

Resolving CHID Email Usernames- Article no. 4896

Introduction

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

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>