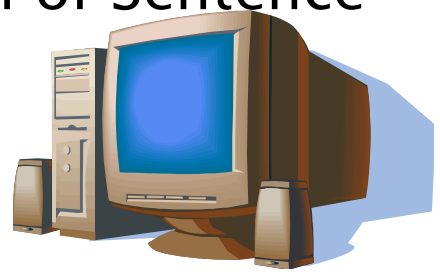
The Missouri Automated Criminal History Site

MACHS

Tutorial of Service

MACHS Overview

- This document will serve as a tutorial for those interested in utilizing the MACHS service for name-based criminal history checks.
- MACHS was created in response to the need to provide open record criminal history searches to the public in an electronic and automated fashion.
- Since the records contained within MACHS are open record, this service may be utilized by anyone, for any purpose.
- Open record information includes convictions, charges pending, initial arrest information for 30 days, and Suspended Imposition of Sentence data while the subject is on probation.
- Closed record information in which subject of the search was not convicted due to the charges being dropped, dismissed, or nolle prossed, or after having completed the probation period associated with a Suspended Imposition of Sentence will not be available.



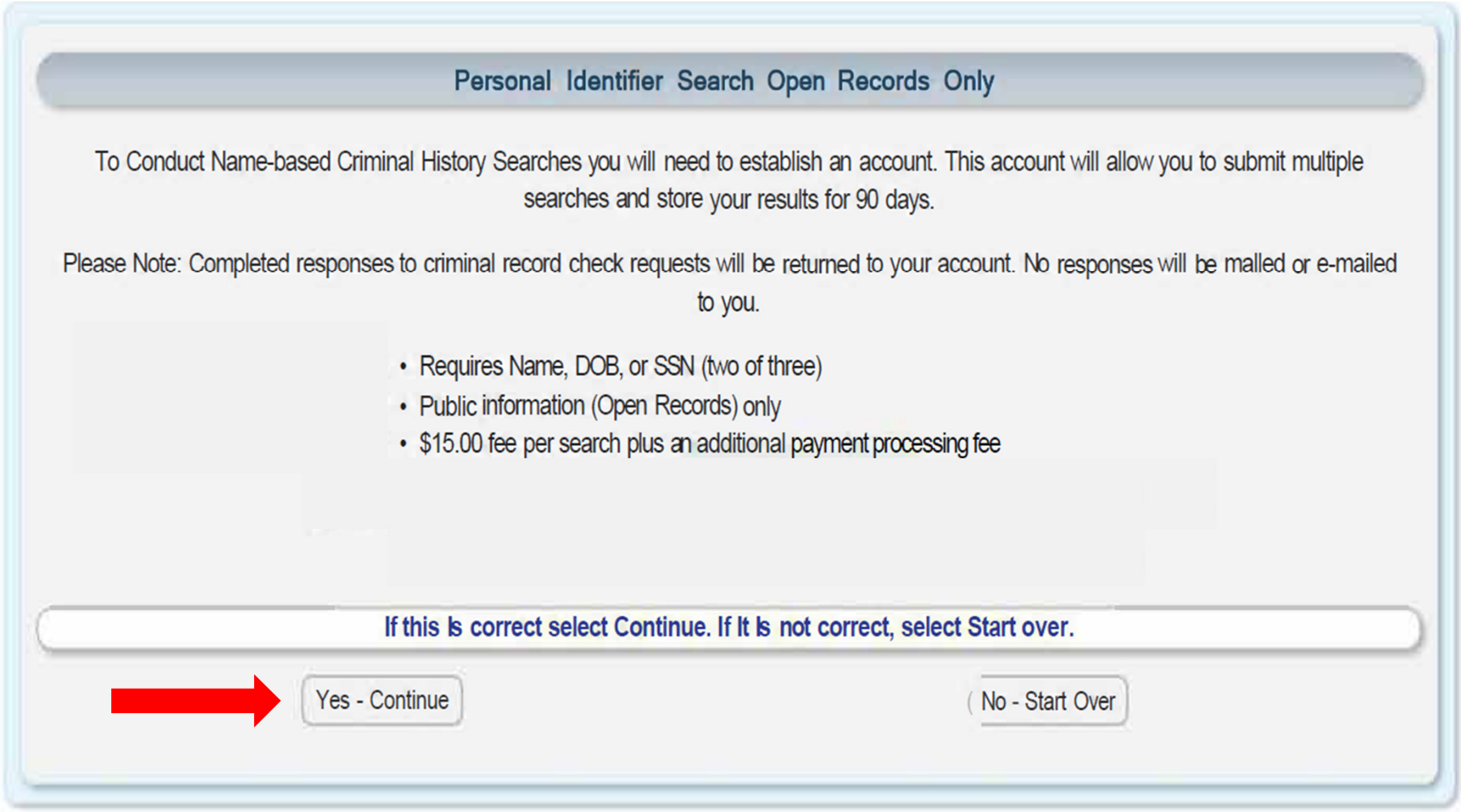
MACHS Overview

- MACHS is operated by the Missouri State Highway Patrol Criminal Justice Information Services (CJIS) Division.
- Pursuant to Missouri Statute, CJIS serves as the Central Repository for all criminal history information within the State of Missouri.
- The CJIS Division charges a fee of $15.00 for each individual searched through MACHS.
- NCR, the State Payment Portal, also charges a payment processing fee for this service. The payment processing fee will be 2 percent of the purchase amount plus $.025.

Creating a MACHS Account

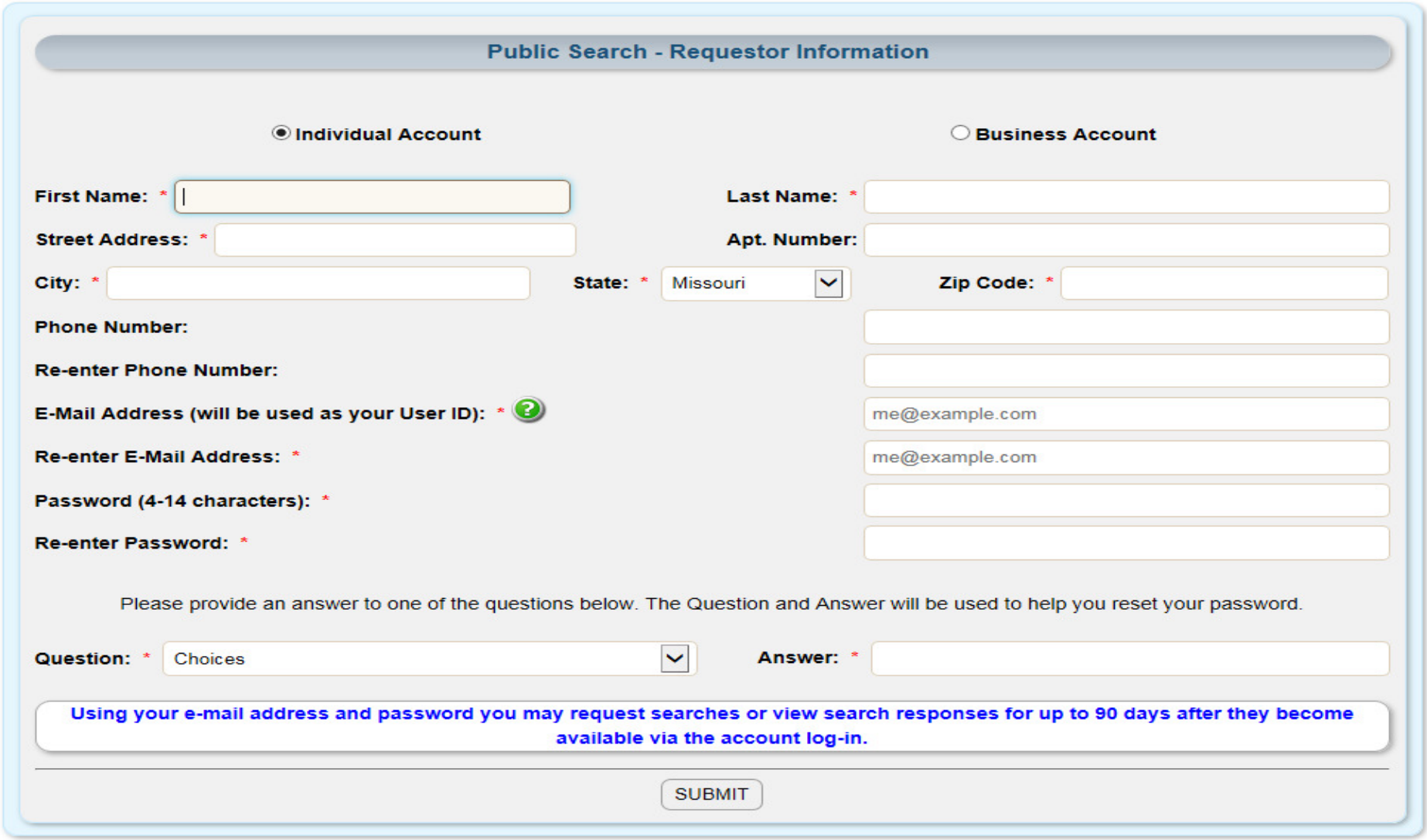
All MACHS users must initially create an account to utilize the service. Click on the icon labeled “Create Name Search Account.”

