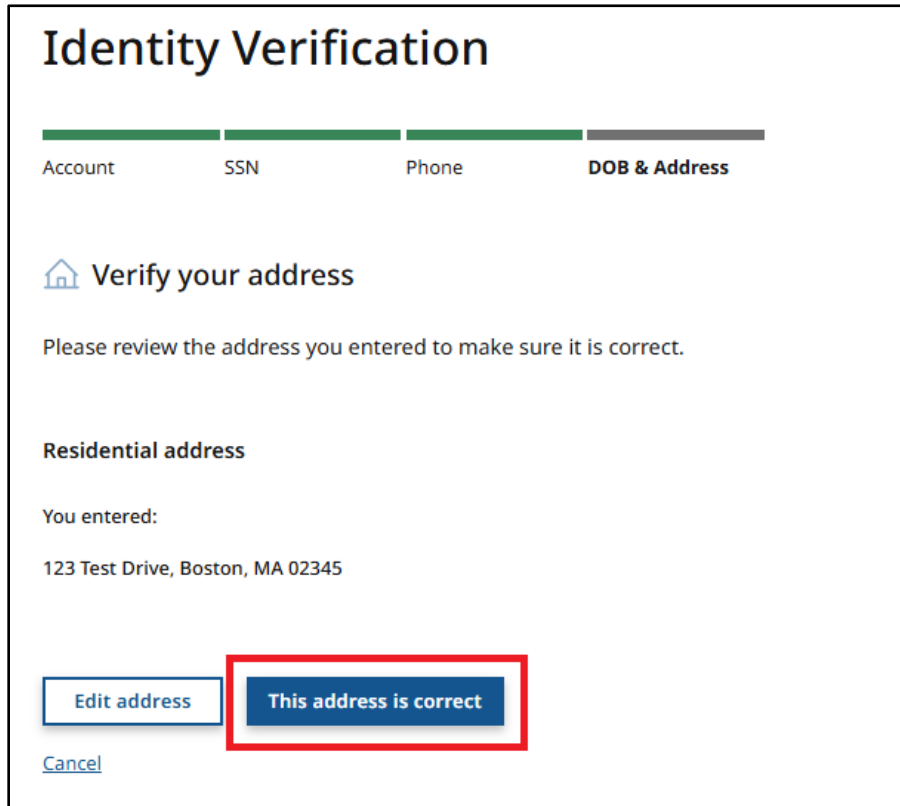
[Back](#) **Save and next** [Cancel](#)

The screen displays the *Verify your address* page.

36. Note the address:

- If the address is correct, proceed to step 37.
- If the address is not correct, select **Edit address**, make the necessary changes, and select **Save and next**. Proceed to step 37.

37. Select **This address is correct**.



The screenshot shows a web form titled "Identity Verification". At the top, there is a progress bar with four segments: "Account", "SSN", "Phone", and "DOB & Address". The "DOB & Address" segment is highlighted in green, indicating the current step. Below the progress bar, there is a house icon followed by the text "Verify your address". Underneath, it says "Please review the address you entered to make sure it is correct." The section is titled "Residential address" and shows "You entered: 123 Test Drive, Boston, MA 02345". At the bottom, there are three buttons: "Edit address" (light blue), "This address is correct" (dark blue, highlighted with a red rectangle), and "Cancel" (light blue link).

The screen displays the *Review information* page.

38. Carefully review all the information on the page:

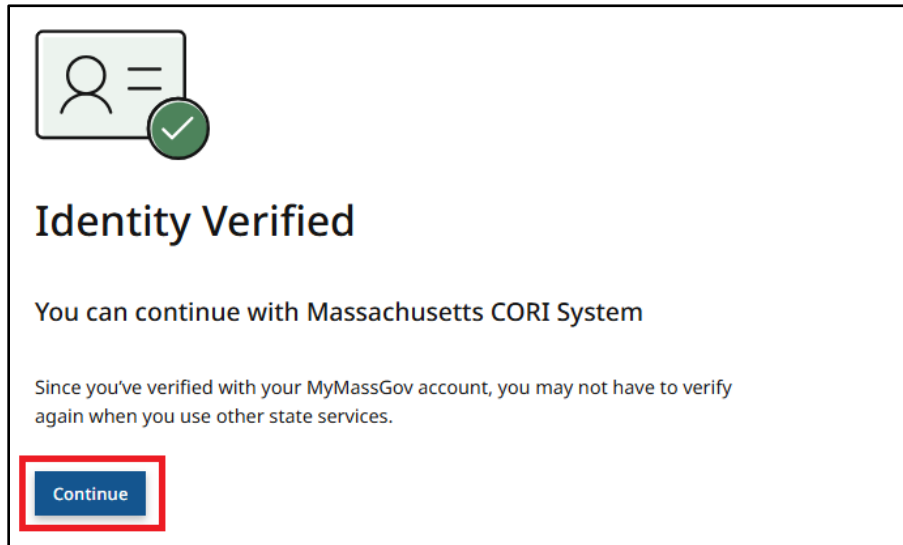
If the address is correct, proceed to step 39.

If the address is not correct, select **Edit my information**, make the necessary changes, and select **Save and next**. Proceed to step 39.

39. Select **Submit**.

The screen displays the *Identity verified* page.

