



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 system.
- To add a user to your agency account, you must have already registered your own User Account and Agency Account in ICHAT. Log in to the website and 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:
 - Email Address
 - First Name
 - Last Name
- Click "Submit Request".

This screenshot shows the "Link Agency User" form. The header is blue with the ICHAT logo on the left and the Michigan State Police logo on the right. The text "BROUGHT TO YOU BY" is between the logos. Below the header is a navigation bar with the following items: HOME, ADMINISTRATION, AGENCY, USER, SEARCHES, RESOURCES, and LOG OUT. Below the navigation bar, the page title is "Link Agency User". Below the title, the text "Please enter the information of your agency users:" is displayed. Below this text, a legend indicates that an asterisk (*) denotes required fields. The form contains three input fields: "Email Address*" with the value "MI-Church@email.com", "First Name*" with the value "Frieda", and "Last Name*" with the value "Friendly". Below the input fields is a green "Submit Request" button, which is highlighted with a red arrow.

- If the user you added has already registered that email address with their own User Account in ICHAT, you will receive a message stating “This user already exists in the system. A notification email has been sent to the user advising of the pending invitation.”
 - 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.

Hi Frieda Friendly,
You are being invited to accept the role of an agency user. Please click on the link below to login to the ICHAT system and accept the role by clicking on the option to accept pending request on the main menu : <https://10.29.15.124:8058/Home/Index>
ICHAT Team
Michigan State Police



- If the user you added has NOT already registered that email address in ICHAT, you will receive a message stating “An email to register in the ICHAT system has been sent to the user.”
 - 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.
- For questions or assistance, please contact the Michigan State Police ICHAT Help Desk at 517-241-0606 or via email at MSP-CRD-ICHATHelp@Michigan.gov.