Creating a MACHS Account



The information screen will give you an overview of what your account will provide to you. Click the icon entitled “Yes – Continue” to proceed.

Creating a MACHS Account

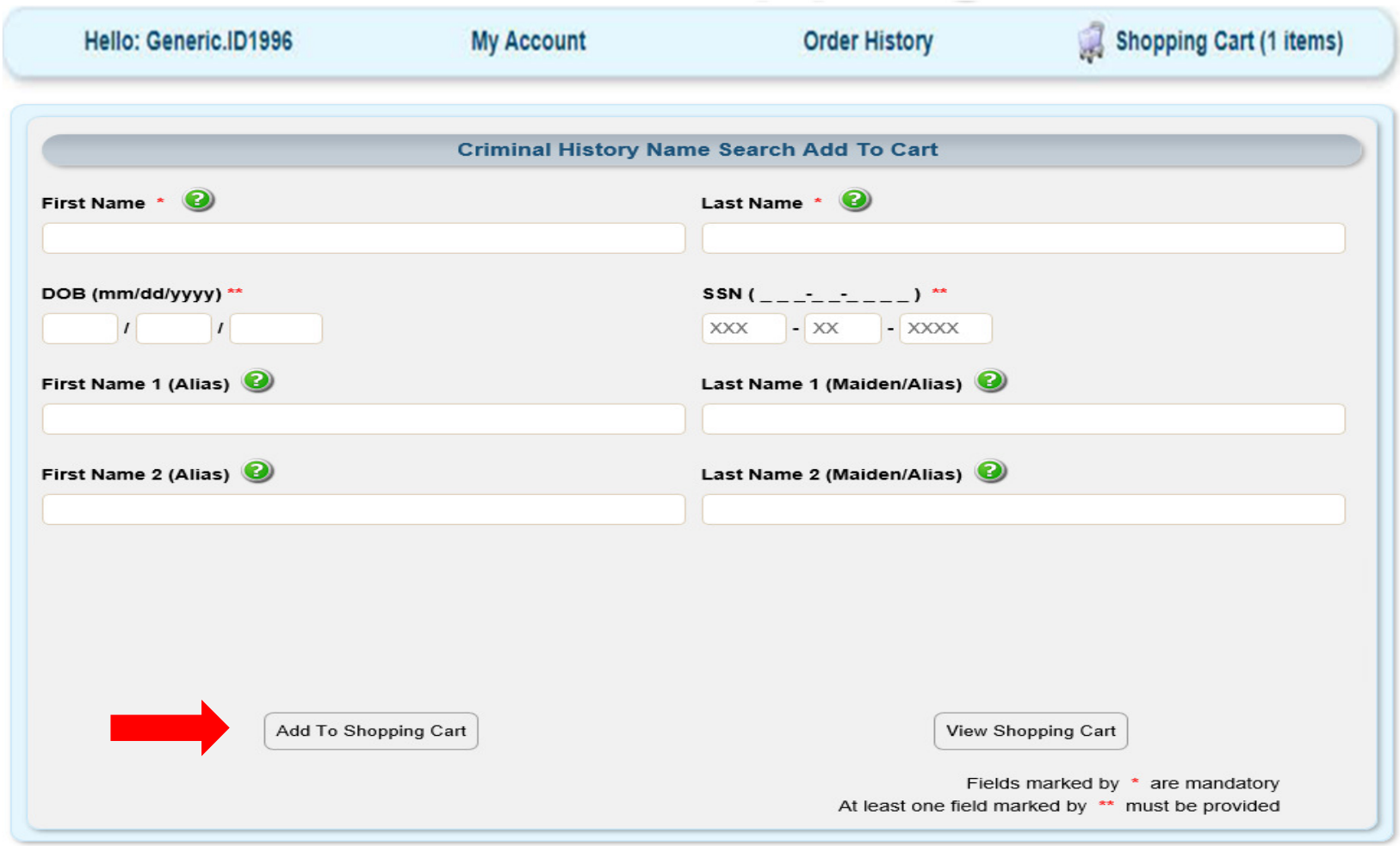


To create an account, you must enter your requestor information on this screen. If you are running background checks for a business purpose, be sure to select the business icon at the top of the screen.