40. Select **Continue**.



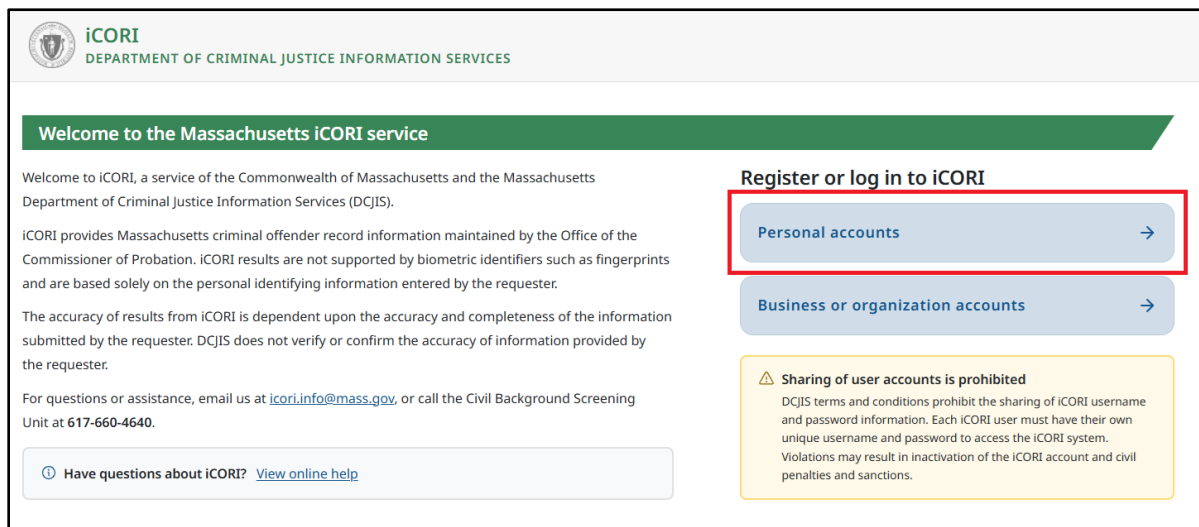
The screen displays the *Welcome to the Massachusetts iCORI service* page.

This completes the procedure for creating your account. Continue to the next section, [Register your account](#).

Register your account

The next step is to register your iCORI account:

1. Select **Personal accounts**.

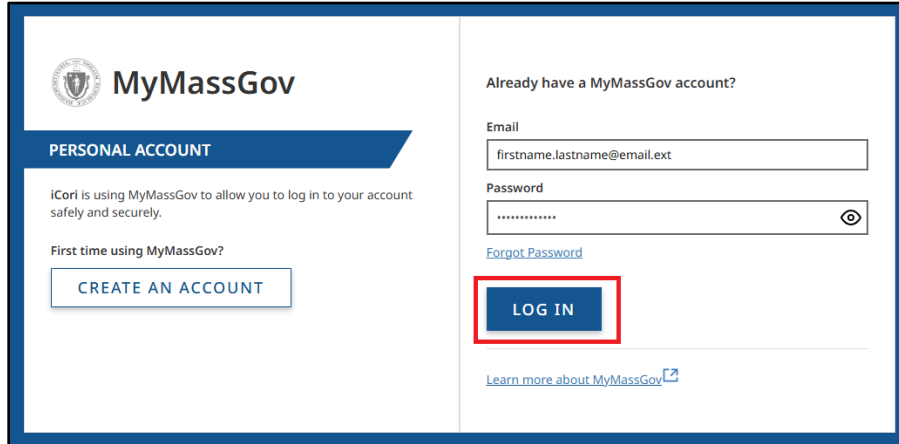


The screen displays the *MyMassGov PERSONAL ACCOUNT* page.

2. Enter your email address and password in the fields provided.

Note that passwords are case-sensitive.

3. Select **LOG IN**.



The screen displays the *Register as an individual* page.

4. Select **Authorize others to request my CORI**.

5. Select **Continue**.

iCORI
DEPARTMENT OF CRIMINAL JUSTICE INFORMATION SERVICES

Register as an individual

1. Select account type 2. Account details 3. Verify & submit 4. Confirmation

[Cancel](#) X

Select account type

As an individual registrant, you may select one or more account types below. Each account type determines the kind of CORI request you are authorized to submit. Please review each option carefully and select all that apply to your intended use of iCORI.

* Indicates required field.

Choose all relevant account types *

- ☒ **Authorize others to request my CORI** NEW
Register to let individuals or organizations request your CORI through iCORI.
- ☐ **Request your own personal CORI**
For requesting a copy of your own Massachusetts criminal record for personal use.
- ☐ **Request CORI on a member of the public**
Submit a public records (Open CORI) request using the subject's full name and date of birth.
- ☐ **Designated representative of client**
Submit CORI requests on behalf of an individual or client you represent.
- ☐ **Private landlord**
Request CORI to screen a current or prospective tenant.
- ☐ **Parent or legal guardian of a minor**
Request CORI to screen a prospective child care provider.
- ☐ **Elderly or disabled individual**
Request CORI to screen a prospective home health aide.
- ☐ **CORI for a deceased individual**
Request a deceased individual's CORI.

[Continue](#) →

The screen displays the *Confirm account types* page.

6. Read the page carefully, and ensure that you have all the necessary information and materials on hand.

7. Select **Continue**.

Register as an individual

1. Select account type 2. Account details 3. Verify & submit 4. Confirmation

Cancel X

Confirm account type(s)

Account type information

You have indicated that you would like to register under the following account type(s). If this is not accurate, please select the "Cancel registration" above below and start over.

- CORI Subject

Before continuing, please make sure you have the following information readily available for iCORI Individual Account Information:

- Full name (populated from your MyMassGov account)
- Date of Birth
- Social Security Number (only the last six digits are required)
- Address
- Phone number
- Massachusetts driver's license number or Massachusetts state ID number
- Valid email address (populated from your MyMassGov account)

You will need to read and agree to the [Terms of Use](#) as well as review the [iCORI Training Documents](#) before submitting your registration.

← Back **Continue →**

The screen displays the *Account details* page. It is mostly completed, using information you entered earlier in the account creation process.

8. Complete the **Last six SSN** and **Phone number** fields.

9. Select **Continue**.

Register as an individual

1. Select account type 2. Account details 3. Verify & submit 4. Confirmation Cancel X

* Indicates required field.

🔔 Your identity has been verified through MyMassGov.
No additional identification documents are required.

Account Summary

Account type(s):

- **CORI Subject:** Register for an iCORI account to authorize individuals and/or businesses/organizations to request your CORI through the iCORI system.

Personal Information

Name: Lastname, First Email: first.lastname@email.ext

Date of birth (MMDDYYYY) *: 01012000 Last six SSN: ***-****

Contact Information

Address line 1 *: 123 Test Drive Address line 2:

Country *: UNITED STATES State *: MASSACHUSETTS City/town *: Boston Zip code *: 02345

Phone number *: +1 6035551111 Phone extension: Ext.

