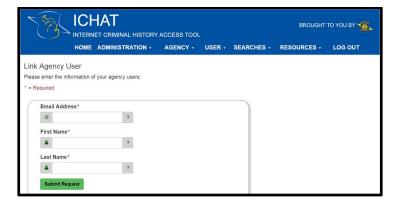# How to add Users to your Agency account in the new ICHAT system

- All users and agencies will need to register in the new ICHAT system, regardless of whether or not they registered in a previous version of the ICHAT.
- To add a user to your agency account, after you have registered your own User Account and Agency Account in ICHAT, log in to the website choose "Agency Admin" role type, click "Agency" on the top menu, then select "Add Agency Users"*****.

- On the Link Agency User page, provide the requested information for a user you would like to add to your Agency Account. The following fields are required:
  - o Email Address
  - o First Name
  - o Last Name
- Click "Submit Request".

- If the added user has already registered that email address with their own User Account in ICHAT, the response you will receive is "This user already exists in the system. A notification email has been sent to the user advising of the pending invitation."
  - o The added existing user should click on the link in the email to accept the invitation. The next time they log in, they will be ready to run searches as part of your agency.
- If the added user has NOT already registered that email address in ICHAT, the response you will receive is "An email to register in the ICHAT system has been sent to the user."
  - o The invited unregistered user will receive an email which will read "You are invited to register into the ICHAT system as an agency user. Please register by clicking on the link below:" After clicking the link and registering their user account, the next time they log in they will be ready to run searches as part of your agency.
- You may continue to add users until you are finished.
- For questions or assistance, please contact the Michigan State Police ICHAT Help Desk at 517-241-0606 or via MSP-CRD-ICHATHelp@Michigan.gov.

*Agency Users will need to choose "Agency User" role type after logging in in order to run background searches associated with your agency account.