Creating a MACHS Account

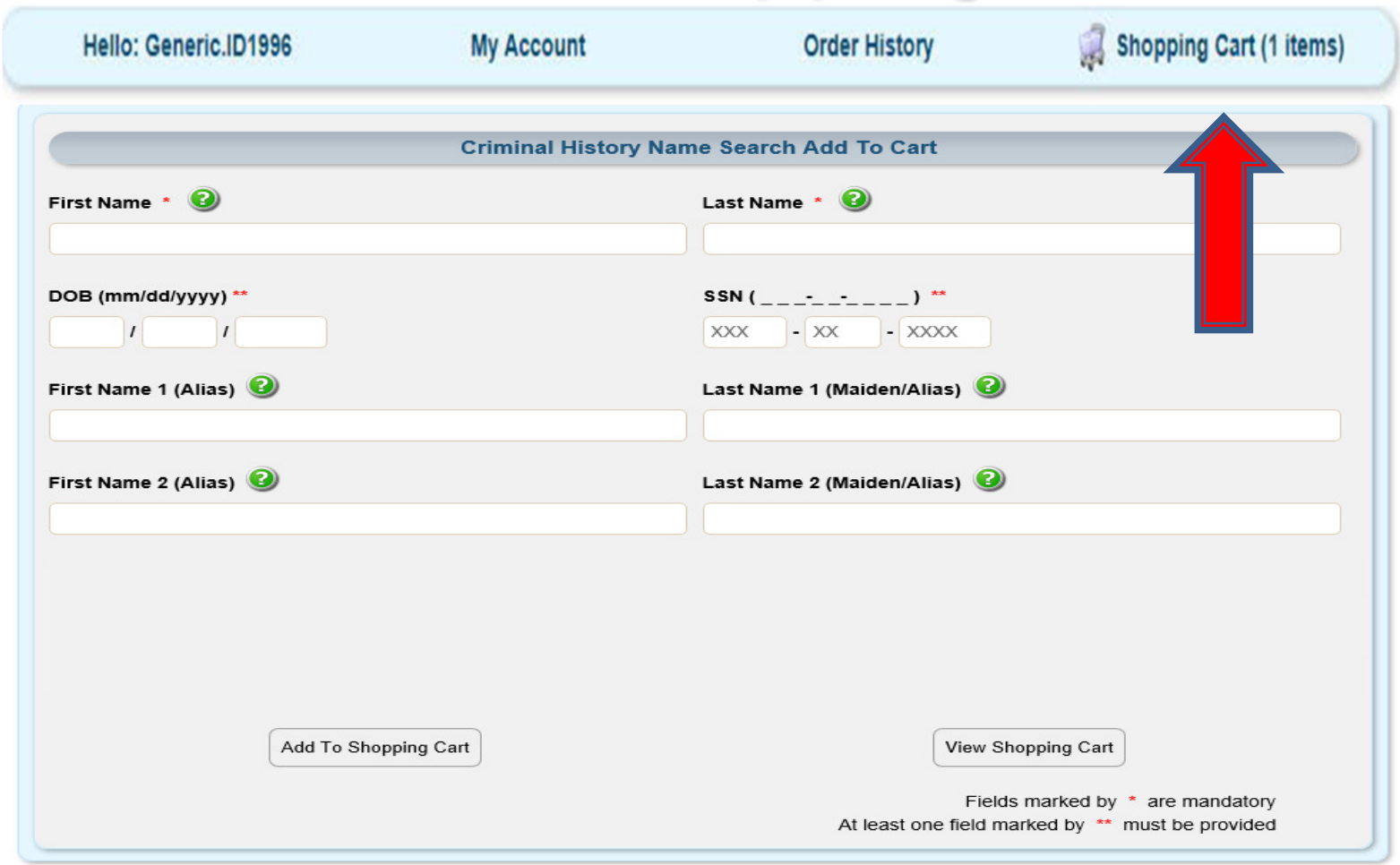
Your e-mail address will serve as your userid to access MACHS. Be sure to enter a password that will be easy for you to remember. You will also be required to select a security question should you ever forget your password. If you forget your password in the future, you will be able to answer your security question to recover your password. Once you have entered the required information designated by * click submit to create your account.