← Back **Continue →**

The screen displays the *Verify and submit* page.

10. Review the information on the page.

If any of it is incorrect, select **Back** to get to the appropriate page, correct the information, and then select **Continue** until the screen again displays the *Verify and submit* page.

11. Select the **I have read and agree to the terms and conditions** check box.12. Select the **I have reviewed the iCORI training documents and understand the contents** check box.

13. Select **Submit**.

iCORI
DEPARTMENT OF CRIMINAL JUSTICE INFORMATION SERVICES

Register as an individual

1. Select account type 2. Account details **3. Verify & submit** 4. Confirmation

Verify registration details

* Indicates required field.

Account type(s)

Account type changes
If you need to change your selected account type(s), you will need to restart the registration process. The account types listed below will be associated with your iCORI registration.

Account type(s):

- * **CORI Subject:** Register for an iCORI account to authorize individuals and/or businesses/organizations to request your CORI through the iCORI system.

Individual account details

Name	Email	Date of birth	Last six SSN
Lastname, First		01/01/2000	***-45-6789
Address	Phone number		
123 Test Drive Boston, MA 02345 US	+1 603-555-1111		

Terms of use

Attention
Please review the following terms and conditions carefully before submitting your registration.

1. As referenced in these terms and conditions, the terms below shall have the following meanings:

- a. CRA: Consumer Reporting Agency.
- b. CRRB: The Criminal Record Review Board.
- c. CORI: Criminal Offender Record Information.
- d. DCJIS: The Massachusetts Department of Criminal Justice Information Services.
- e. iCORI service: The Internet-based service used to request and obtain CORI and self audits.
- f. Requestor: A registered user of the iCORI service and any additional authorized users for the requestor's account. Requestor, as used in these terms, also includes Consumer Reporting Agency requestors.

☒ I have read and agree to the [terms and conditions](#) *

☒ I have reviewed the iCORI [training documents](#) and understand the content *

[← Back](#) **Submit**

The screen displays the account registration confirmation page.

14. Select **Return to homepage**.

Register as an individual

1. Select account type 2. Account details 3. Verify & submit **4. Confirmation**

iCORI account registration submitted on 10/06/2026, 01:40 PM

Important information

Your iCORI user account has been registered successfully. Please print this information for your records.

If you have any questions regarding your account, please email us at icori.info@mass.gov or call the Civil Background Screening Unit at 617-660-4640 between 8:00 AM and 6:00 PM Eastern Time, Monday – Friday.

Name
Record, Test

Email address
test.record@email.ext

Note: To ensure proper receipt of all iCORI emails, please check your email spam filters and/or add icori.submission@noreply.mass.gov to your email safe senders list.

Return to homepage

The screen displays the iCORI homepage.

This completes the procedure for registering your iCORI Personal CORI Subject account.

Refer to the *iCORI-Personal CORI Subject Accounts User's Guide* for information on granting consent and other personal CORI subject account procedures.

Business accounts

A business account lets you request consent to submit criminal offender record information (CORI) requests, on behalf of an incorporated business or organization. You should request a business account only if you are an employee or a business or organization and are required to make requests as part of your job responsibilities.

This chapter describes how to set up and log in to your iCORI business account:

- [Log in to your iCORI business account](#)
- [Set up your iCORI business account](#)

The following sections describe these procedures in detail.

Log in to your iCORI business account

If you have not already set up and registered your iCORI business account, you must do so before you can log in to the iCORI service (see [Set up your iCORI business account](#) to do this).

To log in to the iCORI your iCORI business account:

1. Launch your web browser.
2. Navigate to the *Welcome to the Massachusetts iCORI service* page.

3. Select **Business or organization accounts**.

Welcome to the Massachusetts iCORI service

Welcome to iCORI, a service of the Commonwealth of Massachusetts and the Massachusetts Department of Criminal Justice Information Services (DCJIS).

iCORI provides Massachusetts criminal offender record information maintained by the Office of the Commissioner of Probation. iCORI results are not supported by biometric identifiers such as fingerprints and are based solely on the personal identifying information entered by the requester.

The accuracy of results from iCORI is dependent upon the accuracy and completeness of the information submitted by the requester. DCJIS does not verify or confirm the accuracy of information provided by the requester.

For questions or assistance, email us at icori.info@mass.gov, or call the Civil Background Screening Unit at 617-660-4640.

[Have questions about iCORI?](#) [View online help](#)

Register or log in to iCORI

[Personal accounts](#) →

[Business or organization accounts](#) →

⚠ Sharing of user accounts is prohibited
DCJIS terms and conditions prohibit the sharing of iCORI username and password information. Each iCORI user must have their own unique username and password to access the iCORI system. Violations may result in inactivation of the iCORI account and civil penalties and sanctions.

The screen displays the *MyMassGov BUSINESS ACCOUNT* page.

4. Enter your login ID and password in the fields provided.

Note that passwords are case-sensitive.

5. Select **LOG IN**.

MyMassGov

BUSINESS ACCOUNT

iCori is using MyMassGov to allow you to log in to your account safely and securely.

First time using MyMassGov?

[CREATE AN ACCOUNT](#)

Already have a MyMassGov account?

Email
firstname.lastname@email.ext

Password

[Forgot Password](#)

[LOG IN](#)

[Learn more about MyMassGov](#)

The screen displays the *Welcome to the iCORI service* page.

iCORI
DEPARTMENT OF CRIMINAL JUSTICE INFORMATION SERVICES

Home Consent ▾ Add Paper CORI request ▾ View CORI results Manage account Cart (0) 🛒

Welcome to the iCORI service

Your recent iCORI requests

☐ 0 of 4 selected Download selected 📄 Expand all ▾ View all requests 🔗

No.	Date/time ↑↓	Subject ↑↓	Status ↑↓	Details	Result ↑↓	Actions
☐ 1	10/07/2026, 06:31 PM	Last, First A	Pending	Show ▾	...	...
☐ 2	10/07/2026, 06:31 PM	Test, A	Pending	Show ▾	...	...
☐ 3	10/07/2026, 06:31 PM	Smith, John A Jr	Pending	Show ▾	...	...
☐ 4	10/07/2026, 05:47 PM	Record, Test A	Completed	Show ▾	NO AVAILABLE CORI	Download 📄

⚠ Important information
If you have any questions about this service, please email us at icori.info@mass.gov, or call the Civil Background Screening Unit at 617-660-4640.

