

# Resolving CHID Email Usernames- Article no. 4896

## Introduction

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**CHID** is short for **Change 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

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### 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**

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=438>