Searching Names through MACHS



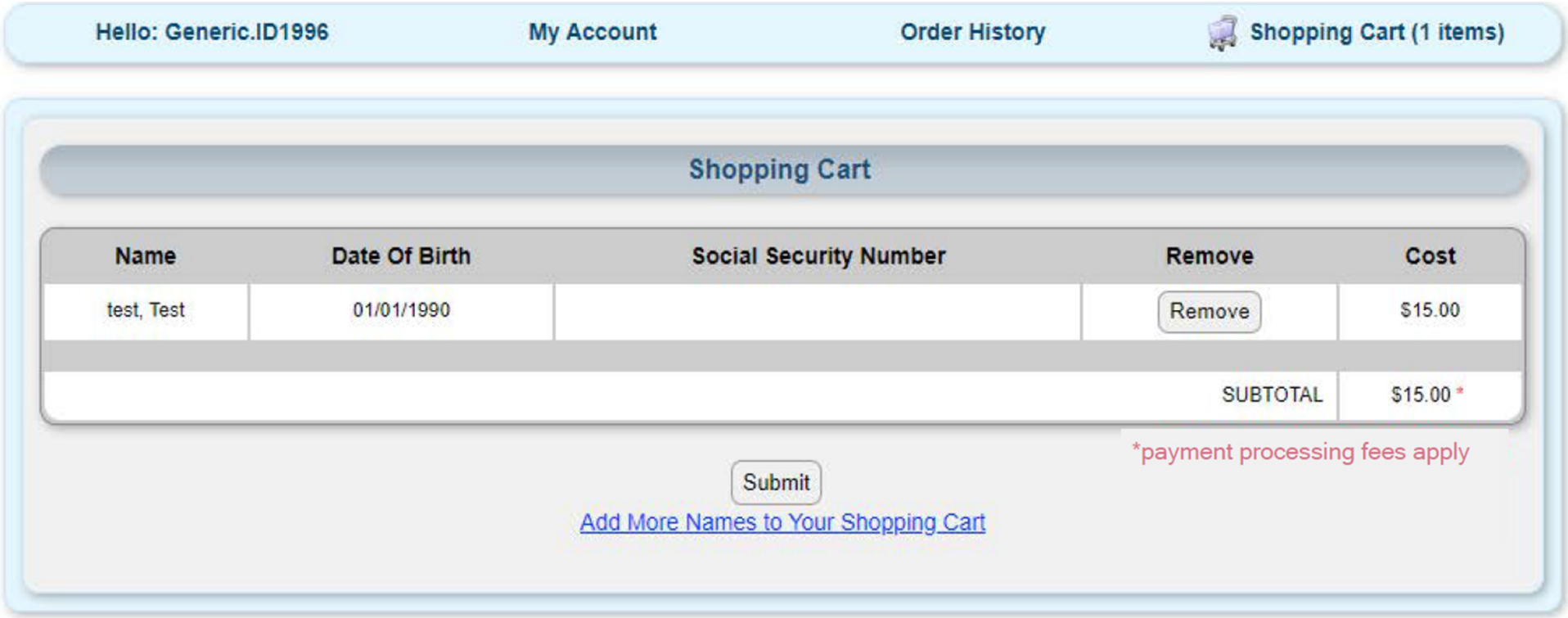
You have now created your account and may begin conducting record checks through MACHS. You will be required to enter a first name and last name, as well as either a date of birth and/or a social security number for each individual searched. You may also choose to enter up to two additional first and last names to account for any maiden or alias names the individual has used. Once you have entered the required information you may click the icon entitled “Add to Shopping Cart” to continue with the process.

Searching Names through MACHS



As you can see, the shopping cart icon in the top right-hand corner of the screen has now updated to show that you have one request in your shopping cart. If you have more individuals to search you may continue to enter their information now. When you are ready to check-out you may click the shopping cart icon in either the top right or bottom right corners of the page. If for any reason you should need to log-out of your account, the requests that are in your shopping cart will be saved until you return.

Your MACHS Shopping Cart



The MACHS shopping cart screen provides an overview of the individuals that you will be searching through the site. You may remove a name from your shopping cart at anytime by clicking on the icon entitled “Remove”. If you would like to go back to the search screen and add more names to your account, you may click on the “Add More Names to Your Shopping Cart” link at the bottom of the page. Lastly, please notice the cost subtotal of the names in your shopping cart. This subtotal includes only the fee for the name searches and does not include the payment processing fee collected by the State Payment Portal. Once you are ready to proceed you may click the icon entitled “Submit” to be taken to the Payment Portal.

State Payment Portal

Credit/Debit cards are the only method of payment available through MACHS. The State Payment Portal accepts all major credit cards including MasterCard, Visa, Discover, and American Express.

NCR is the official vendor for electronic payments for the State of Missouri.

All information collected for payment is kept strictly confidential and NCR meets all security requirements for conducting e-commerce transactions.