The DCJIS makes every effort to ensure the accuracy and completeness of the information provided through the iCORI service. Neither the DCJIS nor the Criminal Record Review Board (CRRB) shall be liable in any civil or criminal action by reason of any CORI or self-audit report that is disseminated by the DCJIS or the CRRB, including any information that is false, inaccurate, or incorrect, because it was erroneously entered by the court of the Office of the Commissioner of Probation.

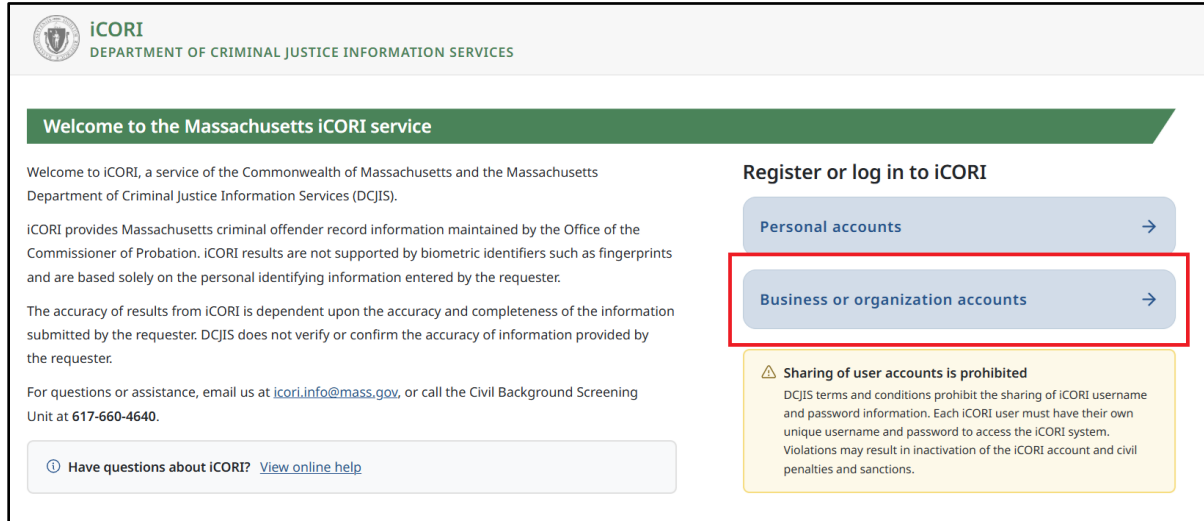
This completes the procedure for logging in.

Set up your iCORI business account

To set up your iCORI business account:

1. Launch your internet browser.
2. Navigate to the *Welcome to the Massachusetts iCORI service* page.

3. Select **Business or organization accounts**.



Welcome to the Massachusetts iCORI service

Welcome to iCORI, a service of the Commonwealth of Massachusetts and the Massachusetts Department of Criminal Justice Information Services (DCJIS).

iCORI provides Massachusetts criminal offender record information maintained by the Office of the Commissioner of Probation. iCORI results are not supported by biometric identifiers such as fingerprints and are based solely on the personal identifying information entered by the requester.

The accuracy of results from iCORI is dependent upon the accuracy and completeness of the information submitted by the requester. DCJIS does not verify or confirm the accuracy of information provided by the requester.

For questions or assistance, email us at icori.info@mass.gov, or call the Civil Background Screening Unit at 617-660-4640.

Have questions about iCORI? [View online help](#)

Register or log in to iCORI

Personal accounts →

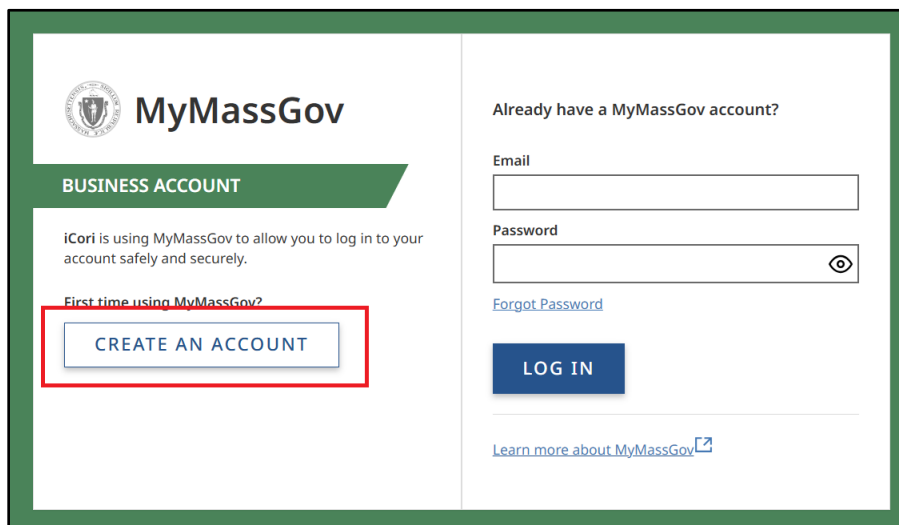
Business or organization accounts →

Sharing of user accounts is prohibited

DCJIS terms and conditions prohibit the sharing of iCORI username and password information. Each iCORI user must have their own unique username and password to access the iCORI system. Violations may result in inactivation of the iCORI account and civil penalties and sanctions.

The screen displays the *MyMassGov BUSINESS ACCOUNT* page.

4. Select **CREATE AN ACCOUNT**.



MyMassGov

BUSINESS ACCOUNT

iCori is using MyMassGov to allow you to log in to your account safely and securely.

