Resolving CHID Email Usernames- Article no. 4896

Introduction

CHID is short for **Ch**ange **ID; these steps are for DC Metro, IL, MA, NY and PA customers, only**

- Email account status changes to forward email when **Change Data User** in **ICOMS** is used
- If an ICOMS Data User is changed, ***and*** the **forward email check box** is selected, **CHID** ensures the mailbox contents and all email is automatically forwarded
    - Mail is forwarded from the old user ID to the new one for **30 days**

Resolution Steps

Removing CHID Status

1. Login Webtools
2. Find the username and verify the **CHID** status

3. Select **unchid** from the drop-down menu

4. The username becomes **Active**

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