NCR, the State Payment Portal, also charges a payment processing fee for this service. The payment processing fee will be 2 percent of the purchase amount plus $.025.

Credit/Debit information is not retained by the MACHS system.

State Payment Portal

Cart Information | Payment Information

Billing Contact Information

Name*

Address

Street Address Continued

City

Country: United States

State

Zip Code

Email*

Home Phone Number*

Next Step: Add Payment Method

Shopping Cart

Open Records	$15.00
Subtotal	$15.00
Projected Card Fee	$0.55

Cancel Transaction

To Proceed with payment please enter your billing information on this screen and click “Next Step: Add Payment Method.”

State Payment Portal

Cart Information | Payment Information

Payment Information

Please select your Payment Method

- Credit Card
- Name on Card
- Card Number
- Expiration Month: 07
- Expiration Year: 2023
- Security Code
- Card Zip Code
- Amount Due: $ 15.00
- Payment: $ 15 . 00

Shopping Cart

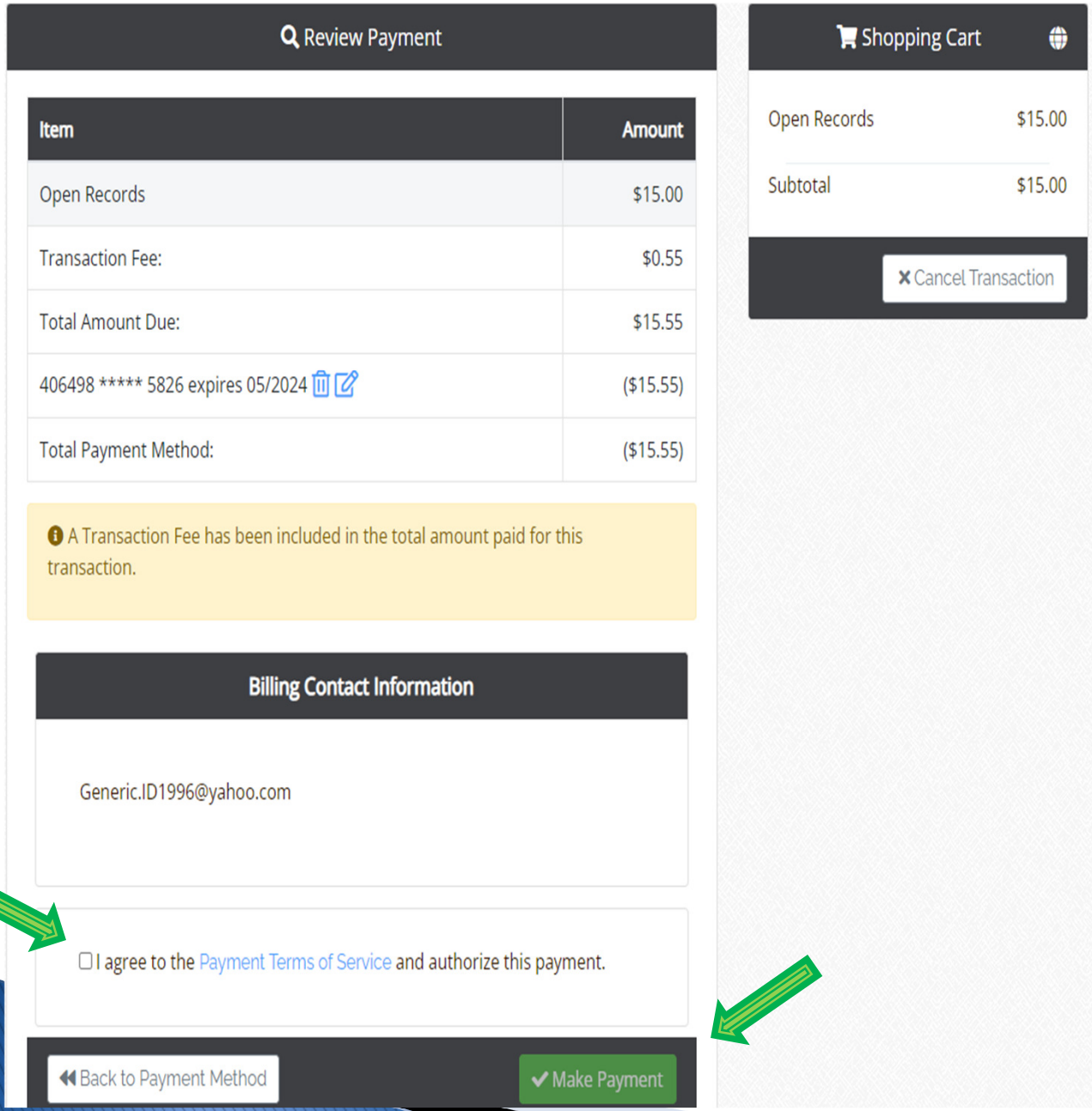
Open Records	$15.00
Subtotal	$15.00
Projected Card Fee	$0.55

Cancel Transaction

Back to Payment Information | Next Step: Review Payment

To Proceed with payment please enter your credit card information. Select “Next Step: Review Payment” to be taken to the payment verification screen.