First time using MyMassGov?

CREATE AN ACCOUNT

Already have a MyMassGov account?

Email

Password

[Forgot Password](#)

LOG IN

[Learn more about MyMassGov](#)

The screen displays the *Consent to share MyMassGov profile information* page.

5. Select **MyMassGov Privacy Notice**.

The screen displays the *MyMassGov Privacy Notice* page in a separate browser tab or session.

6. Read the privacy notice.

7. Close the browser tab or session.

The screen displays the *Consent to share MyMassGov profile information* page.

8. Select **Data sharing and storage**.

The screen displays the *Data sharing and storage* page in a separate browser tab or session.

9. Read the data sharing and storage notice.

10. Close the browser tab or session.

The screen displays the *Consent to share MyMassGov profile information* page.

11. Select **CONTINUE**.



 **MyMassGov**

BUSINESS ACCOUNT

Consent to share MyMassGov profile information

Last updated 9/2/2026

By selecting 'CONTINUE', you are agreeing to MyMassGov creating and storing a profile and sharing the information in it, including personal information about you, with the Massachusetts state agencies whose websites you use and with third-party businesses we rely on to provide this service. Please visit the following links to learn more about what data we collect, what we do with it, and how we protect your privacy.

[MyMassGov Privacy Notice](#)

[Data sharing and storage](#)

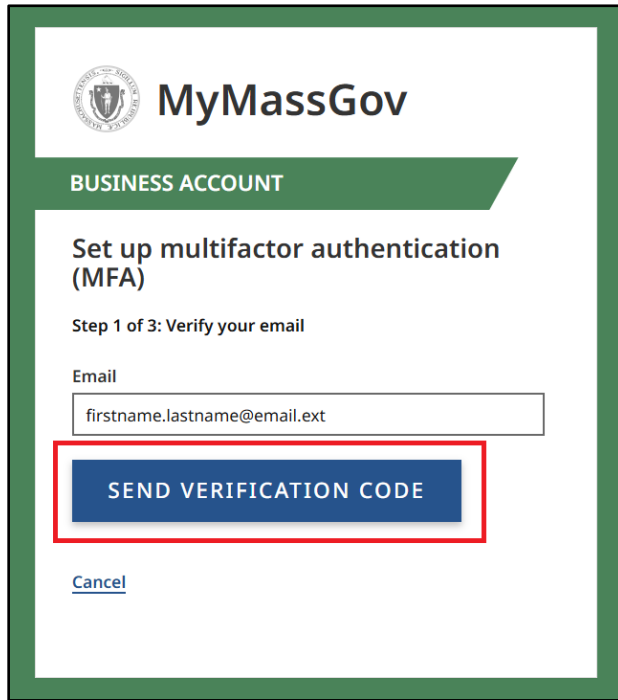
CONTINUE

[Cancel](#)

The screen displays the *Set up multifactor authentication (MFA)* page.

12. Type your email address in the **Email** field.

13. Select **SEND VERIFICATION CODE**.



 **MyMassGov**

BUSINESS ACCOUNT

Set up multifactor authentication (MFA)

Step 1 of 3: Verify your email

Email

firstname.lastname@email.ext

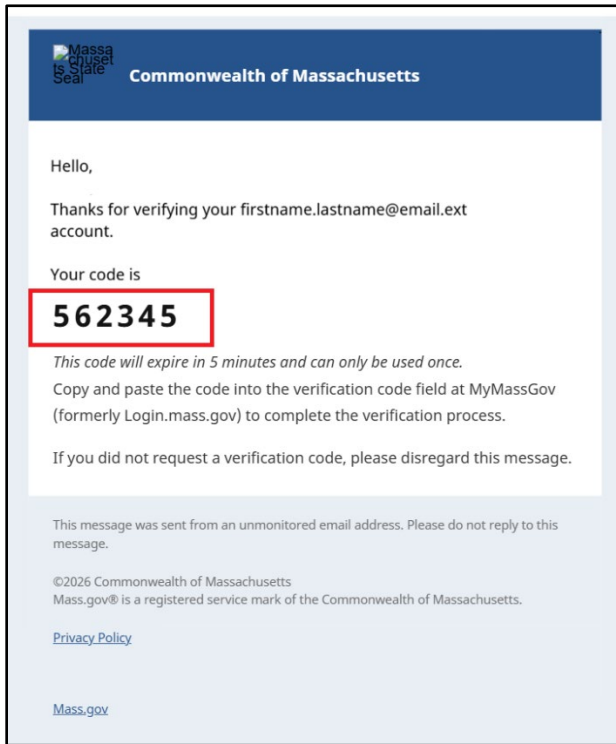
SEND VERIFICATION CODE

[Cancel](#)

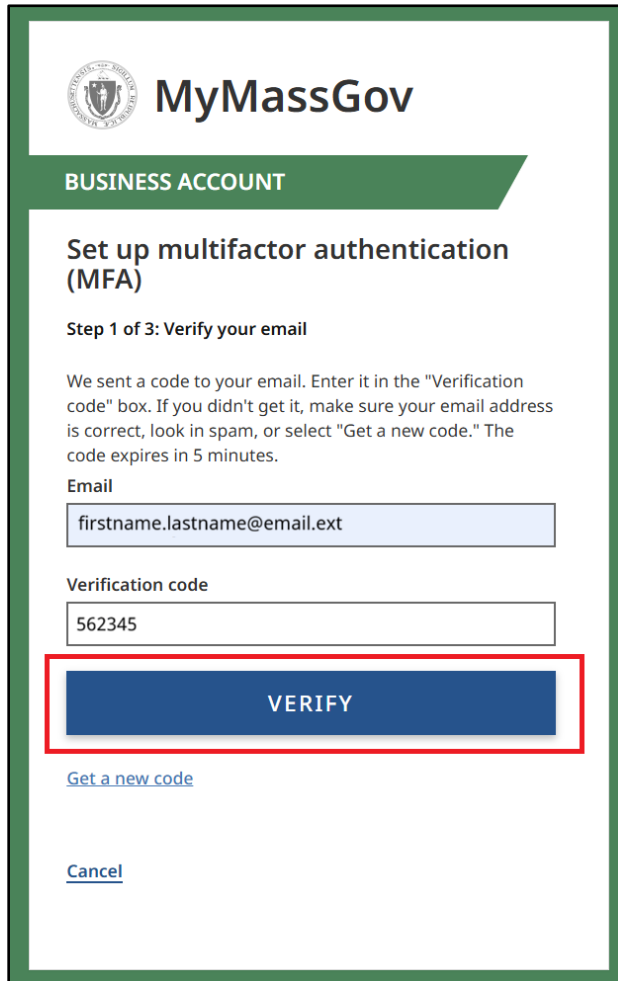
The screen displays the *Set up multifactor authentication (MFA)* page, which now includes the **Verification code** field.