State Payment Portal



The Review Payment screen provides an overview of the payment information you have supplied and an itemized cost breakdown regarding the processing fees collected by the Payment Portal. To proceed, after you have reviewed your payment, check “I agree to the Payment Terms of Service and authorize this payment” and then click “Make Payment.” Please note, the CJIS Division cannot provide any refunds for requests made in error via MACHS once it has been submitted.

MACHS Receipt

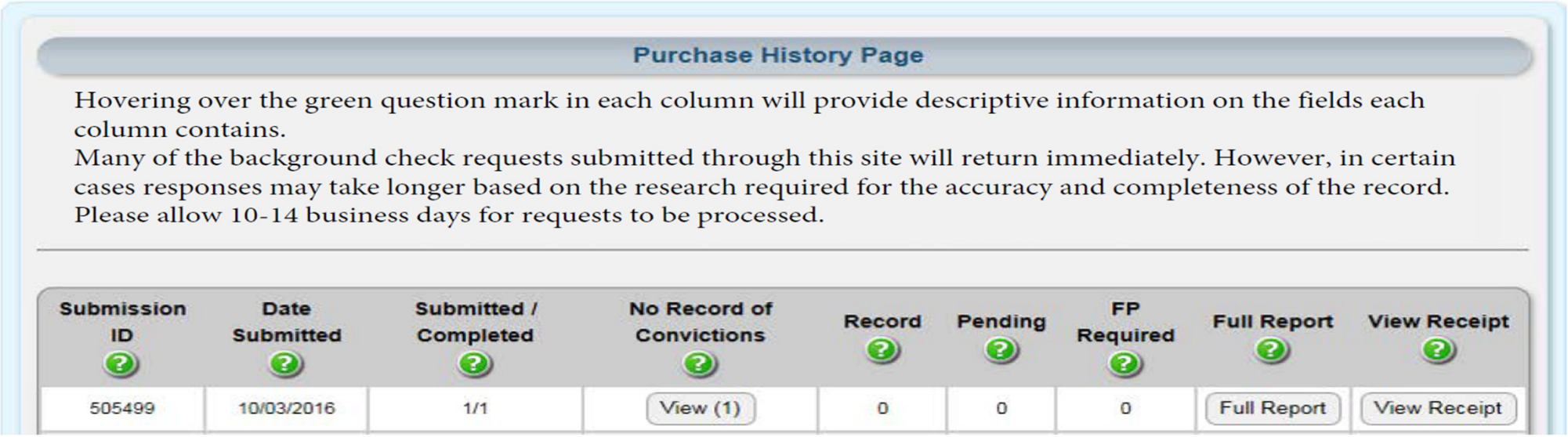
Receipt ID 1759482 - Receipt Page

Click HERE to view the Status of your Submission

Submission ID:	1759482
Full Name on Card:	Test Test
Payment Confirmation Number:	20414777
Payment Date and Time:	07/25/2023 10:06:36
Payment Method:	
Card Type:	VISA
Last 4 Digits of Card:	4370
Transaction Amount:	$15.00
Payment Fee:	$0.55
Total Amount Charged:	$15.55

This page details the receipt associated with your submission. You may print this screen for your records. Your receipt information will also be stored in your account for 90 days. Click the link entitled “Click HERE to view the Status of your Submission” to continue.

Purchase History



Purchase History Page

Hovering over the green question mark in each column will provide descriptive information on the fields each column contains.
Many of the background check requests submitted through this site will return immediately. However, in certain cases responses may take longer based on the research required for the accuracy and completeness of the record. Please allow 10-14 business days for requests to be processed.

Submission ID	Date Submitted	Submitted / Completed	No Record of Convictions	Record	Pending	FP Required	Full Report	View Receipt
505499	10/03/2016	1/1	View (1)	0	0	0	Full Report	View Receipt

Your Purchase History page details the results of all of your submissions for the past 90 days.

Submission ID: the tracking number associated with each shopping cart submitted via MACHS

Date Submitted: the date that each shopping cart was requested through MACHS.