14. Check your email for a message from MyMassGov.

15. Open the message and note the verification code.



16. Type the verification code in the **Verification code** field on the *Set up multifactor authentication (MFA)* page.

17. Select **VERIFY**.

 **MyMassGov**

BUSINESS ACCOUNT

Set up multifactor authentication (MFA)

Step 1 of 3: Verify your email

We sent a code to your email. Enter it in the "Verification code" box. If you didn't get it, make sure your email address is correct, look in spam, or select "Get a new code." The code expires in 5 minutes.

Email

firstname.lastname@email.ext

Verification code

562345

VERIFY

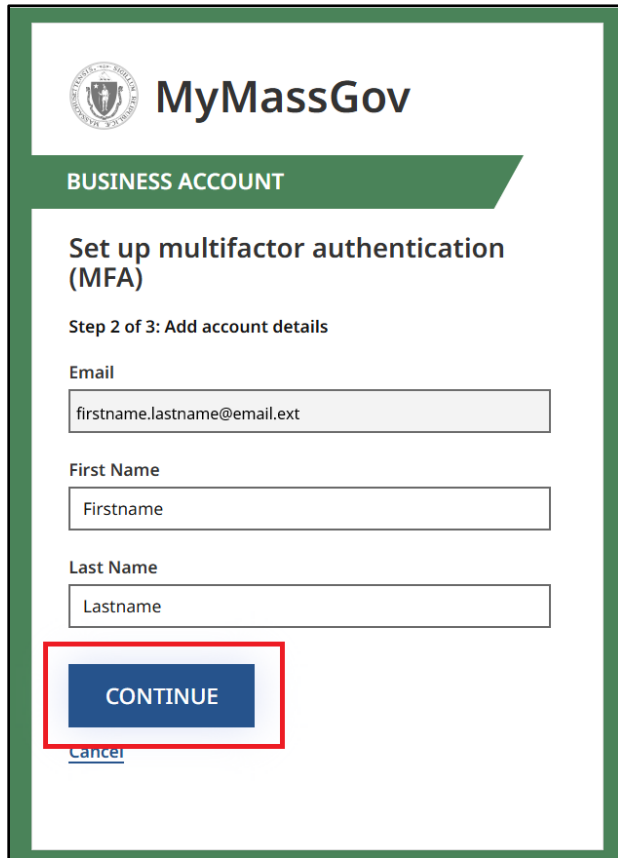
[Get a new code](#)

[Cancel](#)

The screen displays the *Step 2 of 3: Add account details* page.

18. Complete the **First Name** and **Last Name** fields.

19. Select **CONTINUE**.



The screenshot shows the MyMassGov Business Account setup interface. At the top is the MyMassGov logo and the text "BUSINESS ACCOUNT". Below this is the heading "Set up multifactor authentication (MFA)". The current step is "Step 2 of 3: Add account details". There are three input fields: "Email" with the placeholder "firstname.lastname@email.ext", "First Name" with the placeholder "Firstname", and "Last Name" with the placeholder "Lastname". At the bottom, there is a blue "CONTINUE" button highlighted with a red rectangle, and a smaller, faint "Cancel" link below it.

The screen displays the *Step 3 of 3: Set up your password* page

20. Compose a password that adheres to the password rules shown on the page.

21. Type the password in the **New Password** field, and again in the **Confirm New Password** field.

22. Select **CREATE AN ACCOUNT**.

 **MyMassGov**

BUSINESS ACCOUNT

Set up multifactor authentication (MFA)

Step 3 of 3: Set up your password

Email

firstname.lastname@email.ext

Password Rules

- ✓ Between 8 and 64 characters
- ✓ Must meet at least three of the following requirements:
 - ✓ Contains a special character (e.g., @ # \$ % ^ & *)
 - ✓ Contains a number
 - ✓ Contains an uppercase character
 - ✓ Contains a lowercase character

New Password

..... 

Confirm New Password

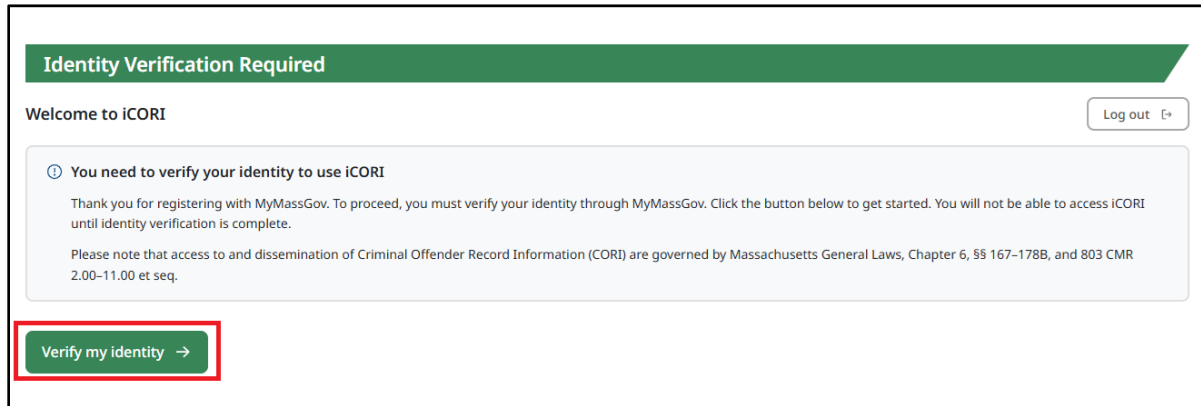
..... 

CREATE AN ACCOUNT

[Cancel](#)

The screen displays the *Identity Verification Required* page.

24. Select **Verify my identity**.

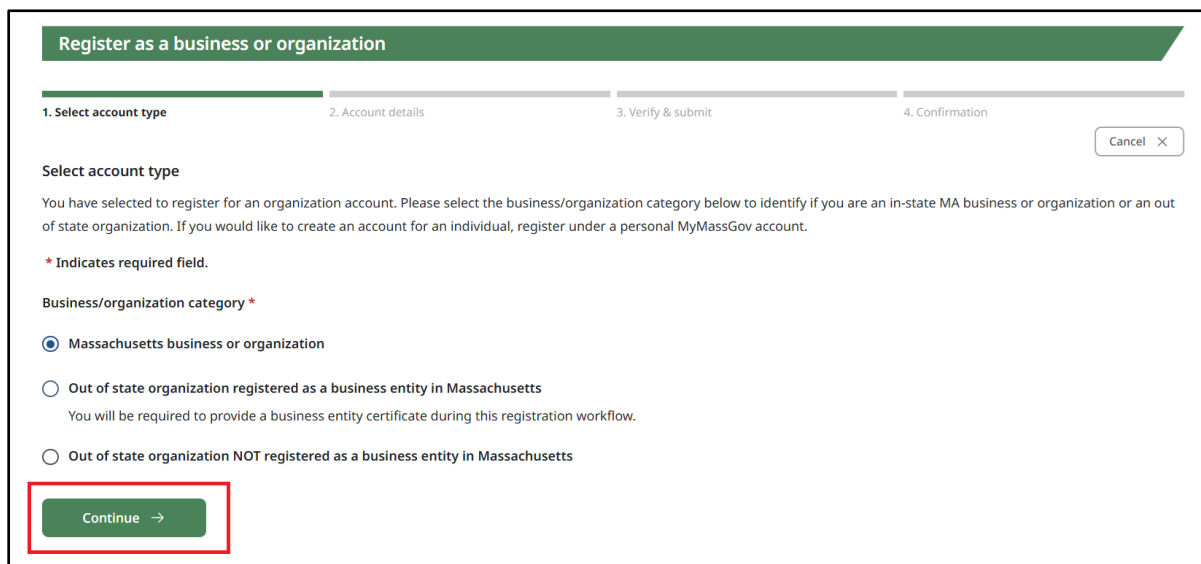


The screenshot shows a web interface with a green header bar that reads "Identity Verification Required". Below the header, the text "Welcome to iCORI" is displayed on the left, and a "Log out" button is on the right. A light blue box contains a message: "You need to verify your identity to use iCORI". It explains that users must verify their identity through MyMassGov and that access to Criminal Offender Record Information (CORI) is governed by Massachusetts General Laws, Chapter 6, §§ 167–178B, and 803 CMR 2.00–11.00 et seq. At the bottom of the page, a green button labeled "Verify my identity →" is highlighted with a red rectangular box.

The screen displays the *Register as a business or organization-Select account type* page.

25. Select the appropriate choice in the *Business/organization category* area.

26. Select **Continue**.



The screenshot shows a web interface with a green header bar that reads "Register as a business or organization". Below the header, a progress bar indicates four steps: "1. Select account type", "2. Account details", "3. Verify & submit", and "4. Confirmation". The first step, "1. Select account type", is currently active. Below the progress bar, the text "Select account type" is displayed, followed by a paragraph explaining the selection process. A note states: "* Indicates required field." Below this, the text "Business/organization category *" is displayed. There are three radio button options: "Massachusetts business or organization" (which is selected), "Out of state organization registered as a business entity in Massachusetts" (with a sub-note: "You will be required to provide a business entity certificate during this registration workflow."), and "Out of state organization NOT registered as a business entity in Massachusetts". At the bottom of the page, a green button labeled "Continue →" is highlighted with a red rectangular box.

The screen displays the *Select account type* page.

27. Select the appropriate account type.

Note that you should scroll to the bottom of the page to view all choices.

Note also that if you select some account types (*Employer*, for example), the screen displays a second level of choices, as shown in the example. If the screen displays this second level of choices, you must select one of the choices offered.

Select account type *

☐ Advocate/designated representative organization
Organizations whose employees act as advocates or designated representatives on behalf of clients. An advocate and/or designated representative may submit this form for the purpose of requesting CORI on behalf of a client. Advocacy organizations may also submit employment background checks for the purpose of screening their own employees and volunteers.

☒ **Employer**
Banks/credit unions, insurance companies, security guard companies, security system installers, private investigators, general employers, and navigator agencies.

☐ Bank/Credit Union
Any organization that provides a broad range of financial services to public and private clientele. CORI requests may be submitted for the limited purpose of screening any bank or credit union employees or volunteers.

☒ **General Employer**
Any organization, private or public, which employs individuals to perform services not described in any of the employer account types listed above. CORI requests may be submitted for the limited purpose of screening the business's employees and volunteers.

☐ Insurance Company
Any organization that specializes in the sale and management of insurance policies. CORI requests may be submitted for the limited purpose of screening any insurance company employees or volunteers.

28. Scroll to the bottom of the page and select **Continue**.

☐ Volunteer organization, camp, and children's programs
Volunteer organizations, camps, children's programs, amusement device operators, and day care centers.

[< Back](#) [Continue >](#)

The screen displays the *Select account type—AmeriCorps program* page.

28. Select *Yes* or *No*, as appropriate.

29. Select **Continue**.

Register as a business or organization

1. Select account type 2. Account details 3. Verify & submit 4. Confirmation

AmeriCorps program

* Indicates required field.