Submitted/Completed: Identifies the total number of criminal record checks requested within each cart, compared to those that have been completed and returned.

Purchase History (cont'd)

Your Purchase History page details the results of all your submissions for the past 90 days.

No Record of Convictions: Identifies the number of requests in a shopping cart that were returned with having no record of conviction on file. If there are items in this queue you may click "View" to view and or print the associated responses.

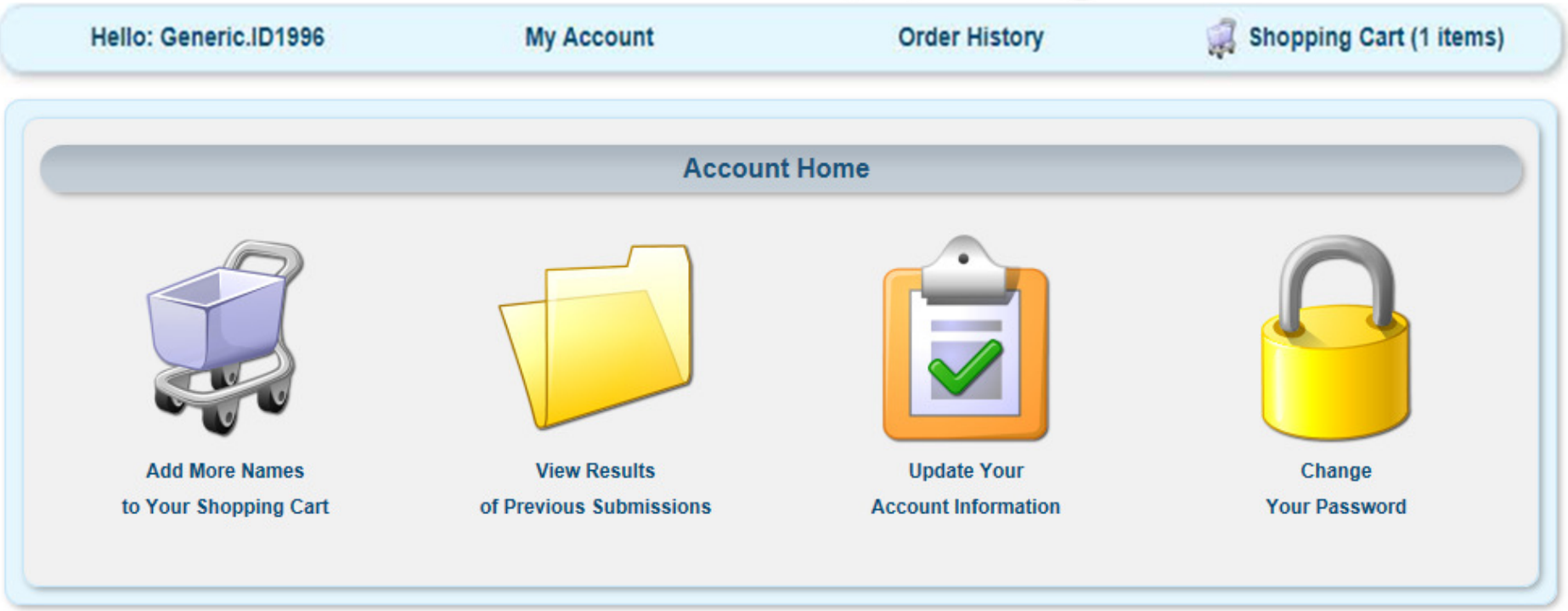
Record: Identifies the number of requests in a shopping cart that were returned with criminal history information attached. If there are items in this queue you may click "View" to view and or print the associated responses.

Pending: Identifies the number of requests in a shopping cart that are still being processed by MACHS personnel. On average MACHS personnel complete requests within two business days but may take up to 10-14 business days, so check back often.

Full Report: this option allows you to export the results of a shopping cart submission to a tab delimited text file for upload into a database or program such as Microsoft Excel.

View Receipt: This option allows you to view and or print the receipt associated with your shopping cart submission.

Your MACHS Account



You may reach your Account Home Screen at any time by clicking on the "My Account" link at the top of each page. From this screen you may:

Create a New Shopping Cart or Finish a previously saved Cart

View Results of your Previous Submissions, or check the status of Pending requests

Update your Account Information (name, e-mail address, security question, etc.)

Change your Password

Thank you for using MACHS

Thank you for utilizing the MACHS Service. Should you have any questions, do not hesitate to contact us at:

573-526-6153 option 3

or

machs@mshp.dps.mo.gov