Has your organization hired, or does it plan to hire, any individuals from an AmeriCorps program? *

☐ Yes ☒ No

[< Back](#) [Continue >](#)

[Cancel](#) ✕

The screen displays the *Confirm account type(s)* page.

30. Review your name and email information:

- If all the information is correct, proceed to step 31.
- If any of the information is incorrect:
Select **Back** as necessary to reach the page with the incorrect information.
Correct the information as necessary.
Select **Continue** as necessary to reach the *Confirm account type(s)* page.
Proceed to step 31.

31. Select **Continue**.

The screenshot shows a web form titled "Confirm account type(s)" with a progress bar at the top indicating four steps: 1. Select account type (active), 2. Account details, 3. Verify & submit, and 4. Confirmation. A "Cancel" button with a close icon is in the top right. The main content area has a yellow background and contains the following information:

- Account type information** (with a warning icon): You have indicated that you would like to register under the following business/organization category and account type. If this is not accurate, please select the "Cancel registration" option below and start over.
- Business/organization category:** Massachusetts business or organization
- Account type:** General Employer
- Before continuing, please make sure you have the following information readily available:
- Organization information:**
 - Organization full name
 - Address
 - Phone number
- iCORI Representative Information:**
 - Full name (populated from your MyMassGov account)
 - Date of birth
 - Social Security Number (only the last six digits are required)
 - Address
 - Phone number
 - Valid email address (populated from your MyMassGov account)
- You will need to read and agree to the [Terms of Use](#) as well as review the [iCORI Training Documents](#) before submitting your registration.

At the bottom, there are two buttons: a "Back" button with a left arrow and a "Continue" button with a right arrow. The "Continue" button is highlighted with a red rectangular box.

The screen displays the *Register as a business or organization-2. Account details* page.

32. Complete as many fields on the page as possible.

You must complete all required fields; note that the system completes some fields on the page, based on the information you have already entered (the system shades these fields gray or blue). You can edit fields shaded in blue, but not the ones shaded in gray.

33. Select **Continue**.

Organization contact information

Address line 1 * 987 Test Dr Address line 2

Country * UNITED STATES State * MASSACHUSETTS City/Town * Boston Zip code * 02345

Phone number * +1 6035551111 Phone extension Ext. Website

Representative Personal Information

Name Lastname, Firstname Email address firstname.lastname@email.ext

Date of birth (MMDDYYYY) * 01162000 Last six SSN * ***-****

☐ I do not have an SSN

Representative Address & Contact [Copy address above](#)

Address line 1 * 987 Test Dr Address line 2 987 Test Dr

Country * UNITED STATES State * MASSACHUSETTS City/Town * Boston Zip code * 02345

Phone number * +1 6035551111 Phone extension Ext.

[← Back](#) **Continue →**

The screen displays the *Verify registration details* page.

34. Review your name and email information:

- If all the information is correct, proceed to step 35.
- If any of the information is incorrect:
Select **Back** as necessary to reach the page with the incorrect information.
Correct the information as necessary.
Select **Continue** as necessary to reach the *Confirm account type(s)* page.
Proceed to step 35.

35. Select the **I have read and agree to the terms and conditions** check box.

Note that you can select **terms and conditions** to view the terms and conditions document.

36. Select the **I have reviewed the iCORI training documents and understand the contents** check box.

Note that you can select **training documents** to view the training documents.

37. Select **Submit**.

Organization name
Testorg, Inc.

Account reason
Employment

Phone
+1 603-555-1111

Federal tax ID / EIN
123456789

Address
987 Test Dr
Boston, MA 02345
US

CORI representative details [Edit](#)

Name
Lastname, Firstname

Email
firstname.lastname@email.ext

Date of birth
01/16/2000

Last six of SSN
***-45-6789

Address
987 Test Dr, 987 Test Dr
Boston, MA 02345
US

Phone
+1 603-555-1111

AmeriCorps program

Has your organization hired, or does it plan to hire, any individuals from an AmeriCorps program?
No

Terms of use

Attention
Please review the terms and conditions and training documents below before submitting your registration.

1. As referenced in these terms and conditions, the terms below shall have the following meanings:

- a. CRA: Consumer Reporting Agency.
- b. CRRB: The Criminal Record Review Board.
- c. CORI: Criminal Offender Record Information.
- d. DCJIS: The Massachusetts Department of Criminal Justice Information Services.
- e. iCORI service: The internet-based service used to request and obtain CORI and self audits.
- f. Requestor: A registered user of the iCORI service and any additional authorized users for the requestor's account. Requestor, as used in these terms, also includes Consumer Reporting Agency requestors.

☒ I have read and agree to the [terms and conditions](#) *

☒ I have reviewed the iCORI [training documents](#) and understand the content *

[← Back](#) [Submit](#)

The screen displays a confirmation page.

38. Select **Return to homepage**.

Register as a business or organization

1. Select account type 2. Account details 3. Verify & submit **4. Confirmation**

iCORI account registration submitted on 10/07/2026, 04:21 PM

Important information

Your iCORI organization account registration has been successfully submitted.

If you have any questions regarding your account, please email us at icori.info@mass.gov or call the Civil Background Screening Unit at 617-660-4640 between 8:00 AM and 6:00 PM Eastern Time, Monday - Friday.

Name
Lastname, Firstname

Email
brent.hosage+21@xfact.com

Category
Massachusetts business or organization

Account type
General Employer

Organization name
Testorg, Inc.

Organization ID
TESMA26-01479

Note: To ensure proper receipt of all iCORI emails, please check your email spam filters and/or add icori.submission@noreply.mass.gov to your email safe senders list.

Return to homepage

The screen displays the *Welcome to the iCORI service* page.

This completes the procedure.

Refer to the *iCORI-Business Accounts User's Guide* for information on requesting consent and other CORI business account procedures.

Revision History

This guide is updated as new versions of the software are released and additional functions become available.

The following table summarizes the key changes made, including the date and nature of changes.

Version	Date	Nature of changes
1.0	October 19, 2026	Initial release (describes iCORI Version 1.0).